

THE EFFECT OF LOAD, STRESS AND JOB SATISFACTION ON THE PERFORMANCE OF HEALTH WORKERS IN THE NURSING HOME UNIT

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Abstract. Low performance of healthcare workers can reduce the quality of hospital services. The aim of this study is to provide an overview about effect of workload, work stress, and job satisfaction to healthcare workers, and how these factors affect their performance, particularly among nurses and midwives in the inpatient unit of Palmatak Regional Public Hospital (RSUD Palmatak), Anambas Islands, Riau Islands. This is a quantitative study using a cross-sectional data collection approach conducted from June to July 2025. The study sample consisted of 30 respondents with independent variables were workload, work stress, and job satisfaction, while the dependent variable was the performance of healthcare workers. The data were analyzed using univariate, bivariate (Chi-Square), and multivariate (Logistic Regression) analyses. The results showed that In the inpatient ward of RSUD Palmatak, low workload was reported in 66.7% of respondents, low job stress in 73.3%, high job satisfaction in 76.6%, and good performance in 70%. Bivariate analysis revealed a significant influence of workload, job stress, and job satisfaction on healthcare worker performance ($p < 0.05$). Multivariate analysis indicated that job satisfaction was the most influential factor affecting healthcare worker performance.

Keywords: Workload, Stress, Job Satisfaction, Performance, Health Workers, Inpatient

I. INTRODUCTION

Such a rapid transformation and very fierce competition, an organization must pay more attention to and value human resources, because they are one of the important factors in the organization. Therefore, an appropriate human resource management system is the key to achieving organizational goals. Human resources that develop in an organization is an important process in improving the quality and ability of individuals to achieve the goals of the organization. The achievement of organizational goals can be maximized if supported by optimal performance (Nabawi, 2019). Cahyati and Adelia (2024) stated that to achieve optimal performance, an organization must understand its various strengths and weaknesses as a basis for improving and maintaining productivity in order to optimize organizational performance to achieve common goals.

Performance is also defined as the end result of an activity, performance can also be said to be an output of a certain process carried out by all components of the organization towards certain sources used (*input*), thus, a performance is also the result of a series of activity processes carried out to achieve certain organizational goals (Kosasih, 2021). According to Budiyanto (2019), performance is work behavior that is related to people involved in an organization and can be described through a work evaluation system. A performance can be seen and assessed from the ability to complete work well based on the knowledge and skills possessed by the individual. According to Cahyati and Adelia (2024), performance has a meaning as the result of work

achieved by a person in carrying out a job that is charged to him based on his expertise, experience, and time spent. In several studies, performance is influenced by several factors, including workload, work stress and job satisfaction (Damayanti et al., 2021; Nabawi, 2019).

Workload refers to a number of tasks or jobs that an individual needs to complete in a certain period of time. Excessive workload can result in burnout, which ultimately affects employee performance. On the other hand, a balanced distribution of workload can increase efficiency and effectiveness in the work done (Nabawi, 2019). Research conducted by Usmanto (2022) states that excessive workload can negatively impact individuals in general, namely causing physical and mental fatigue and causing emotional reactions such as headaches, indigestion, and easy to get emotional. On the other hand, a very light workload is also likely to reduce activities that cause boredom. Boredom in the work done or minimal work leads to a lack of focus in carrying out tasks, so it has the potential to be dangerous. In a study conducted by Sonia et al. (2023), it was revealed that nurses at the Inpatient Installation of Sundari Medan General Hospital faced a high workload of 60.9%, while research by Liestyaningrum (2024) indicated a high workload in nurses of around 33.3%.

Work stress is a psychological condition that arises when work demands exceed the individual's capacity to deal with it (Awalia et al., 2019). Work stress has a negative effect on performance in doing work (Damayanti et al., 2021). When a stress reaches an excessive level, the worker's performance tends to experience a significant decline that can hinder the

performance of tasks and responsibilities in the job. In addition, work stress is a prevalent health issue and is often reported by workers in various parts of the world (Elizar et al., 2020). A survey conducted by *Princeton Survey Research Associates* found that three out of four Americans say that nurses today have higher levels of stress than nurses who worked in the previous year. Meanwhile, the results of a study conducted by the *Labour Force Survey* found that there are 440,000 cases of work-related stress in the United Kingdom with a rate of 1,380 cases per 100,000 nurses who experience stress. (Elizar et al., 2020). In the results of a study conducted by Febriani (2017), moderate work stress was 86.2%, light work stress was up to 13.8% in the inpatient room in the regional psychiatric care department of South Sulawesi Province, this is suspected to show that the impact of work stress on the physiological, psychological and behavioral health of nurses is very large. Quality care in hospitals really needs the role of health workers in it so that they have a vital role in serving patients within 24 hours.

Job satisfaction is a condition that reflects an individual's feeling of satisfaction or dissatisfaction with something he or she does, thus this needs to receive more attention from the organization's management. Management can encourage human resources to work productively in doing their tasks, namely by increasing job satisfaction so that they can maintain it (Mokodompit, 2021). Low job satisfaction rates in nurses in various hospitals are a common problem in many countries. In Ethiopia, out of 416 nurses, only 54% are satisfied with their work (Gedif et al., 2018). Similar conditions also occur in Indonesia, where nurses' job satisfaction is still classified as unsatisfactory. In Manado, for example, 51.7% of nurses felt dissatisfied with their work while only 48.3% felt satisfied (Barahama, 2019). Another study in Padang showed that 51.4% of nurses felt job dissatisfaction (Halijah, 2021).

The results of the interview with the Director of Palmatak Hospital revealed that currently the hospital is facing challenges in optimizing the performance of health workers, especially inpatient nurses, the management of Palmatak Hospital noted that there is a turnover rate and an increase in the number of complaints from patients and patients' families related to services. This condition is strongly suspected to be related to the high workload, stress experienced by health workers, and decreased job satisfaction which has an impact on the performance of health workers in inpatient units.

II. RESEARCH METHODS

This research is a case study research using a quantitative cross-sectional research with a descriptive verification method. Data collection was carried out only once on each respondent to assess various independent and dependent variables. The location of the research was carried out at Palmatak Hospital, Anambas Islands, Riau Islands from June - July 2025 with a sample to be studied which was a total population of 30 people consisting of 18 nurses and 12 inpatient midwives. Exclusion criteria were nurses and midwives in the inpatient unit who experienced serious health

conditions that interfered with their performance, who were on leave or not working during the study period, and c.

Respondents who did not complete or refused to fill out the questionnaire completely. In this study, the independent variables (X) studied were Workload and Job Stress, Job Satisfaction and the dependent variable (Y) in this study was Performance. Data collection was carried out using questionnaires that had been tested for validity and reliability. Data analysis in this study was carried out univariately, bivariately using the Chi-Square test, and multivariately using the logistic regression test. Data processing was carried out with the help of the SPSS 25 application. Data measurement used a Likert scale, scores > mean, then classified as satisfied/high and answer scores < mean then classified as dissatisfied/low. Univariate analysis to describe the characteristics of respondents and the description of each variable. Bivariate analysis was used to find the relationship between each independent variable of health worker performance. Multivariate analysis was used to find the independent variables that most influenced the performance of health workers at Palmatak Regional Hospital.

III. RESULT AND DISCUSSION

Based on the results of univariate analysis, it can be seen in Table 1.

Tabel 1. Karakteristik Responden

Characteristic	Frequency	Presentase
Gender		
Male	3	10.0
Famale	27	90.0
Total	30	100.0
Age		
20-25 Years	6	20.0
26-30 Years	8	26.7
31-39 Years	14	46.7
40-45 Years	2	6.7
Total	30	100.0
Education		
D3Nursing	17	56.6
Ners	3	10.0
D3 Midwifery	10	33.3
Total	30	100.0
Long Time Working		
< 5 Years	10	33.3
> 5 Years	20	66.7
Total	30	100.0

In the results of the study, an overview of the characteristics of the respondents was obtained as in table 1, the majority of the sample was female as many as 27 people or 90% of all respondents and the rest were men as many as 3 people or 10% of the total respondents, the characteristics were dominated by the age group of 31-39 years old as many as 14 people or 46.7% of the total sample. In the age group of

20 – 25 years there are 6 people (20%), in the age group of 26 – 30 years there are 8 people (26.7%) and in the group of 40 – 45 years with the least number of 2 people (6.7%), the picture of 30 respondents of health workers, data shows that as many as 56.6% have a background in DIII Nursing followed by DIII Midwifery as much as 33.3%, and the educational background of nurses as much as 10% and from 30 samples of health workers showed that as many as 66.7% had worked for more than 5 years and respondents who worked for less than 5 years as much as 33.3%.

Tabel 2. Univariate Analysis

Variable	Frequency	Presentase
Workload		
Low	20	66.7
High	10	33.3
Total	30	100.0
Work Stress		
Low	20	66.7
High	10	33.3
Total	30	100.0
Job Satisfaction		
Rendah	7	23.3
Tinggi	23	76.7
Total	30	100.0
Performance		
Bad	9	30.0
Good	21	70.0
Total	30	100.0

From table 2, the results were obtained as many as 66.7% of respondents admitted to having a low workload and respondents felt high workload as much as 33.3%, of the 30 respondents the majority of work stress was low, namely as many as 20 respondents (66.7%) and 10 respondents felt high work stress (33.3%), as many as 76.7% of respondents had high job satisfaction and respondents who felt low job satisfaction as much as 23.3% and as many as 70.0% of respondents had good performance and as much as 30.0% respondents have poor performance.

The results of the analysis between the variables of work stress and the performance of health workers showed that of the 20 respondents with low levels of work stress, 18 respondents (90.0%) had good performance and 2 respondents (10.0%) had poor performance. Meanwhile, of the 10 respondents with high levels of work stress, 7 respondents (70.3%) had poor performance and 3 respondents (30.0%) showed good performance. The results of the study showed that there was a significant influence between work stress and the performance of health workers, which was indicated by a significance value of $p = 0.002$ ($p < 0.05$). The results of the analysis between the variables of job satisfaction and the performance of health workers showed that of the 5

respondents with low levels of job satisfaction, 5 respondents (55.6%) had poor performance, and 0 respondents (0.0%) had good performance. Meanwhile, of the 25 respondents with high levels of job satisfaction, 21 respondents (84.0%) showed good performance and only 4 respondents (16.0%) had poor performance. The results of the study showed that there was a significant influence between the variables of job satisfaction and the performance of health workers, which was indicated by a significance value of $p = 0.001$ ($p < 0.05$) dapat dilihat Tabel 3.

Table 3. Multivariate Analysis with Logistic Regression Test

	B	Sig.	OR	95 % C.I	
				Lower	Upper
Workload	-.874	.040	.417	.181	.961
Stress	-.332	.029	.718	.533	.966
Job Satisfaction	.380	.016	1.463	1.074	1.993
Constant	4.045	.349	57.085		

Based on Table 3. Through logistic regression, the results of the influence of each independent variable on the performance of health workers were obtained. This model includes three variables: workload (X1), work stress (X2), and job satisfaction (X3). The job satisfaction variable is the variable that has the most influence on the dependent variable with a significance value of 0.016. Thus, the variable that has the most influence on the performance of health workers is job satisfaction with an OR value of 1.463 times better than low job satisfaction with a 95% CI value of (1.074 -1.993). The results showed that there was a significant influence between workload and the performance of health workers as shown by the significance value $p = 0.030$ ($p < 0.05$). This indicates that the hypothesis that there is an influence of workload on the performance of health workers is acceptable. An Odds Ratio (OR) value of 0.118 indicates that healthcare workers with low workloads have a greater chance of performing well compared to those with high workloads. In other words, high workload reduces the chances of optimal performance in health workers. This result was strengthened by a 95% Confidence Interval (CI) value of 0.020 to 0.686, thus confirming that the influence is statistically significant. This is in line with Sari et al. (2021) who stated that high workloads tend to reduce the performance of health workers due to the physical and mental fatigue caused. Excessive workload can trigger stress, fatigue, and the inability of health workers to complete tasks optimally (Putra & Hartati, 2020). From Management Theory, the researcher has examined that the leadership has carried out the management function of *planning* and *organizing* by establishing policies such as fair working hours and divided into 3 shifts with the number of nurses proportional to the number of patients in the hospital, so that the *actuating* function The workload on nurses in inpatient units is mostly low. Thus, the researcher argues that hospital management needs to pay attention to the proportionate distribution of workload so that there is no excessive accumulation of tasks in certain nurses. This step is

expected to minimize the risk of performance degradation while improving the overall quality of health services.

The results of the study found that there was a significant influence between work stress and the performance of health workers, which was shown by the significance value of $p = 0.002$ ($p < 0.05$). This shows that the hypothesis that there is an effect of work stress on the performance of health workers is acceptable. An Odds Ratio (OR) value of 0.048 indicates that health workers with low levels of work stress have a significantly greater chance of having a good performance compared to health workers who experience high work stress. In other words, a high level of work stress will decrease the chances of health workers to have good performance. This is reinforced by the 95% Confidence Interval (CI) value of 0.007-0.349 thus emphasizing that this influence is statistically significant. This research is in line with Fitriani and Lestari (2020) who explain that the influence of work stress on performance can be influenced by social support, work experience, and conflict management skills in the work environment. Under certain conditions, health workers who have good coping skills (stress management strategies), as well as support from colleagues and superiors, can still show optimal performance even though they are under high work pressure, researchers have examined that hospital management has implemented *actuating* and *controlling* management functions where the job satisfaction of nurses in the Inpatient Unit is mostly high and has good performance. Thus, the researcher argues that increasing job satisfaction needs to be a concern for hospital management through strategies such as providing a fair reward system, creating a conducive work climate, and providing career development opportunities. These measures are expected to increase nurses' job satisfaction which ultimately has an impact on improving the quality of overall health services.

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needs to be a concern for hospital management through strategies such as providing a fair reward system, creating a conducive work climate, and providing career development opportunities. These measures are expected to increase nurses' job satisfaction which ultimately has an impact on improving the quality of overall health services.

IV. CONCLUSIONS

From the results of this study, it can be concluded that in the inpatient unit of Palmatak Hospital, low workload (66.7%), low work stress (73.3%), high job satisfaction (76.6%), and good performance (70%) were obtained. In bivariate analysis, it was found that there was a significant influence between workload, work stress, job satisfaction and the performance of health workers ($p < 0.05$). Multivariate analysis shows that the variable of job satisfaction is the variable that has the most influence on the performance of health workers.

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