

ABSTRACT

The Side-Effect of Employee's Work Performance to the Satisfaction Level of Health Insurance PT. ASKES User (A Study of Rumah Sakit Umum Daerah Abdoel Moeloek, Bandar Lampung)

By:

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The improvement of employee's work performance in field of health is organized to improve the service, to make it become more efficient, effective, reachable for all class of society, and to satisfy the patients. Onehealth program that comes from the government is the giving of health care insurance. It is given to the Civil Servant, Retired Civil Servant Receiver, TNI/POLRI, Veteran, Independence Pioneers and their family, and other committees through the state-owned corporation called PT. ASKES. PT. ASKES (Partnership) works out a closer cooperative program with some health agencies and one them is Rumah Sakit Umum Daerah Abdoel Moeloek (RSUDAM), Bandar Lampung. The main purpose of this research was to discover the side-effect of employee's work performance to the satisfaction level of health insurance PT. ASKES user.

Based on a research, a result was obtained that there was a 0.625 (62.5%) correlation between the employee's work performance and the patients' satisfaction. It was concluded that employee's work performance indeed had a high connection to the satisfaction of ASKES health insurance member. While the rest 35% was other un-identified factors in this research. Next, another result was gained-a regression equation- $Y=22,656 + 0.79X$, meaning whether the X value was increased then the Y value would also increase. A hypothesis made that by using the T test acquired a conclusion that employee's work performance significantly influenced the patients' satisfaction.

An important suggestion came from this research that it was crucial to improve the employee's work performance through employee's training. This was hoping can gain a better attitude of the employee itself. Besides, facilities, tools, and instruments of a hospital must be improved either in quality or in quantity matter.

Key Word: Employee's Work Performance, Patients' Satisfaction