

ABSTRAK

Tujuan dari penelitian ini adalah untuk menganalisis peningkatan kinerja pelayanan melalui pelatihan, *conscientiousness*, motivasi kerja dan *organization climate*. Populasi dari penelitian ini adalah seluruh perawat yang ada di enam puskesmas terbaik rawat inap Kabupaten Demak yang berjumlah 80 perawat. Metode pengambilan sampel menggunakan metode sensus.

Hasil pengujian hipotesis menunjukkan bahwa pelatihan pengaruh positif dan signifikan terhadap *organization climate*, semakin baik pelatihan yang diberikan maka semakin tinggi *organization climate*. *Conscientiousness* berpengaruh positif dan signifikan terhadap *organization climate*, semakin baik *conscientiousness* maka semakin tinggi *organization climate*. Motivasi kerja berpengaruh positif dan signifikan terhadap *organization climate*, semakin tinggi motivasi kerja maka semakin tinggi *organization climate*. *Organization climate* berpengaruh positif dan signifikan terhadap kinerja pelayanan. Pelatihan tidak berpengaruh terhadap kinerja pelayanan. *Conscientiousness* berpengaruh dan signifikan terhadap kinerja pelayanan. Motivasi kerja tidak berpengaruh terhadap kinerja pelayanan .

Hasil analisis variabel mediasi dengan menggunakan uji Sobel, menemukan bahwa *organization climate* mampu memediasi pengaruh *conscientiousness* terhadap kinerja pelayanan, semakin tinggi *organization climate* maka akan meningkatkan pengaruh *conscientiousness* terhadap kinerja pelayanan

Kata kunci : Pelatihan, *conscientiousness*, motivasi kerja, *organization climate*, kinerja pelayanan.

ABSTRACT

The purpose of this study was to analyze the improvement of service performance through training, conscientiousness, work motivation and organization climate. The population of this study were all nurses in the six best health centers hospitalized in Demak Regency, amounting to 80 nurses. The sampling method uses the census method

The results of hypothesis testing show that the training has a positive and significant influence on the organization climate, the better the training provided, the higher the organization climate. Conscientiousness has a positive and significant effect on the organization climate, the better the conscientiousness, the higher the organization climate. Work motivation has a positive and significant effect on the organization climate, the higher the work motivation, the higher the organization climate. Organization Climate has a positive and significant effect on service performance. Training does not affect service performance. Organization climate has an effect and significant on service performance. Work motivation does not affect service performance.

The results of the mediation variable analysis using the Sobel test, found that the organization climate was able to mediate the influence of conscientiousness on service performance, the higher the organization climate it would increase the influence of conscientiousness on service performance.

Keywords : Training, conscientiousness, work motivation, organization climate, service performance.