

## ABSTRAK

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### **PENGARUH *JOB STRESS* TERHADAP *PUBLIC SERVICE MOTIVATION* DAN *JOB PERFORMANCE* PADA KARYAWAN DI RUMAH SAKIT UMUM BINTANG SEMARAPURA**

( xviii + 120 halaman; 9 gambar; 24 tabel; 8 lampiran)

Penelitian ini dilakukan untuk mengetahui pengaruh *job stress* terhadap *public service motivation* dan *job performance*. Sampel pada penelitian ini yaitu seluruh karyawan di RSUD Bintang Semarapura Bali sebanyak 134 responden. Pengumpulan data dilakukan dengan menyebarkan kuesioner berisi 20 pertanyaan dengan Skala Likert 1 – 5 berdasarkan metode *simple random sampling*. Analisis data menggunakan metode SEM berbasiskan PLS. Hasil penelitian ini menyatakan bahwa *challenge stress* secara langsung berpengaruh positif dan signifikan terhadap *job performance* dan *public service motivation*. Namun *hindrance stress* secara langsung berpengaruh negatif dan signifikan terhadap *job performance* dan *public service motivation*. Sementara itu, *public service motivation* terbukti memediasi pengaruh positif antara *challenge stress* terhadap *job performance* dan secara negatif antara *hindrance stress* terhadap *job performance*.

Referensi : 40 (2016 - 2020)

Kata Kunci : *Challenge Stress, Hindrance Stress, Public Service Motivation, Job Performance*

## ***ABSTRACT***

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***THE EFFECT OF JOB STRESS ON PUBLIC SERVICE MOTIVATION AND  
JOB PERFORMANCE ON EMPLOYEES AT BINTANG SEMARAPURA  
PUBLIC HOSPITAL***

*( xviii + 120page; 9 picture; 24table; 8attachment)*

*This research was conducted to determine the effect of job stress on public service motivation and job performance. The sample in this study were all employees at RSU Bintang in the Semarapura area of Bali as many as 134 respondents. The data was collected by distributing a questionnaire containing 20 questions with a Likert scale of 1 - 5 based on the simple random sampling method. Data analysis using PLS-based SEM method. The results of this study state that challenge stress has a positive and significant direct effect on work performance and motivation for public services. However, stress barriers directly have a negative and significant effect on work performance and motivation for public services. Meanwhile, public service motivation has been shown to mediate the positive effect of challenge stress on performance and negatively between obstacle stress on performance.*

*Reference : 40 ( 2016 - 2020)*

*Keywords : Challenge Stress, Hidrance Stress, Public Service Motivation, Job Performance*