

ABSTRAK

PENGARUH PERSEPSI PARA KARYAWAN MENGENAI KOMUNIKASI TERHADAP KEPUASAN KERJANYA

**Studi Kasus Pada
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Penelitian ini bertujuan untuk mengetahui bagaimana pengaruh persepsi karyawan mengenai komunikasi ke bawah terhadap kepuasan kerja, persepsi karyawan mengenai komunikasi ke atas terhadap kepuasan kerja, persepsi karyawan mengenai komunikasi horisontal terhadap kepuasan kerja serta persepsi karyawan mengenai komunikasi ke bawah, ke atas dan horisontal secara simultan terhadap kepuasan kerja.

Penelitian dilakukan pada karyawan Rumah Sakit Panti Nugroho Pakem. Teknik pengumpulan data menggunakan dokumentasi, wawancara dan kuesioner, sedangkan analisis yang digunakan adalah analisis regresi linier sederhana dan regresi linier berganda.

Hasil penelitian ini adalah: (1) Persepsi karyawan mengenai komunikasi ke bawah berpengaruh positif terhadap kepuasan kerja. (2) Persepsi karyawan mengenai komunikasi ke atas berpengaruh positif terhadap kepuasan kerja. (3) Persepsi karyawan mengenai komunikasi horisontal berpengaruh positif terhadap kepuasan kerja. (4) Persepsi karyawan mengenai komunikasi ke bawah, ke atas dan horisontal secara simultan berpengaruh positif terhadap kepuasan kerja.

ABSTRACT

THE INFLUENCE OF WORKERS' PERCEPTION OF COMMUNICATION TOWARDS THEIR SATISFACTION

**A Case Study At
Panti Nugroho Hospital
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The objective of this research is find out whether or not there is any influence of workers' perception of downward communication towards their job satisfaction, whether or not there is any influence of workers' perception of upward communication towards their job satisfaction, whether or not there is any influence of workers' perception of horizontal communication towards their job satisfaction, whether or not there is any influence of workers' perception of downward, upward, and horizontal communication simultaneously towards their job satisfaction.

The research was done at Panti Nugroho Hospital Pakem. The data were gathered using documentation, interview, and documentation. Statistical methode used are simple linear regression and multiple linear regression analysis.

The results of this research are: (1) The workers' perception concerning downward communication has a positive effect upon job satisfaction. (2) The workers' perception concerning upward communication has a positive effect upon job satisfaction. (3) The workers' perception concerning horizontal communication has a positive effect upon job satisfaction. (4) The workers' perception concerning downward, upward, and horizontal communication simultaneously has a positive effect upon job satisfaction.