

## THE INFLUENCE OF WORKLOAD, STRESS, AND MOTIVATION ON THE PERFORMANCE OF WARD NURSES IN THE HOSPITAL

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### ABSTRACT

*Nurse performance is an important element in determining the quality of health services in hospitals. This study analyzes the effect of workload, stress, and motivation on the performance of inpatient nurses in a private hospital in Kupang City. Using a cross-sectional design with 88 respondents selected by proportional random sampling, data were collected through an online questionnaire and analyzed using the Pearson correlation test. The results showed that the majority of respondents were aged 20-29 years (59.1%), female (87.5%), had a bachelor's degree (73.9%), and had worked for 1-5 years or more than 5 years (36.4%). Workload ( $p=0.03$ ), work stress ( $p=0.006$ ), and work motivation ( $p<0.001$ ) had a significant effect on nurse performance, with motivation being the most dominant factor. High motivation can improve nurse performance, even in the midst of workload and stress.*

### KEYWORDS

*Nurse Performance, Workload, Work Stress, Motivation*



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### INTRODUCTION

The performance of nurses is one of the important elements that determine the quality of health services in hospitals, especially in inpatient units. Nurses are at the forefront of health services, interacting directly with patients and their families, and are responsible for patient care. Therefore, various factors that affect the performance of nurses, such as workload, stress, and motivation, need to be understood in depth to improve the quality of optimal health services.

The workload of nurses in hospitals varies widely, ranging from administrative duties to providing direct care to patients. Excessive workload can lead to physical and mental fatigue, resulting in decreased nurse performance.

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Research shows that an increase in nurses' workload can have a negative impact on the quality of services provided, causing medical errors and increasing the risk of burnout in healthcare workers. An unbalanced workload, both quantitatively (amount of work) and qualitatively (complexity of tasks), can make it difficult for nurses to meet expected health service standards.

Work stress is a common condition for nurses, especially in inpatient units that often handle critically ill patients. Stress can come from various sources, such as job uncertainty, lack of support from superiors, and critical and urgent patient conditions. According to research, excessive stress can affect the psychological well-being of nurses and have a negative impact on their work performance. Chronic stress is also associated with decreased job satisfaction, high absenteeism, and increased employee turnover (Nursalam, 2021)

Motivation is an intrinsic or extrinsic drive that makes individuals eager to achieve their work goals. Highly motivated nurses tend to perform better, have higher job satisfaction, and cope better with stress. Conversely, a lack of motivation can lead to decreased performance, feelings of boredom, and reduced quality of service. Motivation can be influenced by various factors, such as opportunities for career development, recognition from superiors, and financial and non-financial incentives provided by the hospital (Sutanto, 2022).

The performance of nurses is influenced by the complex interaction between workload, stress, and motivation. Excessive workload and poorly managed stress can cause nurses' performance to decline, while high motivation can improve performance, even in the midst of existing pressures.

This study aims to analyze the extent to which workload, stress, and motivation affect the performance of nurses in inpatient units, as well as to provide recommendations to improve their performance through more effective management of these three factors.

## **RESEARCH METHOD**

This research is analytical in nature with a research design using a cross-sectional study approach to analyze the relationship between the independent variables, namely workload, stress, work motivation, and the dependent variable, namely the performance of health workers. This research was conducted at a private hospital in Ambon City in November 2024.

The research population was inpatient room nurses with a total of 88 respondents, the sample size was determined using the Slovin formula. Respondents who met the inclusion criteria were inpatient room nurses who were willing to be research respondents and the exclusion criteria were nurses who did not agree to be respondents and who did not fill out the questionnaire completely. The sampling technique used in this study was proportional random sampling.

Data collection in this study used an online questionnaire in the form of a Google Form coordinated by the Head Nurse of the Hospital. The questionnaire was distributed on the same day as the Google Form link was shared. The researcher monitored and supervised the research to anticipate any questions from respondents regarding the questionnaire and to ensure that the number of research questionnaires collected was in accordance with the specified target.

The data analysis carried out in this study is a univariate analysis to determine the distribution of respondent characteristics and the distribution of each variable using the chi-square test. Bivariate analysis to assess the effect of the independent variable on the dependent variable using simple linear regression analysis and multivariate analysis for multiple regression analysis.

### RESULT AND DISCUSSION

In Table 1, the dominant age is 20-29 years with a high number of 59.1%, 87.5% are women, 73.9% have a bachelor's degree, and 32 people or 36.4% have worked for 1-5 years and >5 years.

**Table 1. Respondent Characteristics**

<b>Respondent Characteristics</b>	<b>Frequency (n)</b>	<b>Percentage (%)</b>
<b>Age</b>		
20-29	52	59.1
30-39	36	40.9
<b>Gender</b>		
Male	11	12.5
Female	77	87.5
<b>Last Education</b>		
D3	23	26.1
Bachelor	65	73.9
<b>Length of Service</b>		
<1 Year	24	27.3
1-5 Years	32	36.4
>5 Years	32	36.4

**Table 2. Analysis of the of Influence of Independent Variables and Job Satisfaction Inpatient Nurses in the Hospital**

Independent Variable	Job Satisfaction				p-value
	Good		Less		
	n	%	n	%	
<b>Workload</b>					
Lightweight	22	25	25	28.4	0.03
Weight	25	28.4	16	18.2	
<b>Work Stress</b>					
Lightweight	47	53.4	0	0	0.006
Weight	1	1,1	40	45.5	
<b>Work Motivation</b>					
Low	0	0	41	46.6	<0.001
High	47	53.4	0	0	

Based on Table 2. shows that light or heavy workload affects job satisfaction, light workload can reduce job satisfaction, and heavy workload can increase job satisfaction with statistical test results  $p=0.03$  which means the effect of workload on job satisfaction is significant. Light work stress tends to have good job satisfaction with a statistical test of  $p=0.006$  which means stress has a significant effect on job satisfaction. High work motivation tends to have good job satisfaction with a statistical test of  $p < 0.001$ , which means that work motivation has a significant effect on job satisfaction of inpatient nurses at one of the private hospitals in Ambon City.

## Discussio

### *The relationship between workload and nurses' job satisfaction*

Job satisfaction is an individual's sense of satisfaction with their job. Meanwhile, workload is a factor that affects job satisfaction. Based on the results of the study, there is a relationship between workload and nurse job satisfaction ( $p = 0.03$ ). This is in line with research by Sriwulandari, 2020 at one of the Regional General Hospitals in Madiun Regency that there is a relationship between workload and job satisfaction of nurses using the rank spearman statistical test and obtained  $p = 0.025$ . This shows that the heavier the workload, the lower the level of job satisfaction of nurses. In increasing job satisfaction, there must be a balanced distribution of workload. (Sriwulandar, 2020) In addition, research by Hikmat, 2020 at one of the hospitals in Cirebon City also shows a relationship between workload and nurse job satisfaction, which is stated in the statistical test  $p=0.031$ . (Hikmat, 2020) However, this study is not in line with research by Adawiyah, 2022

at one of the RSDs in Banjarbaru City that there is no relationship between workload and nurse satisfaction. This is due to many factors that influence nurse job satisfaction such as service scheduling, work motivation and social support. (Adawiyah, 2022).

#### ***Relationship between stress and nurses' job satisfaction***

Based on the results of the study, mild work stress tends to have good job satisfaction with a statistical test  $p = 0.006$  that stress has a significant effect on job satisfaction. This is in line with Sumarni's research, 2024 at a Purbalingga Regional Hospital that there is a relationship between work stress and nurse job satisfaction with a statistical test  $p = 0.005$ . In the factors causing work stress, identification is needed so as not to cause a negative impact on patient care and welfare. In addition, research by Maharani, 2023 at one of Semarang City Hospitals obtained a statistical test result of  $p = 0.000$ , which means that there is a relationship between nurse work stress and nurse job satisfaction. (Maharani, 2023). However, this study is not in line with the research of Hayati et al, 2020 in one of the Barru Regency Hospitals that there is no relationship between nurse work stress and nurse job satisfaction, namely  $p = 0.226$ . This is due to other factors such as personal guidance. Personal demands are the ability to maintain a mutually beneficial relationship characterized by an attitude of giving and accepting others in a harmonious situation or in emotional closeness between workers. Personal guidance is one indicator of work stress that has the potential to affect nurses' job satisfaction. (Hayati et al, 2020).

#### ***The relationship between motivation and nurses' job satisfaction***

Based on the results of the analysis of the relationship between nurses' motivation and job satisfaction, it was found that 47 respondents (53.4%) had high motivation with good job satisfaction and the statistical test result  $p$  value  $<0.001$ , it can be concluded that there is a significant effect of work motivation on the job satisfaction of inpatients at a private hospital in Ambon City. The results of this study are in accordance with research by Ibrahim, 2023 in one of the hospitals in East Luwu city that there is a positive relationship between work motivation and job satisfaction, obtained by T-test statistics = 2.533 with path analysis test. (Ibrahim, 2023). This study is also in line with research by Fikri et al, 2022 on hospitalization at RSD Kota Banjarbaru that a positive relationship was found between work motivation and nurse job satisfaction with a statistical test of  $p=0.0001$ . Good work motivation can increase nurses' job satisfaction. Other research is also in line with the research, namely Sigalingging, et al, 2022 at the Medan City Hospital that there is a relationship between work motivation and job satisfaction of nurses at the Santa Elisabeth Medan Hospital in 2022 with a statistical test  $p = 0.026$  so that nurses are expected to increase work motivation in

providing health services to patients. The higher the nurse's work motivation in providing nursing services, the higher the nurse's job satisfaction at work. (Sigalingging et al, 2022).

### CONCLUSION

In this study, it can be concluded that the performance of nurses in inpatient units is significantly influenced by workload, stress, and motivation. Workload, both light and heavy, has an impact on nurses' job satisfaction with a p-value of 0.03. Mild work stress is proven to have a positive correlation with job satisfaction, with significant results at  $p=0.006$ . Work motivation has the strongest influence on nurses' job satisfaction, with a p-value of  $<0.001$ . Nurses with high motivation tend to have better job satisfaction and are able to deal with workload and stress more effectively. These results underline the importance of balanced workload management, stress control through stress management strategies, and increased work motivation to optimize nurses' performance. Increased motivation can be achieved through job recognition, incentives, and career development opportunities. With the right intervention on these three factors, the overall quality of healthcare services in hospitals can be improved.

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