

The Influence of the Big Five Personality on Job Satisfaction through Job Performance on Compliance with Return of Inpatient Medical Records in RSUD Kab. Sidoarjo

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ABSTRACT

Medical records of hospitalized patients are considered late when they are returned more than 2x24 hours after the patient has been discharged. On the basis of the findings of preliminary studies conducted at RSUD Kab. Sidoarjo, it was discovered that there was a delay in the return of hospital medical records in the year 2022 for 84.2% of 42,665 medical records. The delay in returning medical records indicated that the worker's performance was less than optimal. Personality is one of the characteristics that determines job performance. Personality can have an effect on how satisfied an employee is with their job, in addition to how well they perform. The primary purpose of this study is to assess the impact of the Big Five Personalities on job satisfaction through job performance on compliance with the return of medical records in RSUD Kab. Sidoarjo. This type of research is quantitative and uses a cross-sectional technique. Using disproportionate stratified random sampling, the study sample consisted of 43 hospice administrators. In this study, data is analyzed using univariate and SEM-PLS methods. According to the findings of this study, there was a direct relationship between the variables agreeableness and openness to experience on the variable job performance, with T-statistic values of 2,216 and 3,013. With a T-statistical value of 2,913, the job performance variable has a direct influence on the job satisfaction variable. With a T-statistic value of 2,671, the openness to experience variable has an indirect influence on job satisfaction via the job performance variable. The conclusion that can be derived is that the variables agreeability and openness to experience have a direct influence on job performance, as well as the variable job performance on job satisfaction. The hospital, particularly the Head of Hospital Care Facility, was advised that it is important to approach the officers in an informal manner so that the officer is more open about his personality in order to increase performance and job satisfaction.

Key words: *big five personality, job performance, job satisfaction, SEM-PLS*