

ABSTRAK

Desmawarni, 2020422055, jurusan magister manajemen tahun 2021, Pengaruh Kepemimpinan, Ketersediaan Fasilitas Terhadap Kinerja Pegawai Dengan Kepuasan Pelayanan Kesehatan Sebagai Variabel Intervening Di Era Covid-19 UPT Puskesmas Kambang Kabupaten Pesisir Selatan, dibawah bimbingan Ibu Dr. Ir. Zefriyenni, MM dan Bapak Dr. Jhon Very, S.Kom, MM, M.Kom.

Penelitian ini bertujuan untuk mengetahui seberapa besar Pengaruh Kepemimpinan, Ketersediaan Fasilitas Terhadap Kinerja Pegawai Dengan Kepuasan Pelayanan Kesehatan Sebagai Variabel Intervening Di Era Covid-19 UPT Puskesmas Kambang Kabupaten Pesisir Selatan. Metode yang digunakan adalah *Structur Equation Modeling (SEM)* dengan *Partial Least Square (PLS) 3.0*. Dengan mengedarkan kuesioner sebanyak 84 responden.

Hasil analisis data menyimpulkan, terdapat pengaruh positif dan signifikan variabel Kepemimpinan terhadap Kepuasan Pelayanan Kesehatan. Terdapat pengaruh positif dan signifikan variabel Ketersediaan Fasilitas terhadap Kepuasan Pelayanan Kesehatan, Terdapat pengaruh positif dan signifikan variabel Kepemimpinan terhadap Kinerja Pegawai. Terdapat pengaruh positif dan signifikan variabel Ketersediaan Fasilitas terhadap Kinerja Pegawai. Terdapat pengaruh positif dan signifikan variabel Kepuasan Pelayanan Kesehatan terhadap Kinerja Pegawai. Terdapat pengaruh positif yang signifikan yang diberikan variabel Kepemimpinan terhadap variabel Kinerja Pegawai yang dimediasi oleh Kepuasan Pelayanan Kesehatan. Terdapat pengaruh positif yang signifikan yang diberikan variabel Ketersediaan Fasilitas terhadap variabel Kinerja Pegawai yang dimediasi oleh Kepuasan Pelayanan Kesehatan.

Kata Kunci : Kepemimpinan, Ketersediaan Fasilitas, Kepuasan Pelayanan Kesehatan, Kinerja Pegawai

ABSTRACT

Desmawarni, 2020422055, Master of management in 2021, Influence of Leadership, Availability of Facilities on Employee Performance with Health Service Satisfaction as an Intervening Variable in the Covid-19 Era UPT Puskesmas Kambang Pesisir Selatan Regency, under the guidance of Mrs. Dr. Ir. Zefriyenni, MM and Mr. Dr. John Very, S. Kom, MM, M. Kom.

This study aims to find out how much influence leadership, availability of facilities has on employee performance with health service satisfaction as an intervening variable in the Covid-19 era at UPT Puskesmas Kambang, Pesisir Selatan Regency. The method used is Structural Equation Modeling (SEM) with Partial Least Square (PLS) 3.0. By distributing questionnaires as many as 84 respondents.

The results of data analysis concluded, there is a positive and significant influence of the Leadership variable on Health Service Satisfaction. There is a positive and significant effect of the Availability of Facilities variable on Health Service Satisfaction, there is a positive and significant influence of the Leadership variable on Employee Performance. There is a positive and significant effect of the Facility Availability variable on Employee Performance. There is a positive and significant influence on the Health Service Satisfaction variable on Employee Performance. There is a significant positive effect given by the Leadership variable on the Employee Performance variable mediated by Health Service Satisfaction. There is a significant positive effect given by the Facility Availability variable on the Employee Performance variable mediated by Health Service Satisfaction.

Keywords: *Leadership, Facility Availability, Health Service Satisfaction, Employee Performance*