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FAKULTAS EKONOMI DAN BISNIS

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Dekan Fakultas Ekonomi dan Bisnis Universitas Bandar Lampung dengan ini memberi tugas kepada :

Nama : **Dra. Sapmaya Wulan, M.S.**
Pekerjaan : Dosen Fakultas Ekonomi dan Bisnis Universitas Bandar Lampung.

Untuk menjadi penyaji/presenter sebagai ketua pada Seminar Intersional : *"The 4th Indonesian Finance Association (IFA) International Conference 2018"* yang diselenggarakan oleh Fakultas Ekonomi dan Bisnis Universitas Lampung bekerjasama dengan Asosiasi Financial Indonesia. Kegiatan ini akan dilaksanakan pada:

Hari/tanggal : Rabu-Kamis/5 – 6 September 2018

Waktu : 08.30 WIB s.d. selesai

Tempat : Swiss Bel Hotel Lampung

Judul Makalah : *Analysis of Employee Satisfaction on Quality of Health Services at PT. PLN (persero) Sector Pembangkitan tarahan in South Lampung.*

Demikian surat tugas ini disampaikan untuk dapat dilaksanakan, atas kerjasamanya kami ucapkan terimakasih.

Bandar Lampung, 28 Agutus 2018

Dekan,

Dr. Andala Rama Putra Barusman, S.E., M.A.Ec,

SURAT KETERANGAN
Nomor : 069 / S.Ket / LPPM-UBL / II / 2019

Kepala Lembaga Penelitian dan Pengabdian pada Masyarakat (LPPM) Universitas Bandar Lampung dengan ini menerangkan bahwa :

1. N a m a   : Dra. Sapmaya Wulan, M.S.
2. NIDN   : 0024085701
3. Tempat, tanggal lahir   : Yogyakarta, 24 Agustus 1957
4. Pangkat, golongan ruang, TMT   : Pembina,IV/a
5. Jabatan   : Lektor Kepala
6. Bidang Ilmu   : Ekonomi Manajemen
7. Jurusan / Program Studi   : Manajemen
8. Unit Kerja   : Fakultas Ekonomi Dan Bisnis UBL.

Telah melaksanakan Penelitian dengan Judul :

1. **Presenter pada Seminar " In The First International Conference on Economics, Business, Finance and Governance 2018" Dengan Judul : Business Strategy To Enhance The Competitivenes Of The Chips Business In The Industrial Center Of The Chip Bandar Lampung"**
2. **Presenter Pada Seminar "The 4th Indonesian Finance Association (IFA) International Conference 2018 dengan Judul : Analysis of Employee Satisfaction on Quality of Health Services at PT. PLN (Persero) Sector Pembangkitan Tarahan in South Lampung.**

Demikian surat keterangan ini dibuat untuk dapat dipergunakan sebagaimana mestinya.

Bandar Lampung, 07 Februari 2019
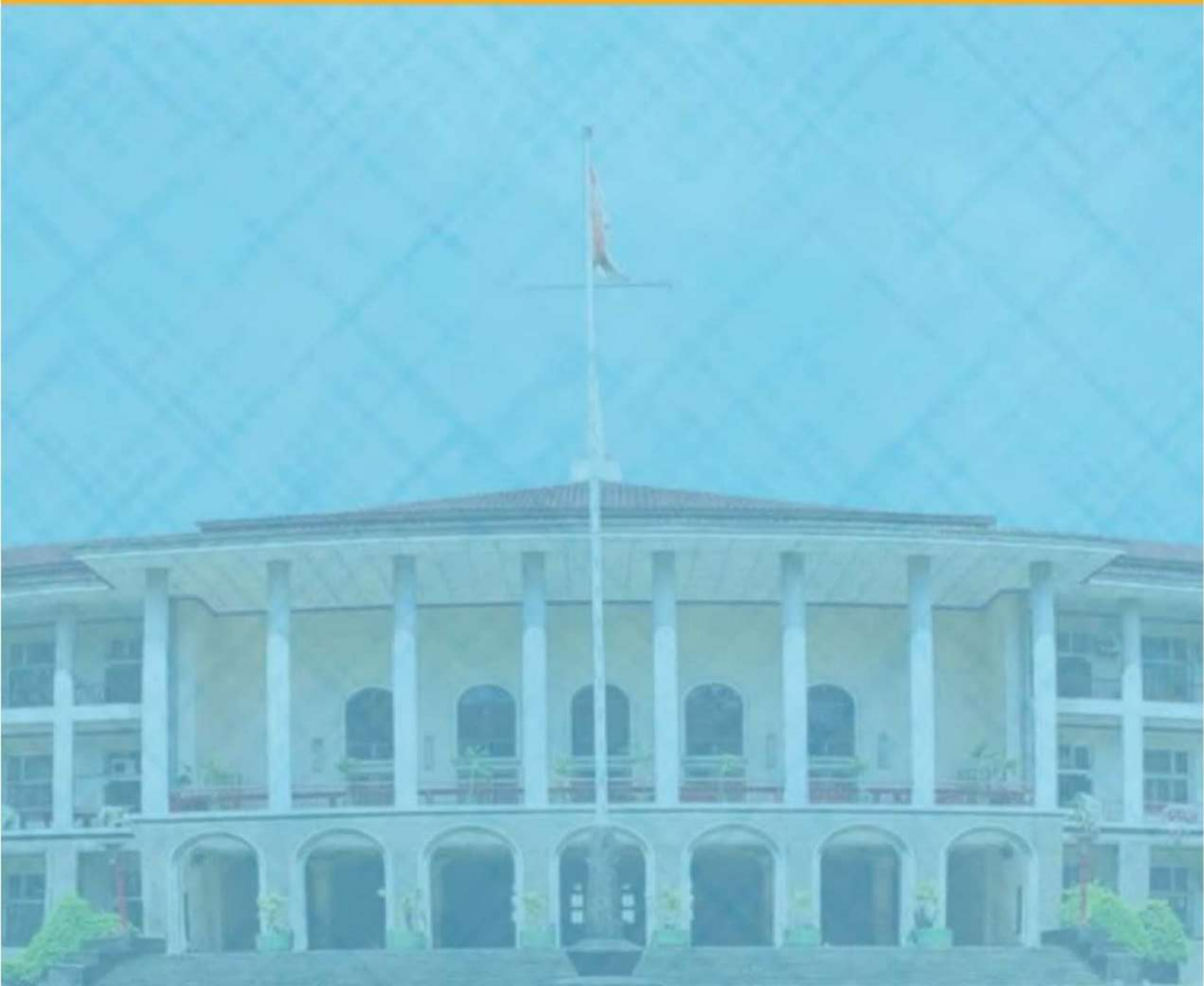Kepalaa LPPM-UBL

Dr. Hendri Dunan, SE.,M.M

Tembusan:

1. Rektor UBL (Sebagai Laporan)
2. Yang bersangkutan
3. Arsip

Proceeding

THE 4th INDONESIAN FINANCE ASSOCIATION INTERNATIONAL CONFERENCE 2018

Inspiring the Financial World from Indonesia

Proceeding

THE 4th INDONESIAN FINANCE ASSOCIATION INTERNATIONAL CONFERENCE 2018

PREFACE

We are very grateful to God for his grace that the 4th Indonesian Finance Association International Conference 2018 was held successfully on September 5-6, 2018 at Faculty of Economics and Business, Universitas Lampung. Tokens of appreciation should also be rendered to our co-hosts, sponsors, and you all that the event could be organized and carried out with utmost quality, comfort, and precision. These proceedings are compiled as a collection of all presenters' research papers, reflecting state-of- the-art ideas and findings on the field.

The theme of this conference is "Finance in the Age of Digital Technology: Pushing New Frontier," and this theme is manifested in the presented papers compiled in these proceedings, comprised of scholarly works from all over Indonesia as well as honorary speakers. Hence, we would like to express our gratitude and credits to:

Universitas Lampung, Universitas Gadjah Mada, Universitas Indonesia, Universitas Negeri Sebelas Maret, Universitas Bandar Lampung, IBI Darmajaya, Universitas Teknokrat Indonesia, Universitas Malahayati, STIE Umitra Lampung, STIE Gentiaras, STIE Prasetya Mandiri Lampung for hosting the conference and putting together materials for these proceedings.

Professor Alistair Milne (Looghborough University, UK), Professor Ghon Rhee (University of Hawai, USA and Pacific Basin Finance Journal), Professor Robin K. Chou (National Chengchi University Taiwan) for taking the time to contribute their expertise and experiences to the conference that have enriched our knowledge.

All scientists and researchers that have contributed their research ideas and results, and encouraged one another by sharing, learning, and discussion. There were 63 papers presented in the conference. Some of them have agreed to include their full papers in the proceedings.

The proceedings cover various topics, ranging from asset pricing to behavioral asset pricing, banking and financial intermediation, corporate governance, financial literacy, financial market behavior, market microstructure, and Islamic finance.

We sincerely hope that these proceedings, and the conference in particular, will benefit all the participants and readers, especially as a reference for further financial development in Indonesia and beyond.

We welcome any suggestions and constructive feedbacks to improve the organizing of the next IFA conferences and proceedings, and we look forward to seeing you again.

Bandar Lampung, September 2018

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ANALYSIS OF EMPLOYEE SATISFACTION ON QUALITY OF HEALTH SERVICES AT PT. PLN (PERSERO) SECTOR PEMBANGKITAN TARAHAN IN SOUTH LAMPUNG

Sapmaya Wulan[*], Tutut Wijayanti[**]

ABSTRACT

In order to create an optimal employee performance, PT PLN (Persero) Sector Pembangkitan Tarahan in South Lampung should be able to maintain and increase the satisfaction of employees, one way to do that is by providing health care to employees. The formulation of the problem is: How employee satisfaction level on the quality of health services provided by PT. PLN Sector Pembangkitan Tarahan? The purpose of this study is to determine the level of satisfaction of employees towards the quality of health services provided by PT. PLN Sector Pembangkitan Tarahan. The quality of health services provided by the company includes 9 dimensions of service quality namely: Serviceability, Accessibility,Communication, Competence, Courtesy, Reliability, Security, Tangibles and Understanding the Employees. This study used 2 types of analysis tools they are the analysis of the Level of compliance and the analysis of the Cartesian Diagram. Based on the results of the analysis of the Level of Conformity, we obtain the level of compliance of employee satisfaction on quality of health care services on average by 81,12% and there are 7 attributes that are below average. Based on the results of the analysis of a Cartesian Diagram with a Table of Importance-Performance Analysis, we obtain the average quality of health services amounted to 3,53 and the average employee satisfaction which is expected of 4.3 which means the quality of health services is not yet fully provide the satisfaction of employees, whereas with the approach of the image Quadrant of the obtained results of the 5 attributes were in Quadrant A, which means is not satisfactory. Thus it can be concluded that the quality of health services is not yet fully give satisfaction to the employees

Keywords: Service Quality, Employee Satisfaction, Analysis of The Level of Conformance, Analysis of The Cartesian Diagram.

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I. INTRODUCTION

Human resources have a major role in every activity of the company as it is the key points that will determine the success of the company. One of the elements of human resources in the company is the employees. The performance of good employees will be able to affect the success of the company. Many factors can affect the performance of the employees, one of them is job satisfaction. Therefore the company needs to maintain the satisfaction of its employees, one of which is to provide health services to employees. Healthy employees will be able to run the activities properly so that it can improve the performance of the maximum to the progress of the company.

PT PLN (Persero) Pembangkitan Sumatera, the Southern Part is a State Owned enterprise engaged in the field of electricity with the aim to improve the effectiveness of the generation and anticipate the development of a system of distribution of electricity in the Southern Part of Sumatra. PT PLN (Persero) Pembangkitan **Sumatera**, the Southern Part has 9 (nine) work unit of generation, one of which is PT PLN (Persero) Sector Pembangkitan Tarahan located in the Village of Rangai Tri Tunggal, District Ketibung, South Lampung Regency.

In an effort to maintain the satisfaction of employees, PT PLN (Persero) Sector Pembangkitan Tarahan provide health services to employees are stated in the Decision of the Board of Directors of PT PLN (Persero) Number : 168.K/DIR/2011 On the Implementation of Health care For Employees and Family Incurred [PT PLN (Persero), 2011]. The decision of the board of Directors that applies generally throughout the working area of PT PLN (Persero), but specifically each area of work can make policy according to the conditions and situation it works. Policy health services contained in the Circular Letter of General Manager number: 001.E/GM KITSBS/2012 on the Implementation of Health Maintenance that is applicable for PT PLN (Persero) Sector Pembangkitan Tarahan.

PT PLN Sector Pembangkitan Tarahan has 163 employees. Condition implementation of the provision of health service 2010-2014 can be seen from the development of the number of employees increased by an average 11,37% per year, while the development health by using indicators of health care cost increase of 13,47% per year (PT PLN Sector Pembangkitan Tarahan, 2015). The percentage of the number of employees who are sick an average of 6,37% per month, and the number of

dependents of companies who seek treatment an average of 59,9% of people per months (PT PLN Sector Pembangkitan Tarahan, 2015). The problem faced by companies is the increase in the cost of health is large compared with the increase in the number of employees. The number of dependents who seek treatment is relatively large, namely the average of 83 people (59,9%) per month. The formulation of the problem is: How employee satisfaction level on the quality of health services provided by PT. PLN Sector Pembangkitan Tarahan? The purpose of this study is to determine the level of satisfaction of employees towards the quality of health services provided by PT. PLN Sector Pembangkitan Tarahan.

II.   LITERATURE REVIEW

Health Services Employees

Health services is an effort to combating and prevention of health disorders that require examination, treatment and/or treatments including pregnancy and childbirth. Health services to employees contained in the Circular Letter of General Manager number: 001.E/GMKITSBS/2012 on the Implementation of Health Maintenance PT. PLN (Persero), The purpose of the enactment of this decision, namely: 1) Maintain the level of productivity of employees with health; 2) Provide family welfare employees according to the ability of the company; 3) Build a culture of cost-conscious health; 4) Carry out the orderly administration; 5) Increase the honesty in the utilization of health facilities.

Health services provided to employees and their families incurred i.e. wife/husband and children to a maximum of 3 (three) people. As for the type of health services provided that: 1) hospitalization, i.e. a form of treatment employees are treated and stay in the hospital for a certain period of time; 2) Outpatient care, namely medical services to employees for the purpose of observation, diagnosis, treatment, rehabilitation, and other health services, without requiring employees hospitalized; 3) the Provision of facilities and sports facilities in accordance with the conditions of the work unit as well as the financial capabilities of the company.

The financing system was done in two ways namely : 1) a Letter of Guarantee, i.e. a letter issued by the company as a guarantee of payment to employees who perform health services in the hospital that work together with the company, all costs arising from medical treatment will be billed to the company; 2) a System of

Restitution, namely the replacement cost of the health service by way of direct employees to do the treatment and pay the cost of treatment itself, then made a reimbursement for such costs to the company. In replacement, there is the cost/rates to the maximum, so the excess cost incurred shall be borne by the employee. A system of restitution can be used in all health care providers, namely: hospitals, clinics, health centers, doctors, laboratories and pharmacies. Based on the circular letter, which is entitled to get health services are: 1) active Employees and who has a pension; 2)1 (one) Wife/Husband with the following provisions; 3) the Child is The most 3 (three) people.

The Quality Of Service

According to Fandy Tjiptono (2007; 59): "service Quality is the level of excellence expected and control over the level of excellence to meet customer desires". According to Ali Hasan (2008; 70) there are 9 (nine) dimensions of measuring service quality, namely: 1) Serviciability, the ability to provide services includes the speed, competence, usefulness and ease in entertaining; 2) Accessibility, easy to be contacted or encountered, the ease of providing services and the approach in resolving the problem; 3) Communication, the ability to communicate well, to make a connection with employees and keeping employees informed of the latest in easy to understand language; 4) the Competence, skills, and knowledge required in carrying out the services; 5) Courtesy, the ability to be polite, respect, sincerity, and hospitality to serve; 6) Reliability, the ability to give preferred staying in yogyakarta in accordance with the promise offered; 7) Security, providing security to those who served and freed from the risks and doubts of employees,; 8) Tangibles, the ability to show their existence in terms of physical appearance, facilities, infrastructure, facilities, equipment as well as the state of the environment; and 9) Customer Understanding the ability to understand and respond to the wishes of employees, have a sense of understanding towards the employees (empathy).

The Quality Of Health Services

Based on the understanding of service quality according to Fandy Tjiptono (2007; 59) and the definition of health services contained in the Circular Letter of General Manager number: 001.E/GMKITSBS/2012, then it can be said understanding the Quality of Health care. "The quality of Service Kehatan is the level of excellence expected and control over the level of excellence to meet customer desires in the

effort to combating and prevention of health disorders that require examination, treatment and/or treatments including pregnancy and childbirth".
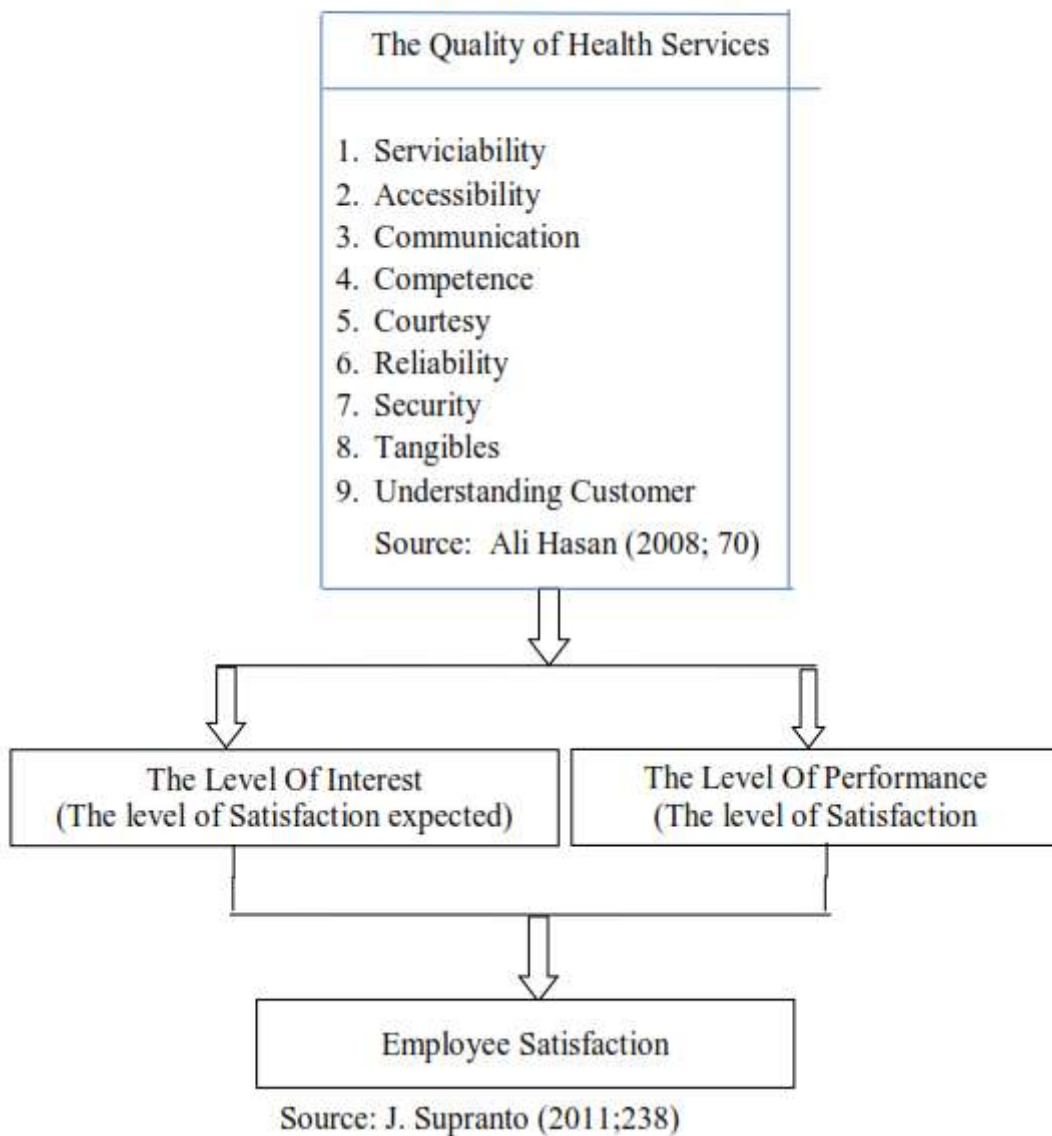
Employee Satisfaction

Employee satisfaction is beneficial for the company to increase labor productivity, but are useful also for the employees to improve the quality of life. According to Handoko (1993;193): "Job Satisfaction is the emotional state of pleasant or unpleasant to which employees perceive their work". According to Malayu S. P. Hasibuan (2006;202): "Job Satisfaction is a pleasant emotional attitude and loves his job. This attitude is mirrored by the morale, discipline, and work performance". According To Robbin (2003; 91) "Job Satisfaction is the attitude of individual employees on the job, the difference between the amount of reward received should be accepted".

Based on the understanding of job satisfaction in the above, it can be stated the definition of employee satisfaction: the emotional Attitude of employees who are pleasant or unpleasant to his job and who loves or does not love his job.

Conceptual Framework

Employees are the assets (wealth) every major company, who always take an active role and the most decisive is achieved whether the goals of the company. Employees who feel satisfied with what a given company will produce a good performance, therefore the company should be able to create and continuously enhance employee satisfaction. Health care quality can be measured with a 9 (nine) dimensions, namely Serviceability, Accessibility, Communication, Competence, Courtesy, Reliability, Security, Tangibles and Understanding the Customer. Good service quality would increase the satisfaction of employees so that the company's performance will increase. Based on the above description it can be described research paradigm in Figure 1.

Figure 1.Research paradigm the Analysis of the Level of Employee Satisfaction towards Employee Satisfaction.

The Quality of Health Services

1. Serviciability
2. Accessibility
3. Communication
4. Competence
5. Courtesy
6. Reliability
7. Security
8. Tangibles
9. Understanding Customer

Source: Ali Hasan (2008; 70)

The Level Of Interest
(The level of Satisfaction expected)

The Level Of Performance
(The level of Satisfaction

Employee Satisfaction

Source: J. Supranto (2011;238)

III.   RESEARCH METHODS

In this research use type research of literature Research and Field Research as well as using descriptive research design. The type of data used is primary data and secondary data. The technique of grouping data that are used are: Observation, Documentation, Interview, and Questionnaire. The variable used is the independent Variable, namely the quality of health care and dependent Variable is employee job satisfaction.

Health care quality is: "Quality of Service Kehatan is the level of excellence expected and control over the level of excellence to meet customer desires in the effort to combating and prevention of health disorders that require examination, treatment and/or care, pregnancy and childbirth". According to Ali Hasan (2008; 70)

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there are 9 (nine) dimensions of measuring service quality, namely: 1) Serviceability, 2) Accessibility, 3) Communication, 4) Competence, 5) courtesy, 6) Reliability, 7) Security, 8) Tangibles and 9) Understanding the Customer Employee job satisfaction is: "the emotional Attitude of employees who are pleasant or unpleasant to his job and who loves or does not love their job. This attitude is mirrored by the morale, discipline, and work performance".

Population, Sample, and Sampling Technique

The population used in this research is all employees who work in PT PLN (Persero) Sector Pembangkitan Tarahan by 163 employees. The size of the Sample taken based on the opinion of Suharsimi Arikunto (1992; 107), i.e. if the subject is less than 100, better taken as a research population, and if the amount is more than 100 can be taken between 10 - 15%, 20% - 25% or more. In this study, the sample size taken by 20% of the 163 employees = 33 people.

Methods of Data Analysis

The method of analysis to measure the level of employee satisfaction used qualitative methods with analysis tools Level of compliance and the method of qualitative with the model analysis of the Cartesian Diagram. In the study used two variables, namely the level of company performance/degree of implementation/level of satisfaction acquired by the employees represented by the letter X and the level of interest of employees/ level of satisfaction that is expected of employees represented by the letter Y.

The Analysis of The Level of Conformity

According to J. Supranto (2011; 241): "The Level of conformity is the result of the comparison between the performance score/implementation/satisfaction obtained (fact) with a score level of importance/satisfaction is expected. The level of suitability is used to determine how fit between the level of performance/implementation/ satisfaction obtained (fact) with the level of importance/satisfaction is expected. The level of conformity is what will determine the order of priority for health services starting from the order which is very appropriate to not appropriate. To determine the level of satisfaction that is produced used the following formula :

$$TKi = \frac{Xi}{Yi} \times 100\,\% \qquad \text{(Source : J. Supranto, 2011; 241)}$$

TKi = The Level of Compliance of Respondents

Xi = The Score of The Assessment of The Performance of The Company

Yi = The Score of The Assessment of The Interests of Employees

From the results of the calculation can be known the percentage of the achievement score level of conformity between the level of performance of the company with the levels of the interests of employees with the use of interval in Table 1

Table 1. The Percentage Of The Achievement Score

The Assessment	The Percentage
1. Not According	0% - 19%
2. Less Appropriate	20% - 39%
3. Quite Appropriate	40% - 59%
4. According	60% - 79%
5. Very Appropriate	80% - 100%

Analysis of A Cartesian Diagram

Analysis Cartesian Diagram aims to measure the satisfaction level of employees towards the quality of health services provided by the company. This analysis can also be used to identify improvement measures through the improvement of health services. This step is to describe the variables in the Cartesian diagram based on the assessment of the performance of the company (X) and the assessment of the interests of employees (Y).

Cartesian Diagram is awake which is divided into four sections bounded by two perpendicular lines that intersect at the points ($\overline{\overline{X}}\,\overline{\overline{Y}}$). X is the average of the score of performance level and Y is the average of the score of performance importance (Supranto, 2011; 241). Furthermore, to analyze the level of performance and the level of interest using the Table of Importance-Performance Analysis. Furthermore, the sought-after average score level of performance of the company and the level of interest of employees of each attribute with the following formula :

$$\overline{X} = \frac{\sum Xi}{n} \qquad \text{and} \qquad \overline{Y} = \frac{\sum Yi}{n}$$

(Source: J.Supranto, 2011; 241)

X = The average score the level of performance of the company

Y = The average score the level of interest of employees

N = Number of respondents in the sample

To draw a Cartesian Diagram, first sought the average of the average scores of the level of performance of the company $(\bar{\bar{X}})$ and the average of the average score of the level of interest $(\bar{\bar{Y}})$ is calculated with the following formula:

$$\bar{\bar{X}} = \frac{\sum_{i=1}^{n} Xi}{K} \quad \text{and} \quad \bar{\bar{Y}} = \frac{\sum_{i=1}^{n} Yi}{K}$$

(Source: J. Supranto, 2011; 242)

K = Number of attributes / facts that can affect satisfaction

$\bar{\bar{X}}$ = Average Score than the average score level of performance

$\bar{\bar{Y}}$ = The average Score the average score the level of importance

Based on the results of the calculation of $\bar{\bar{X}}$ and $\bar{\bar{Y}}$ can be described more Cartesian Diagram in Figure 2.

Figure 2. Cartesian Diagram

Y

Interests

Quadrant A   Quadrant B

(Top Priority)   (Keep Achievements)

Quadrant C   Quadrant D

(Low Priority)   (Excessive)

0

(Source : J. Supranto, 2011; 242)   X

The Performance of The Company
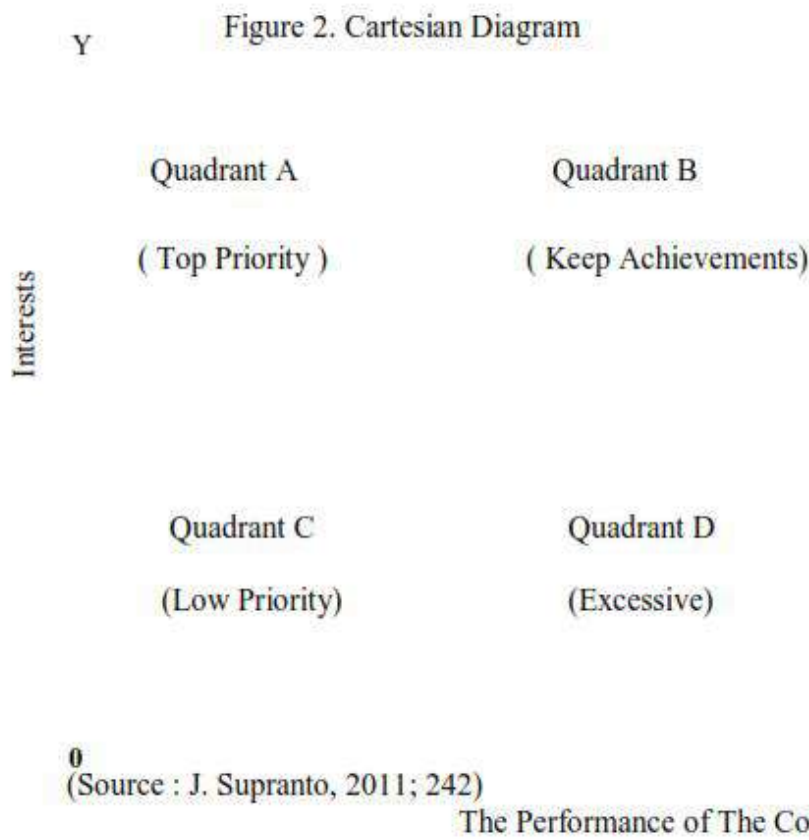
By combining all the attributes of a quality health service into the Cartesian Diagram will be known attribute-the attributes of what will happen on the 4 quadrants i.e. Quadrant A, Quadrant B, Quadrant C, and Quadrant D. an Explanation of each quadrant is as follows: (Suprato, J, 2011;243).

Quadrant A (High Priority) => Shows the attributes that are considered very important to influence employee satisfaction, but the implementation is not in accordance with the expectations of employees so that employees feel not satisfied. For it to be the main priority to be improved.

Quadrant B (Keep) => Shows the attributes that are considered very important to influence the satisfaction of employees and the company has been carrying out very well in accordance with the expectations of employees so that employees feel very satisfied. For that companies need to maintain this achievement.

Quadrant C (Low Priority) => Show attributes that are considered less important influence for employees, and the company carrying out moderate so that employees are quite satisfied with these attributes. Because it is considered less important and is quite satisfied perceived by the employees, then it becomes less a priority for improved the quality of service.

Quadrant D (Excessive) => Show attributes that are considered less important influence for the employees, but the implementation exceeds the expectations of employees, so it is considered excessive in the service. For it is necessary to review its implementation.

IV. RESULTS AND DISCUSSION

The Analysis of The Level of Conformity

Based on the results of grouping the data by the questionnaire obtained data about the factors following attributes which include data factors Serviceability the following attributes , The Accessibility of the following attributes, The Communication of the following attributes, The Competence of the following attributes, The Courtesy of the following attributes, The Reliability of the following attributes, The Security of the following attributes, The Tangibles of the following attributes, and Understanding of Employ of the following attributes. Based on these data then do the calculation and get the score of performance level and score level of

importance. Based on the score performance level and score level of importance, and then calculated the level of suitability of each attribute.

An example of the calculation of the level of conformity between the scores of the performance levels and score the level of importance for factors Serviceability with the attributes of number 1, namely: Ease of employees in obtaining a Letter of Guarantee for Hospitalization. In this case, the employee can request made a letter of guarantee for hospitalization from anywhere and at any time if in emergency conditions, should not come into the room of Human Resources & General. Of the 33 respondents under study, the obtained scores and weights the results of the assessment of the level of performance (level of satisfaction acquired by the employees) of the attributes of ease of employees in obtaining a letter of guarantee for hospitalization in Table 2, while the score and weight the results of the assessment of the level of interest (level of satisfaction expected) to ease the employee in obtaining a letter of guarantee for hospitalization in the Table 3 (Supranto, J, 2011-245).

Table 2. The level of Performance against the Ease of the Employee in Obtaining a Letter of Guarantee for Hospitalization

Very Good	Good	Moderate	Poor Good	Not Very Good	Weights
2	26	5	0	0	129

Source : Processed Data, sourced from the results of the questionnaire, 2015

Weights : (2 x 5) + (26 x 4) + (5 x 3) + (0 x 2) + (0 x 1) = 129

Table 3. Level of Interest in the Ease of Employees in Obtaining a Letter of Guarantee for Hospitalization

Very Important	Important	Quite Important	Less Important	Not Very Important	Weight
24	8	1	0	0	155

Source : Processed Data, sourced from the results of the questionnaire, 2015

Weights : (24 x 5) + (8 x 4) + (1 x 3) + (0 x 2) + (0 x 1) = 155

The magnitude of the level of conformity is calculated as follows: (129: 155) x 100% = 83,23 %

This shows that attributes the ease of the employee in obtaining a letter of guarantee for hospitalization in the category Very Suitable.

Then carried out the calculation of the level of compliance for the 9 factors following attributes respectively. The results of the calculation of the level of compliance of all the factors of the following attributes can be seen in the Summary Tables Level of compliance in Table 4.

Table 4. Recapitulation of the Results of the Level of Suitability Factors and Quality Attributes of Health Services that Affect Employee Satisfaction

The factors and Attributes of Quality of Health care Services	Level of Performance	Level of Interest	Level of compliance (%)	Assessment
1. Serviciability				
1) Ease of employee to obtain letter of guarantee for hospitalization	129	155	83,23	Very Appropriate
2) The Readiness and speed of the HR & General provide services	127	150	84,67	Very Appropriate
2. Accessibility				
3) The Availability of Hospital employment with the same company	124	150	82,67	Very Appropriate
4) The Readiness of transport to hospital if an emergency	108	154	70,13	According
3. Communication				
5) The Ability of the Human resources & General in serving employees	124	142	87,32	Very Appropriate
6) The Availability of Information related to the process of payment of refunds	114	149	76,51	According
4. Competence				
7) The Ability of the Human resources & General menyampaikan regulatory information health	119	138	86,32	Very Appropriate
8) The Ability of the Human resources & General menangani complaints	119	139	85,61	Very Appropriate

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5. Courtesy				
9) The Human resources & General be friendly and attentive in serving employees	122	136	89,71	Very Appropriate
10) Care management /employer against work- wan sick	114	139	82,01	Very Appropriat
6. Reliability				
11) Speed and then the branches of the bureau- cratic in the disbursement of restitution	114	146	78,08	According
12) Determination of the rates bone by the company in accordance	105	148	70,95	According
7. Security				
13) Assuredness reaso of the results of the medical check up of employees	126	145	86,90	Very Appropriate
that complete				Very
16) The Availability of Boxes & Equipment P3K in any room	111	144	77,08	According
9. Understanding employees e				
17) Ease the Human resour- ces & General for dihu- bungi on holidays	118	138	85,51	Very Appropriate
18) Implementation of sports activities is always varied lutif every month	105	140	75,00	According
The Average Level of Compliance			81,12	Very Appropriate

Source : Processed Data, sourced from the results of the questionnaire, 2015

Based on Table 4 above can be known the level of conformity between the level of performance with interest rate, of 18 attributes 11 attributes rated Very Fit and as much as 7 attributes assessed only in Accordance. As many as 7 such attributes, the value of the level of compliance is still below average so it still needs to be improved, namely: 1) the Readiness of transport to hospital if an emergency (no.4); 2) the Availability of information related to the process of payment of refunds (certainty of date of payment) (no.6); 3) Speed and ease the bureaucratic process in the fulfillment of the completeness of receipt and the process of disbursement of restitution (ref.11); 4) The Determination of the tariffs are borne by the company

(no.12); 5) The Availability of facilities and sports facilities are complete (no.15); 6) Availability of Box and P3K Equipment in any room (no.16); 7) Implementation of sports activities that are always varied (different) every month (no. 18).

Analysis of A Cartesian Diagram

For this analysis required the calculation with the help of a Table of Importance. Performance Analysis. Results the total score of answers level company performance and the total score of the answers to the level of the interest included in the Table of Importance-Performance Analysis (Table 5).

The example calculations in the Table of Importance-Performance Analysis (Table 6): the average score performance of the company (X) and the average score the level interest of employees (Y) is obtained from the following calculation:

$$\overline{X} = \frac{\Sigma Xi}{n} = \frac{129}{33} = 3{,}91 \text{ (and so on)}$$

$$\overline{Y} = \frac{\Sigma Yi}{n} = \frac{155}{33} = 4{,}7 \text{ (and so on)}$$

Table 5. Table Calculation Of The Importance Performance Analysis

The factors and Attributes of Quality Health Services	Performance / Quality (X)	Interest/Satisfaction (Y)	$\overline{X}$	$\overline{Y}$	Quadrant
1 Serviciability					
1) Ease of employee to obtain letter of guarantee for hospitalization	129	155	3,91	4,7	B
2) The Readiness and speed of the HR & General provide services	127	150	3,85	4,55	B
2. Accessibility					
3) The Availability of Hospital employment with the same company	124	150	3,76	4,55	B
4) The Readiness of transport to hospital if an emergency	108	154	3,27	4,67	A
3. Communication					
5) The Ability of the Human resources & General in serving employees	124	142	3,76	4,3	D
6) The Availability of Information related to the process of payment of refunds	114	149	3,45	4,52	A

4. Competence	119	138	3,61	4,18	D
7) The Ability of the Human resources & General menyampaikan regulatory information health	119	139	3,61	4,21	D
8) The Ability of the Human resources & General menangani complaints					
5. Courtesy					
9) The Human resources & General be friendly and attentive in serving employees	122	136	3,70	4,12	D
10) Care management /employer against work-wan sick	114	139	3,45	4,21	C
6. Reliability					
11) Speed and then the branches of the bureau-cratic in the disburse-ment of restitution	114	146	3,45	4,42	A
12) Determination of the rates bone by the company in accordance	105	148	3,18	4,48	A
7. Security					
13) Assuredness reaso of the results of the medi-cal check up of employees	126	145	3,82	4,39	B
14) Assuredness reaso of data use the cost of the health of every employees	121	138	3,67	4,18	D
8. Tangibles					
15) The Availability of facilities and sports facilities that complete	100	141	3,03	4,27	C
16) The Availability of Boxes & Equipment P3K in any room	111	144	3,36	4,36	A
9. Understanding employees					
19) Ease the Human resour-ces & General for dihu-	118	138	3,58	4,18	D

bungi on holidays					
20) Implementation of sports activities is always varied lutif every month	105	140	3,18	4,24	C
The Number of			63,63	78,54	
The Average ($\bar{\bar{X}}$ and $\bar{\bar{Y}}$)			3,53	4,36	

Source: Data Processed from results of the questionnaire, 2015

X and Y = the average value of the 33 respondents. Next, calculate the average of the average score the level of performance of the company ($\bar{\bar{X}}$) and the average of the

average score the level of interest of employees ($\bar{\bar{Y}}$)is calculated as follows:

$$\bar{\bar{X}} = \frac{\sum\limits_{i=1}^{n} Xi}{K} \quad \text{and} \quad \bar{\bar{Y}} = \frac{\sum\limits_{i=1}^{n} Yi}{K}$$

$$\bar{\bar{X}} = \frac{63,63}{18} = 3,53 \quad \bar{\bar{Y}} = \frac{78,54}{18} = 4,3$$

Based on the results of the calculation of $\bar{\bar{X}}$ and $\bar{\bar{Y}}$ then can be described Cartesian

Diagram in figure 3 with the 4 Quadrants i.e. Quadrant A, Quadrant B, Quadrant C, and Quadrant D with the limitations of the quadrant as follows:

Quadrant A = ($\bar{X}$ 3,53 ; $\bar{Y}$> 4,36)

Quadrant B = ($\bar{X}$> 3,53 ;$\bar{Y}$ > 4,36)

Quadrant C = ($\bar{X}$ 3,53 ; $\bar{Y}$ < 4,36)

Quadrant D = ($\bar{X}$> 3,53 ;$\bar{Y}$< 4,36)

Based on figure 3 can be seen the position of each attribute in the Diagram Cartesian.

To facilitate understanding of the Drawing a Cartesian Diagram can be seen a recapitulation of the level of satisfaction of each attribute in each Quadrant.

In the Cartesian, Diagram is divided into 4 sections/quadrants consisting of Quadrant A with the status of the handling top priority Quadrant B with the status keep up the

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good work, Quadrant C with the status of the handling of a low priority, and Quadrant D with the status of the excessive.

Gambar 3. Diagram Kartesius dengan Semua Atribut
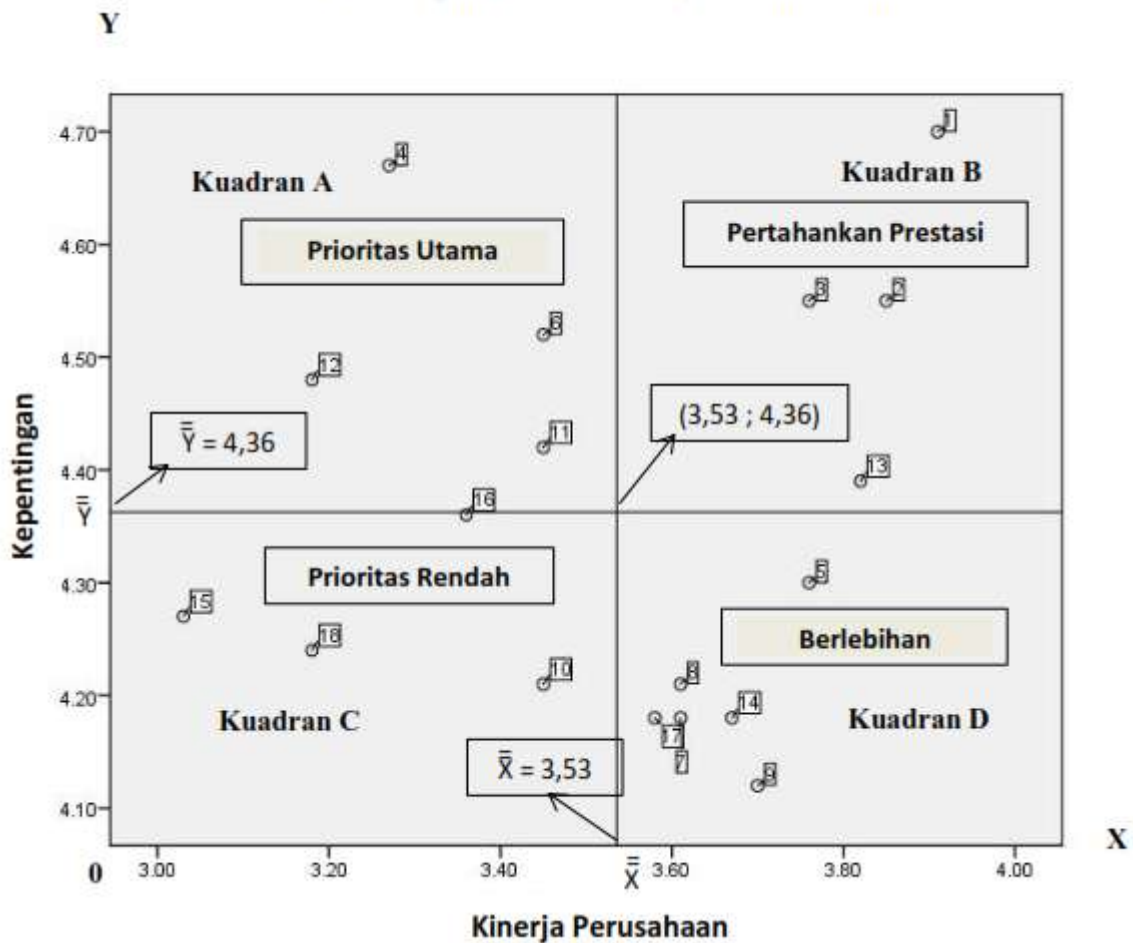
In the Cartesian diagram is divided into 4 sections/quadrants consisting of Quadrant A with the handling top priority Quadrant B with the status keep up the good work, Quadrant C with the status of the handling of a low priority, and Quadrant D with the status of the excessive. The following Explanation of the results of the analysis of the Cartesian Diagram.

Quadrant A (High Priority)

In this quadrant, the attribute is considered to be very important to affect the satisfaction of employees, but the performance/implementation is not in accordance with the expectations of employees so that employees are not satisfied. There are 5 Attributes in quadrant A, namely: a) the Readiness of transport to the hospital if a state of emergency; b) the Availability of Information related to the payment of restitution (certainty of payment); c) the Speed and ease the bureaucratic

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process in the fulfillment of the completeness of receipt and the process of disbursement of restitution; d) Determination of rates borne by the company (room rates inpatient and outpatient rates); and e) the Availability of Boxes & Equipment P3K in any room.

Quadrant B (Maintain Priorities)

In this quadrant, the attributes that are considered very important according to the employees, and the performance/implementation of the health service has been very good so that employees are very satisfied. There are 4 Attributes that are in quadrant B, namely: a) Ease of employees in obtaining a letter of guarantee for hospitalization; b) the Readiness and speed of the HR & General in providing the services; c) the Availability of hospitals that cooperate with the company; d)Assurance of confidentiality of results of medical check-up for employees.

Quadrant C (Low Priority)

In this quadrant, the attribute according to which the employee is considered to be less important and the performance/implementation is moderate, so that the attributes of quality of health services are prioritized for improvement because it is considered less important and just enough/less than satisfactory. There are 3 Attributes that are in quadrant C, namely: a) Care management/employer against employees who are sick; b) the Availability of facilities and sports facilities are complete; c) the Implementation of sports activities that are always varied /different each month.

Quadrant D (Excessive)

In this quadrant, the attribute is considered less important according to the employees, but the implementation is very good so it is quite excessive and needs to be reviewed and adjusted. There are 6 Attributes that are in quadrant D, namely: a) the Ability to communicate the Human resources & General in the service of the employee; b) the Ability of the Human resources & General in conveying information related to health regulations; c) the Ability of the Human resources & General in dealing with employee complaints related to the quality of health services received from a hospital; d) The Human resources & General be friendly and attentive in serving employees; e) Assurance of confidentiality of data the use of the health care costs of each employee; and f) the Ease of passage of HR & ADM to be contacted on holidays to serve the employees who need health services.

Based on the results of the analysis of the Diagram of the cartesian diving, yet all the attributes of health services to give satisfaction to the employees, or not provide maximum satisfaction.

V.   CONCLUSION

Based on the results of analysis and discussion can be concluded as follows: 1) From the results of the calculation of the level of compliance can be seen that of the 18 attributes, con 7 attribute whose value is below the average. This suggests that the quality of health services has yet to give maximum satisfaction to the employees.; 2) From the results of the calculation of a Table of Importance-Performance Analysis it is known that the average score level of quality health services 3,53 smaller than the average score of the level of satisfaction expected that the 4.3. This suggests that the quality of health services has yet to give maximum satisfaction to employees; 3) From the results of the analysis of the Cartesian Diagram: a) there are 5 attributes in Quadrant A are not satisfactory, for it becomes top priority to be improved, b) there are 4 attributes in Quadrant B are already very satisfactory, it is necessary for sustained achievement, c) there are 3 attributes in Quadrant C which is quite satisfactory, so it has the priority to low to be improved, d) there are 6 attributes in Quadrant D are redundant in their implementation, for it is necessary to review its implementation.

Based on the results of the above analysis it can be concluded that the quality of health services provided the company as a whole has not been able to provide maximum satisfaction to employees of PT PLN (Persero) Sector Pembangkitan Tarahan in South Lampung.

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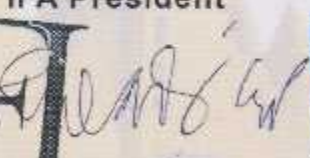
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