

ABSTRAK

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ANALISIS PENGARUH *CLINICAL LEADERSHIP*, *INTERNAL SERVICE QUALITY* DAN *ORGANIZATIONAL CLIMATE* TERHADAP *PERFORMANCE* TENAGA KESEHATAN YANG DIMEDIASI OLEH *QUALITY OF WORK LIFE* DI RUMAH SAKIT MILITER XYZ

(xv + 206 halaman; 30 tabel; 9 gambar; 11 lampiran)

Kinerja petugas kesehatan merupakan salah satu faktor utama yang mempengaruhi kemajuan rumah sakit. Semakin baik kinerja petugas maka semakin banyak pasien yang merasa puas terhadap pelayanan petugas dan dapat mempengaruhi minat kunjungan ulang pasien ke rumah sakit tersebut. Terdapat penurunan jumlah pasien di rumah sakit militer xyz dari tahun 2017-2023 dan angka komplain 5-10 kasus setiap bulannya. Tujuan dari penelitian ini adalah mengetahui pengaruh *clinical leadership*, *internal service quality*, dan *organizational climate* terhadap *job performance* yang dimediasi oleh *quality of work life*. Dalam penelitian ini, metode *cross sectional* digunakan untuk mendapatkan data kuantitatif dari kuesioner fisik dan diberikan kepada seluruh tenaga kesehatan sebanyak 150 orang kemudian dianalisis menggunakan aplikasi SmartPLS 4.0.9.6. Hasil penelitian menunjukkan bahwa terhadap pengaruh positif dan signifikan antara *clinical leadership*, *internal service quality* dan *organizational climate* terhadap *quality of work life*, *organizational climate* terhadap *job performance*, dan *quality of work life* terhadap *job performance*. *Quality of work life* juga terbukti memediasi *clinical leadership*, *internal service quality* dan *organizational climate* terhadap *job performance*. Hasil penelitian ini dapat menghasilkan implikasi manajerial yang dapat membantu rumah sakit militer meningkatkan *quality of work life* tenaga kesehatannya. Terdapat beberapa keterbatasan pada penelitian ini, dan diikuti dengan rekomendasi untuk penelitian selanjutnya.

Keywords: *Job Performance, Quality of Work Life, Clinical Leadership, Internal Service Quality, Organizational Climate*

Referensi: 103 (2011-2023)

ABSTRACT

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**ANALYSIS OF THE INFLUENCE OF CLINICAL LEADERSHIP,
INTERNAL SERVICE QUALITY AND ORGANIZATIONAL
CLIMATE ON THE PERFORMANCE OF HEALTHCARE
PERSONNEL MEDIATED BY QUALITY OF WORK LIFE AT
MILITARY HOSPITAL XYZ**

(xv + 206 pages; 30 tables; 9 figures; 11 appendices)

The performance of health workers is one of the main factors influencing hospital improvement. The better the healthcare personnel's performance, the more patients will feel satisfied with the service and this can influence the patient's interest in returning to the hospital. There is a decrease in the number of patients at the xyz military hospital from 2017-2023 and the number of complaints is 5-10 cases every month. This research aims to determine the influence of clinical leadership, internal service quality, and organizational climate on job performance which is mediated by quality of work life. In this research, the cross sectional method was used to obtain quantitative data from physical questionnaires and given to 150 health workers and then analyzed using the SmartPLS 4.0.9.6 application. The research results showed that there is a positive and significant influence between clinical leadership, internal service quality and organizational climate on the quality of work life, organizational climate on job performance, and quality of work life on job performance. Quality of work life has also been proven to mediate clinical leadership, internal service quality and organizational climate on job performance. The results of this research can produce managerial implications that can help military hospitals improve the quality of work life of their health workers. There are several limitations to this research, and these are followed by recommendations for further research.

Keywords: *Job Performance, Quality of Work Life, Clinical Leadership, Internal Service Quality, Organizational Climate*

References: 103 (2011-2023)