

RINGKASAN

Penelitian ini merupakan penelitian survei pada perawat Rumah Sakit Umum Nirmala Purbalingga. Penelitian ini berjudul: “Analisis Pengaruh *Shift* Kerja, *Work-To-Family Conflict* dan *Family-To-Work Conflict* Terhadap Kepuasan Kerja dengan Stres Kerja Sebagai Variabel Mediasi (Studi pada Rumah Sakit Umum Nirmala Purbalingga)”.

Tujuan penelitian ini adalah untuk mengetahui pengaruh *shift* kerja, *work-to-family conflict* dan *family-to-work conflict* terhadap kepuasan kerja dan pengaruh stres kerja sebagai variabel mediasi bagi *shift* kerja, *work-to-family conflict* dan *family-to-work conflict* terhadap kepuasan kerja.

Populasi dalam penelitian ini adalah perawat Rumah Sakit Umum Nirmala Purbalingga yang bekerja dalam sistem *shift* kerja. Jumlah responden yang diambil dalam penelitian ini adalah 54 responden. Dalam menentukan responden digunakan metode *simple random sampling*.

Berdasarkan hasil penelitian dan analisis data dengan menggunakan regresi linear berganda, menunjukkan bahwa: (1) *Shift* kerja berpengaruh positif terhadap kepuasan kerja. (2) *Shift* kerja berpengaruh negatif terhadap stres kerja. (3) *Work-to-family conflict* berpengaruh negatif terhadap kepuasan kerja. (4) *Work-to-family conflict* berpengaruh positif terhadap stres kerja. (5) *Family-to-work conflict* tidak berpengaruh negatif terhadap kepuasan kerja. (6) *Family-to-work conflict* tidak berpengaruh positif terhadap stres kerja. (7) Stres kerja berpengaruh negatif terhadap kepuasan kerja. (8) Stres kerja memediasi pengaruh *shift* kerja terhadap kepuasan kerja. (9) Stres kerja memediasi pengaruh *work-to-family conflict* terhadap kepuasan kerja. (10) Stres kerja tidak memediasi pengaruh *family-to-work conflict* terhadap kepuasan kerja.

Implikasi dari kesimpulan di atas yaitu yang pertama, manajemen Rumah Sakit Umum Nirmala Purbalingga perlu mempertahankan dan meningkatkan upaya pengelolaan konflik. Dengan adanya pengelolaan konflik yang baik dapat meminimalkan terjadinya *work-to-family conflict* dan *family-to-work conflict*. Pihak manajemen perlu melakukan evaluasi terhadap para perawat mengenai adanya kemungkinan waktu kerja, tekanan kerja dan perilaku perawat yang dapat menimbulkan konflik. Kedua, pihak manajemen Rumah Sakit Umum Nirmala Purbalingga perlu mempertahankan dan meningkatkan sistem penetapan dan penjadwalan *shift* kerja. Manajemen juga perlu melakukan evaluasi penjadwalan *shift* kerja bagi setiap perawat sehingga perawat dapat memberikan saran dan dilibatkan dalam penetapan *shift* kerja agar perawat dapat terus merasakan kepuasan kerja dan meminimalisir terjadinya stres kerja dalam jangka panjang. Ketiga, manajemen Rumah Sakit Umum Nirmala Purbalingga perlu mempertahankan dan meningkatkan upaya pengelolaan stres kerja. Pihak manajemen perlu melakukan evaluasi dan pemantauan terhadap para perawat mengenai tekanan dan beban kerja yang dialami perawat.

Kata kunci: *shift* kerja, *work-to-family conflict*, *family-to-work conflict*, stres kerja, kepuasan kerja

SUMMARY

This research is a survey reaserch on nurses of Rumah Sakit Umum Nirmala Purbalingga. The title of this reasearch is “The Analysis of Impact of Shift Work, Work-To-Family Conflict and Family-To-Work Conflict on Job Satisfaction and The Mediating Effect of Job Stress (Study on Rumah Sakit Umum Nirmala Purbalingga)”.

The aims of this research are to find out the influence of shift work, work-to-family conflict and family-to-work conflict on job satisfaction and the mediating role of job stress on the impact of shift work, work-to-family conflict and family-to-work conflict on job satisfaction.

The population of this research is nurse on Rumah Sakit Umum Nirmala Purbalingga that is work in the shift work system. The amount of respondent on this research is 54 respondents. To determine the respondent, simple random sampling method was choosen.

Based on the research result and data analysis using multiple linear regression, it shows that: (1) Shift work has positive influence on job satisfaction. (2) Shift work has negative influence on job stress. (3) Work-to-family conflict has negative influence on job satisfaction. (4) Work-to-family conflict has negative influence on job stress. (5) Family-to-work conflict does not have negative influence on job satisfaction. (6) Family-to-work conflict does not have positive influence on job stress. (7) job stress has negative influence on job satisfaction. (8) Job stress mediates the influence of shift work on job satisfaction. (9) Job stress mediates the influence of work-to-family conflict on job satisfaction. (10) Job stress does not mediate the influence of family-to-work conflict on job satisfaction.

The implication of the conclusion above is the first, the management of Rumah Sakit Umum Nirmala Purbalingga need to maintain and increase the effort on the conflict management. With a good conflict management, it can minimalize the possibility of work-to-family conflict and family-to-work conflict. They also need to do an evaluation about the possibility of the work time, work strain and nurse behaviour that may cause some conflicts. Second, the management of Rumah Sakit Umum Nirmala Purbalingga need to maintain and upgrade the system of shift work scheduling program. They also need to do the evaluation of shift work scheduling program for each nurse, then nurse may give some suggestions and involved on the determination of shift work schedule so that nurse may feel satisfaction on the job constantly and minimalize the possibility of job stress in the future. Beside that, the comfortable and kinship work atmosphere need to be maintained and increased. Third, the management of Rumah Sakit Umum Nirmala Purbalingga need to maintain and increase the effort on the job stress management. They need to do an evaluation and monitoring for the nurses about the work pressure and work strain that experienced by the nurses.

Keywords: shift work, work-to-family, family-to-work conflict, job stress, job satisfaction.