Analysis of Factors Affecting Nurse Performance

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Abstract

The problem is the factors that affect performance, namely, workload, work stress, and work environment with a sample of 60 respondents. The method used is Multiple Linear Regression. The results show that work stress and work environment have a significant effect on performance, conversely workload does not have a significant effect on performance. This means that the higher the level of workload, the lower the performance produced by employees. The implication is that work stress and work environment must provide employee comfort in doing their work so that they do not have high work stress in working due to busy working hours, noise, non-conducive room temperature and conflicts and pressures in this Hospital. The work environment provides safe comfort so that employees are not disturbed in doing their work.

Keywords: *Workload; Job Stress, Work Environment, Performance*

INTRODUCTION

Human Resource performance management in hospitals is a crucial aspect in ensuring the provision of quality health services.will provide better service to patients. From doctors, nurses, to administrative staff, all have a role in providing a positive patient experience.Leaders must pay attention to employee conditions well. One of the factors that affects employee performance is work stress.

Work stress occurs due to a condition of tension that creates physical and psychological imbalance, which affects emotions, thought processes, and the condition of an employee. Symptoms of stress can be seen with direct impacts in the form of dissatisfaction, tension, anxiety, irritability, boredom, and procrastination (Rivai, 2011).

In addition to work stress, there are other factors that affect performance, namely workload. Workload is the length of time a person performs work activities according to the ability and work capacity concerned without showing signs of fatigue. Workload refers to the amount of work that must be handled by a position or organizational unit, which is calculated as the result of multiplying the volume of work and the established time norm ((2010). One of the factors that can hinder employee performance in a company is the existence of a workload that may be too large for employees, which can then cause work stress. Not always employees who have a large volume of work will experience work pressure, while employees with a smaller volume of work can also experience the same thing.

The work environment itself is defined as everything that is around workers that can influence them in carrying out the tasks they are assigned to.(Nitisemito, 2014:46). In general, organizations expect their employees to give good performance, but poor performance can arise from dissatisfaction with their work environment. Work environment factors according toSimamora (2014:83)can be divided into two.

First is the physical environment or workplace: ventilation, lighting, layout, and equipment; and second is the psychosocial condition or treatment received, a workplace that facilitates the social interaction created can have a positive effect on employee work performance.

Hospital is an institution in the service sector that provides many services to the community, because of the many services provided, the Hospital requires quality human resources, including nurses. Nurses must work every day and serve patients 24 hours so that nurses must have expertise in their fields in order to provide good service. Nurses are required to be able to understand each patient's complaint, pay attention to patient needs, handle patients according to procedures and care for patients with full responsibility. Some hospitals in Padang City are Bunda Padang Hospital with type C Hospital.

LITERATURE REVIEW

The theoretical basis is one of the important things in a research, because it is the basis or foundation of the research, namely, workload, work stress, work environment and performance.

Workload

It is important for every organization or company to pay attention to workload, because it has a direct impact on employee productivity and their comfort while working. According to research byDanang, (2012), excessive workload can cause stress due to several factors, such as demands for too high a skill level, excessive work speed, and excessive work volume.

Job Stress

Job stress is an internal and external response or process that reaches a level of physical and psychological tension that exceeds an employee's ability. Furthermore, job stress is explained as a feeling of pressure experienced by employees when facing work, or when facing tasks that exceed their abilities ((2015).SWork stress occurs due to a condition of tension that creates a physical and psychological imbalance, which affects the emotions, thought processes and condition of an employee and too much stress can threaten a person's ability to deal with the environment.(Rivai, 2011).

Work environment

The work environment can affect employee performance positively and directly. A good work environment can increase company productivity, because it can affect the way employees view and behave. A good work environment can provide work motivation for employees, so that they can complete their workload better. The work environment can be interpreted as the entirety of the tools faced, the surrounding environment where a person works, his work methods, as an influence on his work both as an individual and as a group ((Afandi, 2016).

Emplyee performance

Employee performance can be described as the result of work efforts contributed by individuals to the organization in their workplace, which is evaluated according to criteria set by the company (Robbin and Judge,2017). Besides that,Private(2011) Private (2011)defines performance as the achievement or accomplishment of a person in carrying out his duties in accordance with the standards set by the company. According toRegen. R et al (2023),performance includes a series of actions or activities carried out by individuals or groups in a certain period to achieve the goals of the organization that have been set. From these various definitions, performance becomes a key factor that influences the success of an organization in achieving its goals, and reflects the ability of individuals or groups to carry out their responsibilities in the workplace with results that are in accordance with expectations.

Based on the variables that have been put forward, a conceptual framework was created, namely:

Conceptual Framework
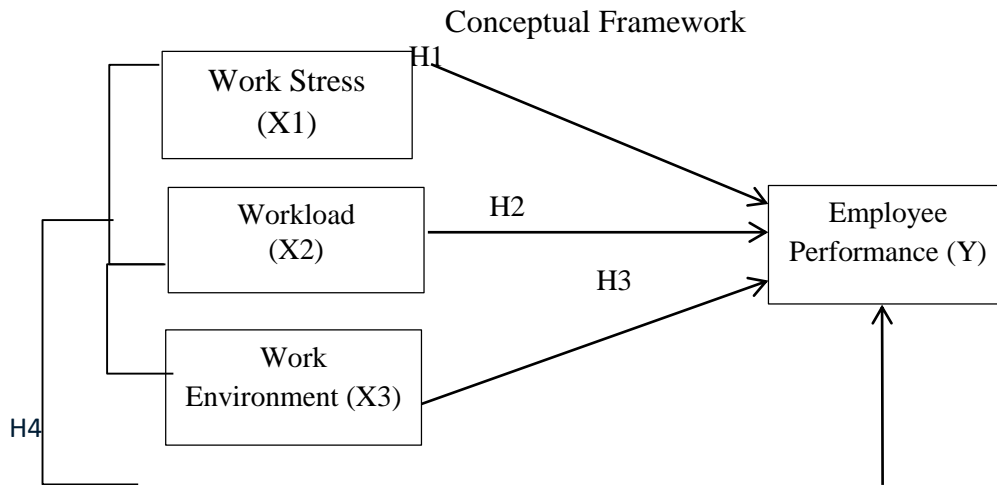
METHOD

This study uses a quantitative approach method with a survey approach using a questionnaire to collect information from a number of respondents who are considered to represent a certain population. The sample used in this study was the nurses of the Inpatient Department of Bunda Padang Hospital. The method used in drawing this sample is using saturated sampling or census of 60 samples.

Before the research instrument is used, a validity and reliability test is first conducted. To see whether or not the data of a questionnaire is valid, a validity test is used and the data will be declared valid if the questions in the questionnaire are able to convey what is measured by the questionnaire. Validity testing in this study uses SPSS (statistical package for social science) software version 23.0. And whether or not the data is valid is seen by comparing the calculated r with the table r, if the calculated r is greater than the table r then the data is declared valid, and vice versa.

Reliability test is a test tool to determine the reliability of a variable or the extent to which measurement results are consistent when measurements are taken several times against the same symptoms. The high or low reliability is indicated by a Cronbach Alpha coefficient number.$(\alpha) \geq 0.70$. If *Cronbach Alpha* (α) is greater or is equal to 0.70 then the research variable is declared reliable, and conversely if Cronbach Alpha is less than 0.70 then the research variable is declared unreliable.(Sekaran and Bougie, 2010).

Next, Descriptive Statistical Analysis is carried out, which is an illustrative analysis of data in the form of average values, standard deviations, variances, maximum values, minimum values, totals, ranges and also skewness.(Ghozali2013)This is a**Respondent Reach Rate (TCR).**Calculating the Respondent Achievement Level (TCR) value of each category from the descriptive variable data. The formula used is:

$$TCR = \frac{Rs}{n} X100\%$$

Information :
TCR = Respondent Achievement Level
Rs = Average score of respondents' answers
n = Answer score value

The score interpretation criteria for Respondent Achievement Level (TCR) are as listed below:

Table 1. TCR Scale Range

No	Number	Note
1	00% - 20%	Very weak
2	21% - 40%	Weak
3	41% - 60%	Enough
4	61% - 80%	Strong
5	81%- 100%	Very strong

Then the Classical Assumption Test is carried out. Several classical assumption deviation tests that need to be carried out include: Normality Assumption Test, Multicollinearity Test and Heteroscedasticity.According toGhazali, (2013) The normality test aims to test whether the interfering variables or residuals in the regression model have a normal distribution.Normal data distribution is when the data is evenly distributed and does not form a particular pattern. This Multicollinearity Test is used to test the correlation between independent variables in the regression model. The regression model is said to be good if there is no correlation between the independent variables in it. This multicollinearity test is carried out using SPSS software version 23, so the presence or absence of multicollinearity in the regression model can be seen from the Tolerance and Variance Inflation Factor (VIF) values. The general limit used to determine the presence of multicollinearity is the Tolerance value> 0.10 or VIF <10, while the Heteroscedasticity Test is used to see if there is a difference in variance from the residual of one observation to another, if there is no difference it is called homoscedasticity, but if there is a difference it is called heteroscedasticity. A regression model is said to be good if there is no heteroscedasticity in it.

To test the hypothesis of all variables using Multiple Linear Regression Analysis. Multiple linear regression analysis is shown to determine the linear relationship between independent variables commonly called X, and dependent variables called Y. The equation used is:

$$Y = a + b1X1 + b2X2 + b3X3 + e$$

Information:

Y   =Employee performance

a   = Constant

b1, b2, b3   = Regression coefficient

Xi   =Workload, Work Stress, Environment

e   = Standard error

RESULT

Research Instrument Test

Reliability test is a measuring tool to measure whether the questionnaire data is reliable or not. And a questionnaire data is said to be reliable if the answers to the questions are consistent over time. For the measurement standard, data is said to be reliable if the Cronbach Alpha value is greater than 0.70 (Sekaran and Bougie, 2010). The reliability for each variable is presented in the following table.

Table 2. Variable Validity Test

Variables	Average Calculation Value	R Table	Criteria
Job Stress	0.718	0.235	Valid
Workload	0.794	0.235	Valid
Work environment	0.561	0.235	Valid

Employee performance	0.705	0.235	Valid

Source: Processed primary data, 2024.

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Table 3. Variable Reliability Test

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Job Stress	0.718	Valid
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Work environment	0.561	Valid
Employee performance	0.705	Valid

Description of Research Variables

In the description section of the research variables, we will discuss and explain the descriptive data obtained from respondents through questionnaires. This descriptive data is presented to determine how work stress, workload and work environment in Bunda Padang Hospital can affect the performance of inpatient nurses at Bunda Padang Hospital. Descriptive data that describes the condition or state of the respondents is very important to note because it can be used as an addition to understanding the research results. Respondents' answers to the research variables were processed using Microsoft Office Excel 2010 and processed with the SPSS version 23 application which will be described in the following table:

Table 4. Variable Description

Variables	Frequency Distribution Mean	Respondent Reach Rate (TCR) $TCR = \frac{Rs}{n} X100\%$	TCR Scale Range
Job Stress	2.29	45.8%	Enough
Workload	2.89	57.8%	Enough
Work environment	3.35	67 %	Strong
Employee performance	3.6	72%	Strong

Based on Table 4 above, it can be seen that the average respondent's answer to the question on the Job Stress variable is quite agree for nurses at Bunda Padang Hospital. This means that in doing the job, they are not too pressured by their superiors because employees have good work quality. The second indicator means that there are not many tasks that must be completed in one normal day. Indicator three means that some employees in doing their jobs find it difficult to organize the work given. Indicator four means that the responsibility given by their superiors does not burden employees in doing their jobs. Indicator five means that employees do not experience conflict with themselves so that it does not interfere with employee concentration. Indicator six means that the reduction in facilities or benefits from the Company will interfere with the performance of some employees. Indicator seven means that the tasks given by their superiors are clear and understood by employees. Indicator eight means that some employees feel that the work they do is being chased by time in completing it properly.

Furthermore, the average respondent's answer to the question on the Workload variable is not a workload, light and moderate workload, this means that there is a workload on nurses at Bunda Padang Hospital. Like Indicator five received the most answers experiencing a moderate workload, which means that the lack of manpower increases the workload of nurses at Bunda Padang Hospital. Indicator six received the most answers experiencing a light workload indicating that the knowledge and skills possessed by employees are not able to keep up with the demands of the job, causing employees to

experience a light workload. Indicator 8, which means that some employees experience a light workload regarding family demands in terms of saving patients. Indicator 11, which means that some employees experience a light workload due to encountering various characteristics of clients that they face while working.

For the average respondent's answer to the question on the Work Environment variable in table 4 above indicates that the environment affects employee performance. As in indicators one to eight, the most answers were strongly agree and agree that ventilation, cleanliness, air temperature, lighting, room layout will make employees feel comfortable so that they can improve employee performance at work. Then, indicators nine and ten got the most answers strongly agree and agree, which means that a good relationship between superiors and fellow employees greatly affects employee performance and provides a sense of security so that employee performance becomes good.

Based on the average respondent's answer to the question on the Employee Performance variable, they strongly agree and agree, this indicates that employee performance is good, such as nurses at Bunda Padang Hospital are ready to respond when needed by patients and pay attention to patient complaints and work together with patient families so that they can quickly resolve problems. Nurses also provide fast and accurate service so that patient waiting times are shorter and are responsible in every action and maintain patient confidentiality.

Based on the respondent achievement level values for the variables of work stress, workload, work environment and employee performance above, it can be seen that the TCR value is in the range of 41%-100%, which means that the respondent achievement level for each variable in this study has sufficient and strong criteria.

Classical Assumptions

Normality Test
The normality test is a value that can produce a regression that has a distribution value either normally or not normally, the residual value. The normality test is done by looking at the histogram, if the histogram forms a curved curvethen it can be said that the data in this study is tested normal and can be used. This can be seen in the following image:
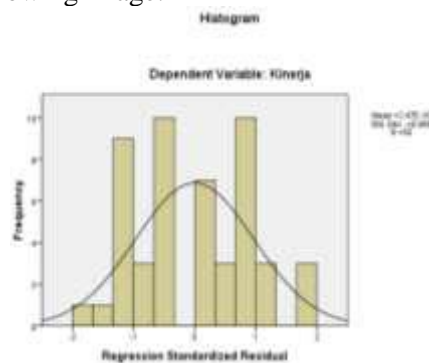

Figure 1. Normality

Multicollinearity Test
PeMulticollinearity testing can be seen from the Tolerance and Variance Inflation Factor (VIF) values. The general limit used to determine the presence of multicollinearity is the Tolerance value> 0.10 or VIF <10. Based on Table 5 above, the VIF value is less than 10 and the tolerance value is more than 0.10. it can be concluded that the regression model used in this study does not contain symptoms of multicollinearity.

Table 5. ResultsMulticollinearity Test

Model	Collinearity Statistics	
	Tolerance	VIF
1 (Constant)		
Job Stress	0.941	1,062
Workload	0.940	1,064
Work environment	0.998	1.002

Heteroscedasticity Test

A regression model is said to be good if there is no heteroscedasticity in it. The presence or absence of heteroscedasticity can be seen from the pattern in the scatterplot graph, if there is a certain pattern such as dots with a regular pattern like wavy. Widening or narrowing then it can be said that heteroscedasticity occurs in the study. Likewise, if there is no clear pattern then homoscedasticity occurs.
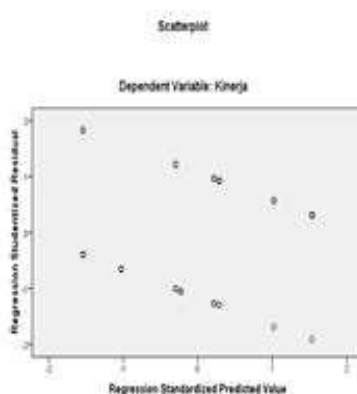

Figure 2. Heteroscedasticity

Based on Figure 2 above, the residual data in the form of points spread randomly and do not form a particular pattern. Thus, it can be concluded that the regression model proposed in this study does not experience symptoms of heteroscedasticity, namely the residual variance from the residual of one observation to another observation remains constant (homoscedasticity).

Multiple Linear Regression Analysis

To answer the research hypothesis, this is proven by the T test and F test.

Table 6. T-test

Variables	T count	Sig
Job Stress	-3.80	0.032
Workload	1,031	0.410
Work environment	4,147	0.037

Based on table 6, it can be seen that partially the variables of work stress and work environment have a positive and significant influence on the performance of inpatient nursing staff at Bunda Padang Hospital by looking at the value in the t-count column where each variable has a t-count value that is greater than the t table (1.672) and can also be seen from the significance value which is lower than the standard of 0.05.

Table 7. F Test

Model	Sum of Squares	Df	Mean Square	F	Sig
Regression	2.424	3	0.808	14,696	0.018
Residual	10,056	56	0.219		
Total	12,480	59			

Based on table 7, it can be seen that together the variables of work environment, workload and work stress have a positive and significant influence on the performance of inpatient nurses at Bunda Padang Hospital by looking at the value in the F column which has a value of 3.696 which is greater than the F table of 3.20. and can also be seen from the significance value which is lower than the standard 0.05, namely 0.018.

Table 7. Summary of Hypothesis Test Results

No	Hypothesis	Significance Value	
1	Job Stresshas a positive and significant effect on Employee Performance.	0.042 (significant) at $\alpha \leq 0.05$	Hypothesis Supported (Supported)
2	Workloadhas a negative and insignificant effect on Employee Performance.	0.410 (significant) at $\alpha \leq 0.05$	Hypothesis Not Supported (Not Supported)
3	Work environment has a positive and significant effect on Employee Performance.	0.037 (significant) at $\alpha \leq 0.05$	Hypothesis Supported (Supported)
4	Work environment, workload, work stress have a positive and significant influence on employee performance.	0.018 (significant) at $\alpha \leq 0.05$	Hypothesis Supported (Supported)

DISCUSSION
The Impact of Work Stress on Employee Performance
Hypothesis 1, work stress has an effect significant negative on employee performance is supported. This study indicates that overall work stress has a negative and significant effect on employee performance. Work stress experienced by workers does not always have a detrimental effect on the company. The impact of stress on performance levels is highly dependent on the field of business or type of work done, because basically stress besides the many factors that cause stress, it turns out that the level of stress is highly dependent on the individual in dealing with stress, stress will certainly affect employee performance, but stress will not always be detrimental to individuals or companies. By understanding the causative factors and managing them well, stress at a certain level can even produce creative ideas that will have a positive impact on individuals and companies.

This is what happened to nurses at Bunda Padang Hospital, on average nurses are workers who are able to manage their stress well so that they can spur their adrenaline to create better performance, and prove that they can meet all work demands from their superiors. This means that the higher the level of employee work stress towards the company, the higher the performance produced by employees because employees can manage their work stress well and trigger them to work better so that all work can be completed better, and vice versa if the level of work stress owned by employees is not high, the performance produced by employees will decrease. These results are in line with research conducted by Purba and Ratnasari (2018) which states that work stress has a positive and significant influence on the performance of employees of PT. Mutiara Hutama Sukses.

The Influence of Workload on Employee Performance

Hypothesis 2, workload does not have a significant positive effect on employee performance. Based on the researcher's observations at Bunda Padang Hospital, the workload of employees is light so it does not affect employee performance, such as being able to complete tasks that must be done in a short period of time, even though there is pressure from superiors, it does not make the work done by employees not optimal, and there are demands from superiors that require employees to have good work targets both inside and outside the company, this is also a burden for employees but in the light category. Therefore, the workload of nurses at Bunda Padang Hospital does not affect employee performance because of employee performance.

This means that the higher the workload in the company, the lower the performance given by employees to the company and the lower the profits obtained by the company, but on the contrary, if the workload in the company is lower, it will increase employee performance in the company. This result is in line with researchbyChandra and Adriansyah's (2017) research found that workload did not have a significant effect on employee performance.

The Influence of Work Environment on Employee Performance

Hypothesis 3, the work environment has a significant positive effect on employee performance is supported. This study indicates that overall the work environment has a positive and significant effect on employee performance. A work environment such as good ventilation, cleanliness, air temperature, lighting, and room layout will make employees feel comfortable so that it can improve employee performance at work. Then, a good relationship between superiors and fellow employees greatly affects employee performance and provides a sense of security and comfort so that employee performance is good. These results are in line with researchbyresearch by Ahmad, Mappamring, and Mustari (2022) which found that the work environment has a positive and significant effect on employee performance.

The Influence of Work Environment, Workload and Work Stress on Employee Performance.

Hypothesis 4, Job stress, workload and work environment have a significant positive effect on employee performance is supported. This study indicates that overall job stress, workload and work environment have a positive and significant effect on employee performance. This means that the variables of job stress, workload and work environment together affect employee performance, which means that the performance of nurses at Bunda Padang Hospital increases along with the increase in work stress, workload and work environment of employees. So the higher the level of work stress, workload and work environment of nurses at Bunda Padang Hospital, the higher the performance given by nurses at Bunda Padang Hospital.

Because the average nurse at Bunda Padang Hospital is a worker who is able to manage their stress well so that they can stimulate their adrenaline to create better performance, and prove that they can meet all work demands from their superiors.

CONCLUSION

The results show that work stress and work environment have a significant effect on performance, while workload does not have a significant effect on performance. This means that the higher the level of workload, the lower the performance produced by employees. The implication is that work stress and work environment must provide employee comfort in doing their work so that they do not have high work stress in working due to busy working hours, noise, non-conducive room temperature and conflicts and pressures in this Hospital. The work environment provides safe comfort so that employees are not disturbed in doing their work. The following are suggestions for improvement that can be given for the future based on the research results obtained: 1) It is expected that further research can take more samples at Bunda Padang Hospital so that it can be known how the work environment, workload, work stress and employee performance affect other respondents. 2) Further researchers can add other independent variables that can affect employee performance such as organizational culture, organizational commitment, work motivation,Ability and Expertise, Knowledge, Work Design, Personality, Leadership, Leadership Style, Job Satisfaction, Work Environment, and Loyalty so that employee performance can be analyzed and known as a whole.

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