

Peranan Kepuasan Kerja, Komitmen Afektif Dan Dukungan Organisasi Yang Dirasakan Terhadap Peningkatan *Presenteeism* Tenaga Keperawatan Rumah Sakit Pusat Otak Nasional Prof. Dr. dr. Mahar Mardjono

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ABSTRAK

Latar belakang: Industri jasa rumah sakit merupakan sektor yang memiliki peran penting dalam menyediakan pelayanan kesehatan kepada masyarakat. Namun, dalam operasinya, rumah sakit sering dihadapkan pada tantangan yang dapat memengaruhi produktivitas dan kinerja karyawan, salah satunya adalah *presenteeism*. *Presenteeism* merujuk pada kehadiran fisik karyawan di tempat kerja meskipun dirinya mengalami gangguan kesehatan. **Tujuan Penelitian:** Penelitian ini bertujuan menyelidiki peranan kepuasan kerja, komitmen afektif, dan dukungan organisasi yang dirasakan terhadap peningkatan *presenteeism* pada industri jasa rumah sakit. **Metode penelitian:** penelitian kuantitatif kausalitas dengan populasi seluruh tenaga perawat RSPON Prof. Dr. dr. Mahar Mardjono mencakup: tenaga Perawat Ahli Madya, Perawat Ahli Muda, Perawat Ahli Pertama, Perawat Ahli, Perawat Terampil, Perawat lainnya berjumlah 535 orang per 31 Oktober 2023. Hasil perhitungan sampel dengan rumus Slovin dengan margin error 5% melalui teknik purposive sampling diperoleh 229 sampel. Pengumpulan data menggunakan kuesioner secara daring dan teknik analisis menggunakan Structural Equation Modeling (SEM) dengan metode Partial Least Square (PLS). **Hasil penelitian:** Hasil penelitian menunjukkan kepuasan kerja berpengaruh terhadap komitmen afektif dan *presenteeism*. Komitmen afektif berpengaruh terhadap *presenteeism*. Komitmen afektif memediasi pengaruh kepuasan kerja terhadap *presenteeism*. Dukungan organisasi yang dirasakan memoderasi hubungan antara kepuasan kerja terhadap *presenteeism*. **Implikasi:** Manajemen rumah sakit untuk mengurangi *presenteeism* dapat fokus pada strategi kemudahan akses konseling melalui unit pelayanan kesehatan pegawai, penilaian kelaikan kerja, dan program kembali kerja bagi pegawai yang mengalami permasalahan kesehatan.

Kata Kunci : *Kepuasan Kerja, Komitmen Afektif, Dukungan Organisasi yang Dirasakan, Presenteeism, Rumah Sakit*

The Role of Job Satisfaction, Affective Commitment and Perceived Organizational Support in Increasing Presenteeism Nurse National Brain Center Hospital Prof. Dr. dr. Mahar Mardjono

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ABSTRACT

Background: The hospital services industry is a sector that has an important role in providing health services to the community. However, in their operations, hospitals are often faced with challenges that can affect employee productivity and performance, one of which is presenteeism. Presenteeism is the practice of an employee being present at work despite having a health issue. **Objectives:** This research aims to explore the role of job satisfaction, emotional commitment, and perceived organizational support in causing presenteeism in the hospital service industry. **Method:** quantitative causality research with a population of all National Brain Hospital nursing staff including: Intermediate Expert Nurses, Junior Expert Nurses, First Expert Nurses, Expert Nurses, Skilled Nurses, other nurses totaling 535 people as of 31 October 2023. Sample calculation results using Slovin's formula with a margin of error of 5% using a purposive sampling technique obtained 229 samples. Data collection uses an online questionnaire and analysis techniques use Structural Equation Modeling (SEM) with the Partial Least Square (PLS) method. **Result:** The research findings indicate that job satisfaction has an effect on affective commitment and presentism. Affective commitment has an effect on attendance. Affective commitment serves as a mediator between job satisfaction and presenteesim. The perception of organizational support mitigates the link between job satisfaction and presenteeism. **Implications:** Hospital management to reduce presenteeism can focus on strategies such as facilitating access to counseling through employee health service units, conducting fitness-for-work assessments, and implementing return-to-work programs for employees experiencing health issues.

Keywords: : **Job Satisfaction, Affective Commitment, Perceived Organizational Support, Presenteeism, Hospital**