

DAFTAR ISI

	Halaman
HALAMAN JUDUL	i
LEMBAR PERNYATAAN KEASLIAN KARYA TUGAS AKHIR	ii
LEMBAR PERSETUJUAN DOSEN PEMBIMBING TUGAS AKHIR.....	iii
LEMBAR PERSETUJUAN TIM PENGUJI TUGAS AKHIR.....	iv
LEMBAR PERSETUJUAN PUBLIKASI TUGAS AKHIR.....	v
ABSTRAK	vi
ABSTRACT	vii
KATA PENGANTAR.....	viii
DAFTAR ISI.....	x
DAFTAR GAMBAR.....	xiv
DAFTAR TABEL	xv
DAFTAR LAMPIRAN	xvi
BAB I PENDAHULUAN	1
1.1 Latar Belakang Penelitian	1
1.2 Pertanyaan Penelitian	24
1.3 Tujuan Penelitian.....	25
1.4 Manfaat Penelitian.....	26
1.5 Sistematika Penelitian	26
BAB II TINJAUAN PUSTAKA	29
2.1 Dasar Teori	29
2.1.1 Variabel <i>Physician Autonomy</i>	48
2.1.2 Variabel <i>Public Service Motivation</i>	49
2.1.3 Variabel <i>Work-life Balance</i>	51
2.1.4 Variabel <i>Relationship with Colleague</i>	52
2.1.5 Variabel <i>Perceived Organizational Support</i>	53
2.1.6 Variabel <i>Rewards and Recognition</i>	55
2.1.7 Variabel <i>Opportunity to Learn and Develop</i>	57
2.1.8 Variabel <i>Paperwork</i>	58

2.1.9	Variabel <i>Hospital Facility</i>	60
2.1.10	Variabel <i>Patient Centricity</i>	60
2.2	Pengembangan Hipotesis	64
2.2.1	Kaitan antara <i>Physician Autonomy</i> dengan <i>Work Engagement</i>	64
2.2.2	Kaitan antara <i>Public Service Motivation</i> dengan <i>Work Engagement</i>	65
2.2.3	Kaitan antara <i>Work-life Balance</i> dengan <i>Work Engagement</i>	67
2.2.4	Kaitan antara <i>Relationship with Colleague</i> dengan <i>Work Engagement</i>	68
2.2.5	Kaitan antara <i>Perceived Organizational Support</i> dengan <i>Work Engagement</i>	70
2.2.6	Kaitan antara <i>Rewards and Recognition</i> dengan <i>Work Engagement</i>	71
2.2.7	Kaitan antara <i>Opportunity to Learn and Develop</i> dengan <i>Work Engagement</i>	72
2.2.8	Kaitan antara <i>Paperwork</i> dengan <i>Work Engagement</i>	74
2.2.9	Kaitan antara <i>Hospital Facility</i> dengan <i>Work Engagement</i>	74
2.2.10	Kaitan antara <i>Work Engagement</i> dengan <i>Patient Centricity</i>	75
2.3	Kerangka Konseptual	76
BAB III	METODE PENELITIAN	78
3.1	Objek Penelitian	78
3.2	Unit Analisis	79
3.3	Tipe Penelitian	80
3.4	Operasionalisasi Variabel Penelitian	81
3.4.1	Pengukuran Variabel	81
3.4.2	Definisi Konseptual dan Operasionalisasi Variabel	83
3.5	Populasi dan Sampel	91
3.5.1	Penentuan Jumlah Sampel	91
3.5.2	Metode Penarikan Sampel	93
3.6	Metode Pengumpulan Data	93
3.6.1	Data Primer	93

3.6.2	Data Sekunder	94
3.7	Metode Analisis Data	94
3.7.1	Analisis Model pada PLS-SEM.....	95
3.7.1.1	<i>Outer Model</i>	96
3.7.1.2	<i>Inner Model</i>	97
BAB IV	HASIL DAN PEMBAHASAN.....	100
4.1	Profil Responden	100
4.2	Analisis Deskriptif Responden.....	103
4.2.1	Variabel <i>Physician Autonomy</i>	105
4.2.2	Variabel <i>Public Service Motivation</i>	106
4.2.3	Variabel <i>Work-life Balance</i>	108
4.2.4	Variabel <i>Relationship with Colleagues</i>	110
4.2.5	Variabel <i>Perceived Organizational Support</i>	111
4.2.6	Variabel <i>Rewards and Recognition</i>	113
4.2.7	Variabel <i>Opportunity to Learn and Develop</i>	115
4.2.8	Variabel <i>Paperwork</i>	116
4.2.9	Variabel <i>Hospital Facility</i>	117
4.2.10	Variabel <i>Work Engagement</i>	119
4.2.11	Variabel <i>Patient Centricity</i>	121
4.3	Analisis Inferensial.....	123
4.3.1	<i>Measurement Model (Outer Model)</i>	124
4.3.1.1	<i>Indicator Reliability</i>	126
4.3.1.2	<i>Construct Reliability</i>	128
4.3.1.3	<i>Convergent Validity</i>	129
4.3.1.4	<i>Discriminant Validity</i>	130
4.3.2	<i>Structural Model (Inner Model)</i>	132
4.3.2.1	Multikolinearitas	135
4.3.2.2	Koefisien Determinasi (R^2)	136
4.3.2.3	Nilai <i>Effect Size</i> (f^2).....	138
4.3.2.4	<i>Predictive Relevance</i> (Q^2 dan $Q^2_{Predict}$)	139
4.3.2.5	Hasil Uji Hipotesis	142

4.3.2.5.1	Pengaruh <i>Physician Autonomy</i> terhadap <i>Work Engagement</i>	143
4.3.2.5.2	Pengaruh <i>Public Service Motivation</i> terhadap <i>Work Engagement</i>	147
4.3.2.5.3	Pengaruh <i>Work-life Balance</i> terhadap <i>Work Engagement</i>	150
4.3.2.5.4	Pengaruh <i>Relationship with Colleagues</i> terhadap <i>Work Engagement</i>	151
4.3.2.5.5	Pengaruh <i>Perceived Organizational Support</i> terhadap <i>Work Engagement</i>	152
4.3.2.5.6	Pengaruh <i>Rewards and Recognition</i> terhadap <i>Work Engagement</i>	153
4.3.2.5.7	Pengaruh <i>Opportunity to Learn and Develop</i> terhadap <i>Work Engagement</i>	154
4.3.2.5.8	Pengaruh <i>Paperwork</i> terhadap <i>Work Engagement</i>	156
4.3.2.5.9	Pengaruh <i>Hospital Facility</i> terhadap <i>Work Engagement</i>	157
4.3.2.5.10	Pengaruh <i>Work Engagement</i> terhadap <i>Patient Centricity</i>	158
4.3.2.6	Hasil Uji <i>Specific Indirect Effect</i>	159
4.3.2.7	Analisis <i>Importance-Performance (IPMA)</i>	162
4.4	Pembahasan	167
BAB V	KESIMPULAN	179
5.1	Kesimpulan.....	179
5.2	Implikasi Manajerial	181
5.3	Keterbatasan Penelitian dan Saran untuk Penelitian Selanjutnya	188
	DAFTAR PUSTAKA	191
	LAMPIRAN	209

DAFTAR GAMBAR

Gambar 1.1	Dampak Emosional Pekerjaan pada Dokter Jaga IGD di Lima Rumah Sakit Acak di Provinsi Nusa Tenggara Timur	5
Gambar 1.2	Daftar Keluhan Pasien di Sebuah Rumah Sakit Swasta di Nusa Tenggara Timur Tahun 2021	7
Gambar 2.1	Model Terbaru Anteseden dan Konsekuensi <i>Work Engagement</i> ...	33
Gambar 2.2	Model Penelitian.....	76
Gambar 3.1	Perhitungan Jumlah Sampel dengan <i>Power Analysis</i>	92
Gambar 4.1	<i>Outer Model</i>	125
Gambar 4.2	<i>Inner Model</i>	134
Gambar 4.3	Hasil IPMA <i>Work Engagement Construct</i>	163
Gambar 4.4	Hasil IPMA <i>Work Engagement Indicator</i>	166
Gambar 4.5	Model Hasil	168



DAFTAR TABEL

Tabel 1.1	Rasio Jumlah Dokter Umum terhadap Jumlah Penduduk di Provinsi Nusa Tenggara Timur	4
Tabel 3.1	Definisi Konseptual dan Operasionalisasi Variabel	83
Tabel 4.1	Profil Demografi Responden	101
Tabel 4.2	Profil Riwayat Pekerjaan Responden	102
Tabel 4.3	Kategori Jawaban	104
Tabel 4.4	Deskripsi Variabel <i>Physician Autonomy</i>	105
Tabel 4.5	Deskripsi Variabel <i>Public Service Motivation</i>	107
Tabel 4.6	Deskripsi Variabel <i>Work-life Balance</i>	109
Tabel 4.7	Deskripsi Variabel <i>Relationship with Colleagues</i>	110
Tabel 4.8	Deskripsi Variabel <i>Perceived Organizational Support</i>	112
Tabel 4.9	Deskripsi Variabel <i>Rewards and Recognition</i>	114
Tabel 4.10	Deskripsi Variabel <i>Opportunity to Learn and Develop</i>	115
Tabel 4.11	Deskripsi Variabel <i>Paperwork</i>	117
Tabel 4.12	Deskripsi Variabel <i>Hospital Facility</i>	118
Tabel 4.13	Deskripsi Variabel <i>Work Engagement</i>	120
Tabel 4.14	Deskripsi Variabel <i>Patient Centricity</i>	122
Tabel 4.15	Nilai <i>Outer Loading</i>	126
Tabel 4.16	Nilai <i>Construct Reliability</i>	128
Tabel 4.17	Nilai <i>Average Variance Extracted</i>	129
Tabel 4.18	Nilai Rasio HT/MT	131
Tabel 4.19	Nilai <i>Inner Variance Inflation Factor</i>	135
Tabel 4.20	Nilai R^2	137
Tabel 4.21	Nilai f^2	138
Tabel 4.22	Nilai Q^2 dan $Q^2_{Predict}$ Konstruk	140
Tabel 4.23	Nilai $Q^2_{Predict}$ Indikator	141
Tabel 4.24	Hasil Uji Hipotesis	143
Tabel 4.25	Hasil Subanalisis Kemampuan Prediksi Model Berdasarkan Lama Bekerja Karyawan	145
Tabel 4.26	Hasil Subanalisis Kemampuan Prediksi Model Berdasarkan <i>Public Service Motivation</i>	148
Tabel 4.27	Hasil Uji <i>Specific Indirect Effect</i>	160
Tabel 4.28	<i>Importance-Performance</i> Konstruk	163
Tabel 4.29	<i>Importance-Performance</i> Indikator	164

DAFTAR LAMPIRAN

Lampiran 1	Kuesioner.....	207
Lampiran 2	<i>Empirical Correlation Matrix</i>	217
Lampiran 3	<i>Outer Model</i>	221
Lampiran 4	<i>Inner Model</i>	222
Lampiran 5	<i>PLS Algorithm Setting</i>	223
Lampiran 6	<i>Outer Loading</i>	224
Lampiran 7	<i>Construct and Discriminant Validity</i>	225
Lampiran 8	<i>Bootstrapping Setting</i>	226
Lampiran 9	<i>Path Coefficients</i>	227
Lampiran 10	Hasil Uji Mediasi dengan <i>Direct Effect</i>	228
Lampiran 11	Model Sub-analisis pada <i>Long Length of Service</i>	229
Lampiran 12	Model Sub-analisis pada <i>Short Length of Service</i>	230
Lampiran 13	Model Sub-analisis pada <i>High Public Service Motivation</i>	231
Lampiran 14	Model Sub-analisis pada <i>Low Public Service Motivation</i>	232
Lampiran 15	Hasil Turnitin.....	233

