

ABSTRAK

Perawat merupakan tenaga profesional yang perannya sangat dekat dengan pasien selaku konsumen bagi rumah sakit. Perawat baik pria maupun wanita seringkali diteliti dan terbukti menghadapi *work-family conflict* yang dapat berdampak pada *job satisfaction* dan *job performance*. Selain itu telah diteliti sebelumnya bahwa *self-efficacy* dapat menjadi variabel moderator dalam hubungan langsung antara pengaruh *work-family conflict* terhadap *job performance*. Penelitian ini bertujuan mengetahui pengaruh langsung antara *work-family conflict* terhadap *job performance*, mengetahui pengaruh *work-family conflict* terhadap *job performance* yang dimediasi oleh *job satisfaction*, dan mengetahui pengaruh moderasi *self-efficacy* pada pengaruh antara *work-family conflict* terhadap *job performance*. *Work-family conflict* yang dimaksud dalam penelitian ini terbagi menjadi *work interference with family* dan *family interference with work* sesuai dengan konsep beberapa ahli. Hasil penelitian menunjukkan bahwa *work interference with family* berpengaruh negatif signifikan terhadap *job performance*, *family interference with work* berpengaruh negatif signifikan terhadap *job performance*, *work interference with family* berpengaruh negatif signifikan terhadap *job performance* melalui *job satisfaction*, *family interference with work* berpengaruh negatif signifikan terhadap *job performance* melalui *job satisfaction*. Penelitian ini juga menemukan bahwa *self-efficacy* terbukti tidak signifikan memoderasi hubungan langsung antara *work interference with family* terhadap *job performance* dan hubungan langsung antara *family interference with work* terhadap *job performance*.

Kata Kunci : *Work-Family Conflict, Job Performance, Job Satisfaction, Self-efficacy.*

ABSTRACT

Nurses are the professional workforce whose have roles that very close to the patient. Male and female nurses often researched and proven face work-family conflict that can be affect to their job satisfaction and job performance. The previous researches have also shown that self-efficacy could be moderator at the direct effect of work-family conflict on job performance. This study has the goal to know the direct effect of work-family conflict on job performance, the effect of work-family conflict on job performance through job satisfaction, and the moderation effect of self-efficacy on the direct effect of work-family conflict on job performance. Work-family conflict defined in this study is divided into work interference with family and family interference with work in according with the concept of experts. This study shown that work interference with family affect significant negatively on the job performance, family interference with work affect significant negatively on the job performance, work interference with family affect significant negatively on the job performance through job satisfaction, family interference with work affect significant negatively on the job performance through job satisfaction. This study also shown that self-efficacy is not significant moderating the direct effect of work interference with family on job performance and the direct effect of family interference with work on job performance.

Keywords: Work-Family Conflict, Job Performance, Job Satisfaction, Self-efficacy.