

ABSTRACT

This research aims to find out whether there is any influence of the application of total quality management (ISO 9001-2008) and compensation for employees' job satisfaction in BLUD Puskesmas, Kembangan, West Jakarta, either partially or simultaneously. Sampling technique used was saturated sample or census by the number of samples was 111 employees. Data collection method was dissemination of questionnaire, measured by Likert scale. Method of analysis used was multiple linear regression analysis, correlation analysis, multiple analysis of dependent variable and independent variable, significance test with f test and t test. This research's result showed that there is a significant positive influence partially on employees' job satisfaction. Application of total quality management (ISO 9001-2008) and compensation effect the employees' job satisfaction simultaneously. Based on the results of this research, the author suggests Puskesmas that application of total quality management with ISO 9001:2008 have to managed well and compensation have to be increased in order to improve the employees' job satisfaction.

Keywords: total quality management, compensation, job satisfaction, health center



ABSTRAK

Penelitian ini bertujuan mengetahui apakah ada pengaruh penerapan *total quality management* (sertifikasi ISO 9001-2008) dan kompensasi terhadap kepuasan kerja pegawai di BLUD Puskesmas kecamatan Kembangan, Jakarta Barat, baik secara parsial maupun simultan. Teknik sampling yang digunakan ialah sampel jenuh atau sensus dengan jumlah sampel sebanyak 111 orang pegawai. Metode pengumpulan data ialah penyebaran kuesioner, pengukuran menggunakan skala Likert. Metode analisis yang digunakan ialah analisis regresi linier berganda, analisis korelasi berganda, analisis antar-indikator variabel bebas dan variabel terikat, uji signifikansi dengan uji f dan uji t. Hasil penelitian ini menunjukkan bahwa terdapat pengaruh positif yang signifikan secara parsial terhadap kepuasan kerja pegawai. Penerapan *total quality management* (sertifikasi iso 9001-2008) dan kompensasi secara simultan berpengaruh terhadap kepuasan kerja pegawai. Berdasarkan hasil penelitian, penulis menyarankan Puskesmas agar penerapan *total quality management* dengan ISO 9001:2008 harus dikelola dengan baik dan kompensasi ditingkatkan guna meningkatkan kepuasan kerja pegawai.

Kata Kunci: *total quality management*, kompensasi, kepuasan kerja, puskesmas



UNIVERSITAS
MERCU BUANA