

ABSTRAK

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ANALISIS PENGARUH KEADILAN PROSEDURAL, MOTIVASI PELAYANAN PUBLIK, KELELAHAN DAN KEPUASAN KERJA TERHADAP KINERJA BIDAN DI RUMAH SAKIT DI KABUPATEN KARAWANG

(xv + 98 halaman; 6 gambar; 18 tabel; 6 lampiran)

Tingginya angka kunjungan rawat inap dan rawat jalan di rumah sakit di Kabupaten Karawang, serta tingginya angka kunjungan rujukan harian kasus maternal dan neonatal menjadi tantangan bagi bidan di rumah sakit untuk dapat memberikan kinerja yang optimal. Penelitian ini bertujuan untuk mengukur bagaimana pengaruh keadilan prosedural, motivasi pelayanan publik, kelelahan dan kepuasan kerja terhadap kinerja bidan di rumah sakit. Responden penelitian ini 243 bidan yang bekerja di rumah sakit di Kabupaten Karawang. Penelitian dilakukan pada bulan Oktober-Desember 2022, pengambilan data dilakukan secara online menggunakan kuesioner, data dianalisis dengan metode *partial least square-structural equation modeling* (PLS-SEM). Hasil analisis hubungan langsung didapatkan bahwa keadilan prosedural berpengaruh terhadap kepuasan kerja namun tidak berpengaruh terhadap kinerja, motivasi pelayanan publik berpengaruh terhadap kepuasan kerja dan kinerja, kelelahan kerja berpengaruh terhadap kepuasan kerja dan kinerja. Hasil analisis hubungan tidak langsung, didapatkan bahwa keadilan prosedural melalui kepuasan kerja tidak berpengaruh terhadap kinerja, motivasi pelayanan publik melalui kepuasan kerja berpengaruh terhadap kinerja, kelelahan kerja melalui kepuasan kerja berpengaruh terhadap kinerja. Berdasarkan hasil analisis tersebut diketahui bahwa penanaman komitmen dalam diri individu untuk memahami perannya di tempat kerja akan berhasil meningkatkan kinerja dan kepuasan kerja jika dibarengi dengan komitmen organisasi dengan menjalankan sistem manajemen yang adil.

Referensi : 71 (1981 - 2022)

Kata Kunci : Bidan, Kelelahan, Kepuasan Kerja, Kinerja, Motivasi Pelayanan Publik

ABSTRACT

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**ANALYSIS OF THE INFLUENCE OF PROCEDURAL JUSTICE,
PUBLIC SERVICE MOTIVATION, BURNOUT AND JOB SATISFACTION
ON THE JOB PERFORMANCE OF MIDWIFE IN HOSPITAL IN
KARAWANG REGENCY**

(xv+ 98 pages; 6 figures; 18 tables; 6 appendices)

There is a challenge for midwives to perform at their best due to the high volume of inpatient and outpatient hospital visits, as well as the high volume of daily referral visits for maternal and newborn cases in hospitals, so this study aims to measure how the influence of procedural justice, public service motivation, burnout, and job satisfaction on the job performance of midwives in hospitals setting. 243 midwives who worked at hospitals in the Karawang region participated in the study. The study was carried out in October to December 2022, and partial least square-structural equation modeling (PLS-SEM) was used to analyze the data after it was obtained online via a questionnaire. According to the direct corelation analysis's findings, procedural justice affects job satisfaction but not work performance, public service motivation affects both job satisfaction and performance, as well as burnout. According to the indirect corelation analysis, procedural justice through job satisfaction has no effect on work performance, public service motivation through job satisfaction has an effect on work performance, as well as burnout. Based on the results of this analysis it is known that instilling commitment in individuals to understand their role in the workplace will succeed in increasing performance and job satisfaction if accompanied by organizational commitment by implementing a fair management system.

References : 71 (1981 - 2022)

Key Words : *Burnout, Job Performance, Job Satisfaction, Midwives, Public Service Motivation.*