

ABSTRAK

PENGARUH KOMPONEN *QUALITY OF WORK LIFE* DAN MOTIVASI KERJA TERHADAP *EMPLOYEE ENGAGEMENT* PEGAWAI NON MEDIS RUMAH SAKIT UMUM DAERAH Dr. H. ABDUL MOELOEK BANDAR LAMPUNG

Oleh

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Rumah Sakit Umum Daerah Dr. H. Abdul Moeloek Bandar Lampung (RSUDAM) merupakan rumah sakit daerah terbesar di Provinsi Lampung. Data *turnover* dan hasil survei menunjukkan bahwa permasalahan pada RSUDAM saat ini adalah kurangnya tingkat *employee engagement* pegawai non medis yang disebabkan oleh dua faktor terbesar yaitu *quality of work life* dan motivasi kerja. Hal ini sangat penting dan berpengaruh karena RSUDAM harus menciptakan para pegawai yang profesional, beretika, bertanggung jawab serta memiliki rasa *engage* yang tinggi untuk selalu mendukung berbagai kegiatan dalam memenuhi kebutuhan pelayanan kesehatan masyarakat di Provinsi Lampung.

Tujuan penelitian ini yaitu mengetahui pengaruh komponen *quality of work life* dan motivasi kerja terhadap *employee engagement* pegawai. Metode penyebaran dalam penelitian ini yaitu menggunakan kuesioner, yang disebar sebanyak 196 kuesioner dari 387 populasi pegawai non medis RSUDAM. Analisis yang digunakan adalah analisis regresi linier berganda.

Hasil dari penelitian ini menunjukkan bahwa komponen *quality of work life* dan motivasi kerja berpengaruh positif dan signifikan terhadap *employee engagement*. Saran bagi pihak RSUDAM adalah meningkatkan *employee engagement* pegawai dengan memperhatikan berbagai hal terutama dalam penyelesaian masalah seperti keterlibatan pemimpin dan mekanisme penyelesaiannya serta meningkatkan rasa aman terhadap pekerjaan, komunikasi dan motivasi kerja pegawai.

Kata kunci: *Komponen Quality of Work Life, Motivasi Kerja, Employee Engagement.*

ABSTRACT

THE EFFECT OF QUALITY OF WORK LIFE COMPONENT AND WORK MOTIVATION ON NON-MEDICAL EMPLOYEE ENGAGEMENT AT REGIONAL GENERAL HOSPITAL Dr. H. ABDUL MOELOEK BANDAR LAMPUNG

By

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Regional General Hospital Dr. H. Abdul Moeloek Bandar Lampung (RSUDAM) is the largest regional hospital in Lampung Province. Turnover data and the results of the survey indicate that the problem at RSUDAM at present is the lack of levels of employee engagement in non-medical employees caused by the two biggest factors, namely quality of work life and work motivation. This is very important and influential because RSUDAM must create employees who are professional, ethical, responsible and have high involvement to always support various activities in meeting the needs of public health services in Lampung Province.

The purpose of this study was to determine the effect of the components of quality of work life and work motivation on employee engagement on employees. The method of dissemination in this study is using a questionnaire, which was distributed as many as 196 questionnaires from 387 non-medical employees of RSUDAM. The analysis used is multiple linear regression analysis.

The results of this study indicate that the components of quality of work life and work motivation have a positive and significant effect on employee engagement. Suggestions for RSUDAM is to increase employee engagement with employees by paying attention to various things, especially in solving problems such as the involvement of leaders and their settlement mechanisms and increasing security of work, communication and work motivation of employees.

Keywords : Component of Quality of Work Life, Work Motivation, Employee Engagement.