

## **ABSTRACT**

*Hospitals as health service institutions that organize health services have the responsibility to provide satisfactory services to patients. Work discipline by hospital employees is very closely related to the services that will be produced by the hospital. Where every patient wants to get fast and precise service by hospital employees, with good work discipline possessed by employees, this will be achieved. There is a phenomenon of an imbalance in the workload carried out with the number of employees, and data on the problem of increasing absenteeism in employees at Kartini Rangkasbitung Hospital is obtained. Supported by the presence of stress in work that can affect work discipline.*

*Based on the discovery of phenomena and problems that are the background of this study, the purpose of this study is to determine the effect of workload and work stress on work discipline at Kartini Rangkasbitung Hospital.*

*This study uses a quantitative approach method with a causal investigation type (cause and effect). The population analyzed in this study were employees of Kartini Rangkasbitung Hospital. The sampling technique used was the probability sampling technique with the proportionate stratified random sampling method which was divided into three categories of work units, namely medical personnel, health personnel, and administrative personnel. Data were collected using a questionnaire distributed via Google Form, which was then processed using SEM-PLS analysis with the SmartPLS application version 4.1.1.1.*

*Based on this study, it was found that workload has a negative influence on work discipline, while work stress does not have an influence on work discipline at Kartini Rangkasbitung Hospital.*

*Based on the research results, it is suggested that RS Kartini Rangkasbitung can simplify overly complex tasks with clear instructions, then evaluate the level of workload assigned to employees, conduct routine counseling activities to support employee emotions and also encourage leaders to show empathy and concern for employees, also encourage the creation of open communication between leaders and coworkers, provide a reward system to increase compliance with punctuality. Then, ensure that each employee complies with every work procedure that has been determined*

**Kata Kunci:** *Workload, Work Stress, Work Discipline*