

ABSTRAK

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ANTESEDEN DARI *PSYCHOLOGICAL EMPOWERMENT* SERTA DAMPAKNYA PADA *JOB PERFORMANCE* DOKTER UMUM YANG DIMODERASI OLEH *JOB STRESS* DAN USIA (STUDI EMPIRIS DI RS SWASTA RUJUKAN COVID-19)

(xvi + 190 halaman; 9 gambar; 29 tabel; 6 lampiran)

Pandemi Covid-19 (Coronavirus Disease 19) membebani sistem kesehatan terutama bagi para bagi dokter yang memberikan pelayanan kesehatan. Kinerja dokter umum di rumah sakit terpengaruh dengan beban kerja di masa pandemi. Tujuan penelitian ini adalah untuk menganalisis anteseden *psychological empowerment* terhadap *job performance* dokter umum yang dimoderasi oleh *job stress* dan usia. Anteseden ini dapat dianalisis dalam perspektif rumah sakit dan kehidupan profesional. Metode penelitian adalah penelitian kuantitatif dengan survei dimana dimana pengambilan data adalah *cross sectional*. Jumlah sampel penelitian ini adalah 167 dokter umum, yang secara diperoleh secara *purposive sampling* dari RS Swasta Rujukan Covid-19 di area Jabodetabek. Pengumpulan data menggunakan kuesioner *online* dan dianalisis dengan PLS-SEM. Hasil penelitian menunjukan terdapat tujuh hipotesis yang didukung dari sembilan hipotesis penelitian ini. Pengaruh terkuat pada *psychological empowerment* adalah dari *training opportunities* dan diikuti oleh *hospital logistic*. Kedua pemoderasi *job stress* dan *age* tidak terbukti signifikan. *Psychological empowerment* telah terbukti memiliki dampak positif pada kinerja dokter umum, oleh karena itu manajemen rumah sakit harus lebih memperhatikan *psychological empowerment* bagi dokter umum selama masa pandemi Covid-19. Hasil penelitian ini dapat memberikan sejumlah saran sebagai implikasi manajerial serta beberapa rekomendasi untuk penelitian yang akan datang.

Referensi : 91 (1995 - 2021)

Kata Kunci : *psychological empowerment, COVID-19, job performance, job stress, dokter umum, anteseden.*

ABSTRACT

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The Covid-19 (Coronavirus Disease 19) pandemic has burdened the health system, especially for doctors who provide health services. The performance of general practitioners in hospitals is affected by the workload during the pandemic. The purpose of this study was to analyze the antecedents of psychological empowerment on the job performance of general practitioners moderated by job stress and age. These antecedents can be analyzed in terms of hospital and professional life. The research method is a quantitative research with a survey and the data were collected by cross sectional method. The subjects this study was 167 general practitioners, which were obtained by purposive sampling from the Covid-19 Referral Private Hospital in the Jabodetabek area. Data were collected using an online questionnaire and analyzed by PLS-SEM. The results showed that there were seven hypotheses supported from the nine hypotheses of this study. The strongest influence on psychological empowerment was from training opportunities and followed by hospital logistics. Moderating job stress and age were not shown to be significant. Psychological empowerment has been shown to have a positive impact on the performance of general practitioners, therefore hospital management should pay more attention to psychological empowerment for general practitioners during the Covid-19 pandemic. Results of this study will further provide a number of suggestions for managerial implications as well as some recommendations for future research.

Reference : 91 (1995 - 2021)

Key Words : psychological empowerment, COVID-19, job performance, job stress, general practitioners, antecedent.