

ABSTRAK

Sumber daya manusia memiliki peran penting dalam mendukung kualitas pelayanan rumah sakit, khususnya perawat sebagai tenaga kesehatan yang berinteraksi secara langsung dengan pasien. Kepuasan kerja perawat dapat dipengaruhi oleh berbagai faktor, di antaranya kompetensi, beban kerja, dan *self-efficacy*. Penelitian ini bertujuan untuk mengetahui pengaruh kompetensi dan beban kerja terhadap *self-efficacy* serta dampaknya terhadap kepuasan kerja perawat di Rumah Sakit Muhammadiyah Bandung. Metode penelitian yang digunakan adalah metode kuantitatif dengan pendekatan deskriptif dan verifikatif. Populasi dalam penelitian ini adalah perawat di Rumah Sakit Muhammadiyah Bandung dengan jumlah sampel sebanyak 156 responden. Pengumpulan data dilakukan melalui penyebaran kuesioner, wawancara dan observasi. Teknik analisis data menggunakan analisis jalur (*path analysis*), analisis koefisien determinasi dan uji hipotesis. Hasil penelitian menunjukkan bahwa pada struktur I terdapat pengaruh secara simultan kompetensi dan beban kerja terhadap *self-efficacy* sebesar 52,5%. Secara parsial besarnya pengaruh kompetensi terhadap *self-efficacy* sebesar 34,0% dan pengaruh beban kerja terhadap *self-efficacy* sebesar 18,5%. Pada struktur II terdapat pengaruh kompetensi, beban kerja dan *self-efficacy* terhadap kepuasan kerja secara simultan sebesar 71,5%. Secara parsial pengaruh kompetensi terhadap kepuasan kerja sebesar 25,4%, pengaruh beban kerja terhadap kepuasan kerja sebesar 12,3% dan pengaruh *self-efficacy* terhadap kepuasan kerja sebesar 33,8%.

Kata Kunci: Kompetensi, Beban Kerja, *Self-Efficacy*, Kepuasan Kerja

ABSTRACT

Human resources play a crucial role in supporting the quality of hospital services, particularly nurses. Nurses' job satisfaction can be influenced by various factors, including competence, workload, and self-efficacy. This study aims to determine the influence of competence and workload on self-efficacy, as well as their impact on nurses' job satisfaction at Muhammadiyah Hospital in Bandung. The research method used was a quantitative approach with descriptive and confirmatory elements. The population for this study consisted of nurses at Muhammadiyah Hospital in Bandung, with a sample size of 156 respondents. Data collection was conducted through the distribution of questionnaires, interviews, and observations. Data analysis techniques included path analysis, determination coefficient analysis, and hypothesis testing. The results showed that in Structure I, competence and workload had a simultaneous effect on self-efficacy of 52.5%. Partially, the effect of competence on self-efficacy was 34.0%, and the effect of workload on self-efficacy was 18.5%. In Structure II, competence, workload, and self-efficacy simultaneously account for 71.5% of the variance in job satisfaction. Partially, the effect of competence on job satisfaction is 25.4%, the effect of workload is 12.3%, and the effect of self-efficacy is 33.8%.

Keywords: *Competence, Workload, Self-Efficacy, Job Satisfaction*