

ABSTRAK

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ANALISIS DAMPAK *ORGANIZATIONAL COMMITMENT* DAN *WORK-LIFE-BALANCE* TERHADAP *JOB PERFORMANCE* YANG DIMEDIASI OLEH *JOB SATISFACTION* DARI PERAWAT RUMAH SAKIT UMUM DAERAH X JAKARTA

(xv + 160 halaman; 24 tabel; 10 gambar; 12 lampiran)

Rumah sakit membutuhkan tenaga kesehatan dengan kinerja optimal untuk menjamin kualitas pelayanan yang baik, terutama perawat yang merupakan garda terdepan pelayanan kesehatan. Kinerja perawat yang optimal dapat meningkatkan keselamatan pasien, efisiensi operasional, serta kepuasan pengguna layanan kesehatan. Hal ini merupakan tantangan yang perlu dihadapi rumah sakit dalam menjaga kinerja perawat agar tetap optimal. Penelitian ini bertujuan untuk menganalisis pengaruh *organizational commitment* dan *work-life balance* terhadap *job performance* perawat di RSUD X Jakarta dengan mediasi *job satisfaction*. Metode penelitian menggunakan pendekatan kuantitatif dengan desain *cross-sectional* melalui penyebaran kuesioner kepada perawat Non-ASN yang telah bekerja minimal satu tahun di RSUD X. Penelitian ini melibatkan total 100 responden, yang terdiri dari 30 responden dalam studi pendahuluan dan 70 responden dalam studi aktual. Data dianalisis menggunakan *Partial Least Squares Structural Equation Modeling (PLS-SEM)*. Hasil penelitian menunjukkan bahwa *organizational commitment* dan *work-life balance* secara signifikan berpengaruh positif terhadap *job performance*, baik secara langsung maupun tidak langsung melalui *job satisfaction* sebagai mediator. Penelitian ini memberikan implikasi manajerial bagi pengelola rumah sakit untuk mempertahankan dan meningkatkan kinerja perawat secara efektif.

Referensi : 68 (2015-2025)

Kata Kunci : *Organizational Commitment, Work-Life Balance, Job Satisfaction, Job Performance, Perawat, Rumah Sakit*

ABSTRACT

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Examining the Impact of Organizational Commitment and Work-Life Balance on Nurses' Job Performance at Regional General Hospital X in Jakarta: The Mediating Role of Job Satisfaction
(xv+ 160 pages; 24 tables; 10 figures; 12 appendices)

Hospitals require healthcare professionals with optimal performance to ensure high-quality services, particularly nurses who serve as the frontline of patient care. Optimal nurse performance can improve patient safety, operational efficiency, and patient satisfaction. Maintaining this level of performance poses a significant challenge for hospital management. This study aims to analyze the influence of organizational commitment and work-life balance on the job performance of nurses at Regional Public Hospital X in Jakarta, with job satisfaction serving as a mediating variable. This research employed a quantitative approach with a cross-sectional design, using a structured questionnaire distributed to non-civil servant nurses who had been employed for at least one year at the hospital. The study involved a total of 100 respondents, comprising 30 participants in the preliminary study and 70 in the main study. Data were analyzed using Partial Least Squares Structural Equation Modeling (PLS-SEM). The findings indicate that both organizational commitment and work-life balance have a significant positive effect on job performance, both directly and indirectly through the mediation of job satisfaction. This study offers managerial implications for hospital administrators to effectively sustain and enhance nurse performance.

References: 68 (2015–2025)

Keywords: Organizational Commitment, Work-Life Balance, Job Satisfaction, Job Performance, Nurses, Hospital