

INTISARI

Penelitian ini bertujuan untuk mengetahui apakah *employee empowerment* berpengaruh terhadap *service quality* di Rumah Sakit Umum Haji Surabaya. *Employee empowerment* diukur melalui *Meaning, Competence, Self Determination* dan *Impact*. Sedangkan *service quality* diukur melalui *Tangible, Reliability, Assurance, Responsiveness* dan *Empathy*.

Metode yang digunakan dalam penelitian ini adalah menggunakan metode Linier Sederhana. Setelah melakukan pengumpulan data melalui penyebaran kuisioner terhadap karyawan dan pasien di RSUD Haji Surabaya, maka selanjutnya dilakukan pengolahan data.

Hasil penelitian ini menunjukkan bahwa penilaian *employee empowerment* terhadap *service quality* cenderung baik yaitu dengan besarnya nilai koefisien determinasi (r^2) adalah sebesar 0,556 atau 55,6% artinya bahwa variasi *service quality* di RSUD Haji dapat dijelaskan oleh variasi *employee empowerment* sebesar 55,6% dan sisanya 44,4% dijelaskan oleh faktor-faktor lain yang tidak teramati. Hal ini dinyatakan bahwa perubahan *employee empowerment* RSUD Haji Surabaya dapat menjelaskan secara langsung *service quality* RSUD Haji Surabaya.

Kata kunci : *employee empowerment, service quality*

ABSTRACT

This is a research which discover the relationship between employee empowerment and service quality of Surabaya Hajj General Hospital. Employee empowerment is measured through Meaning, Competence, Self Determination and Impact. And Service quality is measured through Tangible, Reliabilitty, Assurance, Responsiveness and Empathy.

In this research, author used simple linier regression test methods. After the data were collected through questionnaires to employees and patients in RSU Haji Surabaya, and then performed the data processing.

The results of this study indicate that the assessment of employee empowerment on service quality good is the amount of the coefficient of determination (r^2) is equal to 0,556, or 55.6% means that variations in RSU Haji service quality can be explained by the variation of employee empowerment by 55.6% and the rest 44.4% explained by other factors that are not observed. It is stated that the change of employee empowerment RSU Haji Surabaya can be explained directly on service quality RSU Haji Surabaya.

Keyword : employee empowerment, service quality