

# DAFTAR ISI

	halaman
<b>HALAMAN JUDUL</b>	
<b>PERNYATAAN KEASLIAN KARYA TUGAS AKHIR .....</b>	<b>ii</b>
<b>PERSETUJUAN DOSEN PEMBIMBING TUGAS AKHIR .....</b>	<b>iii</b>
<b>PERSETUJUAN TIM PENGUJI TUGAS AKHIR.....</b>	<b>iv</b>
<b>ABSTRAK .....</b>	<b>v</b>
<b>KATA PENGANTAR .....</b>	<b>vii</b>
<b>DAFTAR ISI .....</b>	<b>ix</b>
<b>DAFTAR GAMBAR .....</b>	<b>xiii</b>
<b>DAFTAR TABEL .....</b>	<b>xiv</b>
<b>DAFTAR LAMPIRAN .....</b>	<b>xvi</b>
<b>BAB I. PENDAHULUAN .....</b>	<b>1</b>
1.1 Latar Belakang .....	1
1.2 Pertanyaan Penelitian .....	21
1.3 Tujuan Penelitian .....	22
1.4 Manfaat Penelitian .....	23
1.5 Sistematika Penelitian .....	24
<b>BAB II. TINJAUAN PUSTAKA .....</b>	<b>26</b>
2.1 Dasar Teori .....	26
2.1.1 Variabel <i>Quality of Medical Treatment</i> .....	37
2.1.2 Variabel <i>Safety and Healthy Condition</i> .....	39
2.1.3 Variabel <i>Hospital Logistic</i> .....	40
2.1.4 Variabel <i>Autonomy at Work</i> .....	42
2.1.5 Variabel <i>Relationship With Fellow Doctor</i> .....	43

2.1.6 Variabel <i>Training Opportunities</i> .....	45
2.1.7 Variabel <i>Psychological Empowerment</i> .....	45
2.1.8 Variabel <i>Job Stress</i> .....	51
2.1.9 Variabel <i>Job Performance</i> .....	54
2.2 Pengembangan Hipotesis .....	58
2.3 Model Penelitian .....	67
<b>BAB III. METODE PENELITIAN</b> .....	70
3.1 Obyek Penelitian .....	70
3.2 Unit Analisis .....	70
3.3 Tipe Penelitian .....	71
3.4 Operasionalisasi Variabel Penelitian .....	73
3.4.1 Pengukuran Variabel .....	73
3.4.2 Definisi Konseptual dan Operasional Variabel .....	75
3.5 Populasi dan Sampel .....	79
3.5.1 Penentuan Jumlah Sampel .....	80
3.5.2 Metode Pengambilan Sampel .....	81
3.6 Metode Pengumpulan Data .....	82
3.7 Metode Analisis Data .....	83
<b>BAB IV. HASIL DAN PEMBAHASAN</b> .....	89
4.1 Profil Responden .....	89
4.2 Analisis Deskriptif Responden .....	94
4.2.1 Variabel <i>Quality of Medical Treatment</i> .....	96
4.2.2 Variabel <i>Safety and Healthy Condition</i> .....	97
4.2.3 Variabel <i>Hospital Logistic</i> .....	98

4.2.4 Variabel <i>Autonomy At Work</i> .....	99
4.2.5 Variabel <i>Relationship With Fellow Doctor</i> .....	101
4.2.6 Variabel <i>Training Opportunities</i> .....	102
4.2.7 Variabel <i>Psychological Empowerment</i> .....	103
4.2.8 Variabel <i>Job Stress</i> .....	105
4.2.9 Variabel <i>Job Performance</i> .....	106
4.3 Analisis Inferensial .....	107
4.3.1 Outer Model .....	108
4.3.1.1 Indicator Reliability .....	110
4.3.1.2 Construct Reliability .....	111
4.3.1.3 Convergent Validity .....	113
4.3.1.4 Discriminant Validity .....	114
4.3.2 Inner Model .....	116
4.3.2.1 Multikolinieritas .....	118
4.3.2.2 Koefisien Determinasi .....	119
4.3.2.3 Nilai <i>Effect Size</i> .....	121
4.3.2.4 Nilai <i>Predictive Relevance</i> .....	123
4.3.2.5 Hasil Uji Hipotesis .....	125
4.3.2.6 Hasil Uji <i>Spesific Indirect Effect</i> .....	140
4.3.2.7 Analisis <i>Important – Performance (IPMA)</i> .....	142
4.4 Diskusi .....	148
<b>BAB V. KESIMPULAN</b> .....	155
5.1 Kesimpulan .....	155
5.2 Implikasi Manajerial .....	157
5.3 Keterbatasan dan Saran Bagi Penelitian Berikutnya .....	161

<b>DAFTAR PUSTAKA .....</b>	<b>164</b>
<b>LAMPIRAN .....</b>	<b>177</b>



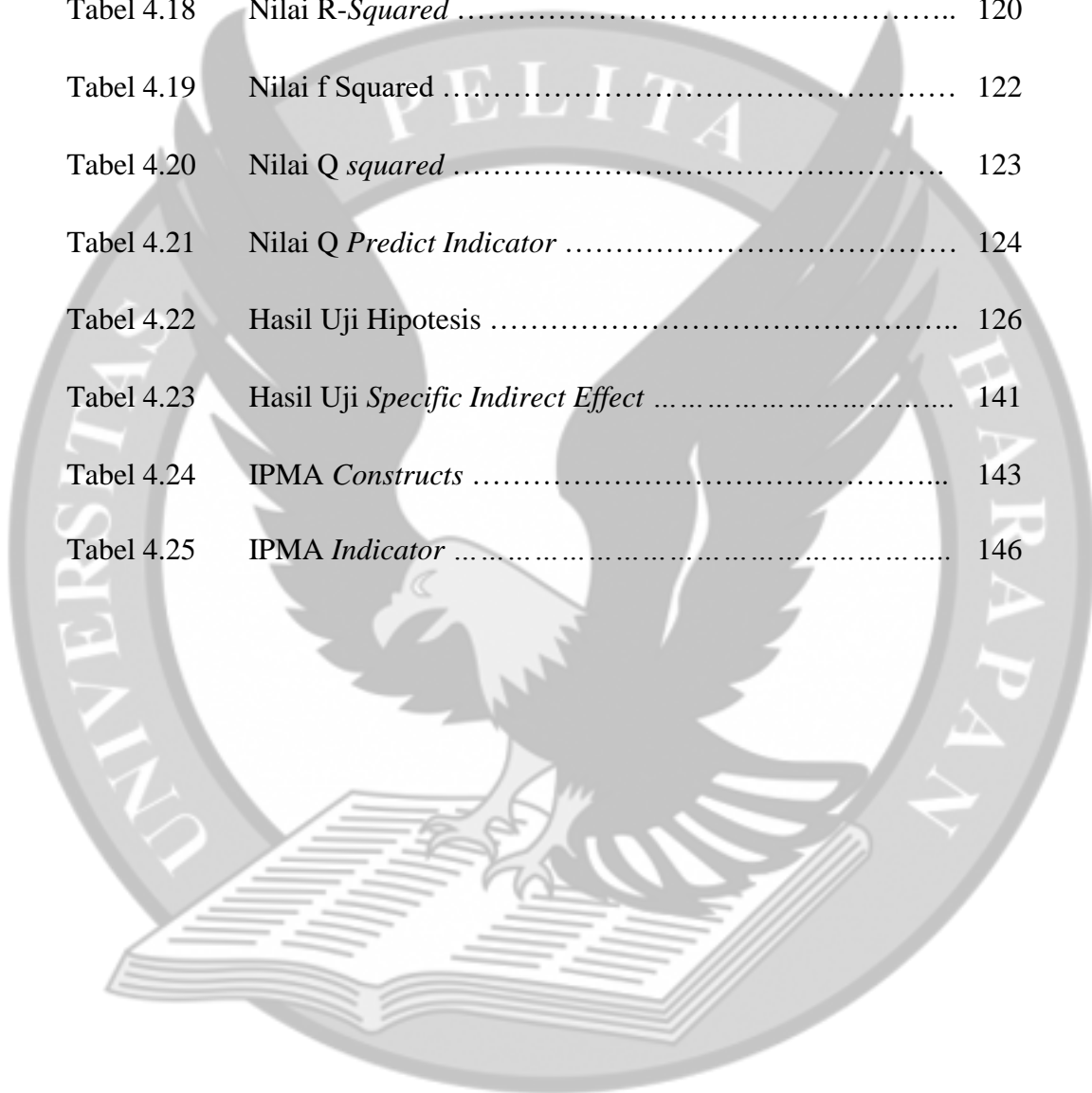
## DAFTAR GAMBAR

Gambar 2.1	Teori Motivasi F. Herzberg.....	31
Gambar 2.2	Jaringan Nomologi Parsial Pemberdayaan Psikologis.....	34
	Di Tempat Kerja	
Gambar 2.3	Kerangka Konseptual Penelitian.....	68
Gambar 4.1	<i>Outer Model</i> .....	109
Gambar 4.2	<i>Inner Model</i> .....	117
Gambar 4.4	Hasil IPMA <i>Construct</i> .....	144
Gambar 4.5	Hasil IPMA <i>Indicator</i> .....	146
Gambar 4.6	Model Hasil.....	149
Gambar 4.7	Model Hasil Penelitian Terdahulu.....	151

## DAFTAR TABEL

	<b>halaman</b>
Tabel 1.1 Jumlah Komplain di RS ABC .....	10
Tabel 1.2 Keluhan dokter umum RS ABC .....	11
di masa pandemi Covid-19	
Tabel 1.3 Peningkatan <i>Response Time</i> IGD.....	13
Tabel 3.1 Definisi Konseptual dan Operasionalisasi Variabel.....	75
Tabel 4.1 Profil Demografi Responden.....	89
Tabel 4.2 Profil Pekerjaan Responden .....	92
Tabel 4.3 Kategori Jawaban .....	95
Tabel 4.4 Deskripsi Variabel <i>Quality of Medical Treatment</i> .....	96
Tabel 4.5 Deskripsi Variabel <i>Safety and Healthy Condition</i> .....	97
Tabel 4.6 Deskripsi Variabel <i>Hospital Logistic</i> .....	98
Tabel 4.7 Deskripsi <i>Autonomy at Work</i> .....	100
Tabel 4.8 Deskripsi Variabel <i>Relationship with Fellow Doctor</i> .....	101
Tabel 4.9 Deskripsi Variabel <i>Training Opportunities</i> .....	102
Tabel 4.10 Deskripsi Variabel <i>Psychological Empowerment</i> .....	104
Tabel 4.11 Deskripsi Variabel <i>Job Stress</i> .....	105
Tabel 4.12 Deskripsi Variabel <i>Job Performance</i> .....	106
Tabel 4.13 Nilai <i>Outer Loading</i> .....	111
Tabel 4.14 Nilai <i>Construct Reliability</i> .....	112

Tabel 4.15	Nilai <i>Average Variance Extracted</i> .....	113
Tabel 4.16	Nilai Rasio HT/MT .....	115
Tabel 4.17	Nilai <i>Inner Variance Inflation Factor</i> .....	119
Tabel 4.18	Nilai <i>R-Squared</i> .....	120
Tabel 4.19	Nilai <i>f Squared</i> .....	122
Tabel 4.20	Nilai <i>Q squared</i> .....	123
Tabel 4.21	Nilai <i>Q Predict Indicator</i> .....	124
Tabel 4.22	Hasil Uji Hipotesis .....	126
Tabel 4.23	Hasil Uji <i>Specific Indirect Effect</i> .....	141
Tabel 4.24	<i>IPMA Constructs</i> .....	143
Tabel 4.25	<i>IPMA Indicator</i> .....	146



## DAFTAR LAMPIRAN

	<b>halaman</b>
Lampiran 1 Kuesioner .....	177
Lampiran 2 Data Setting PLS-SEM .....	183
PLS Algorithm .....	183
PLS Boothstrapping .....	184
Lampiran 3 Gambar Outer Model PLS-SEM.....	185
Lampiran 4 Gambar Inner Model PLS-SEM .....	186
Lampiran 5 Hasil Uji Boothstrapping PLS-SEM.....	187
Path Coefficients .....	187
Spesific Indirect Effects .....	188
Lampiran 6 Hasil Uji Reliability dan Validity PLS-SEM.....	189
Heterotrait-Monotrait Ratio (HTMT) .....	190