

PENGARUH KONFLIK, KEPUASAN KERJA DAN STRESS KERJA TERHADAP  
KINERJA TENAGA MEDIS  
(STUDI DI LINGKUNGAN LAYANAN FASILITAS KESEHATAN, JAKARTA  
BARAT)

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This study aims to determine the effect of work conflict, job satisfaction and work stress on the performance of medical personnel. The population in this study were medical personnel including doctors, nurses, midwives, nutritionists, laboratory analysts, radiographers, and pharmacists. This research was limited to respondents of medical personnel who worked in Health Care Facilities in the West Jakarta Region. The Sampling method uses purposive sampling with a non-random sampling technique, as many as 205 respondents. The method of data collection is done by distributing questionnaires online. Data processing uses software Lisrel 22 for structural equation model (SEM). The results of the research hypothesis show there are significant effects of conflict, job satisfaction and work stress on the performance of medical personnel. Of the three variables, which most influence the performance of medical personnel is the variable job satisfaction.

Keywords : Work Conflict, Job Satisfaction, Job Stress, Performance