

ABSTRAK

**PENGARUH BEBAN KERJA DAN LINGKUNGAN KERJA TERHADAP
KINERJA PEGAWAI DENGAN KEPUASAN KERJA SEBAGAI
VARIABEL MEDIASI**

(Studi pada Pegawai Puskesmas La'o di Manggarai NTT)

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Penelitian ini bertujuan (1) untuk menguji pengaruh beban kerja terhadap kinerja pegawai, (2) untuk menguji pengaruh lingkungan kerja terhadap kinerja pegawai, (3) untuk menguji kepuasan kerja pegawai terhadap kinerja pegawai, (4) untuk menguji pengaruh beban kerja terhadap kinerja pegawai dengan dimediasi oleh kepuasan kerja pegawai, (5) untuk menguji pengaruh lingkungan kerja terhadap kinerja pegawai dengan dimediasi oleh kepuasan kerja pegawai. Desain penelitian yang digunakan dalam penelitian ini adalah deskriptif kuantitatif dan menggunakan teknik *purposive sampling*. Data dikumpulkan melalui survei online terhadap pegawai Puskesmas La'o di Manggarai, Nusa Tenggara Timur. Jumlah sampel sebanyak 76 responden. Data penelitian dianalisis menggunakan *Partial Least Square (PLS)*, yakni salah satu teknik *Structural Equation Modeling (SEM)* dengan menggunakan perangkat lunak *SmartPLS* versi 4. Hasil penelitian menunjukkan (1) beban kerja berpengaruh negatif terhadap kinerja pegawai, (2) lingkungan kerja berpengaruh positif pada kinerja pegawai, (3) kepuasan kerja berpengaruh positif terhadap kinerja pegawai, (4) kinerja pegawai terhadap kepuasan kerja pegawai memediasi beban kerja, (5) kinerja pegawai terhadap kepuasan kerja pegawai memediasi lingkungan kerja.

Kata kunci: Beban Kerja, Lingkungan Kerja, Kinerja Pegawai, Kepuasan Kerja.

ABSTRACT

***THE INFLUENCE OF WORKLOAD AND WORK ENVIRONMENT ON
EMPLOYEE PERFORMANCE WITH JOB SATISFACTION AS A
MEDIATION VARIABLE***

(Study of La'o Community Health Center Employees in Manggarai, NTT)

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This research aims (1) to test the effect of workload on employee performance, (2) to test the effect of the work environment on employee performance, (3) to test employee job satisfaction on employee performance, (4) to test the effect of workload on employee performance mediated by employee job satisfaction, (5) to examine the influence of the work environment on employee performance mediated by employee job satisfaction. The research design used in this research is descriptive quantitative and uses purposive sampling techniques. Data was collected through an online survey of La'o Community Health Center employees in Manggarai, East Nusa Tenggara. The total sample was 76 respondents. Research data was analyzed using Partial Least Square (PLS), which is a Structural Equation Modeling (SEM) technique using SmartPLS version 4 software. The research results show (1) workload has a negative effect on employee performance, (2) the work environment has a positive effect on employee performance, (3) job satisfaction has a positive effect on employee performance, (4) employee performance on employee job satisfaction mediates workload, (5) employee performance on employee job satisfaction mediates the work environment.

Keywords: Workload, Work Environment, Employee Performance, Job Satisfaction.