Tesis ini dipersembahkan kepada semua pihak yang telah mendo'akan,membantu, dan memotivasi penulis.

ABSTRACT

The purpose of this study are : (1) To determine the effect of nurse workload towards nurse job satisfaction, (2) To determine the effect of nurse workload towards caring behavior, (3) To determine the effect of nurse job satisfaction on patient satisfaction, (4) To determine the effect of caring behavior towards patient satisfaction, and (5) To determine the effect of nurse workload towards patient satisfaction.

This Confirmatory study, came with population from two sources consisted of 96 nurses who were work in morning shift and 240 patients. The 60 permanent nurses and the patient population is the sample in this research. This case because a nurse is handling 4 patients.

The technique of collecting data using questionnaires from four variables given to the nurses and patients with same indicators but different questions. SEM-PLS used with WarpPLS is the analysis technique for the research. The result show that the direct influence of the nurse workload towards patients satisfaction is stil greater and significant ($p<0.01$) according to both nurses and patients (-0.38 and -0.19) than trough either mediation using nurse job satisfaction (-0.19 and -0.18) as well as caring behavior (-0.10 and -0.05). Thus job satisfaction of nurses and caring behavior mediates the effect of workload of nurses to patients in partial satisfaction.

Key Words : Workload, Job Satisfaction, Caring Behavior, Patient Satisfaction