

### **ABSTRACT**

**Fadilah Yakub, 2025.** *The Influence of Job Satisfaction, Organizational Commitment and Organizational Culture on Service Quality at the Maba Regional General Hospital (RSUD) in East Halmahera Regency.*

*This study aims to determine the influence of job satisfaction, organizational commitment and organizational culture on service quality. This research is a quantitative study. The population in this study is calculated using the Slovin formula so that the sample in this study was 67 respondents. The data analysis technique used the statistical package for social scientists 25 (SPSS) as a statistical test tool.*

*The results of this study indicate that: Job satisfaction has a significant effect on service quality, Organizational commitment has a significant effect on service quality, Organizational culture has a significant effect on service quality*  
*Keywords: Job Satisfaction, Organizational Commitment, Organizational Culture and Service Quality.*

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## ABSTRAK

**Fadilah Yakub, 2025.** Pengaruh Kepuasan Kerja, Komitmen Organisasional Dan Budaya Organisasi Terhadap Kualitas Layanan Pada Rumah Sakit Umum Daerah (RSUD) Maba Kabupaten Halmahera Timur.

Penelitian ini bertujuan untuk mengetahui pengaruh kepuasan kerja, komitmen organisasional dan budaya organisasi terhadap kualitas pelayanan. Penelitian ini merupakan penelitian kuantitatif. Populasi dalam penelitian ini yaitu dengan perhitungan rumus slovin sehingga sampel dalam penelitian ini sebanyak 67 responden. Teknik analisis data menggunakan *statistical package for social scientists 25 (SPSS)* sebagai alat uji statistik.

Hasil penelitian ini menunjukkan bahwa: Kepuasan kerja berpengaruh signifikan terhadap kualitas layanan, Komitmen organisasional berpengaruh signifikan terhadap kualitas layanan, Budaya organisasi berpengaruh signifikan terhadap kualitas layanan

**Kata Kunci: Kepuasan Kerja, Komitmen Organisasional, Budaya Organisasi dan Kualitas Layanan.**