

SARI

Setyowati, Lilis., 2015. Analisis Hubungan Pengalaman Kerja, Pelatihan Kerja dan Komunikasi Internal Terhadap Kinerja Karyawan Non Medis di Rumah Sakit. (Studi Kasus pada RS PKU Muhammadiyah Surakarta). Skripsi. Program Studi S1 Manajemen. Fakultas Ekonomi. Universitas Setia Budi.
Pembimbing I. Drs. Sugiyarmasto, M.M., Pembimbing II. Nabhani, S.Kep.,M.Kes..

Pelayanan yang berkualitas bisa didapatkan dari kinerja karyawan, ketersediaan fasilitas, serta penggunaan bahan-bahan secara efektif dan efisien. Masalah yang sering terjadi pada umumnya pelayanan kurang memuaskan disebabkan oleh rendahnya kinerja karyawan. Untuk itu perlu diperhatikan oleh setiap instansi pemerintahan maupun swasta karena pengaruhnya berimbas pada kuantitas dan kualitas pelayanan. Tujuan penelitian ini adalah menguji hubungan pengalaman kerja terhadap kinerja karyawan non medis di Rumah Sakit, pelatihan kerja terhadap kinerja karyawan non medis di Rumah Sakit, dan komunikasi internal terhadap kinerja karyawan non medis di Rumah Sakit. Jenis penelitian ini adalah kuantitatif. Populasi dalam penelitian ini adalah karyawan non medis di RS PKU Muhammadiyah Surakarta. Teknik pengambilan sampel yaitu *purposive sampling*. Sampel penelitian sebanyak 100 responden sesuai kriteria inklusi dan eksklusi. Teknik pengumpulan data menggunakan kuesioner (angket). Uji statistik dilakukan Regresi Berganda SPSS versi 17.00.

Hasil penelitian menunjukkan bahwa: pengalaman kerja berpengaruh positif dan signifikan terhadap kinerja karyawan, nilai $t_{hit} (4,351) > t_{tab} (1,984)$ dan signifikansi $> 0,05$. Pelatihan kerja berpengaruh positif dan signifikan terhadap kinerja karyawan, nilai $t_{hit} (3,747) > t_{tab} (1,984)$ dan signifikansi $< 0,05$, komunikasi internal berpengaruh positif dan signifikan terhadap kinerja karyawan, nilai $t_{hit} (3,728) > t_{tab} (1,984)$ dan signifikansi $< 0,05$. Secara simultan variabel pengalaman kerja, pelatihan kerja dan komunikasi internal mempunyai pengaruh yang positif dan signifikan terhadap kinerja karyawan dengan nilai $F_{hit} (30,579) > F_{tab} (,699)$ dan signifikansi $< 0,05$. Koefisien determinasi sebesar 47,3% kinerja karyawan dapat dipengaruhi oleh pengalaman kerja, pelatihan kerja dan komunikasi internal sedangkan sisanya sebesar 52,7% dipengaruhi faktor lain yang tidak dimasukkan dalam model ini. Simpulan: pengalaman, pelatihan, dan komunikasi internal berpengaruh terhadap karyawan non medis di RS PKU Muhammadiyah Surakarta.

Kata kunci : Pengalaman, Pelatihan Kerja, Komunikasi Internal, Kinerja karyawan

ABSTRACT

Setyowati, Lilis. 2015. Analyse Job Experience Correlation, Training Work and Internal Communications with Employees Performance of Non Medical in the hospital. (Case Study in the PKU Muhammadiyah of Surakarta Hospital). Research Paper. Program Study of S1 Management. Economics Faculty. Setia Budi University of Surakarta.

Lecturer I. Drs. Sugiyarmasto, M.M., Counsellor II. Nabhani, S.Kep., M.Kes

Service which with quality can be got from employees performance, availability of facility, and also materials usage effectively and efficient. Problem which often happened in general service less gratifying because of lowering nya of employees performance. For that require to be paid attention every institution of governance and also private sector because its influence induce amount and quality of service. Objective of this research is test the relationship of job experience to employees performance non medical, training work to employees performance non ill medical, and internal communications to employees performance non medical. This research type is quantitative. Population in this research is employees non medical in the hospital PKU Muhammdiyah Surakarta. Technique of Intake sampel that is *purposive sampling*. Sample research is 100 respondent according to criterion of inclusion and exclusion. Technique of data collecting use the quasyonary (enquette). conducted Statistical test of Doubled Regresi SPSS Version 17.00.

Result from data processing, hence can be taken by a the following conclusion: job experience have an effect positive and significant with employees performance thitung (4,351) > ttable (1,984) by significant is examination > 0,05. Training work to have an effect on positive and significant to employees performance, thitung (3,747 > ttable (1,984) by significant < 0,05. Internal communications have an effect on positive and significant to employees performance where obtained value thitung (3,728 > ttable (1,984) by significant is < 0,05. By simultan is job experience variable, training work and internal communications have the influence which are positive and significant to employees performance where obtained value Fhitung (30,579 > Ftable (2,699) by significant is $p = 000,0 < 0,05$. Coefficient determination is 47,3% employees performance can be influenced by job experience, training work and internal communications while the rest is 52,7% influenced the other factor which is not packed into this model. Conclusion: experience, training, and internal communications have an effect on to employees non medical in the hospital PKU Muhammdiyah Surakarta.

Keywords : Experience, Training Work The, Internal Communications, Performance Employee