

ABSTRAK

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ANALISA PENGARUH *BURNOUT*, *SATISFACTION WITH LIFE*, *RESILIENCE* DAN *STRESS* TERHADAP *JOB PERFORMANCE* YANG DIMEDIASI OLEH *WORK ENGAGEMENT* DAN *SELF-EFFICACY* PADA PERAWAT DI RUMAH SAKIT X

(xvi + 160 halaman; 10 gambar; 50 tabel; 11 lampiran)

Rumah sakit sering kali menghadapi tantangan dalam kinerja perawat yang dapat memengaruhi kualitas layanan kesehatan. Berdasarkan analisis dari *Google Review*, Rumah Sakit X di Bekasi Selatan mendapatkan keluhan dari pasien tentang pelayanan perawat yang lambat, kurang ramah, dan tidak responsif, yang menunjukkan adanya masalah dalam kinerja perawat. Penelitian ini bertujuan untuk mengkaji pengaruh *Burnout*, kepuasan hidup, resiliensi, dan stres terhadap kinerja kerja, dengan keterlibatan kerja dan kepercayaan diri (*self-efficacy*) sebagai variabel mediasi pada perawat. Metode cross-sectional digunakan untuk mengumpulkan data kuantitatif melalui kuesioner yang dimodifikasi dari alat ukur yang telah tervalidasi dari penelitian terdahulu. Data dikumpulkan secara purposive dari 105 perawat klinis di 11 departemen berbeda (seperti ICU, IGD, OK, VK, RWJ Padma, RWJ Kamala, RWI Padma, Talasemia, Kemoterapi, Hemodialisa, dan Radioterapi) di Rumah Sakit X dengan teknik sampling non-probabilitas. Perangkat lunak PLS-SEM kemudian digunakan untuk menganalisis 12 hipotesis yang mencakup pengaruh langsung dan tidak langsung antar variabel. Hasil menunjukkan adanya hubungan signifikan antara *Burnout*, kepuasan hidup, ketahanan, dan stres terhadap kinerja kerja, dengan keterlibatan kerja dan kepercayaan diri sebagai mediator di antara perawat di Rumah Sakit X. Temuan ini dapat memberikan implikasi manajerial yang bermanfaat bagi rumah sakit dalam meningkatkan kinerja perawat melalui pengelolaan *Burnout*, peningkatan kepuasan hidup, penguatan ketahanan, manajemen stres, serta optimalisasi keterlibatan kerja dan kepercayaan diri perawat. Ada keterbatasan dalam penelitian ini, disertai dengan rekomendasi untuk penelitian di masa mendatang.

Referensi : 71 (1995 – 2024)

Kata Kunci : *Job Performance, Burnout, Life satisfaction, Work engagement, Resilience, stress, self-efficacy*

ABSTRACT

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ANALYSIS OF THE INFLUENCE OF BURNOUT, SATISFACTION WITH LIFE, RESILIENCE, AND STRESS ON JOB PERFORMANCE MEDIATED BY WORK ENGAGEMENT AND SELF-EFFICACY IN NURSES AT HOSPITAL X

(xvi + 160 pages; 10 figures; 50 tables; 11 appendices)

Hospitals often face challenges in Nurse Performance that can affect the quality of healthcare services. Based on analysis from Google Review, Hospital X in South Bekasi received complaints from patients about slow, unfriendly, and unresponsive nurse services, indicating problems in Nurse Performance. This study aims to examine the influence of Burnout, satisfaction with life, Resilience, and stress on job Performance, with Work engagement and Self-efficacy as mediating variables for nurses. A cross-sectional method was used to gather quantitative data through a questionnaire modified from previously validated research tools. Data were purposively collected from 105 clinical nurses across 11 different departments (such as ICU, ER, OK, VK, Padma Outpatient, Kamala Outpatient, Padma Inpatient, Thalassemia, Chemotherapy, Hemodialysis, and Radiotherapy) at Hospital X using a non-probability sampling technique. The PLS-SEM software was then used to analyze 12 hypotheses covering direct and indirect effects between variables. The results show a significant relationship between Burnout, Life satisfaction, Resilience, and stress on job Performance, with Work engagement and Self-efficacy as mediators among nurses at Hospital X. These findings can provide beneficial managerial implications for hospitals in improving Nurse Performance through Burnout management, enhancing Life satisfaction, strengthening Resilience, stress management, as well as optimizing nurse Work engagement and self-efficacy. There are limitations in this study, accompanied by recommendations for future research.

References : 71 (1995 – 2024)

Key Words : Job Performance, Burnout, Life satisfaction, Work engagement, Resilience, stress, self-efficacy