

ABSTRACT

A company needs human resources to support the goals and visions set by the company. Human resources have a very important role and contribution in determining the survival of the company. Especially those engaged in services have a very important role in providing the best service for the community. Hospitals as part of the public health service system are required to continuously improve the quality of their services. In achieving this success, the Raja Ahmad Tabib Provincial General Hospital needs a strong foundation to improve its services by maximizing the performance of its employees. In achieving its goals, employees generally find relevant conflicts related to work and feelings of attachment to the company. This triggers the level of employee job satisfaction and commitment to the company.

The purpose of this study was to examine and analyze the effect of job satisfaction and organizational commitment on employee performance in the financial office department at the Raja Ahmad Tabib Provincial General Hospital in Tanjungpinang City, Riau Islands.

This research uses quantitative method with descriptive research type. The saturated sampling technique used is a sampling technique where all members of the population are sampled, this is done because the number of employees of the financial office department of the Raja Ahmad Tabib Provincial General Hospital is 62 people. This study uses primary and secondary data. Primary data was obtained by distributing questionnaires to 62 respondents. Secondary data is obtained from internal data provided by the company for the period 2019-2021. The data analysis technique used descriptive analysis and multiple linear regression analysis with the help of the SPSS Version 25 application.

The results showed that partially job satisfaction did not have a significant effect on employee performance. This is inversely proportional to organizational commitment which has a significant influence on the performance of employees of the financial office department of the Raja Ahmad Tabib Provincial General Hospital. Based on the results of the simultaneous test, job satisfaction and organizational commitment together have a significant influence on the performance of the employees of the financial office department of the Raja Ahmad Tabib Provincial General Hospital. The coefficient of determination test results obtained with the value of R square is 23.5%, meaning that in this study job satisfaction and organizational commitment have an effect on the performance of the employees of the financial office department of the Raja Ahmad Tabib Provincial General Hospital by 23.5%.

The results of this study are expected to be input for the management of the Raja Ahmad Tabib Provincial General Hospital to focus on maximizing employee performance evaluations to promote and support company growth.

Keywords: Job Satisfaction, Organizational Commitment, Employee Performance.