

ABSTRAK

Rumah sakit sebagai salah satu sistem pelayanan masyarakat yang dituntut untuk terus menerus meningkatkan kualitas pelayanan dan sebagian besar masyarakat menuntut pelayanan yang lebih baik. Salah satunya Rumah Sakit Umum di Kota Bandung adalah Rumah Sakit Muhammadiyah Bandung. Penelitian ini bertujuan untuk mengetahui pengaruh *Knowledge Management* dan Lingkungan Kerja terhadap Kepuasan Kerja Implikasinya pada Kinerja Perawat di Rumah Sakit Muhammadiyah Bandung baik secara langsung maupun tidak langsung. Variabel Independen pada penelitian ini terdiri dari *Knowledge Management* dan Lingkungan Kerja, Variabel Intervening Kepuasan Kerja, Variabel Dependen Kinerja Perawat.

Metode penelitian yang digunakan adalah Deskriptif dan Verifikatif. Meliputi *Method Of Successive Interval* (MSI), analisis jalur, analisis koefisien determinasi, uji hipotesis simultan (Uji F) dan uji hipotesis parsial (Uji T). Data penelitian ini diperoleh melalui observasi, wawancara, dan penyebaran kuesioner pada 70 responden.

Hasil penelitian menunjukkan bahwa besarnya pengaruh *knowledge management* terhadap kepuasan kerja sebesar 40,9%, dan besarnya pengaruh lingkungan kerja terhadap kepuasan kerja sebesar 35,3%. Pengaruh lebih besar diberikan oleh variabel *knowledge management*. Hasil analisis verifikatif struktur I diperoleh hasil *knowledge management* dan lingkungan kerja mempunyai pengaruh yang positif dan signifikan terhadap kepuasan kerja sebesar 76,2%, struktur II diperoleh hasil kepuasan kerja memberikan pengaruh terhadap kinerja perawat sebesar 86,4%. Hasil penelitian juga menunjukkan pengaruh langsung *knowledge management* terhadap kepuasan kerja sebesar 0,494, pengaruh langsung lingkungan kerja terhadap kepuasan kerja sebesar 0,433, dan pengaruh langsung kepuasan kerja terhadap kinerja perawat sebesar 0,930. Kemudian, pengaruh *knowledge management* terhadap kinerja perawat secara tidak langsung melalui kepuasan kerja sebesar 0,459, dan pengaruh lingkungan kerja terhadap kinerja perawat secara tidak langsung melalui kepuasan kerja sebesar 0,402.

Kata kunci : *Knowledge Management*, Lingkungan Kerja, Kepuasan Kerja, Kinerja Perawat

ABSTRACT

The hospital as a community service system is required to continuously improve the quality of service and most people demand better service. One of them is the General Hospital in the city of Bandung is the Muhammadiyah Bandung Hospital. This study aims to determine the effect of Knowledge Management and the Work Environment on Job Satisfaction. The implications for Nurse Performance at Muhammadiyah Bandung Hospital, both directly and indirectly. The independent variables in this study consisted of Knowledge Management and Work Environment, Job Satisfaction Intervening Variables, Nurse Performance Dependent Variables.

The research method used is descriptive and verification. Includes Method Of Successive Interval (MSI), path analysis, analysis of the coefficient of determination, simultaneous hypothesis testing (F Test) and partial hypothesis testing (T Test). The research data was obtained through observation, interviews, and distributing questionnaires to 70 respondents.

The results showed that the influence of knowledge management on job satisfaction was 40.9%, and the influence of the work environment on job satisfaction was 35.3%. Greater influence is given by the knowledge management variable. The results of the structure I verification analysis obtained the results of knowledge management and work environment having a positive and significant effect on job satisfaction of 76.2%, structure II obtained the results of job satisfaction giving an effect on nurse performance of 86.4%. The results also showed that the direct effect of knowledge management on job satisfaction was 0.494, the direct effect of the work environment on job satisfaction was 0.433, and the direct effect of job satisfaction on nurse performance was 0.930. Then the influence of knowledge management on nurse performance indirectly through job satisfaction of 0.459, and the influence of the work environment on nurse performance indirectly through job satisfaction of 0.402.

Keywords: Knowledge Management, Work Environment, Job Satisfaction, Nurse Performance