Relationship of Job Satisfaction with Performance Medical Record Unit of RSUD Cengkareng

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Abstract

Organizational culture is very important in the progress of the airline company that grows through the aviation business process of developing ideas created by the company’s leaders, then implanted in members of the organization. Organizational culture is also an important thing that employees must have to respond to a challenge or change that can occur at any time in a company, have good performance and maintain employee behavior and attitudes to remain in accordance with applicable standards or norms. This research is a descriptive research with a qualitative approach. The previous research conducted by (Pratiwi, 2012) that organizational culture has a significant influence on the performance of an employee, as well as the results of research conducted by (Sinaga, 2008) that organizational culture and rewards simultaneously and partially have a significant effect on performance employee. PT Pelita Air Service applies organizational cultural values that refer to BUMN Culture. Through the basic values, morals are expected to be able to maintain trust (trust), execute programs and activities well (competently), strengthen each other (harmonious), uphold the interests of the nation and state above the interests of the company (loyal), accustomed to adapting to development (adaptive), and prioritizing mutual cooperation in activities (collaborative).

Key words: performance employee, satisfaction work

Introduction

Satisfaction work by general concerning condition feeling or emotion somebody to profession. Someone who is satisfied with his job can be reflected through a positive attitude or feeling happy about work. In addition, in work, it is shown that there is passion and enthusiasm morale, discipline and so on. According to Handoko (2000: 193) job satisfaction is a favorable or unfavorable emotional state in which employees perceive their work. Job satisfaction focuses on a person’s feelings towards his job which can be reflected in feelings of pleasure or displeasure with work. Employees who satisfied with his job if they feel happy to his job, thereby On the other hand, employees who are dissatisfied with their jobs tend to feel dissatisfied with their work her job. The main problem in this study aims to analyze the factors which becomes source satisfaction work officer units record medical House Sick General Area Cengkareng is a Health Service Unit in the West Jakarta area. Realizing the importance employee job satisfaction in supporting the company’s high productivity, the main problem in study this want to analyze sources which influence...
satisfaction work employee. Factors which cause satisfaction work employee very variety good sourced from financial and non-financial factors. According to Lutans in Sutanto (2002: 123) that the factors that affect job satisfaction, namely: work performed, salary, promotion, supervision, and work environment and co-workers. The fact that it happens that salary, work environment, and job training are sources of job satisfaction that until now still becomes topics interesting. Wages which set company is wrong one source satisfaction for employee. Employee which work in company on basic have set of requirements that must be met. Salary received every month can be used for fulfill needs primary daily. Employee on generally expect wages which determined in a fair and adequate manner to meet the needs of each month. Sufficient These primary needs will have an impact on job satisfaction, so employees can passionate about work which in turn will support the company's productivity level. According to Halsey in As'ad (1999: 101) it is explained that a good wage system needs to meet condition as follows:

a. Fair for workers and company leaders, meaning employees should not be used tool extortion in chase number -number production employee.
b. System wages should can have potency for push spirit work employee in productivity work.
c. In addition to the basic (standard) wages, incentives should also be provided as compensation power which issued by employee.
d. The wage system should be easy to understand, meaning not convoluted so that employees will difficult understand it. This is important to get rid of impression prejudice for employee to company.

If the basic daily needs are reasonably met, then the salary is not a factor The main factor that causes job satisfaction, because there are other factors that influence job satisfaction satisfaction work somebody. Environment in the place work could concerning connection work between colleagues or the physical condition of the work environment. A good work environment if able to support the effectiveness of both employees' job duties socially will increase employee job satisfaction. In addition to the work environment, job training is one source of one's job satisfaction. During work employee want to get opportunity get training work position, opportunities to pursue higher education levels, develop skills and Skills and etc. On situation difficult like now this employee often compare condition training work which there is in the place work with the place other or compare success with coworkers. Thus, the ability to more develop in company could becomes source satisfaction work. Based on background behind problem which outlined in on researcher interested stage study with title RELATIONSHIP OF JOB SATISFACTION AND PERFORMANCE MEDICAL RECORD UNITS OF RSUD CENGKARENG.

**Literature Review**

**Definition of Work Satisfaction**

Every human being has a need in his life. There is a desire to fulfill needs that's which push man perform various activities. The need that human beings are very diverse. Satisfaction somebody Among one with which other will vary. So, satisfaction is individual.

According to Abdurrahmat (2006) satisfaction work is a form attitude emotional fun and loving profession which he worked on. Work satisfaction in profession is work satisfaction which could enjoy in profession with get results from achievement destination work, placement, treatment, and atmosphere environment work which good. Employee which could enjoy work satisfaction in profession this, will choose for more prioritize her job than reply services/wages he gets from work the. Employees will feel more satisfied if the remuneration is proportional to the results work which conducted.

According to Handoko work satisfaction is one variable which could influence productivity or employees work performance. Other variables that also can affect the work productivity of employees, including motivation to work, the level of work stress experienced by employees, condition physique profession, compensation, and aspects economical, technical as well as behavior other. Job that gives work satisfaction for the culprit is profession which felt pleasant for done (Supriyanto & Machfudz, 2010). On the contrary, profession which no pleasant for done is indicator from flavor dissatisfaction in work (Get up, 2012).

According to Achmad et al (2010), satisfaction work is functioned to be able to increase motivation employee to work, increase productivity, lower level abstinence, increase loyalty employee and maintain employee for permanent work in a company. Employees who get work satisfaction is employees who have high attendance and good turnover, passive in union work, and have more work performance good from employee other. Whereas employee which no get work satisfaction will give impact for company in the form of absenteeism employee, rotation work, inaction in complete profession, resignation self early, active in unions, distracted health physique and mental its employees.

From statement a number of expert about definition work satisfaction, could conclude that work satisfaction is an positive attitude which showed by employee to his job, so that employee could work with happy heart without feel burdened with profession the and give results which optimal for company.
Aspects Work Satisfaction

Abdurrahmat (2006) said that job satisfaction indicator is only measured by discipline, work morale, and low turnover. So, if abstinence, moral work and turnover employee big, so employee's work satisfaction in company the reduce. According to Abdus (2014) an employee’s work satisfaction can be measured by a number of following:

a. Contents profession, showing actual profession so that could controlled with good
b. Organization and management
c. Supervision
d. Opportunity for Up
e. Profession conditions
f. Wages and profit in field financial other like get bonus/ incentive

Sondang (2001) also said some aspect about work satisfaction, among them is:

a. Performance work employee which low
b. High Level of absenteeism
c. High desire to change jobs

Schermerhorn (2005) state that there is five aspect in job satisfaction:

a. The work itself. This aspect refers to how a profession have power pull for done and resolved. The job can also made as opportunity for study and carry responsibility.
b. Supervisory (supervision). This aspect shows the ability supervisor in showing concern on employee like give technical help and Support behavior.
c. Work colleague. Sources of job satisfaction most simple is have a cooperative work colleague. Work Colleague nor team work which pleasant and support will make the job Becomes effective.
d. Opportunity promotion. Related with employee opportunities for advancement in organization. Promotion on base seniority will give satisfaction different when compared to the top promotion base performance.
e. Salary is a reward earned based on results/ effort work which conducted. Wages used employee in Fulfill needs in his life including clothing, snack, and board. Needs life which enough will be able to give satisfaction inside employee.

Suparno (2015) state a number indicator of a company which have a problem regarding job dissatisfaction for employees, that is:

a. Number of absent employee increase
b. Enter office late
c. Go home early
d. Often conflict between employee
e. Ignore or harm other employee
f. Bad taking decision and behavior
g. Occurred a not normally accident
h. Increased wastage and damage tool
i. Involved problem law violation
j. Bad Appearance

Factors which Influence Work Satisfaction

Abdus (2014) distinguishes the factors that influence work satisfaction Becomes 2 groups, including:

a. **Intrinsic factors**. Is a factor that originated from in self employee and brought by every employee from the start work in his place of work.
b. **Factor extrinsic**. Concerning things from outside the employee, among others physical conditions of the work environment, its interactions with other employees, payroll system and other.

Factors which influence employee's work satisfaction according to Abdurrahmat (2006), among them:

a. Reply service which fair and worthy
b. Heavy lightness profession
c. Atmosphere and environment profession
d. Placement which appropriate in accordance with skill
e. Attitude leader in leadership
f. Attitude profession monotone or no
g. Equipment which support implementation profession

According to As’ad the indicators that influence satisfaction work (Supriyanto & Machfudz, 2010), namely:

a. **Financial Satisfaction.** is factor which has a relationship with the guarantee as well as well-being employee which includes the system and the amount of salary/wages, various type allowance, guarantee social, promotion, facilities provided, and other etc.
b. **Physical Satisfaction.** is indicator which related with condition physique employee. Thing this covers type profession which cultivated, Settings time Among work and rest, state temperature room, circulation air, lighting, work equipment, conditions health and age employee.
c. **Social Satisfaction.** is indicator which related with interaction social which intertwined Among fellow employee, with superiors and between employees which different (type profession or level position), and with environment around the company. Connection between employee Becomes aspect important in meeting their spiritual needs. Employees will be encouraged and motivated for work by optimal if needs spiritual this could fulfilled.
d. **Satisfaction psychology.** is indicators related to the situation soul employee. Thing this covers peace/peace at work, attitude towards work, work stress level as well as Skills and talent.

According to Bisen and Priya, there are three factor main which influence work satisfaction (Kaswan, 2015) is:

a. Factors which related with employee
   1. **Age.** Employees in the age group who higher more satisfied than employees the younger one. Because on at the moment they which in age more old have life which stagnant, life they already established and they have obtained almost all which they want compared with employee which younger.
   2. **Type sex.** Usually woman have a high level of aspirations and expectations lower than men. By because that they more easy satisfied with his job. One of the reason satisfaction that is because they no have burden economy weighing man.
   3. **The length of time devotion.** Officer on the initial stage experienced job satisfaction the bigger ones, but when they achieve age 45 year until 55 year, level satisfaction work them decreased and will increased again after this age.
   4. **Personality.** Employee which capable interact and relate good with his boss, college, family, with boss or management feel more satisfied than them which no like that.
   5. **People which depends.** Finder alimony by a little dependants (people who depend on him) more satisfied against his job from them by dependants family which more big
   6. **Ambitious.** When performance and ambition employees are not fulfilled from work which there is, so Thing that will cause dissatisfaction.
   7. **Ability mentally.** If employee have high mental abilities compared requirements which sued for certain jobs, it will cause dissatisfaction.

b. Factors related to the giver work, organization or company
   1. **salary.** Amount wages which received must comparable with effort which issued in work.
   2. **Promotion opportunity.** If the employee no get promotion in accordance with performance and ability, so Thing that will cause dissatisfaction. Promotion which no appropriate time also can cause dissatisfaction.
   3. **Flavor safe.** If employees have feelings safe by social, economy, and psychology of his work, it will bring maximum satisfaction between para employee.
   4. **Supervisor/ supervisor.** If supervisor supportive, fair and knowledgeable broad, thing that will bring satisfaction between officer Officer will show loyalty, and sincerity against supervisor. Attitude officer against job regularly whole will change if supervisor good

c. Work–related factors that alone
   1. **Condition work** Employee love her job and give energy maximum when condition work adequate. Light, ventilation, humidity, temperature, cleanliness, location, and many more are positively related to job satisfaction.
   2. **Skills.** Jobs that need skill to bring strong feeling of satisfaction among the employee. Meaning, status, and responsibility influenced by skills profession. The more many employee To do profession skilled, so the more satisfied employee the.
   3. **Connection with colleague work** The more employee connected with colleague work, they will develop personal relationships and social which contribute to feeling satisfied in place work.
4. **Work place location.** If the workplace located close with facilities general, like center shopping, media facilities, entertainment facilities, facilities transportation, and many other facilities which easy reachable, so employee get satisfaction from his job.

5. **Work that alone** If profession rotated, employees have a number of tasks to do or if changes introduced in the place work, Thing that will bring satisfaction than only To do profession routine.

A number of expert has display the theory about factors which influence satisfaction work. So that, could interesting a conclusion that factors which influence satisfaction work are factors that come from within employee, like age, type sex, personality, work stress level and duration subserve on company the. Then, factors which influence satisfaction work which originated from outside self employee, is salary which obtained, condition environment profession, connection with superiors or with co-workers, and opportunity get a promotion.

**Definition of Work Performance**

Definition of Work Performance is an embodiment of work that performed by employees and generally used as a basis or reference for the assessment of employees in an organization. Performance that good is something step for reach goals of an organization therefore, Performance also in define as means determinant in reach destination something organization therefore need strive for for increase performance employee.

**Definition of Work Performance According to the Experts :**

a. **Anwar King Mangkunegara, (2006:67)** Performance is the result of work in terms of quantity and quality achieved a employee in doing duties and in accordance with responsibilities which given.

b. **Hubeis And Mangkuprawira, (007:153)** Performance is the result of profession certain by planned on time and the place from employee as well as organization concerned.

c. **Griffin, (1987)** Performance is wrong a total collection of existing work on self worker (Employee).

d. **Hersey and Blanchard, (1993)** Performance is something function from motivation and ability. For doing profession somebody must have degrees readiness and level certain abilities. As for skills someone is still not effective enough to work profession without clear understanding of what will done and method do it

e. **Stolovitch and Keeps, (1992)** Performance interpreted as a set of results that achieved and refer on action achievement as well as implementation something profession which requested

f. **August W. Smith** performance is results or output from something process

g. **Donelly, Gibson and Ivancevich, (1994)** The definition of performance refers to success rate in doing tasks and ability to achieve goals which has determined.

h. **Robbins (1996)** Performance is a function interaction between motivation, ability and opportunity or Performance = (A x M x O); it means: performance is function from ability, motivation and opportunity

i. **Schmerhorn**, Hunt and Osborn Performance is defined as quality and quantity of achievement of tasks, Be it conducted by individual, group nor company.

j. **Hasibuan** Performance is the result of work which achieved somebody in carry out their duties with competence, effort and opportunity. Performance also is something results which achieved somebody in doing Duty - Duty which based on proficiency, experience and seriousness as well as time according to the standards and criteria has set.

k. **Henry Simamorang** Performance is level where employee reach requirements - requirements profession which has in set.

l. **Roger Dawson** Performance is a achieved, Achievement shown about ability work employee so that produce something which optimal.

m. **John Whitmore** Performance is implementation which sued from somebody (Employee), Performance is also an act. something performance, something exhibition general skill.

n. **Barry Cushway** Performance is evaluate how somebody has work compared with target which has determined.

o. **VeizalRivai (2004:309)** Performance is behavior which real which shown every worker as a good work performance generated by employees in accordance with the role in company.

p. **Moch. As'ad (1989:48)** Performance is success somebody (Employees/employees) in doing something profession.

q. **Robert L. Mathis and John H. Jackson** Interpreted by Jimmy Sadeli and Bayu Soldier (2001:78) They stated that performance is basically what which conducted or no conducted employee.

**Factors which Influence Work Performance**

**Effectiveness and efficiency**

Prawirosentono, 1999:27 : We can said that the activity was effective if the consequences are not sought by the activity evaluate which important according to results which achieved so that result in satisfaction though effective named no efficient. Temporary, when the result you are looking for is not important or trivial then the activity efficient.
Authority
Authority is the nature of a communication or order in organization formal which owned a member to member organization which other to do something activity work in accordance which with his contribution. Order the say which can conducted and which no can in organization the.

Discipline
Prawirosentono, 1999:27 : Discipline is obey to law and regulation which apply. So, discipline employee is the activities of the employees concerned in honor agreement work with organization where he works.

Initiative
Initiative, which is related to the power of thought and creativity in make idea for plan something which related with destination organization.

Characteristics Employee's Work Performance
This is A number of characteristics person which have high work performance is as following :

a. Have not quite enough answer which tall.
b. Not afraid to take and bear risk.
c. Have destination which realistic
d. Have plan work which thorough as well as fight for realize destination the .
e. Utilise bait come back which concrete in all work activities which did.
f. Look for a opportunity for realize plan which has programmed.

Indicator Performance Employee
According to Robbins, 2006:260 Indicator for measure performance employee by individual there is six indicators, namely:

a. Quality
Quality of work can be measured by perception employees on the quality of work which generated as well as perfection
b. Quantity
Quantity is amount which generated and expressed in terms of like amount units, amount cycle activity which resolved.
c. Punctuality
Stipulation time is level activity which could seen from side coordination with output results as well as utilise time which available for activity which other.
d. Have plan work which thorough as well as fight for realize destination the .
e. Effectiveness
Effectiveness is level use organizational resources (raw materials, technology, money and power) maximized with meaning increase the yield of each unit in resource usage power.
f. Independence
Independence is level employee which later will could operate function work.
g. Work commitment
Commitment Work is something the degree to which employees have commitment work with agency and not quite enough answer employee to office.

Object Study
Condition General
RSUD Cengkareng is a Class B Hospital which build on year 1999, is at under shade Province DKI Jakarta. Hospital Lobby is designed with ornaments typical Betawi with beautifully carved floors, stair railings which is engraved with typical Betawi. Hospital owned by Pem.Prov. DKI Jakarta, has implement KDP–BLUD, located on Jl. Kamal Raya Cengkareng East Jakarta West, land area 25,316 m² building area 55,839.63 m². Inaugurated on date 20 May 2003 as Unit self-financing, year 2005–2006 as a Persero, since 2007 until now as SKPD which apply PPK–BLUD. Type B non education, capacity the place sleep 401 TT. 2002–2004, as UPTdinas Health Unit Self-funding based on Decision Governor No 148 year 2002. In 2005 – 2006, Cengkareng Hospital had a law Company Limited, based on
local regulations Province DKI Jakarta Number 14 year 2004, and certificate Notary Public Sutjipto, SH no. 77 year 2004, about establishment PT. RS Cengkareng.

Year 2007–2009 Based on Governor Regulation Number 250 of 2007 Cengkareng Hospital Becomes UPT Service Health with apply KDP BLUD fully. Year 2009 – Present, application of classification Non-Education Class B Hospital from the Ministry of Education Health Republic Indonesia based on Decision Minister Health Republic Indonesia Number. 342/MENKES/SK/V/2009. Determination of Cengkareng Hospital to become LTD and the inauguration of the acting Director of the Cengkareng Hospital. Legal Basis of Provincial Governor Regulation DKI Jakarta Number 214 of 2014 concerning Organization and System Work HospitalCengkareng Government Regulation Number 23 of 2005 Pattern Management Finance Body Service General Regulation Governor Province DKI Jakarta Number 165 of 2012 concerning Patterns Public Service Agency Financial Management. Referral Hospital 2nd level in regionalization system reference service health (PerGub Prov DKI Jakarta No. 189 Th. 2015)

**Vision and Mission HOSPITAL Cengkareng: Vision Become the best hospital choice of public**

**Vision** : Become the best hospital choice of public

**Mission**

a. Develop human resource which oriented to service
b. Develop excellent service which able to compete and running high quality education of health workers
c. Develop facilities and infrastructure which based integrated technology
d. Realize work atmosphere which harmonious, conducive, and productive
e. Build trust and partnership with whole party related

**Motto** : Our best Effort for your health

**Meaning** : Best Friend of healthy quality life

**System Value** : partnership, empathy, Professional, Integrity and Innovative

**Facility Service**

Service public is all form service service, good in form goods public nor service public which on principle Becomes not quite enough answer and held by agency Government in Center, in Area, and in environment Body Effort Owned by Country or Body Effort Owned by area, in skeleton efforts to meet community needs nor in skeleton implementation provision regulation legislation. Facility which available at Cengkareng Hospital include:

**Medical Facilities**

Emergency room (Installation emergency emergency), Treat Street, Treat stay, Treat intensive, Treat Pernina/NICU, Treat maternity, Service Operation, Medical Check Up. Facilities: Laboratory, radiology, pharmacy, endoscope, Catheterization Heart, to, therapy, hemodialysis, ESWL, Rehabilitation Medical, Funeral Home. Facility General: Bank DKI, ATM center, Cooperative.

**Service Superior**

a. Service Haemodialysis
b. Service Action :Catheterization / Heart Tapping (adults & child), Cardiac Stent Insertion, Installation Tool Run Heart, Pericardial tapping, (Pericardial Puncture)
c. Service Chemotherapy
d. Treat Street
e. Service Cataract
f. PCR / SWAB TEST
g. Drive Thru swab antigen

**Suber Power Man**

Human resources are one of the factors which very important even no could released from a organization, good institution nor company. HR also is key which determine development company. So also with HOSPITAL Cengkareng in skeleton operate and develop no regardless of human resources consisting of from Medical, Non Medical nor power support. Cengkareng Hospital employee data include: PNS (Civil Servants), Employees Permanent, Contract Employee, Casual Day Employee amount total not enough more 1,223 employee, besides that there is employee PJLP (Provider Other Services Individuals) which include Officer security and Cleanliness with amount 259 Officer. Unit Record by structural is at in lower coordination Support medical which consist from: Administration data record medical,

a. Recorder medical skilled,
b. Officer record medical,
c. Preparer medical skilled,
d. Officer registration and
e. Steward record medical

Results and Discussion

Table 1. Distribution Frequency According to Type Sex At the Cengkareng Hospital Medical Record Unit, February 2022 n = 45

<table>
<thead>
<tr>
<th>Type Sex</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Man</td>
<td>21</td>
<td>47</td>
</tr>
<tr>
<td>Woman</td>
<td>24</td>
<td>53</td>
</tr>
<tr>
<td>Total</td>
<td>45</td>
<td>100</td>
</tr>
</tbody>
</table>

The results of the study in table 1 obtained data that from 45 respondents in the Unit Cengkareng Hospital Medical Records, the majority of respondents are female as much 24 person, or 53%.

Table 2. Distribution Frequency According to Level Education In Unit Record Hospital Medical Cengkareng, February 2022 n = 45

<table>
<thead>
<tr>
<th>Level Education</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>SENIOR HIGH SCHOOL</td>
<td>18</td>
<td>40</td>
</tr>
<tr>
<td>D3</td>
<td>18</td>
<td>40</td>
</tr>
<tr>
<td>S1</td>
<td>9</td>
<td>20</td>
</tr>
<tr>
<td>Total</td>
<td>45</td>
<td>100</td>
</tr>
</tbody>
</table>

The results of the study in table 2 obtained data that from 45 respondents in the unit Cengkareng Hospital Medical Records, the majority of respondents have a high school education level and D3, that is each 18 person, or 40 %.

Table 3. Distribution Frequency According to Long Working At the Cengkareng Hospital Medical Record Unit, February 2022 n = 45

<table>
<thead>
<tr>
<th>Time Work</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 - 5 years</td>
<td>3</td>
<td>7</td>
</tr>
<tr>
<td>6 - 10 years</td>
<td>10</td>
<td>22</td>
</tr>
<tr>
<td>11 - 15 Year</td>
<td>19</td>
<td>42</td>
</tr>
<tr>
<td>16 - 20 Year</td>
<td>13</td>
<td>29</td>
</tr>
<tr>
<td>Total</td>
<td>45</td>
<td>100</td>
</tr>
</tbody>
</table>

The results of the study in table 3 obtained data that from 45 respondents in the Unit Record Medical HOSPITAL Cengkareng, majority respondent have time work as much 11 – 15 year that is as much 19 respondent or 42%.

Table 4. Frequency Distribution by Employee Satisfaction Level In Unit Record Medical HOSPITAL Cengkareng, February 2022 n = 45

<table>
<thead>
<tr>
<th>Satisfaction Level Employee</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not enough Satisfied</td>
<td>24</td>
<td>53</td>
</tr>
<tr>
<td>Satisfied</td>
<td>21</td>
<td>47</td>
</tr>
<tr>
<td>Total</td>
<td>45</td>
<td>100</td>
</tr>
</tbody>
</table>

The results of the research are in table 4 the data obtained that from 45 respondents in the unit Cengkareng Hospital medical records, the majority of respondents have a less satisfaction level satisfied that is 24 person or 53%.
The results of the study are in table 5 the data obtained that from 45 respondents in the unit Cengkareng Hospital medical records, the majority of respondents had poor performance, namely 32 people, or 71%.

![Table 5](image)

Based on table 6 which describes the relationship between job satisfaction and the level of employee performance at the Cengkareng Hospital Medical Record Unit, in February 2022, data obtained that from 45 respondents had the highest proportion of satisfaction less work with a total of 24 respondents or 52.2%. And employee performance is at on position not enough good, that is 32 respondent or 69.6%

![Table 6](image)

Based on statistical tests obtained p value $\leq 0.05$ (0.000) which means there is a significant relationship between job satisfaction and employee performance in Cengkareng Hospital Medical Record Unit in 2022. Risk assessment carried out use odds ratio, obtained score odds ratio as big as 6.364 which it means less job satisfaction has a 6.364-fold risk of poor performance not enough.

The results of this study are in line with the research of Ayu Desi (2013), based on the results of analysis obtained the value of $t$ count is 4.187 with sig 0.000. The calculated value is greater than the $t$ table value of 1.687 and the sig value is less than 0.05. Results This shows that job satisfaction has a significant positive effect on performance employee with score coefficient track as big as 0.562.

The results of this study are also in line with research conducted by Iwan Kurnia (2018), Is known that satisfaction work take effect to performance employee.

Based on study Abdurrahmat, Fathoni. (2006) that satisfaction work have influence as big as 11.2% to performance employee PT. Kabeppe Chakras and the rest as big as 88.8% influenced by factors other which no researched in study the.

**Conclusion**

From the results of this study, it can be concluded that the Characteristics of Most of the respondents in the Cengkareng Hospital Medical Record Unit respondent manifold sex woman as big as 53%, have level SMA and D3 education with 40% each, 11 . years of service – 15 years as big as 42%.

Job satisfaction at the Cengkareng Hospital Medical Record Unit is mostly in the dissatisfied category, which is 53%, Performance in the Medical Record Unit Most of the Cengkareng Hospitals were in the unfavorable category, which was 69.6%. There is a significant relationship between job satisfaction and performance employees at the Medical Record Unit at RSUD Cengkareng with p-value $\leq 0.05$ (0.000).

**Suggestion and Recomendation**

a. For Researcher
   Researcher next expected could To do study deep regarding the factors that affect the level of employee job satisfaction, specifically in medical record area.

b. For Leader of RSUD Cengkareng
1. Need increase management which good with which always give satisfaction on employee with give comfort in work, give motivation as bait come back which good to employees, so that employees feel happy to work and feel have profession as effort enhancement productivity work.

2. Enhancement connection between employee need conducted with permanent maintain good relations between employees which is sought from the RSUD Cengkareng in give feel harmony so that between employee feel each other need one with which other.

3. It is hoped that the leadership of the RSUD Cengkareng can give appreciation to employee in Thing give increase wages tree para employee because with see results study where employee feel no satisfied with the basic salary received. So by increasing the basic salary employees are expected to continue to improve their performance, so that could work with maximum.

4. Expected so that leader of RSUD Cengkareng could increase employee job satisfaction by providing additional bonuses to employees employees as a form of appreciation from the leadership for employees so that could increase performance its employees

5. Expected leader of RSUD Cengkareng make a gathering employees and carried out routinely regardless of position, because can grow flavor solidarity and convenience work.

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