ABSTRAK

PENGARUH PENERAPAN PROTOKOL COVID-19 DAN BEBAN KERJA TERHADAP KINERJA PERAWAT DENGAN MOTIVASI KERJA SEBAGAI VARIABEL PEMEDIASI PADA PERAWAT RUMAH SAKIT DI LAMPUNG TIMUR

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Pandemi COVID-19 sebagai situasi yang penuh tekanan, menimbulkan tantangan yang belum pernah dialami oleh setiap perawat. Kinerja perawat dalam menangani kasus COVID-19 membuat perawat menjadi stres. Penyebabnya tingkat keahlian yang dituntut terlalu tinggi, kecepatan kerja mungkin terlalu tinggi, volume kerja mungkin terlalu banyak dari sebelum Pandemi COVID-19. Penelitian ini bertujuan mengkaji pengaruh penerapan protokol kesehatan COVID-19 dan beban kerja terhadap kinerja perawat yang dimediasi oleh motivasi. Penelitian ini menggunakan kuantaitif eksplanatif karena yang bertujuan untuk menguji hipotesis dalam bentuk hubungan antar variabel. Pengambilan data menggunakan kuesioner ditujukan kepada perawat rumah sakit di Lampung Timur, Indonesia. Sampel penelitian adalah 210 perawat rumah sakit di Lampung Timur yang dipilih secara *random* dari lima rumah sakit di Lampung Timur, yaitu RSUD Sukadana, RSU Permata Hati, RSIA Mawar, RSIA Ibunda, dan RSU Aka Medika Sribhawono Dompet Dhuafa. Teknik analisis menggunakan analisis jalur menggunakan bantuan *software* program AMOS 24. Hasil penelitian menunjukkan bahwa penerapan protokol kesehatan COVID-19 berpengaruh positif yang signifikan terhadap motivasi kerja dan kinerja perawat. Beban kerja berpengaruh negatif yang signifikan terhadap motivasi kerja dan kinerja perawat. Motivasi kerja berpengaruh positif yang signifikan terhadap kinerja perawat. Penerapan protokol kesehatan COVID-19 mempengaruhi positif kinerja perawat secara tidak langsung melalui motivasi kerja. Beban kerja secara tidak langsung berpengaruh negatif yang signifikan terhadap kinerja perawat melalui motivasi kerja. Hasil penelitian ini dapat menjadi rekomendasi manajemen rumah sakit dan Dinas Kesehatan mengatur beban kerja perawat pada distribusi pekerjaan agar tidak berlebihan, tidak lelah serta memberikan sanksi tegas apabila perawat mengabaikan penerapan protokol kesehatan COVID-19.

Kata Kunci: Penerapan Protokol Kesehatan COVID-19, Beban Kerja, Motivasi Kerja, Kinerja Perawat

ABSTRACT

THE EFFECT OF APPLICATION OF COVID-19 PROTOCOL AND WORKLOAD ON NURSE PERFORMANCE WITH WORK MOTIVATION AS A MEDIATION VARIABLE ON HOSPITAL NURSES IN LAMPUNG EAST

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The COVID-19 pandemic as a stressful situation poses challenges that have never been experienced by every nurse. The performance of nurses in handling COVID-19 cases makes nurses stressed. The reason is that the level of expertise required is too high, the speed of work may be too high, the volume of work may be too much compared to before the COVID-19 pandemic. This study aims to examine the effect of implementing the COVID-19 health protocol and workload on nurse performance which is mediated by motivation. This study uses explanatory quantitative because it aims to test hypotheses in the form of relationships between variables. Data collection using a questionnaire addressed to hospital nurses in East Lampung, Indonesia. The research sample was 210 hospital nurses in East Lampung who were randomly selected from five hospitals in East Lampung, namely Sukadana Hospital, Permata Hati Hospital, Mawar Hospital, Ibunda Hospital, and Aka Medika Sribhawono Dompet Dhuafa Hospital. The analysis technique used path analysis using the help of the AMOS 24 program software. The results showed that the implementation of the COVID-19 health protocol had a significant positive effect on the work motivation and performance of nurses. Workload has a significant negative effect on work motivation and nurse performance. Work motivation has a significant positive effect on nurse performance. The implementation of the COVID-19 health protocol positively affects the performance of nurses indirectly through work motivation. Workload indirectly has a significant negative effect on nurse performance through work motivation. The results of this study can be a recommendation for hospital management and the Health Service to regulate the workload in the distribution of work so that nurses are not excessive, not tired and provide strict sanctions if nurses ignore the implementation of the COVID-19 health protocol.

Keywords: Implementation of COVID-19 Health Protocol, Workload, Work Motivation, Nurse Performance