

ABSTRAK

PENGARUH INSENTIF, PENGUKURAN KINERJA NON FINANSIAL DAN STRES KERJA TERHADAP KINERJA KARYAWAN SAAT PANDEMI COVID-19 PADA RUMAH SAKIT UMUM SWASTA

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Krisis ekonomi global terbesar yang melanda sejak tahun 2020 akibat dampak dari pandemi covid-19 menurunkan stabilitas seluruh perekonomian dunia khususnya di sektor kesehatan. Penelitian ini berusaha memberikan bukti empiris untuk menguji pengaruh insentif, pengukuran kinerja non finansial, dan stres kerja terhadap kinerja karyawan saat pandemi covid-19 di rumah sakit umum swasta. Adapun keterbaruan dari penelitian ini adalah mengajukan kebaruan dalam variabel insentif dan stres kerja dengan memodifikasi pertanyaan-pertanyaan dalam kuesioner yang disesuaikan dengan karakteristik rumah sakit. Selain itu, Penelitian ini berusaha mengetahui faktor-faktor apa saja yang menjadi permasalahan karyawan saat menghadapi pandemi covid-19, sehingga dapat menjadi acuan bagi pihak-pihak terkait dalam mempertahankan kinerja karyawan saat masa pandemi covid-19. Penelitian ini merupakan penelitian deskriptif dengan pendekatan kuantitatif. Berdasarkan hasil analisis data yang telah dilakukan, dapat disimpulkan bahwa variabel insentif, pengukuran kinerja non finansial dan stres kerja berpengaruh positif dan signifikan terhadap kinerja karyawan yang bekerja pada rumah sakit swasta di Bandar Lampung.

***Kata kunci** : insentif, pengukuran kinerja non finansial, stres kerja, kinerja karyawan, rumah sakit swasta*

ABSTRACT**THE EFFECT OF INCENTIVES, NON-FINANCIAL PERFORMANCE MEASUREMENTS AND WORK STRESS ON EMPLOYEE PERFORMANCE DURING THE COVID-19 PANDEMIC IN PRIVATE HOSPITALS****By****ERNI FEBRIANI**

The biggest global economic crisis that has hit since 2020 due to the impact of the co-19 pandemic has reduced the stability of the entire world economy, especially in the health sector. This study seeks to provide empirical evidence to test the effect of incentives, non-financial performance measurements, and work stress on employee performance during the Covid-19 pandemic in private public hospitals. The novelty of this study is to propose novelty in the variables of incentives and work stress by modifying the questions in the questionnaire according to the characteristics of the hospital. In addition, this study seeks to find out what factors are the problems of employees when dealing with the Covid-19 pandemic, so that it can be a reference for related parties in maintaining employee performance during the Covid-19 pandemic. This research is descriptive research with a quantitative approach. Based on the results of data analysis that has been done, it can be concluded that incentive variables, non-financial performance measures and work stress have a positive and significant effect on the performance of employees working in private hospitals in Bandar Lampung.

Keywords : *incentives, non-financial performance measurement, work stress, employee performance, private hospitals*