

DAFTAR ISI

Halaman

| | |
|--|------|
| HALAMAN JUDUL | 1 |
| PERNYATAAN KEASLIAN KARYA TUGAS AKHIR..... | i |
| PERSETUJUAN DOSEN PEMBIMBING TUGAS AKHIR..... | ii |
| ABSTRAK | iv |
| <i>ABSTRACT</i> | v |
| KATA PENGANTAR..... | vi |
| DAFTAR ISI | viii |
| DAFTAR GAMBAR | xi |
| DAFTAR TABEL..... | xii |
| DAFTAR LAMPIRAN | xiii |
| BAB I PENDAHULUAN | 1 |
| 1.1 Latar Belakang | 1 |
| 1.2 Kajian Masalah..... | 13 |
| 1.3 Pertanyaan Penelitian | 15 |
| 1.4 Tujuan Penelitian..... | 17 |
| 1.5 Manfaat Penelitian | 18 |
| 1.6 Sistematika Penulisan..... | 19 |
| BAB II TINJAUAN PUSTAKA | 21 |
| 2.1 <i>Organizational Performance</i> | 21 |
| 2.2 <i>Leadership Styles</i> | 24 |
| 2.3 <i>Workload</i> | 27 |
| 2.4 <i>Organizational Culture</i> | 28 |
| 2.5 <i>Service Quality</i> | 31 |
| 2.6 Penelitian Terdahulu..... | 33 |
| 2.7 Hubungan Antar Variabel..... | 37 |
| 2.8.1 Hubungan antara <i>Leadership Style</i> dan <i>Service Quality</i> | 37 |
| 2.8.2 Hubungan antara <i>Workload</i> dan <i>Service Quality</i> | 39 |
| 2.8.3 Hubungan antara <i>Organizational Culture</i> dan <i>Service Quality</i> | 41 |

| | | |
|--|---|-----|
| 2.8.4 | Hubungan antara <i>Service Quality</i> dan <i>Organizational Performance</i> | 42 |
| 2.8.5 | Hubungan antara <i>Leadership Style</i> dan <i>Organizational Performance</i> 44 | |
| 2.8.6 | Hubungan antara <i>Organizational Culture</i> dan <i>Organizational Performance</i> | 45 |
| 2.8.7 | Hubungan antara <i>Leadership Styles</i> terhadap <i>Organizational Performance</i> yang dimediasi oleh <i>Service Quality</i> | 47 |
| 2.8.8 | Hubungan antara <i>Workload</i> terhadap <i>Organizational Performance</i> yang dimediasi oleh <i>Service Quality</i> | 48 |
| 2.8.9 | Hubungan antara <i>Organizational Culture</i> terhadap <i>Organizational Performance</i> yang dimediasi oleh <i>Service Quality</i> | 49 |
| 2.9 | Model Penelitian Terdahulu | 50 |
| 2.10 | Model Penelitian Sekarang | 54 |
| BAB III METODE PENELITIAN..... | | 55 |
| 3.1 | Objek Penelitian..... | 55 |
| 3.2 | Unit Analisis..... | 55 |
| 3.3 | Jenis Penelitian..... | 55 |
| 3.4 | Definisi Konseptual dan Definisi Operasional Variabel | 56 |
| 3.5 | Populasi dan Sampel | 61 |
| 3.6 | Metode Pengambilan Data | 63 |
| 3.7 | Instrumen Penelitian..... | 65 |
| 3.8 | Metode Analisis Data | 66 |
| 3.9 | Pengujian Instrumen Penelitian..... | 74 |
| BAB IV HASIL DAN PEMBAHASAN PENELITIAN | | 76 |
| 4.1 | Profil Responden..... | 76 |
| 4.2 | Analisa Deskriptif Variabel | 81 |
| 4.2.1 | Statistik Deskriptif Variabel <i>Leadership Styles</i> | 83 |
| 4.2.2 | Statistik Deskriptif Variabel <i>Workload</i> | 86 |
| 4.2.3 | Statistik Deskriptif Variabel <i>Organizational Culture</i> | 89 |
| 4.2.4 | Statistik Deskriptif Variabel <i>Service Quality</i> | 93 |
| 4.2.5 | Statistik Deskriptif Variabel <i>Organizational Performance</i> | 95 |
| 4.3 | Analisis Statistik Inferensial | 101 |

| | | |
|---------------------------------|--|-----|
| 4.3.1 | <i>Outer Model (Measurement Model)</i> | 101 |
| 4.3.1.1 | Pengujian Validitas..... | 104 |
| 4.3.1.2 | Pengujian Reliabilitas..... | 106 |
| 4.3.1.3 | Construct Validity..... | 108 |
| 4.3.1.4 | <i>Discriminant Validity</i> | 109 |
| 4.3.2 | <i>Inner Model (Structural Model)</i> | 111 |
| 4.3.2.1 | <i>Multicollinearity dan Variance Inflation Factor (VIF)</i> | 112 |
| 4.3.2.2 | <i>Coefficient of determination (R²)</i> | 113 |
| 4.3.2.3 | Nilai <i>effect size f-square (f²)</i> | 114 |
| 4.3.2.4 | <i>Q-square (Q²) Predictive Relevance</i> | 116 |
| 4.3.2.5 | Pengujian Hipotesis..... | 117 |
| 4.3.2.6 | Analisis Mediasi..... | 128 |
| 4.3.2.7 | Analisis <i>Importance-Performance (IPMA)</i> | 131 |
| 4.4 | Diskusi..... | 145 |
| BAB V KESIMPULAN DAN SARAN..... | | 154 |
| 5.1 | Kesimpulan | 154 |
| 5.2 | Implikasi Manajerial | 156 |
| 5.3 | Keterbatasan dan Saran bagi Penelitian Berikutnya | 160 |
| DAFTAR PUSTAKA | | 163 |
| DAFTAR LAMPIRAN | | 184 |

DAFTAR GAMBAR

Halaman

| | |
|---|-----|
| Gambar 2. 1 Competing Values Framework (Cameron & Quinn, 2011)..... | 30 |
| Gambar 2. 2 Model Penelitian Sebelumnya (Al-Bahussin & Elgaraihy, 2013).... | 50 |
| Gambar 2. 3 Model Penelitian Sebelumnya (Srivastava & Prakash, 2019)..... | 51 |
| Gambar 2. 4 Model Penelitian Sebelumnya (Fahlevi et al., 2022) | 51 |
| Gambar 2. 5 Model Penelitian Sebelumnya (Qasim Maqbool & Yusoff, 2018)... | 51 |
| Gambar 2. 6 Model Penelitian Sebelumnya (Alharbi, 2012)..... | 52 |
| Gambar 2. 7 Model Penelitian Sebelumnya (Cho et al., 2013)..... | 52 |
| Gambar 2. 8 Model Penelitian Sebelumnya (Govindaraju & Prihartono, 2014).. | 53 |
| Gambar 2. 9 Model Penelitian Sebelumnya (Maghsoud et al., 2022) | 53 |
| Gambar 2. 10 Conceptual Framework | 54 |
| Gambar 3. 1 Perhitungan Jumlah Sampel Minimal dengan G*Power®..... | 63 |
| Gambar 3. 2 Interpretasi IPMA..... | 74 |
| Gambar 4. 1 Outer Model Awal | 103 |
| Gambar 4. 2 Outer Model Valid..... | 104 |
| Gambar 4. 3 Inner Model..... | 112 |
| Gambar 4. 4 IPMA Variabel untuk Financial..... | 134 |
| Gambar 4. 5 Hasil IPMA Indikator untuk Financial | 135 |
| Gambar 4. 6 IPMA Variabel untuk Internal Process | 137 |
| Gambar 4. 7 Hasil IPMA Indikator untuk Internal Process | 138 |
| Gambar 4. 8 IPMA Variabel untuk Learning and Growth | 141 |
| Gambar 4. 9 Hasil IPMA Indikator untuk Learning and Growth | 142 |
| Gambar 4. 10 IPMA Variabel untuk Customer | 144 |
| Gambar 4. 11 Hasil IPMA Indikator untuk Customer | 145 |

DAFTAR TABEL

| | Halaman |
|--|----------------|
| Tabel 2. 1 Penelitian Terdahulu..... | 33 |
| Tabel 3. 1 Operasional Variabel | 57 |
| Tabel 3. 2 Bobot Nilai Alternatif Jawaban Kuesioner..... | 66 |
| Tabel 4. 1 Profil Responden (Perawat) | 76 |
| Tabel 4. 2 Profil Responden (Pasien)..... | 79 |
| Tabel 4. 3 Kategori Jawaban Responden | 82 |
| Tabel 4. 4 Statistik Deskriptif Variabel Leadership Styles..... | 83 |
| Tabel 4. 5 Statistik Deskriptif Variabel Workload..... | 86 |
| Tabel 4. 6 Statistik Deskriptif Variabel Organizational Culture..... | 89 |
| Tabel 4. 7 Statistik Deskriptif Variabel Service Quality | 93 |
| Tabel 4. 8 Tabel Indikator Financial..... | 95 |
| Tabel 4. 9 Tabel Indikator Internal Process..... | 96 |
| Tabel 4. 10 Statistik Deskriptif Job Satisfaction | 97 |
| Tabel 4. 11 Statistik Deskriptif Service Quality Pasien | 99 |
| Tabel 4. 12 Outer Loadings..... | 104 |
| Tabel 4. 13 Construct Reliability | 107 |
| Tabel 4. 14 Construct Validity..... | 108 |
| Tabel 4. 15 Heterotrait-Monotrait Ratio (HTMT)..... | 109 |
| Tabel 4. 16 Uji Multicollinearity..... | 112 |
| Tabel 4. 17 Hasil Nilai R-Square (R^2)..... | 113 |
| Tabel 4. 18 Hasil Uji f-square (f^2)..... | 115 |
| Tabel 4. 19 Hasil Uji Q-square (Q^2)..... | 117 |
| Tabel 4. 20 Sign and Significance of Path Coefficients..... | 118 |
| Tabel 4. 21 Hasil Uji Mediasi | 128 |
| Tabel 4. 22 IPMA Financial | 132 |
| Tabel 4. 23 IPMA Internal Process | 136 |
| Tabel 4. 24 IPMA Learning and Growth..... | 139 |
| Tabel 4. 25 IPMA Customer..... | 143 |

DAFTAR LAMPIRAN

| | Halaman |
|---|----------------|
| LAMPIRAN A ETHICAL APPROVAL | A-1 |
| LAMPIRAN B Surat Izin Penelitian..... | B-1 |
| LAMPIRAN C Introduction Letter ke RS Terkait..... | C-1 |
| LAMPIRAN D Informed Consent..... | D-1 |
| LAMPIRAN E Kuesioner Penelitian (Perawat) | E-1 |
| LAMPIRAN F KUESIONER PENELITIAN PASIEN..... | F-1 |
| LAMPIRAN G OUTER MODEL PLS-SEM | G-1 |
| LAMPIRAN H INNER MODEL PLS-SEM | H-1 |
| LAMPIRAN I HASIL UJI PLS-SEM..... | I-1 |
| LAMPIRAN J HASIL TES <i>TURNITIN</i> | J-1 |

