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Lampiran 1. Kuesioner Penelitian

KUESIONER PENELITIAN

**PENGARUH *INTERNAL SERVICE QUALITY* DAN *EMPLOYEE WELL-BEING*
TERHADAP KEPUASAN PEGAWAI DAN KINERJA PEGAWAI RSUD
ANUNTALOKO KABUPATEN PARIGI MOUTONG**

ISMI

K022202015



**PROGRAM STUDI MAGISTER ADMINISTRASI RS
FAKULTAS KESEHATAN MASYARAKAT
UNIVERSITAS HASANUDDIN
MAKASSAR
2022**

PERMOHONAN MENJADI RESPONDEN

Kepada Yth.

Bapak/Ibu.....

Di

Tempat

Dengan Hormat,

Saya yang bertanda tangan dibawah ini adalah Mahasiswa dari Program Studi Magister Administrasi Rumah Sakit, Fakultas Kesehatan Masyarakat Universitas Hasanuddin Makassar, akan mengadakan penelitian dengan judul **“Pengaruh *Internal Service Quality* Dan *Employee Well-Being* Terhadap Kepuasan Pegawai Dan Kinerja Pegawai RSUD Anuntaloko Kabupaten Parigi Moutong”**.

Penelitian ini tidak akan menimbulkan kerugian bagi Bapak/Ibu sebagai responden. Kerahasiaan semua informasi yang diberikan akan dijaga dan hanya digunakan untuk kepentingan penelitian. Apabila Bapak/Ibu menyetujui, maka dimohon kesediaannya menandatangani lembar persetujuan dan menjawab pertanyaan yang saya lampirkan pada surat ini.

Atas perhatian dan kesediaan Bapak/Ibu sebagai responden saya ucapkan terima kasih

Makassar, 2022

Peneliti

ISMI SULTAN, S.KM
(No. Hp 0823-9332-9141)

FORMULIR PERSETUJUAN

Saya yang bertanda tangan dibawah ini:

Nama :

Usia :

Alamat :

Setelah mendengar/membaca penjelasan yang diberikan, maka saya bersedia menjadi informan pada penelitian yang dilakukan oleh Ismi. Saya mengerti bahwa pada penelitian ini terdiri dari beberapa pernyataan yang harus saya jawab. Sebagai seorang responden, saya akan menjawab pernyataan yang diajukan dengan jujur.

Saya menjadi responden bukan karena adanya paksaan dari pihak lain, namun karena keinginan saya sendiri, dan tidak ada biaya yang akan ditanggungkan kepada saya sesuai dengan penjelasan yang sudah dijelaskan oleh peneliti.

Hasil yang diperoleh dari saya sebagai responden dapat dipublikasikan sebagai hasil dari penelitian dan akan diseminarkan pada ujian hasil dengan tidak akan mencantumkan nama kecuali nomor responden.

Nama	Tanda Tangan	Tgl/Bln/Thn
------	--------------	-------------

Responden:

Penanggung Jawab Penelitian:

Nama : Ismi

Alamat : BTN Mangga Tiga Blok G1 Nomor 3, Kota Makassar

Telpon : 0823-9332-9141

Email : ismi.sultan23@gmail.com

Petunjuk Pengisian :

- a. Jawablah pertanyaan di bawah ini dengan menuliskan jawaban singkat pada tempat yang disediakan **atau dengan** memberi tanda (√) pada salah satu jawaban yang menurut saudara benar
- b. Jawaban anda akan **kami jaga dan jamin kerahasiaannya** dan tidak mempengaruhi pangkat/karier dan penilaian kerja anda.

A. Identitas Responden	
No. Responden	: (Diisi oleh Peneliti)
Nama/Inisial Responden	:
Tanggal/Tahun Lahir	:
Jenis Kelamin	: 1. Laki-laki 2. Perempuan
Unit Kerja	:
Jabatan Saat ini di Instalasi Rawat Inap	:
Lama Kerja di RS saat ini	:
Lama Kerja di Instalasi Rawat Inap	:
Jumlah Jam Kerja	1. Kurang dari 20 jam seminggu 2. 20-39 jam seminggu 3. 40 jam atau lebih seminggu
Status Kepegawaian	1. PNS 2. Non-PNS 3. Sukarela
Tingkat Pendidikan Terakhir	1. SLTA/Sederajat 2. D1 3. D3/Sederajat 4. D4 5. S1 6. S2 7. Sp 1 (Dokter Spesialis) 8. Sp 2 (Dokter Sub-Spesialis)

Petunjuk Pengisian :

Untuk pernyataan-pernyataan berikut ini, beri **tanda checklist** (√) pada pilihan yang telah disediakan, sesuai dengan sikap yang menggambarkan perasaan Bapak/Ibu/Sdr/Sdri selama bekerja di Instalasi Rawat Inap RSUD Anuntaloko Kabupaten Parigi Moutong.

- a. Jika anda **sangat tidak setuju** dengan pernyataan tersebut, maka pilihlah angka **1**
- b. Jika anda **tidak setuju** dengan pernyataan tersebut, maka pilihlah angka **2**
- c. Jika anda **kurang setuju** dengan pernyataan tersebut, maka pilihlah angka **3**
- d. Jika anda **agak setuju** dengan pernyataan tersebut, maka pilihlah angka **4**
- e. Jika anda **cukup setuju** dengan pernyataan tersebut, maka pilihlah angka **5**
- b. Jika anda **setuju** dengan pernyataan tersebut, maka pilihlah angka **6**
- c. Jika anda **sangat setuju** dengan pernyataan tersebut, maka pilihlah angka **7**

Daftar Pertanyaan Berdasarkan Variabel Penelitian								
Kode	A. Internal Service Quality	Sangat Tidak Setuju ↔						
		Sangat Setuju						
		1	2	3	4	5	6	7
LP1	Pimpinan Puncak/Direksi selalu memberikan penghargaan terhadap setiap usaha baik yang dilakukan pegawai di rumah sakit ini	1	2	3	4	5	6	7
LP2	Pimpinan Puncak/Direksi selalu berusaha meningkatkan upaya komunikasi diantara pegawai di rumah sakit ini	1	2	3	4	5	6	7
LP3	Pimpinan Puncak/Direksi mengevaluasi keterlibatan pegawai dalam upaya efisiensi biaya di rumah sakit ini	1	2	3	4	5	6	7
LP4	Pimpinan Puncak/Direksi mengevaluasi keterlibatan pegawai dalam upaya peningkatan kualitas layanan di rumah sakit ini	1	2	3	4	5	6	7
LP5	Pimpinan puncak/Direksi memastikan sumber daya yang cukup melalui pelatihan pegawai di rumah sakit ini	1	2	3	4	5	6	7

LP6	Pimpinan puncak/Direksi melibatkan pegawai dalam menentukan tujuan dan strategi organisasi di rumah sakit ini	1	2	3	4	5	6	7
LP7	Pimpinan puncak/Direksi mengembangkan inovasi layanan sesuai kebutuhan pasien di rumah sakit ini	1	2	3	4	5	6	7
LP8	Pimpinan puncak/Direksi melibatkan pegawai dalam pengembangan inovasi layanan untuk meningkatkan pengetahuan dan kompetensinya di rumah sakit ini	1	2	3	4	5	6	7
LP9	Pimpinan puncak/direksi mengkomunikasikan visi, tujuan, dan strategi inovasi organisasi secara jelas kepada pegawai di rumah sakit ini	1	2	3	4	5	6	7
PL1	Rumah sakit/manajemen melatih pegawai untuk bekerja dalam tim secara berkelanjutan di rumah sakit ini	1	2	3	4	5	6	7
PL2	Manajemen mengevaluasi pekerjaan untuk memastikan pencapaian tujuan organisasi di rumah sakit ini	1	2	3	4	5	6	7
PL3	Manajemen bekerjasama dengan pegawai dalam mewujudkan tujuan organisasi di rumah sakit ini	1	2	3	4	5	6	7
PL4	Manajemen bekerjasama dengan pegawai dalam rencana program pendidikan dan pelatihan di rumah sakit ini	1	2	3	4	5	6	7
PL5	Manajemen mengevaluasi keterampilan dan sikap pegawai secara terus-menerus di rumah sakit ini	1	2	3	4	5	6	7
PR1	Kerjasama antar unit/instalasi dilakukan untuk menyelesaikan masalah teknis di rumah sakit ini	1	2	3	4	5	6	7
PR2	Rumah sakit ini memiliki standar/pedoman tertulis yang jelas tentang penggunaan sarana dan prasarannya	1	2	3	4	5	6	7
PR3	Rumah sakit ini bekerjasama dengan pihak eksternal dalam upaya peningkatan kualitas layanan	1	2	3	4	5	6	7
PR4	Rumah sakit ini menetapkan perjanjian kinerja untuk kerjasama pihak eksternal	1	2	3	4	5	6	7
PR5	Rumah sakit ini mengidentifikasi secara jelas kebutuhan sumber daya setiap tahunnya.	1	2	3	4	5	6	7

PS1	Rumah sakit ini telah menerapkan pengukuran Indikator kinerja individu setiap pegawai	1	2	3	4	5	6	7
PS2	Dokter, perawat dan tenaga kesehatan lainnya telah berkontribusi dalam memberikan saran peningkatan kualitas layanan di rumah sakit ini	1	2	3	4	5	6	7
PS3	Rumah sakit ini berinvestasi pada teknologi baru untuk meningkatkan kinerja	1	2	3	4	5	6	7
PS4	Rumah sakit ini menggunakan strategi perbaikan secara terus-menerus untuk menentukan akar penyebab masalah	1	2	3	4	5	6	7
PS5	Pegawai aktif dalam mengembangkan upaya perbaikan secara terus-menerus di rumah sakit ini	1	2	3	4	5	6	7
PD1	Kepuasan pasien di unit/instalasi semakin meningkat selama 1 tahun terakhir	1	2	3	4	5	6	7
PD2	Image/citra rumah sakit ini semakin baik selama 1 tahun terakhir	1	2	3	4	5	6	7
PD3	Capaian indikator klinis di rumah sakit ini semakin meningkat selama 1 tahun terakhir	1	2	3	4	5	6	7
PD4	Capain kinerja internal rumah sakit ini (seperti <i>Bed Occupancy Rate, Length of Stay, Turn Over Internal dan lainnya</i>) semakin meningkat selama 1 tahun terakhir	1	2	3	4	5	6	7
PD5	Budaya dan implementasi nilai organisasi di rumah sakit ini semakin baik selama 1 tahun terakhir	1	2	3	4	5	6	7
PD6	Tingkat kepercayaan dan penghargaan antar pegawai di rumah sakit ini semakin meningkat selama 1 tahun terakhir	1	2	3	4	5	6	7
PD7	Komitmen pegawai di rumah sakit ini untuk mencapai tujuan bersama semakin meningkat selama 1 tahun terakhir	1	2	3	4	5	6	7
PD8	Motivasi pegawai di rumah sakit ini untuk mencapai tujuan bersama semakin meningkat selama 1 tahun terakhir	1	2	3	4	5	6	7
Kode	B. Employee Well-Being	Sangat Tidak Setuju						

		Sangat Setuju 						
		1	2	3	4	5	6	7
LWB1	Saya merasa telah puas dengan kehidupan saya saat ini.	1	2	3	4	5	6	7
LWB2	Saya sudah mendekati impian saya dalam sebagian besar aspek kehidupan	1	2	3	4	5	6	7
LWB3	Saya merasakan kebahagiaan hampir di sepanjang waktu dalam kehidupan saya	1	2	3	4	5	6	7
LWB4	Saya merasa berada di situasi kehidupan yang baik	1	2	3	4	5	6	7
LWB5	Hidup saya sangat menyenangkan	1	2	3	4	5	6	7
LWB6	Cara hidup saya saat ini, sudah sesuai untuk mempersiapkan kehidupan di masa depan	1	2	3	4	5	6	7
WWB 1	Saya puas dengan tugas yang menjadi tanggungjawab saya saat ini	1	2	3	4	5	6	7
WWB 2	Saya benar-benar menikmati pekerjaan saya.	1	2	3	4	5	6	7
WWB 3	Saya selalu dapat menemukan cara untuk meningkatkan kualitas pekerjaan Saya	1	2	3	4	5	6	7
WWB 4	Bekerja merupakan pengalaman yang berarti bagi saya.	1	2	3	4	5	6	7
WWB 5	Pada dasarnya saya merasa puas dengan pencapaian saya pada pekerjaan saya saat ini.	1	2	3	4	5	6	7
PWB1	Saya merasa telah berkembang menjadi manusia yang lebih baik	1	2	3	4	5	6	7
PWB2	Saya menyelesaikan urusan sehari-hari dengan sangat baik.	1	2	3	4	5	6	7
PWB3	Secara umum, saya merasa nyaman dengan diri saya sendiri dan percaya diri.	1	2	3	4	5	6	7
PWB4	Orang lain menganggap saya sebagai seseorang yang bersedia memberikan dan meluangkan waktu untuk orang lain.	1	2	3	4	5	6	7
PWB5	Saya mampu membuat jadwal yang fleksibel/dinamis untuk pekerjaan saya.	1	2	3	4	5	6	7

PWB6	Saya senang terlibat dalam pembicaraan yang mendalam dengan keluarga dan rekan kerja saya, sehingga kami lebih saling memahami	1	2	3	4	5	6	7
Kode	C. Kepuasan Pegawai	Sangat Tidak Setuju ↔						
		Sangat Setuju						
		1	2	3	4	5	6	7
KPY1	Saya merasa telah mendapatkan gaji/imbalan/pendapatan di rumah sakit ini sebanyak yang telah saya kerjakan	1	2	3	4	5	6	7
KPY2	Saya merasa puas dengan peluang saya untuk mendapatkan kenaikan gaji di rumah sakit ini	1	2	3	4	5	6	7
KPP1	Mereka yang bekerja dengan baik memiliki kesempatan yang adil untuk dipromosikan di rumah sakit ini.	1	2	3	4	5	6	7
KPP2	Pengembangan karir di rumah sakit ini, secepat di rumah sakit lain.	1	2	3	4	5	6	7
KPP3	Saya puas dengan peluang saya untuk mendapatkan promosi jabatan di rumah sakit ini	1	2	3	4	5	6	7
KPS1	Pimpinan/atasan langsung saya di rumah sakit ini, sudah cukup kompeten dalam melakukan pekerjaannya	1	2	3	4	5	6	7
KPS2	Pimpinan/atasan langsung saya di rumah sakit ini, tidak berlaku adil terhadap saya	1	2	3	4	5	6	7
KPS3	Pimpinan/atasan langsung saya di rumah sakit ini, tidak menunjukkan perhatian pada perasaan bawahan.	1	2	3	4	5	6	7
KPS4	Saya menyukai pimpinan/atasan langsung saya di rumah sakit ini	1	2	3	4	5	6	7
KPB1	Saya tidak puas dengan manfaat yang saya terima selama bekerja di rumah sakit ini	1	2	3	4	5	6	7
KPB2	Manfaat yang kami terima selama bekerja di rumah sakit ini, sama baiknya dengan yang ditawarkan kebanyakan rumah sakit lain	1	2	3	4	5	6	7
KPB3	Manfaat yang kami terima selama bekerja di rumah sakit ini, sudah adil kepada seluruh pegawai	1	2	3	4	5	6	7

KPR1	Ketika saya melakukan pekerjaan dengan baik, saya menerima pengakuan yang seharusnya saya terima di rumah sakit ini	1	2	3	4	5	6	7
KPR2	Saya tidak merasa bahwa pekerjaan yang saya lakukan dihargai di rumah sakit ini	1	2	3	4	5	6	7
KPR3	Hanya ada sedikit penghargaan bagi mereka yang bekerja di rumah sakit ini	1	2	3	4	5	6	7
KPR4	Saya tidak merasa usaha saya dihargai sebagaimana mestinya di rumah sakit ini	1	2	3	4	5	6	7
KPO1	Banyak peraturan dan prosedur yang mempersulit pekerjaan kami terlaksana dengan baik di rumah sakit ini	1	2	3	4	5	6	7
KPO2	Upaya saya untuk melakukan pekerjaan dengan baik sering terhalang oleh prosedur birokrasi di rumah sakit ini	1	2	3	4	5	6	7
KPO3	Saya memiliki terlalu banyak hal yang harus dilakukan selama bekerja di rumah sakit ini	1	2	3	4	5	6	7
KPO4	Saya memiliki terlalu banyak dokumen yang saya harus kerjakan di rumah sakit ini	1	2	3	4	5	6	7
KPW1	Saya menyukai orang-orang yang bekerja dengan saya di rumah sakit ini	1	2	3	4	5	6	7
KPW2	Saya menikmati bekerja dengan rekan kerja saya di rumah sakit ini	1	2	3	4	5	6	7
KPW3	Terlalu banyak konflik yang terjadi di rumah sakit ini	1	2	3	4	5	6	7
KPN1	Saya terkadang merasa pekerjaan saya tidak ada artinya di rumah sakit ini	1	2	3	4	5	6	7
KPN2	Saya suka melakukan hal-hal yang saya kerjakan di rumah sakit ini	1	2	3	4	5	6	7
KPN3	Saya merasakan kebanggaan dalam melakukan pekerjaan saya di rumah sakit ini	1	2	3	4	5	6	7

KPN4	Pekerjaan saya di rumah sakit ini menyenangkan	1	2	3	4	5	6	7
KPC1	Komunikasi tampak baik di rumah sakit ini	1	2	3	4	5	6	7
KPC2	Saya merasa tujuan organisasi di rumah sakit ini, belum dikomunikasi secara jelas	1	2	3	4	5	6	7
KPC3	Saya sering merasa bahwa saya tidak tahu apa-apa tentang hal yang terjadi di rumah sakit ini	1	2	3	4	5	6	7
KPC4	Penugasan kerja di rumah sakit ini seringkali tidak sepenuhnya dijelaskan dengan lengkap	1	2	3	4	5	6	7
Kode	D. Kinerja Pegawai	Sangat Tidak Setuju ↔						
		Sangat Setuju						
		1	2	3	4	5	6	7
IRB1	Saya mampu menyelesaikan semua tugas dan tanggungjawab yang diberikan di rumah sakit ini	1	2	3	4	5	6	7
IRB2	Saya mampu memenuhi tanggungjawab sesuai dengan pembagian kerja yang telah ditentukan (<i>job description</i>) di rumah sakit ini	1	2	3	4	5	6	7
IRB3	Saya berusaha menyelesaikan tugas sesuai dengan yang diharapkan di rumah sakit ini	1	2	3	4	5	6	7
IRB4	Saya berusaha mencapai target kinerja yang telah ditentukan di rumah sakit ini	1	2	3	4	5	6	7
IRB5	Saya mengabaikan pekerjaan yang diwajibkan kepada saya di rumah sakit ini	1	2	3	4	5	6	7
IRB6	Saya selalu gagal memenuhi target kinerja utama dalam pekerjaan saya di rumah sakit ini	1	2	3	4	5	6	7
OCBI 1	Saya selalu membantu/menggantikan pekerjaan rekan kerja seprofesi saya (sesuai kewenangan dan prosedur) yang sedang absen/tidak hadir di rumah sakit ini	1	2	3	4	5	6	7
OCBI 2	Saya selalu membantu rekan kerja seprofesi saya (sesuai kewenangan dan prosedur) yang sedang memiliki beban pekerjaan yang lebih tinggi di rumah sakit ini	1	2	3	4	5	6	7

OCBI 3	Saya menawarkan bantuan kepada rekan kerja tanpa diminta di rumah sakit ini	1	2	3	4	5	6	7
OCBI 4	Saya meluangkan waktu untuk mendengarkan masalah pekerjaan yang dihadapi rekan kerja saya di rumah sakit ini	1	2	3	4	5	6	7
OCBI 5	Saya selalu meneruskan informasi penting kepada rekan kerja di rumah sakit ini	1	2	3	4	5	6	7
OCB O1	Kehadiran di tempat kerja adalah penting	1	2	3	4	5	6	7
OCB O2	Saya selalu memberikan pemberitahuan awal jika tidak bisa/sedang berhalangan untuk masuk bekerja	1	2	3	4	5	6	7
OCB O3	Saya selalu mengambil waktu untuk beristirahat pada saat jam kerja	1	2	3	4	5	6	7
OCB O4	Saya selalu menghabiskan waktu untuk berkomunikasi dengan orang lain tentang hal diluar pekerjaan pada saat jam kerja	1	2	3	4	5	6	7
OCB O5	Saya selalu mengeluh pada hal-hal yang tidak berpengaruh pada pekerjaan	1	2	3	4	5	6	7
OCB O6	Saya tetap mematuhi aturan informal/tidak tertulis di tempat kerja untuk tetap menjaga ketertiban	1	2	3	4	5	6	7

*** Terima Kasih ***

Lampiran 2. Output Analysis

SmartPLS Report

Please cite the use of SmartPLS: Ringle, C. M., Wende, S., and Becker, J.-M. 2015. "SmartPLS 3." Boenningstedt: SmartPLS GmbH, <http://www.smartpls.com>.
[back to navigation](#)

Final Results

Path Coefficients

Mean, STDEV, T-Values, P-Values

	Original Sample (O)	T Statistics (O /STDEV)	P Values
Employee Satisfaction → Employee Performance	0,184	2,580	0,010
Employee Well being → Employee Performance	0,339	3,172	0,002
Employee Well being → Employee Satisfaction	0,054	0,561	0,575
Internal Service Quality → Employee Performance	0,255	2,286	0,023
Internal Service Quality → Employee Satisfaction	0,497	5,980	0,000
Internal Service Quality → Employee Well being	0,651	10,089	0,000

Confidence Intervals

	Original Sample (O)	97.5%
Employee Satisfaction → Employee Performance	0,184	0,334
Employee Well being → Employee Performance	0,339	0,519
Employee Well being → Employee Satisfaction	0,054	0,215
Internal Service Quality → Employee Performance	0,255	0,461
Internal Service Quality → Employee Satisfaction	0,497	0,648
Internal Service Quality → Employee Well being	0,651	0,764

Confidence Intervals Bias Corrected

	Original Sample (O)	2.5%	97.5%
Employee Satisfaction → Employee Performance	0,184	0,046	0,318
Employee Well being → Employee Performance	0,339	0,124	0,519
Employee Well being → Employee Satisfaction	0,054	-0,149	0,221
Internal Service Quality → Employee Performance	0,255	0,015	0,458
Internal Service Quality → Employee Satisfaction	0,497	0,314	0,635
Internal Service Quality → Employee Well being	0,651	0,495	0,753

SmartPLS Report

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[back to navigation](#)

Specific Indirect Effects

Mean, STDEV, T-Values, P-Values

	Original Sample (O)	T Statistics (O /STDEV)	P Values
Employee Well being → Employee Satisfaction → Employee Performance	0,010	0,505	0,614
Internal Service Quality → Employee Well being → Employee Satisfaction → Employee Performance	0,006	0,493	0,622
Internal Service Quality → Employee Satisfaction → Employee Performance	0,091	2,113	0,035
Internal Service Quality → Employee Well being → Employee Performance	0,221	3,314	0,001
Internal Service Quality → Employee Well being → Employee Satisfaction	0,035	0,543	0,588

Confidence Intervals

	Original Sample (O)	97.5%
Employee Well being → Employee Satisfaction → Employee Performance	0,010	0,048
Internal Service Quality → Employee Well being → Employee Satisfaction → Employee Performance	0,006	0,032
Internal Service Quality → Employee Satisfaction → Employee Performance	0,091	0,193
Internal Service Quality → Employee Well being → Employee Performance	0,221	0,344
Internal Service Quality → Employee Well being → Employee Satisfaction	0,035	0,148

Confidence Intervals Bias Corrected

	Original Sample (O)	2.5%	97.5%
Employee Well being → Employee Satisfaction → Employee Performance	0,010	-0,027	0,052
Internal Service Quality → Employee Well being → Employee Satisfaction → Employee Performance	0,006	-0,018	0,035
Internal Service Quality → Employee Satisfaction → Employee Performance	0,091	0,030	0,193
Internal Service Quality → Employee Well being → Employee Performance	0,221	0,090	0,350
Internal Service Quality → Employee Well being → Employee Satisfaction	0,035	-0,102	0,148

SmartPLS Report

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Quality Criteria

R Square

	R Square	R Square Adjusted
Employee Performance	0,423	0,412
Employee Satisfaction	0,285	0,276
Employee Well being	0,424	0,421

f Square

	Employee Performance	Employee Satisfaction	Employee Well being	Internal Service Quality
Employee Performance				
Employee Satisfaction	0,042			
Employee Well being	0,114	0,002		
Internal Service Quality	0,054	0,199	0,737	

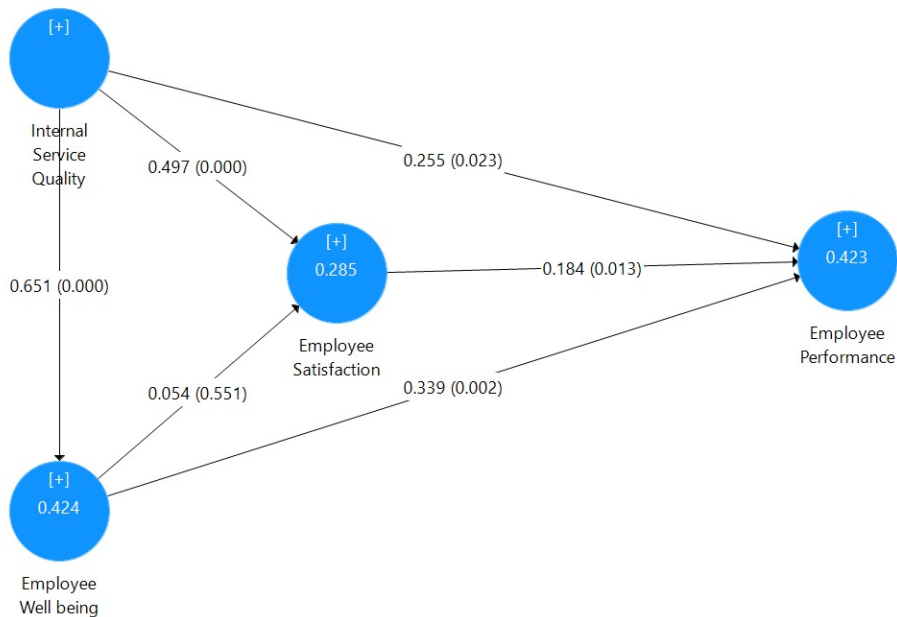
Construct Reliability and Validity

	Cronbach's Alpha	rho_A	Composite Reliability	Average Variance Extracted (AVE)
Employee Performance	1,000	1,000	1,000	1,000
Employee Satisfaction	1,000	1,000	1,000	1,000
Employee Well being	1,000	1,000	1,000	1,000
Internal Service Quality	1,000	1,000	1,000	1,000

Discriminant Validity

Fornell-Larcker Criterion

	Employee Performance	Employee Satisfaction	Employee Well being	Internal Service Quality
Employee Performance	1,000			
Employee Satisfaction	0,447	1,000		
Employee Well being	0,574	0,378	1,000	
Internal Service Quality	0,573	0,532	0,651	1,000



Lampiran 3. Surat Persetujuan Etik



KEMENTERIAN PENDIDIKAN, KEBUDAYAAN
RISET, DAN TEKNOLOGI
UNIVERSITAS HASANUDDIN
FAKULTAS KESEHATAN MASYARAKAT
Jln. Perintis Kemerdekaan Km.10 Makassar 90245, Telp. (0411) 585658,
E-mail : fk.m.unhas@gmail.com, website: <https://fk.m.unhas.ac.id/>

REKOMENDASI PERSETUJUAN ETIK

Nomor : 5781/UN4.14.1/TP.01.02/2023

Tanggal: 24 Oktober 2023

Dengan ini Menyatakan bahwa Protokol dan Dokumen yang Berhubungan dengan Protokol berikut ini telah mendapatkan Persetujuan Etik :

No. Protokol	171023052239	No. Sponsor Protokol	
Peneliti Utama	Ismi	Sponsor	Pribadi
Judul Peneliti	Pengaruh Internal Service Quality dan Employee Well-Being Terhadap Kepuasan Pegawai dan Kinerja Pegawai di Instalasi Rawat Inap RSUD Anuntaloko		
No. Versi Protokol	1	Tanggal Versi	17 Oktober 2023
No. Versi PSP	1	Tanggal Versi	17 Oktober 2023
Tempat Penelitian	RSUD Anuntaloko Kabupaten Parigi Moutong		
Judul Review	<input type="checkbox"/> Exempted <input checked="" type="checkbox"/> Expedited <input type="checkbox"/> Fullboard	Masa Berlaku 24 Oktober 2023 Sampai 24 Oktober 2024	Frekuensi review lanjutan
Ketua Komisi Etik Penelitian	Nama : Prof.dr.Veni Hadju,M.Sc,Ph.D	Tanda tangan 	Tanggal 24 Oktober 2023
Sekretaris komisi Etik Penelitian	Nama : Dr. Wahiduddin, SKM.,M.Kes	Tanda tangan 	Tanggal 24 Oktober 2023

Kewajiban Peneliti Utama :

1. Menyerahkan Amandemen Protokol untuk persetujuan sebelum di implementasikan
2. Menyerahkan Laporan SAE ke Komisi Etik dalam 24 Jam dan dilengkapi dalam 7 hari dan Laporan SUSAR dalam 72 Jam setelah Peneliti Utama menerima laporan
3. Menyerahkan Laporan Kemajuan (progress report) setiap 6 bulan untuk penelitian resiko tinggi dan setiap setahun untuk penelitian resiko rendah
4. Menyerahkan laporan akhir setelah Penelitian berakhir
5. Melaporkan penyimpangan dari protocol yang disetujui (protocol deviation/violation)
6. Mematuhi semua peraturan yang ditentukan



Lampiran 4. Dokumentasi Penelitian





Lampiran 5. Curriculum Vitae

CURRICULUM VITAE

A. Data Pribadi

1. Nama : Ismi
2. Tempat, tgl. Lahir : Bonto Bulaeng, 23 Juli 1992
3. Alamat : Jl. Perintis Kemerdekaan 3, Tamalanrea, Makassar
4. Kewarganegaraan : Warga Negara Indonesia

B. Riwayat Pendidikan

1. Tamar SMP tahun 2007 di SMPN 34 Makassar
2. Tamat SMA tahun 2010 di SMAN 15 Makassar
3. Sarjana (S1) tahun 2014 di Universitas Hasanuddin

C. Pekerjaan dan Riwayat Pekerjaan

1. Jenis pekerjaan : Mahasiswi
2. NIP atau identitas lain (NIK) : 737114901910004
3. Pangkat/Jabatan : -

D. Karya ilmiah yang telah dipublikasikan (misalnya pada jurnal):

Ismi et. al, 2024. *The Effect of Internal Service Quality on Well-Being and Performance Among Healthcare Employees: Mediating Role of Employee Satisfaction.*

E. Makalah pada Seminar/Konferensi Ilmiah Nasional dan Internasional