

ABSTRAK

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PENGARUH *INTERNAL SERVICE QUALITY*, *EXCESSIVE WORKLOAD* DAN *WORK STRESS* TERHADAP *JOB SATISFACTION* TENAGA KESEHATAN DI RS XYZ BOJONEGORO

(xiiiv + 104 halaman; 4 gambar; 19 tabel; 6 lampiran)

Pendahuluan: Salah satu faktor besar dalam kesuksesan rumah sakit adalah karyawannya, dan sebuah rumah sakit memiliki banyak karyawan professional yang memiliki kontribusi besar dalam kualitas pelayanan rumah sakit. Karena itu maka penting untuk rumah sakit untuk menjaga *Job Satisfaction* dari karyawannya. Karyawan yang termotivasi akan dapat memberikan pelayanan lebih baik ke pelanggan eksternal. Tujuan: Tujuan dari penelitian ini adalah untuk menemukan efek dari *Internal Service Quality*, *Excessive Workload* dan *Work Stress* pada *Job Satisfaction*. Metode: Pada penelitian ini, data dikumpulkan menggunakan kuesioner pada 140 tenaga medis di RS XYZ, Kabupaten Bojonegoro menggunakan metode *purposive sampling*. Analisa data menggunakan *software* SmartPLS versi 4.0. Hasil: Penelitian ini menemukan hasil bahwa *Excessive Workload* dan *Work Stress* memiliki korelasi negatif dengan *Job Satisfaction*. *Internal Service Quality* juga ditemukan memiliki korelasi positif dengan *Job Satisfaction*. Kesimpulan: Menurut hasil yang didapatkan, *Internal Service Quality* yang baik dapat meningkatkan *Job Satisfaction*. Manajemen *Excessive Workload* dan *Work Stress* juga penting karena kedua hal ini jika berlebihan akan berdampak negatif kepada *Job Satisfaction*.

Kata kunci: Internal Service Quality, Excessive Workload, Work Stress, Job Satisfaction, Rumah Sakit

ABSTRACT

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EFFECT OF INTERNAL SERVICE QUALITY, EXCESSIVE WORKLOAD AND WORK STRESS TO THE HEALTHCARE WORKER OF RS XYZ BOJONEGORO

(xiv + 104 pages; 4 figures; 19 table; 6 appendices)

Introduction: One of the major factors in the success of a hospital is its employees, as a hospital contains many professionals that contribute to the overall quality of service of the hospital. Thus, it is important for a hospital to maintain the Job Satisfaction of its employees, an employee that is motivated with their job would be more likely to be motivated and productive, resulting in better services given to the external customer of the hospital. Aim: This study was conducted to determine the effect of Internal Service Quality, Excessive Workload and Work Stress on Job Satisfaction. Methods: In this study, the data is collected using a questionnaire to 140 health workers in RS XYZ, Bojonegoro Regency using purposive sampling method. The analysis is done using partial least square-structural equation modeling and conducted using SmartPLS software version 4.0. Results: The result of this finding is that Excessive Workload and Work Stress have a negative correlation with Job Satisfaction while Internal Service Quality have a positive correlation with Job Satisfaction. Conclusion: According to the result, providing a good Internal Service Quality to hospital employees would increase their job satisfaction, it is also important to manage Excessive Workload and work stress appropriately as excessive Workloads could lead to lower job satisfaction.

Keywords: Internal Service Quality, Excessive Workload, Work Stress Job Satisfaction, Hospital