

Analisis perbandingan pengukuran kepuasan kerja dengan metoda Single Global Rating dan Summation Score serta faktor-faktor yang berhubungan: sebuah studi kepuasan kerja tenaga pengajar institusi pendidikan tenaga kesehatan di Kotamadya Banda Aceh tahun 2000 = Comparative analysis of job satisfaction measurement by single global rating and summation score method as well as related factors: a study of job satisfaction for health education teaching force institution in Banda Aceh, year 2000

Zuhartoni, author

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Abstrak

Metoda pengukuran kepuasan kerja yang digunakan antara lain adalah single global rating dan summation score dimana pada single global rating responden diminta untuk menyatakan perasaan puasnya dengan menjawab satu pernyataan sikap sedangkan pada summation score perasaan puas diberikan melalui jawaban terhadap beberapa pernyataan sikap dan unsur-unsur pekerjaan. Secara intuitif akan tampak bahwa menjumlahkan respon-respon dari beberapa pernyataan sikap dari unsur-unsur pekerjaan akan mencapai penilaian yang akurat, tapi riset tidak mendukung intuisi ini (Scapello dan Campbell dalam Robbins, 1998). Tenaga pengajar institusi pendidikan kesehatan pada dasarnya mempunyai keinginan untuk bekerja sebagai tenaga pelayanan kesehatan. Keadaan ini dapat dilihat di Sekolah Pengatur Rawat Gigi Banda Aceh dimana dokter gigi yang telah bertugas sebagai tenaga pengajar berusaha pindah keunit kesehatan yang lain. Dari pengamatan peneliti kemungkinan penyebabnya adalah dokter gigi kurang menyenangi tugasnya sebagai pendidik.

Rancangan penelitian yang digunakan adalah cross-sectional. Sampel penelitian adalah seluruh tenaga pengajar tetap baik fungsional guru maupun dosen yang menjadi tenaga pengajar di institusi pendidikan tenaga kesehatan setingkat JPM dan JPT di Kotamadya Banda Aceh tahun 2000.

Hasil penelitian menunjukkan bahwa lebih dari separuh tenaga pengajar puas dengan pengukuran single global rating (56.5%) dan dengan pengukuran summation score (52.2%). Dari aspek pemenuhan kebutuhan lebih dari separuh tenaga pengajar puas (53.9%) terhadap aspek kebutuhan untuk berkembang.

Berdasarkan uji Kappa didapat bahwa kepuasan kerja antara hasil pengukuran single global rating dengan pengukuran summation score memberikan hasil dengan kesesuaian yang cukup (moderate) antara kedua metoda (nilai Kappa 0.423; p 0.000).

Pada pengukuran dengan single global rating didapat bahwa faktor masa kerja dan jumlah jam mengajar berhubungan dengan kepuasan kerja. Hasil pengukuran summation score menunjukkan faktor umur, masa kerja, jam mengajar dan jenis ketenagaan berhubungan dengan kepuasan kerja. Dilihat dari aspek kebutuhan didapat bahwa masa kerja dan jumlah jam mengajar berhubungan dengan aspek kebutuhan exist dan aspek kebutuhan saling berhubungan. Jenis ketenagaan berhubungan dengan aspek kebutuhan untuk berkembang. Masa kerja, jam mengajar dan jenis ketenagaan mempunyai hubungan yang paling erat dengan kepuasan kerja.

Penelitian ini menyimpulkan bahwa metoda pengukuran single global rating dan summation score memberikan hasil tidak cukup berbeda. Pada pengukuran summation score dapat dilihat gambaran aspek

kebutuhan yang memberikan kepuasan.

Penelitian ini menyarankan penggunaan metoda single global rating untuk mengukur kepuasan kerja. Penelitian ini juga menyarankan perlunya dilakukan pemekaran pekerjaan (job enlargement) dan pemerikayaan pekerjaan (job enrichment) serta pendistribusian jam mengajar yang lebih merata. Peningkatan jabatan fungsional guru menjadi dosen dan memperpanjang masa dinas tenaga pengajar dapat dijadikan kebijakan.

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Comparative Analysis of Job Satisfaction Measurement by Single Global Rating and Summation Score Method As Well As Related Factors (A Study of Job Satisfaction for Health Education Theaching Force Institution in Banda Aceh, Year 2000)The measuring method of job satisfaction used such as single global rating and summation score where in single global rating the respodents were asked to express their satisfaction by answering a attitude statement as for summation score that satisfactory feeling si given through answering several attitude statements of work elements. Intuitively it will be clear that to sum up the responses of several attitude statements of work elements will reach its accurate evaluation, but research does not support this intuition (Scapello and Campbell in Robbins, 1998).

The teaching force of health educational institution basically has the desire to become the health service force. This situation can be seen in school of Tooth Nursing in Banda Aceh that dentists who have done their duty as teaching force attempt to move to other health units. From the researcher observation the reason for this is that dentists do not like their job as teaching force.

Design of the research is cross sectional. The research sample is the entire permanent teaching force either teacher functional or lecture who become the teaching force in health force educational institution in the same level with JPM and JPT in Banda Aceh in year 2000.

The result of this research shows that more than half of the teaching force is satisfied with single global rating measurement (56.5%) and with summation score measurement (52.2%). From the aspect of needs meeting, more than half of the teaching force is satisfied (53.9%) with growth needs.

Based on Kappa test it was found out that job satisfaction between the result of single global rating measurement and summation score measurement have a moderate agreement (Kappa value 0.423; $p = 0.000$).

At the measurement by single global rating it was found out that the factors of working period and the total teaching hour are related with job satisfaction. The result of summation score measurement shows that the age factor, working period, teaching hours and factional title are related with job satisfaction. When seen by the aspect of need it was found out that working period and total teaching hour are related with the need to be exist and the need to be interrelated. Fuctional title is related with the growth need. Working period, teaching hour, and factional title have the closest relation with job satisfaction.

This reaserch concludes that the method of single global rating measurement and summation score measurement giving not enough different results. With summation score measurement, aspect of need that giving satisfaction can be seen.

This research suggests the use of single global rating method to assess job satisfaction. This research also suggests the need of job enlargement and job enrichment as well as distribution of even teaching hours. The improvement of teacher factional title to become lecturer and extending the tenure of teaching force can be made as policy.