

RINGKASAN

Penelitian bertujuan menganalisis pengaruh beban kerja dan kepemimpinan berorientasi perubahan terhadap kinerja tenaga kesehatan di RSIA Budhi Asih, dengan kepuasan kerja sebagai mediator. Penelitian ini termasuk jenis penelitian *cross sectional* karena pengambilan data dilakukan dalam waktu bersamaan. Penentuan sampel dilakukan menggunakan metode *total sampling* (sensus), dengan jumlah 78 tenaga kesehatan. Data yang didapatkan dianalisis secara deskriptif dan inferensial menggunakan *Structural Equation Model Partial Least Square* (SEM PLS).

Hasil penelitian dan analisis menggunakan SmartPLS menunjukkan bahwa: (1) Beban kerja memiliki pengaruh negatif signifikan terhadap kinerja tenaga kesehatan, (2) Kepemimpinan berorientasi perubahan memiliki pengaruh positif signifikan terhadap kinerja tenaga kesehatan, (3) Beban kerja memiliki pengaruh negatif tidak signifikan terhadap kepuasan kerja, (4) Kepemimpinan berorientasi perubahan memiliki pengaruh positif signifikan terhadap kepuasan kerja, (5) Kepuasan kerja memiliki pengaruh positif tidak signifikan terhadap kinerja tenaga kesehatan, (6) Kepuasan kerja bukan merupakan mediator antara beban kerja terhadap kinerja tenaga kesehatan, (7) Kepuasan kerja bukan merupakan mediator antara kepemimpinan terhadap kinerja tenaga kesehatan.

RSIA Budhi Asih diharapkan melakukan penilaian beban kerja dan kinerja karyawan secara berkala, agar beban kerja sesuai dan menghasilkan kinerja yang optimal. Direktur rumah sakit dapat terus menggunakan gaya kepemimpinan berorientasi perubahan karena gaya kepemimpinan ini meningkatkan kepuasan dan kinerja tenaga kesehatan di RSIA Budhi Asih.

Kata Kunci: Beban kerja, Kepemimpinan Berorientasi Perubahan, Kinerja Tenaga Kesehatan, Kepuasan Kerja

SUMMARY

This study aims to analyze the effect of workload and change-oriented leadership on the performance of health workers at RSIA Budhi Asih, with job satisfaction as a mediator. This research is a cross sectional research. Determination of the sample was carried out using the total sampling method (census), with a total of 78 health workers. The data obtained were analyzed descriptively and inferentially using the Structural Equation Model Partial Least Square (SEM PLS).

Based on the results of research and data analysis using SmartPLS, it shows that: (1) Workload has a significant negative effect on the performance of health workers. (2) Change-oriented leadership has a significant positive effect on the performance of health workers, (3) Workload has an insignificant negative effect on job satisfaction, (4) Change-oriented leadership has a significant positive effect on job satisfaction, (5) Job satisfaction has a positive influence on job satisfaction. positive and not significant on the performance of health workers, (6) job satisfaction is not a mediator between workload on the performance of health workers, (7) job satisfaction is not a mediator between leadership and the performance of health workers.

RSIA Budhi Asih is expected to assess the workload and performance of employees on a regular basis, so that the workload is appropriate and produces optimal performance. Hospital directors can continue to use a change-oriented leadership style because this leadership style increases the satisfaction and performance of health workers at Budhi Asih Hospital.

Keyword: *Workload, Change Oriented Leadership, Health Worker Performance, Job Satisfaction*