The Influence of Employee Engagement, Competence and Job Satisfaction on Employee Performance at Royal Progress Hospital Jakarta

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Abstract

This study aims to prove and determine the effect of employee engagement, competence, and job satisfaction on employee performance partially and simultaneously. This research is a quantitative research using primary data sources. In this study, a sample of 50 employees of the customer service divison unit Royal Progress Hospital Jakarta used the saturated sample method. The data of this study were obtained using a questionnaire which was measured using a Likert scale. The data analysis technique used is descriptive and inferential analysis using SmartPLS 3.0 software. The results of this study indicate that employee engagement has a positive and significant effect on employee performance of 2,361, competence has a positive and significant effect on employee performance of 2,171, and job satisfaction has a positive and significant effect on employee performance of 2,693, as well as employee involvement, competence, and satisfaction. work. simultaneous influence on employee performance of 25,875.Keywords: employee engagement, competence, job satisfaction, and employee performance.

Keywords: *Employee Engagement, Competence, Job Satisfaction, and Employee Performance.*

Pengaruh Employee Engagement, Kompetensi dan Kepuasan Kerja terhadap Kinerja Karyawan Rumah Sakit Royal Progress Jakarta

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Abstrak

Penelitian ini bertujuan untuk membuktikan dan mengetahui adanya pengaruh *employee engagement*, kompetensi, dan kepuasan kerja terhadap kinerja karyawan secara parsial dan simultan. Penelitian ini merupakan penelitian kuantitatif dengan menggunakan sumber data primer. Dalam penelitian ini, menggunakan sampel sebanyak 50 karyawan Rumah Sakit Royal Progress Jakarta unit divisi *customer service* dengan metode sampel jenuh. Data untuk penelitian ini diperoleh dengan menggunakan kuesioner yang diukur melalui skala *Likert*. Teknik analisis data yang digunakan adalah analisis deskriptif dan inferensial dengan menggunakan *software SmartPLS 3.0*. Hasil penelitian ini menunjukkan bahwa *employee engagement* berpengaruh positif dan signifikan terhadap kinerja karyawan sebesar 2.361, kompetensi berpengaruh positif dan signifikan terhadap kinerja karyawan sebesar 2.171, dan kepuasan kerja berpengaruh positif dan signifikan terhadap kinerja karyawan sebesar 2.693, serta *employee engagement*, kompetensi, dan kepuasan kerja berpengaruh secara simultan terhadap kinerja karyawan sebesar 25,875.

Kata kunci: *Employee Engagement*, Kompetensi, Kepuasan Kerja, dan Kinerja Karyawan.