

INTISARI

ASLINA. 2014. ANALISIS PENGARUH KEPUASAN, DISIPLIN, DAN STRESS KERJA TERHADAP KINERJA KARYAWAN DENGAN MOTIVASI KERJA SEBAGAI VARIABEL INTERVENING DI INSTALASI FARMASI RUMAH SAKIT DAERAH dr. SOEBANDI JEMBER. TESIS. FAKULTAS FARMASI. UNIVERSITAS SETIA BUDI.

Pelayanan kesehatan merupakan hal utama yang harus diperhatikan oleh Rumah Sakit. Tingkat kinerja di Instalasi Farmasi Rumah Sakit harus selalu dioptimalkan guna menjaga pelayanan kesehatan yang optimal pula. Tujuan dalam penelitian ini adalah menganalisis dan mengetahui pengaruh kepuasan, disiplin dan stress kerja terhadap kinerja melalui motivasi karyawan sebagai variabel *intervening* di IFRSD dr. Soebandi Jember.

Penelitian ini adalah penelitian *cross sectional*. Teknik sampling yang digunakan dalam penelitian ini adalah total sampling yang berjumlah 62 orang. Analisis yang dilakukan dalam penelitian ini adalah analisis regresi untuk menaksir hubungan kualitas antar variabel kepuasan, disiplin, dan stress kerja terhadap kinerja sebelum dan setelah intervensi variabel motivasi. Pengujian hipotesis menggunakan metode *path analysis*.

Hasil penelitian menunjukkan bahwa kepuasan kerja, disiplin kerja, dan stress kerja karyawan masing-masing mempunyai pengaruh yang signifikan dan positif terhadap kinerja staf di Instalasi Farmasi Rumah Sakit Daerah dr. Soebandi Jember. Kepuasan kerja, disiplin kerja, dan stress kerja karyawan masing-masing mempunyai pengaruh yang signifikan dan positif terhadap motivasi kerja staf di Instalasi Farmasi Rumah Sakit Daerah dr. Soebandi Jember. Kepuasan kerja, disiplin kerja, dan stress kerja karyawan terhadap kinerja staf di Instalasi Farmasi Rumah Sakit Daerah dr. Soebandi Jember dapat ditingkatkan melalui motivasi.

Kata kunci: kepuasan, disiplin, stress kerja, kinerja, motivasi.

ABSTRACT

ASLINA. 2014. ANALYSIS EFFECTS OF SATISFACTION, DISCIPLINE, AND WORK STRESS TO EMPLOYEE PERFORMANCE WITH MOTIVATION AS INTERVENING VARIABLE IN PHARMACY DEPARTMENT OF dr. SOEBANDI HOSPITAL JEMBER. THESIS. FACULTY OF PHARMACY. SETIA BUDI UNIVERSITY.

Health care is the main thing that must be considered by Hospital. Performance level in the Pharmacy Department of Hospital should always be optimized in order to maintain optimal health care. The purpose of this research was to analyze and determine the effects of satisfaction, discipline and work stress to employee performance with motivation as intervening variable in Pharmacy Department of Dr. Soebandi Hospital Jember.

The study was cross sectional study. Sampling technique used in this study was total sampling as 62 peoples. Analysis conducted in this study was regression analysis to assess quality relationship among variables of satisfaction, discipline, job stress to performance, pre and post-intervention of motivation variable. Hypotheses test using path analysis.

The results showed that each job satisfaction, work discipline, and work stress employee had significant and positive effect to employee performance in Pharmacy Department of Dr. Soebandi Hospital Jember. Each job satisfaction, work discipline, and work stress of employee had significant and positive effect to work motivation of employee in Pharmacy Department of Dr. Soebandi Hospital Jember. Job satisfaction, work discipline, and stress work of employee to employee performance in Pharmacy Department of Dr. Soebandi Hospital Jember could be improved through motivation.

Keywords: satisfaction, discipline, job stress, performance, motivation.