

ISSN 2597- 6052DOI: <https://doi.org/10.56338/mppki.v7i8.5849>**MPPKI****Media Publikasi Promosi Kesehatan Indonesia**
*The Indonesian Journal of Health Promotion***Research Articles****Open Access****Relationship Between Satisfaction and Employee Performance at Scholoo Keyen Hospital in 2024****Yuliana Yulce Howay^{1*}, Nilawati Uly², Achmad R. Muttaqien Al-Maidin³, Zamli⁴**¹Department of Public Health, Faculty of Health, Mega Buana University, Palopo | email ucehoway5@gmail.com²Department of Public Health, Faculty of Health, Mega Buana University, Palopo | email uly.nilawati79@gmail.com³Department of Public Health, Faculty of Health, Mega Buana University, Palopo | email 88.qien@gmail.com⁴Department of Public Health, Faculty of Health, Mega Buana University, Palopo | email zamlizam2019@gmail.com* Corresponding Author: ucehoway5@gmail.com**ABSTRACT****Introduction:** Human resources (HRM), as the main organ of an organization, plays a critical role in achieving the organization's goals. The degree of patient satisfaction is influenced by how the hospital serves them.**Objective:** The goal of this study is to determine the relationship between staff satisfaction and performance at the Scholoo Keyen District General Hospital in Sorong South District.**Method:** Researchers gather data from a group of respondents using a type of survey research, a quantitative research method, to try to understand how a particular phenomenon can occur.**Result:** The results of research based on performance variables show that the performance category is less than 0 people (0%), adequate is 11 people (8,3%), and the good category is 121 people (91,7%). The satisfaction variable shows the category of less than 0 people (0%), 34 people (25,8%) in the fair category, and 98 people (74,2%) in the good category. The Kruskal-Wallis test results show variable satisfaction with employee performance, with a p-value of 0,000.**Conclusion:** According to the Kruskal-Wallis test, the p-value for satisfaction with employee performance was 0.000. p-valued $0,000 < 0,05$ until H_0 rejected. If accepted, we can assert a relationship between employee satisfaction and performance in the RSUD Scholoo Keyen district of Sorong South.**Keywords:** Satisfaction; Officer Performance

INTRODUCTION

Managing human resources (HR) in the modern era is not just recruitment and administration. Creating a pleasant work environment and supporting employee satisfaction are critical to improving performance and achieving organizational goals. Employee satisfaction provides a solid foundation for individual and team performance, thereby enabling optimal contribution to the organization. Increasing motivation, productivity, and loyalty to the company is considered to increase job satisfaction for employees (1). This should have a positive impact on achieving company goals and growth. Therefore, to be an effective HR manager, one of the main pillars must be increasing employee satisfaction. If organizations are aware of the close correlation between employee satisfaction and performance, they can design effective plans to increase employee enthusiasm and engagement. Programmes and policies that emphasise self-development, well-being, and positive feelings at work can achieve this.

Performance evaluation interviews with management and staff revealed that several employees at Scholoo Keyen Regional Hospital still performed below expectations, falling into the adequate or even inadequate category. Failure to meet established expectations should be a serious concern. One of the main problems identified was staff discipline in terms of attendance and working hours. Observation results show that violations are common, such as being late, leaving the workplace without permission, and leaving early. Because of this violation, the head of the administration department issued warrants to several officers in various work units. Hospitals fear this condition will negatively impact their smooth operation, particularly by causing delays in patient services. This delay can reduce the quality of services provided, which ultimately leads to patient dissatisfaction. Therefore, we need to take strategic measures to enhance staff discipline and guarantee the attainment of optimal performance standards. Employees' habits of being late and not coming to work lead to fewer working hours and lower employee performance. The ability to work together should make it easier to complete tasks, but many people cannot work with others (2).

Today, healthcare providers face a huge challenge in making healthcare affordable and accessible. To do that, the parties involved must transform and improve their performance. To do that, the organization must influence the performance of its employees (3). There are two types of factors: internal and external. Internal factors come from within an individual and can affect how well they perform at work. These include things like motivation and interests, talents, character, nature, age, gender, education, experience/ability, discipline, and job satisfaction. On the other hand, external factors come from outside an individual and can also affect performance. Examples of these include work environments, means and supplies, compensation, leadership, policies, and management systems (4).

A large body of research supports the concept that job satisfaction acts as a mediator between employee performance and context. Sutrisno et al.'s (2022) study, for instance, revealed that job motivation plays a crucial role in fostering a high level of work satisfaction, which ultimately links to an employee's performance (5). Generally, companies expect all of their employees to work well in completing their assigned tasks. But unfortunately it only goes one way. Companies must also strive to optimize the performance of their employees and human resources (6). According to Muljani in Sanaba (2022:84), problems that often occur in an agency or organisation related to performance are: a) communication patterns; b) conflict between employees and superiors; decreased productivity; c) a low level of discipline; and d) a low level of job satisfaction. Employees achieve performance when they work in accordance with the company's obligations (7). In Plorania (2021:139), August W. Smith defines performance as the "output drive from processes, human or otherwise," meaning that it is the outcome or result of a process (7). An organization's performance is measured by whether it is able to achieve the goals it implements. The performance of existing human resources strongly supports the achievement of organizational goals. When employees perform well, the organization performs well and creates expectations that it will achieve its goals (8).

Understanding the role of job satisfaction as an intermediary variable is crucial for improving employee performance. By creating a positive work environment that promotes job satisfaction, organizations can indirectly increase employee productivity and overall success. According to Maslow in Hapsari (2022:1557), the motivation a person has becomes an encouragement; this encourages people to work harder and encourages them to work together, work well, and integrate all their efforts to achieve satisfaction at work (8).

METHOD

The study uses a quantitative method with a cross-sectional design to investigate the relationship between certain variables in the healthcare population at RSUD Scholoo Keyen. We collected primary data by sharing a questionnaire with a randomly selected sample (probability sampling). We analyze the data univariately to describe the distribution of frequency and statistical descriptive variables, and bivariately to test the relationship between variables using the Kruskal-Wallis test.

RESULTS

Table 1. Response characteristics were distributed at Scholoo Keyen Regional General Hospital, South Sorong Regency, in 2024.

Characteristics	frequency (n=132)	%
Gender Type		
Male	0	0
Female	11	8,3
Age		
10 to 19 years old	0	0
20 to 44 years old	125	94,7
45 to 59 years old	7	5,3
>60 years old	0	0
Last Education		
SMK/SPK	8	6,1
D3	60	45,5
S1	64	48,5
S2/S3	0	0
Officer status		
PNS	54	40,9
PPPK	33	25
Contract	45	34,1
Total	132	100

According to Table 1, out of the 132 respondents in this study, 27 individuals (20.5%) were male, and 105 individuals (79.5%) were female. Description of the age groups: 10–19 years as many as 0 people (0%), 20–44 years as many as 125 people (94.7%), 45–59 years as many as 7 people (5.3%), and >60 years as many as 0 people (0%). An overview of the education of Vocational/SPK respondents was 8 people (6.1%), D3 as many as 60 people (45.5%), S1 as many as 64 people (48.5%), and for Masters/S3 education as many as 0 people (0%). An overview of the employment status of respondents: civil servants as many as 54 people (40.9%), PPPK as many as 33 people (25%), and contracts as many as 45 people (34.1%).

Table 2. Distribution of staff performance in RSUD Scholoo Keyen in 2024

Officer Performance	frequency (n=132)	%
Less	0	0
Enough	11	8,3
Good	121	91,7
Total	132	100

Based on table 2 above, it can be seen that the number of respondents who had poor performance was 0 people (0%), 11 people (8.3%), and 121 people (91.7%) good.

Table 3. Distribution of employment satisfaction of staff at RSUD Scholoo Keyen in 2024

Satisfaction	frequency (n=132)	%
Less	0	0
Enough	34	25,8
Good	98	74,2
Total	132	100

Table 3 above shows that 0 respondents in the poor category reported job satisfaction, 34 reported sufficient job satisfaction, and 98 reported good job satisfaction (74.2%).

Table 4. Results of the Kruskal Wallis variable satisfaction test on staff performance at RSUD Scholoo Keyen in 2024

Test Statistic	p-value
Asymp Sig.	0,000

According to table 4 above, the Kruskal-Wallis test results show that the p-value for the satisfaction variable, when compared to the employee performance variable of 0.000, is less than 0.05. This suggests that there is a meaningful relationship between data sets for the satisfaction variable and the performance of staff at RSUD Scholoo Keyen South Sorong district in 2024.

DISCUSSION

According to the research results, the majority of respondents were women (79,5 %), indicating that women's participation was greater than men's (20,5%). Various factors, including interest, need, and ability to obtain the desired information from this research, can cause this phenomenon. The number of male and female respondents differed in various age groups. The percentage of male respondents was higher (58.4%) than female respondents (41,6%) in the 20–44 year age group, indicating that men and women may have different interests or needs in participating in research, especially at this age. The majority of respondents (48,5%), D3 (45,5%), and SMK/SPK (6,1%) provided the most recent education. The respondents to this study had a fairly high level of education. Most of the respondents had a bachelor's degree or very high degree, which suggests that this research may be of interest to people with secondary or higher education. Most of the respondents in the study worked in various sectors, both government (PNS) and non-PNS/contract, with the majority being PNS (40,9%), contract (34,1%), and PPPK (25%). This study covers a wide range of employee groups, as indicated by differences in the distribution of employee status. Higher education often improves problem-solving and critical-thinking abilities. Employees with this ability can identify and solve workplace problems more easily, as well as find innovative solutions. Formal education often emphasizes the development of communication and interpersonal skills. Employees with a high level of education are generally able to communicate effectively, both verbally and in writing, and are able to build good relationships with colleagues, superiors, and customers.

At Scholoo Keyen Regional General Hospital in South Sorong Regency, 91,7% of respondents reported good performance, indicating satisfactory employee performance, while 8,3% reported adequate performance, and no one reported poor performance. Despite the fact that no respondents indicated poor performance, this does not mean that there is no potential for further improvement or optimization. Future research and replication should further study the contributing elements.

Based on the analysis of the satisfaction variable, the results revealed that 98 employees, or 74,2%, had good job satisfaction. This can show that the work environment experienced by employees is not disappointing. The hospital's policies and management can contribute to this by maintaining and enhancing employee satisfaction. The Kruskal-Wallis test results revealed a p-value of 0,000, less than 0,05, for the variable of satisfaction with employee performance. This implies a noteworthy correlation exists between the satisfaction variable and employee performance. Almost all research related to job satisfaction provides an analysis that shows that job satisfaction has a very strong and significant influence on employee performance (9). The results of this research are in line with research by Ningmabin et al. (2022), which found that satisfaction has a significant influence on employee performance (10). The same research was also conducted by Widokarti et al. (2023), who found that work satisfaction was proven to have a positive impact on employee performance (11). There is also other similar research conducted by Budhiana et al. (2022) that shows a relationship between satisfaction and employee performance (12).

Experts define job satisfaction in a variety of ways. According to Siegel and Lane in Yunus (2022), job satisfaction is the appraisal of one's job as allowing the attainment of one's important job value, provided these values are congruent with or help fully fit one's basic needs (13). Job satisfaction is a subjective condition and is based on a comparison of what a person actually receives from his job compared to what is expected, desired, and considered appropriate or entitled to him (14). It is worth considering that the level of satisfaction varies depending on each person's personality, desires, and values (15). Satisfaction can be influenced by many factors, including individual factors, such as age, gender, and personal attitudes toward work; relationship factors between employees, such as the relationship between managers and employees, social relationships between fellow employees, and suggestions from fellow workers; physical factors, such as workplace conditions, emotions, and working conditions; and external factors, such as family life, recreation, and education (16). Job satisfaction, according to Lee (1992) in Alam & Nurimansjah (2022:30), is determined by the difference between the needs, values, and expectations of workers and what the position actually offers. As a result, employees will be dissatisfied if their expectations differ from the work they receive (17). The level of job satisfaction is related to the level of performance and is determined by how well

the work received meets expectations. The more people receive work as expected, the more satisfied they are, and job satisfaction, which is the positive attitude a person has toward their job, will result in better performance (14).

Everyone has different levels of job satisfaction, so to be satisfied with their job, a person must be able to interact with coworkers and superiors and comply with company regulations (20). Supportive coworkers are a source of job satisfaction for individual workers, who can offer support, advice, and assistance to their coworkers. Coworkers with high levels of closeness tend to make workers more satisfied being in a group because of the satisfaction it produces, especially because of the lack of tension and anxiety in the group, and because they are better able to adapt to the pressures of the job (21).

An employee's mentality, essential for a job, will counteract excessive workload. If an employee is mentally unhealthy, it will be a problem completing the assigned tasks (22). With positive and happy feelings related to work, employees are expected to work well to achieve the expected performance, and vice versa (23). Therefore, job satisfaction is an important factor in improving employee performance. If employees are satisfied with their work, they will commit to the company with passion and responsibility (24). So that it can be beneficial for the common good, especially for the organization (25).

CONCLUSION

The majority of Scholoo Keyen Regional Hospital employees perform well, according to the research's findings. Most employee satisfaction is in the excellent category. There is a significant relationship between the satisfaction variable and employee performance of employees at Scholoo Keyen Regional Hospital, South Sorong Regency.

SUGGESTION

It is hoped that in the future, further studies can be carried out to understand and identify specific factors that contribute to job satisfaction at Scholoo Keyen Regional Hospital. This may include aspects of salary and benefits, work environment, interpersonal relationships, personal development opportunities, and other factors.

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