

ABSTRACT

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**THE EFFECT OF KNOWLEDGE CHARACTERISTIC, MEANINGFUL
WORK AND JOB SATISFACTION ON NURSE PERFORMANCE IN AN-
NISA HOSPITAL TANGERANG**

(xvi + 100 pages; 7 figures; 18 tables; 12 attachments)

The good quality of health services is reflected in the service performance of health workers in health facilities, one of which is the hospital. Nurses are health workers with a dominating number in a hospital, therefore the performance of nurses is one of the factors that affect the quality of health services in a hospital. Nurse performance is related to many factors, including knowledge characteristic, meaningful work and job satisfaction. This study aims to determine the effect of knowledge characteristic and meaningful work on job satisfaction and nurse performance. The research subjects were 204 nurses who work in An-Nisa Hospital Tangerang. The design used in this study was path analysis with a quantitative approach. Data processing and analysis was carried out using the PLS-SEM approach through the SmartPLS program. The results showed that knowledge characteristic and meaningful work influenced positively to kepuasan kerja, and knowledge characteristic, meaningful work and kepuasan kerja influenced positively to nurse performance.

References : 82 (2005-2020)

Keywords : knowledge characteristic, meaningful work, job satisfaction and job performance

ABSTRAK

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**PENGARUH *KNOWLEDGE CHARACTERISTIC*, *MEANINGFUL WORK*
DAN KEPUASAN KERJA TERHADAP KINERJA PERAWAT RUMAH
SAKIT AN-NISA TANGERANG**

(xvi + 100 halaman: 7 gambar; 18 tabel; 12 lampiran)

Kualitas pelayanan kesehatan yang baik tercermin dari kinerja pelayanan tenaga kesehatan di fasilitas kesehatan, salah satunya adalah rumah sakit. Perawat merupakan tenaga kesehatan dengan jumlah yang mendominasi di suatu rumah sakit, oleh karena itu kinerja perawat merupakan salah satu faktor yang mempengaruhi mutu pelayanan kesehatan di suatu rumah sakit. Kinerja perawat berkaitan dengan banyak faktor, antara lain *knowledge characteristic*, *meaningful work* dan kepuasan kerja. Penelitian ini bertujuan untuk mengetahui pengaruh *knowledge characteristic* dan *meaningful work* terhadap kepuasan kerja dan kinerja perawat. Subjek penelitian adalah 204 perawat yang bekerja di RS An-Nisa Tangerang. Desain yang digunakan dalam penelitian ini adalah analisis jalur dengan pendekatan kuantitatif. Pengolahan dan analisis data dilakukan menggunakan pendekatan PLS-SEM melalui program SmartPls. Hasil penelitian menunjukkan bahwa *knowledge characteristic* dan *meaningful work* berpengaruh positif terhadap kepuasan kerja, dan *knowledge characteristic*, *meaningful work* dan kepuasan kerja berpengaruh positif terhadap kinerja perawat.

Referensi: 82 (2005-2020)

Kata kunci: *knowledge characteristic*, *meaningful work*, kepuasan kerja, kinerja perawat