

# The Effect of Workload and Work Discipline on Nurse Performance with Work Stress as an Intervening Variable

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## Abstract

In this study, job stress will be included as an intervening variable as we examine the impact of workload and work discipline on nurses' performance. The isolation room nurse at RSAU Dr. Esnawan Antariksa Halim Perdanakusuma in East Jakarta was the subject of this study. 35 nurses from the Dr. Esnawan Antariksa Halim Isolation Room at the RSAU in East Jakarta served as the study's sample. All people in the population are used as samples since the saturation sampling technique is used when there are fewer than 100 samples. The likert scale is used to measure the variables involved in this study. This study used questionnaires, a quantitative methodology, and structural equation modeling (SEM) with a partial least squares (PLS) technique for its analysis. SMARTPLS 3.0 software was utilized to process the data for this investigation. The results of this study indicate that employee performance can be maximized by optimizing work discipline and considering the workload that will be given to employees and work stress that will affect the improvement of the performance of nurses RSAU dr. Esnawan Antariksa Halim Perdanakusuma East Jakarta.

**Keywords:** *Workload, Work Discipline, Nurse Performance, Work Stress.*

## A. INTRODUCTION

In the current pandemic era, not only technology is developing but there are also more and more new viruses that have just been discovered, one of which is Corona Virus 19 (Sumiyati et al., 2021; Suprpto & Lalla, 2020' Nestor et al., 2021), While Covid-19 is an infectious disease brought on by a newly identified kind of Coronavirus, Coronavirus is a new type of sickness that has been found to cause it. Prior to the start of the outbreak in Wuhan, China, in December 2019, neither the new virus nor the illness it produces were known. Currently, Covid-19 is addressing a pandemic that is affecting a number of nations, including Indonesia.

In Indonesia, the Covid-19 case data as of March 26, 2021, it is known that the death cases are 40,581 and increasing every day. duration of exposure and the amount of exposure to the virus. One of them is because many health workers do not realize that the person they are treating has the corona virus. The high workload and work environment situation that makes nurses vulnerable to contracting the Covid-19 virus.

The hospital is one of the settings that works to promote health by equipping diverse groups of medical staff with the knowledge and skills necessary to address

medical issues in order to promote healing and the maintenance of good health (McPhee et al., 2017; Wazraq, 2019; Muis et al., 2021). Therefore, in accordance with Decree No. 983/Menkes/SK/XI/1992 of the Minister of Health of the Republic of Indonesia, the hospital's role is to carry out health efforts effectively and efficiently by giving priority to recovery and maintenance efforts that are carried out in a unified and integrated manner with efforts to improve, prevent, and make referrals. According to the author, all hospitals in Indonesia must have carried out their duties in accordance with the Ministerial Decree, but the large number of tasks carried out by the hospital has an impact on the high level of stress felt by medical and non-paramedical personnel, especially nurses (James et al. al., 2019; Wu et al., 2021).

The hospital provides patients with a range of services as part of the larger health care system. Health plays a significant part in raising the community's level of living and ensuring that hospitals offer the best possible care. For that, we need quality resources who have high skills and expertise. with quality resources, it is hoped that hospitals can improve the quality of primary health services (Achour et al., 2019; Boamah et al., 2021).

Indonesian Air Force National Army Hospital (hereinafter referred to as RSAU) dr. Esnawan Antariksa Halim Perdanakusuma East Jakarta is a Covid-19 referral hospital (Governor's Decree No. 494 of 2020 dated May 22, 2020 concerning the Designation of a Referral Hospital for the Management of Coronavirus (Covid-19). This is as a result of the spread of infectious diseases that have hit the world, namely Covid-19. This hospital also accommodates Covid-19 patients who come from local health centers.

A very important service during the current pandemic condition is the isolation room because the isolation room is a place that functions to treat Covid-19 patients so that it is not easy to spread the virus to other people, because the Covid-19 virus is very easy to spread through the air, with a room isolation can suppress the spread of the Covid-19 virus (Cho & Steege, 2021; Scanlan et al., 2021). The task of the isolation room nurse is not an easy thing to bear, the isolation room nurse has a very high workload and risk, the nurse on duty in the isolation room has the main task of providing health services to patients exposed to Covid-19. The main task of nurses in the isolation room is very vulnerable to the risk of being exposed to Covid-19.

The declining performance assessment who is at high risk of being exposed to Covid-19 becomes a high workload for nurses in the Isolation Room of RSAU dr. Esnawan Antariksa Halim Perdanakusuma, East Jakarta. Workload is referred to by the author According to Tarwaka (in Astianto & Suprihhadi, 2014), the workload connection is generally controlled by a number of extremely complicated internal and external factors.

Loads that originate outside of the employee's body are considered external factors that influence workload. Tasks that require physical exertion, such as workloads, workstations, tools and facilities, working conditions or fields, work aids, and others, are included in the external workload (Peters, 2018). Internal factors are those that originate within the body as a response to the external workload and have

an impact on workload. A strain is the medical term for this bodily response. Both objective and subjective methods can be used to judge how severe the strain is. assessment through behavioral and psychological changes and objective evaluation (Mousadazeh et al., 2019). As a result, expectations, desires, satisfaction, and other subjective evaluations are directly tied to subjective strain.

Based on the workload pre-survey data that has been carried out, there are two indicators, namely internal factors and external factors where the internal factor of the workload given is given by 25% of the nurses there saying it is appropriate and 75% of other nurses say it is not appropriate because they are assigned to the isolation room. there are some that are not in accordance with their initial duties, because there are always increasing patients automatically the number of nurses needed and many nurses whose initial duties were not in the isolation room now have to be placed in the isolation room because. And external factors where 50% of nurses said PPE clothes can make it easier to carry out their duties and 50% said PPE clothes don't make it easier to carry out tasks because using PPE clothes goes through a process that is quite long and takes a long time and once in use it is not easy to remove. Furthermore, 20% of the nurses on duty in the isolation room said they could complete the task on time while the other 80% said they could not complete the task on time because of the large number of patients and the lack of needed nurses and in order to achieve the work target, the Isolation room nurse was forced to often face Covid-19 patients who are being treated.

From May 2020 to December 2020 every month there is an Isolation Room nurse at the RSAU dr. Esnawan Antariksa Halim PK East Jakarta who was declared positive for Covid-19. The average number of positive Covid-19 nurses is 3 people (8%). With the presence of several isolation room nurses who were positive for Covid-19, the impact on the performance of the Isolation Room nurses of the RSAU dr. Esnawan Antariksa Jakarta. The decline in the performance of the Isolation Room Nurse Dr. Esnawan Antariksa Jakarta is allegedly influenced by various factors, one of which is the workload he bears.

The presence of nurses who tested positive for Covid-19 led other nurses working in the isolation area to take up those nurses' responsibilities. Because of their heavy workload and high risk of being positively affected by Covid-19, nurses who are negative for the virus are at a high risk of contracting it. Workload is something that results from the combination of task demands, the workplace environment in which they are employed, workers' abilities, behaviors, and perceptions (Mudayana in Hannani and Ilyas, 2016). Meanwhile, according to Munandar (2014: 23), one of the indicators of workload is physical load, including physiological physical loads and biomechanics physical loads. As a result of this excessive physical burden, it has an impact on the high workload of the Isolation Room Nurse Dr. Esnawan Antariksa Halim Perdanakusuma, East Jakarta. Thus, it can be said that the workload will affect the performance of the Isolation Room Nurse Dr. Esnawan Antariksa Halim Perdanakusuma, East Jakarta.

Based on the results of interviews with the staffing of the RSAU dr. Esnawan Antariksa Halim Perdanakusuma, East Jakarta, it is known that one of the things that is a problem for nurses and affects the performance of nurses is the level of discipline of the nurses themselves. He said that the discipline of nurses was still lacking, this was shown by the behavior of nurses such as many nurses who came late to work, there were nurses who were passive towards their work, there were nurses who were not on time in completing their work and there were still some nurses who were less agile in their work. serve patient. Work discipline is the awareness of, and willingness to follow, all corporate policies and appropriate social norms (Hasibuan, 2014). Enforcing work discipline is crucial since it will effect employee performance, which in turn will indirectly affect how well the business performs. When there is good work discipline, employees may accomplish duties in accordance with the hospital's standards, helping to meet targets and boost productivity.

In the pre-survey data on work stress, we can assess several indicators, namely first, indicators of psychological symptoms where nurses who stand guard in isolation rooms during a pandemic like this 85% of them feel irritable 25% do not feel any change, when in isolation it is very possible for us to get the impact from the room so that our emotionality will be higher and 90% of the nurses in the isolation room experience anxiety when they go home because they have a great chance of transmitting the Covid-19 virus to their families and 10% already believe that they are doing their job according to with the applicable rules so as not to bring the virus to their families. Second, physical symptoms, 65% of nurses in isolation rooms feel heart palpitations when they treat critical patients because of the situation they live in and another 35% do not experience this. Third, the behavior of 75% of nurses in isolation rooms feel lazy to go to work because they will often see many patients who died because of Covid-19 and 25% of these nurses do not feel lazy to come to work because they are aware that it is their obligation to do the work (Schneider et al. al., 2019).

The findings of a study conducted by Goni, et al. (2019) on healthcare professionals at the Mubune Health Center, which revealed that work stress had an impact on the performance of healthcare professionals at the Mubune Health Center, support this. According to research by Edison (2017) on staff members at the Bansari Health Center in Temanggung Regency, it was discovered that work stress has a significant detrimental impact on performance because high levels of employee work stress will lower performance while employees who experience low levels of work stress will have high performance. Based on the above background, the problem of workload, work discipline and work stress of nurses on duty in the Isolation Room of RSAU dr. Esnawan Antariksa East Jakarta is an important issue to be studied more deeply.

## **B. LITERATURE REVIEW**

### **1. Relationship Between Workload and Nurse Performance**

A person's workload may be overly heavy and generate stress due to the high level of competence necessary, the high level of work pace, and the excessive volume

of work and so on according to Allah et al., 2020; McMillan & Perron, 2020). Excessive workload obtained by employees can have a negative impact, namely reducing performance for employees if it is not balanced with the ability and quality of the employee. One of the causes of the decrease in workload is the obligation to accept two or more jobs, all of which must be completed simultaneously. The more work given, the less performance at work (Prado et al., 2021). What often happens is that the provision of limited resources will reduce employee performance. Problems that often occur are weakened employee endurance and feelings of pressure.

### **H1: Workload affects the performance of nurses**

## **2. Relationship between Work Discipline and Nurse Performance**

Work discipline is an order or regulation established by an organization's management, legalized by the board of commissioners or capital owners, accepted by the union, known by the Department of Manpower, and so on. People who are members of the organization happily follow the current rules, so it is created and formed through a process of a series of behaviors that demonstrate the values of obedience, obedience, order, and order (Dixon et al., 2021). Work discipline can usually be a positive measure for someone who successfully achieves his goals. If the work discipline of the employee is good, it can affect the performance of the employee. The better the work discipline that employees have, the higher the performance that will be achieved. This can make it easier for the organization to achieve its goals (Marianto, 2021).

An organization that does not have good discipline will make it difficult for the organization to get optimal results. Work discipline can make the strengths and behaviors that develop in the employee's personality can adjust voluntarily to the policies set by the company. This illustrates the relationship between work discipline and employee performance (Wynter et al., 2022). The high discipline possessed by employees can help employees to complete their work in accordance with the specified time and will minimize delays in collecting assignments.

### **H2: Work Discipline affects the performance of nurses**

## **3. Work Discipline Affects the Performance of Nurses**

Work stress is a tension or pressure experienced when the demands faced exceed the strengths that exist in us, Mangkunegara (2011). Job stress can damage job performance. Stress has the potential to encourage or interfere with work performance, depending on how high the stress level is. If work stress becomes dominant, it can cause work performance to decrease because stress can reduce work productivity.

Employees if they are not able to cope with work stress or control it can result in being unable to make decisions and their behavior becomes irregular. This can result in non-existent work performance because employees become sick and unable to do their jobs again (Castner, 2019). In addition, things that can happen are despair, leave work and may be laid off.

The relationship between job stress and performance can be described by a model (U-relationship). The pattern describes the relationship between stress levels (low-high) and performance (low-high). If you do not experience stress, work challenges become non-existent and work performance tends to decrease. Increased work stress can result in better work performance because stress helps employees to direct all resources in meeting work needs. Increased work stress can cause performance to also increase, but if it has passed a certain point the increase in work stress can reduce performance.

### **H3: Job stress affects the performance of nurses**

#### **4. Relationship between Workload and Nurse's Work Stress**

Workloads are tasks given to the workforce or employees that must be done by them at a specific time utilizing their abilities (Munandar, 2014). Nursing managers must effectively control the workload of nurses in hospitals to keep stress levels at a minimum. Like nursing managers, nurses must correctly and thoroughly define their workload if they want to control stress levels. Additionally, it is necessary to carefully determine the appropriate categories and the number of patients, as well as to take into account a number of significant factors, including the patient population, the specific treatments each patient receives, the nursing care delivery methods, the facilities, and the environment in which care is provided (Ardic et al., 2022).

If the workload is not adequately controlled, both low and heavy workload nurses may experience performance issues. If the nurse's workload is excessive, it can lead to stress on nurses.

### **H4: Workload affects work stress**

#### **5. Relationship between Work Discipline and Work Stress**

In general, a person's discipline can be seen from the person's behavior in carrying out their duties. More deeply, there is an attitude dimension that involves a person's mental attitude. Good employee discipline can describe the magnitude of a person's responsibility for the tasks given. This will encourage work passion, morale and the realization of company goals, employees and society in general (Wynter et al., 2022). This will reduce work stress so that work discipline will reduce work stress.

Job stress usually arises due to an imbalance between characteristics between the characteristics of job aspects and can occur in all working conditions. Employee work stress needs to be managed by a company leader so that potential losses for the company can be overcome. One way is to increase work discipline because with work passion and work enthusiasm will reduce work stress.

### **H5: Work Discipline affects Work Stress**

#### **6. Relationship between Workload, Performance and Work Stress of Nurses**

Nursing managers must effectively control the workload of nurses in hospitals to keep stress levels at a minimum. If the workload is not adequately controlled, both low and heavy workload nurses may experience performance issues. If the nurse's

workload is excessive, it can lead to stress on nurses (Artdic et al., 2022). Job stress can damage job performance. Stress has the potential to encourage or interfere with work performance, depending on how high the stress level is. If work stress becomes dominant, it can cause work performance to decrease because stress can reduce work productivity.

**H6: Workload has an indirect effect on performance through work stress**

### **7. Relationship between Work Discipline, Performance and Work Stress of Nurses**

Good employee discipline can describe the magnitude of a person's responsibility for the tasks given. This will encourage work enthusiasm, work spirit and the realization of company goals, employees and society in general. This will reduce work stress so that work discipline will reduce work stress. Job stress can damage work performance (Castner, Stress has the potential to encourage or disrupt work performance, depending on how much stress the level is. If work stress becomes dominant it can cause work performance to decrease because stress can reduce work productivity.

**H7: Work Discipline has an indirect effect on performance through work stress**

## **C. METHOD**

A quantitative method with an explanatory approach was applied in this investigation. This study used a questionnaire as its measuring tool, and the answers provided by the employees served as the data source. This kind of study is explanatory and is based on the predetermined research objectives. Because there is a mediation that influences between the independent and dependent variables in this study, a path analysis model was used. The four variables in this study are as follows. Specifically, the dependent variable (dependent) employee performance and the independent variables (independent) workload and work ethics. The study's 35 participants were the isolation room nurses at the RSAU dr. Esnawan Antariksa Halim Perdanakusuma in East Jakarta, while 35 persons made up the study's sample. In this study, survey techniques, questionnaires, and documentation were employed to collect data. Primary data and secondary data were used as data sources for this investigation. Validity and reliability tests are used to examine the data used in this investigation. While Path Analysis and Hypothesis Testing are used for data analysis (T-Test, and F-Test), and Determination Correlation Analysis (R<sup>2</sup>), Convergent Validity Test, Discriminant Validity, and Composite Reliability.

## **D. RESULT AND DISCUSSION**

### **1. Validity Test**

A measure of an instrument's validity is called validity (Sileyew, 2019). If an instrument can reliably gather the desired data from the variables under study, it is deemed legitimate. The factors that will be measured must be made explicit while creating the questionnaire. By having subvariables or indicators, variables may be

made clearer. A questionnaire's degree of validity is determined by a validity test. This study's validity test involved using information gathered from 100 samples or respondents. The instrument employed in this investigation was deemed legitimate based on the findings of data analysis.

## **2. Reliability Test**

Reliability (reliability) is a measure of how consistently respondents reply to questions pertaining to the dimensions of a variable that are structured in the form of a questionnaire. If a respondent's response to a question is regularly constant or steady, a variable is said to be dependable. When evaluated on the same group many times or on different occasions, an instrument is considered to be trustworthy if the results are consistent.

When numerous measurements of the same thing are taken at various periods, reliability demonstrates how well a measurement can produce reliable and consistent findings. The Cronbach Alpha model's coefficients were examined over the course of this study. If a test has a high Cronbach alpha, it is considered dependable. The study's instrument was deemed trustworthy based on the examination of the data.

## **3. Path Analysis**

To examine the pattern of links between variables, route analysis is utilized. This model seeks to ascertain if a group of independent factors (exogenous) have an immediate or delayed impact on the dependent variable (endogenous). The regression coefficient generated from a database that has been established in standard numbers, according to Riduwan in Supriyanto and Maharani (2013), is the path coefficient (Path) (Z-score).

Path analysis calculates the partial effects of each independent variable on the dependent variable as well as the simultaneous effects of all independent variables on the dependent variable. To determine the direct or indirect impact of a group of independent factors (exogenous) on the dependent variable, a path analysis model is used to examine the pattern of connections between variables (endogenous). The pattern of cause-and-effect linkages is the subject of the route analysis model presented. Therefore, the design of the study topic in the path analysis framework primarily focuses on the independent factors ( $X_1, X_2, \dots, X_k$ ) that affect the dependent variable  $Y$ , or how much effect is direct causal, indirect causal, total causal, or simultaneous collection of independent variables.

## **4. Convergent Validity Test**

Identifying each association between the indicator and its latent concept or variable is the goal of convergent validity. A loading factor restriction of 0.60 will be applied in this investigation.

### 5. Discriminant Validity

To make sure that each notion in each latent model is distinct from other variables, discriminant validity is used. To determine how accurately a measuring device performs its measurement function, validity testing is done. The cross loading value of each indicator on each variable against all constructs is the first step in evaluating the discriminant validity of a test. One construct has a higher cross loading value when compared to an indicator than it does when compared to other indicators. This demonstrates that the latent construct predicts their block's size more accurately than it does for other blocks. The following is the result of the discriminant validity value:

**Table 1. Discriminant Validity Results**

	WL	WD	P	WS
Workload (X1)				
Work Discipline (X2)	0.840			
Performance (Y)	0.572	0.790		
Work Stress (Z)	0.726	0.751	0.655	

Source: data proceed

The results of the calculation of the cross loading value for the performance variable in table 4.9 show that all indicator correlations are greater than the other variables in the model. This fulfills the principle of discriminant variability, that is, all latent constructs are able to predict indicators in their block better than other blocks.

### 6. Composite Reliability

Hair et al. (2014) noted that although a score of 0.60 is still acceptable, the composite reliability value should be > 0.70. If the composite reliability value is greater than 0.70, a construct is said to have a high reliability value. Reliability relates to the accuracy and precision of the measurement. Reliability testing was conducted to test whether the data obtained from the research instrument showed adequate internal consistency.

Evaluation of Composite Reliability can be seen based on the Cronbach alpha coefficient and Composite Reliability (CR) values which are shown in table 2 below. The table is the result of SmartPLS calculations. The value of the greater Cronchbach alpha coefficient and composite reliability indicates that the construct is more reliable.

**Table 2. Cronbach alpha coefficient value and composite reliability**

Variable	Cronbach's Alpha	Composite Reliability
Workload (X1)	0.984	0.987
Work Discipline (X2)	0.980	0.982
Performance (Y)	0.954	0.961
Work Stress (Z)	0.950	0.958

Source: data proceed

All of the variables' Cronbach alpha and composite reliability values are more than 0.7, with the performance variable having the highest values. The aforementioned findings indicate that the model architecture complies with the dependable standards.

### 7. Inner Model

Evaluation of the structural model (inner model) or hypothesis testing in this work involved calculating the path coefficient value, the R2 value, the effect size F2, and assessing the predictive relevance. The entire structural model was validated using the Goodness of Fit Index (GoF).

Based on the outcomes of calculations made using compute SmartPLS bootstrapping, the path coefficient values are assessed. The path coefficients that depict the strength of the link between constructs and variables are displayed in the following figure:

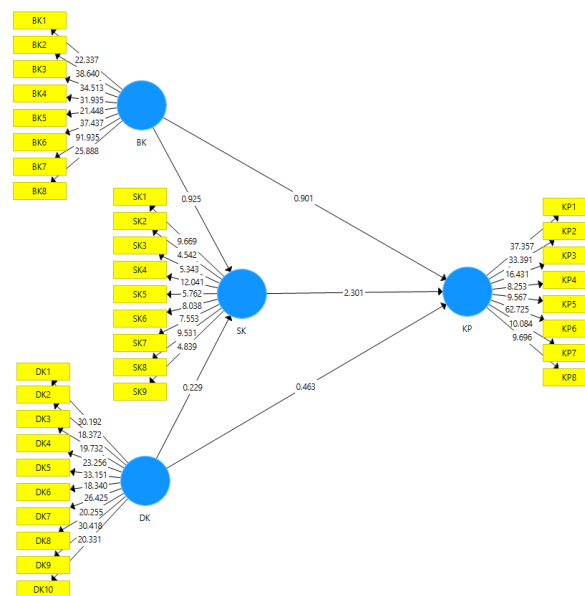


Figure 1. Path Coefficient Test Results

The evaluation of the inner model in research aims to determine the accepted research hypothesis. The evaluation of the inner model is carried out by first testing the suitability of the model by looking at the value of the coefficient of determination / R-square and the second by testing the significance of the relationship between variables in the model by looking at the t-value for the coefficients of direct influence, indirect effect, and total effect which then determines the hypothesis. accepted research. To test the suitability of the model (goodness of fit) with the coefficient of determination / R-square is said to be good or fit if the R-square is greater than 0.5. To test the hypothesis on the direct, indirect, and total effect coefficients, it is done by comparing the t-value calculated with the t-table.

### 8. Coefficient of Determination (R<sup>2</sup>)

The coefficient of determination, or R<sup>2</sup>, is used to assess how well the inner model fits the data. A coefficient of determination near to 1 indicates that the model

is more appropriate, and R<sup>2</sup>'s value ranges from 0 to 1. The coefficient of determination has the following value based on the data analysis findings:

**Table 3. Goodness of Fit Test Results**

	R Square	R Square Adjusted
<b>Performance</b>	0.860	0.846
<b>Work Stress</b>	0.866	0.857

Source: data proceed

Based on the data presented in the table above, it can be seen that the effect of workload and work discipline on performance is 0.860 or 86% and the effect of workload, work discipline and performance on work stress is 0.866 or 86.6%.

This demonstrates that the workload and work discipline can account for 0.860/86 percent of the variance in performance, with the remaining variance explained by other factors not included in this study. While the R square value for the work stress variable is 0.866/86.6 percent. That is, 86 percent of the job stress variable may be accounted for by workload and work ethic, whereas the remaining 15 percent can be accounted for by other factors not covered in this study.

### 9. Hypothesis Testing

Hypothesis testing is done by comparing the t-value of the data processing results with the t-table value which is a critical value for rejecting the null hypothesis (H<sub>0</sub>). The t-value is obtained using the bootstrap method with smartPLS. The t-value and p-value based on data processing using smartPLS software are presented in the following table:

**Table 4. Path Coefficient value, t-statistic and p-value**

Path Coefficients	Original Sample (OS)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistic	P Values
Workload → Performance	0.150	0.169	0.158	0.951	0.342
Workload → Work Stress	1.310	0.309	0.142	2.177	0.030
Work Discipline → Performance	1.540	1.547	0.206	7.484	0.000
Work Discipline → Work Stress	0.662	0.658	0.125	5.298	0.000
Work Stress → Performance	-0.870	-0.896	0.229	3.794	0.000
<i>Indirect influence (mediation)</i>					
Workload → Work Stress → Performance	-0.576	-0.587	0.176	3.280	0.001
Work Discipline → Work Stress → Performance	-0.270	-0.283	0.153	1.767	0.078

Source: data proceed

Based on the table above, it can be concluded that the determination of the hypothesis in this study:

### **Hypothesis 1**

Hypothesis 1 which states that workload affects the performance of nurses in this study is supported and the hypothesis is accepted, as evidenced by the results of hypothesis testing with a t-statistic value of 0.590 and an original sample of -0.120 and a P-value of 0.555. These results prove that the increase in workload will reduce the performance of nurses and vice versa. The results of this study are in accordance with the results of research by (Alwi and Suhendra, 2020), (Syamsu et al, 2019) and (Kuswinarno and Indirawati, 2021). While this study has different results from research by (Hartono and Kusuma, 2020) with the results that workload has a positive effect on performance.

If the workload is too low then there are too many employees in the company, so that it will actually harm the company because it has to give salaries to unproductive employees and if the company has to hire too few employees, it will cause a workload that is too high. which will cause fatigue that is too high so that it cannot work productively.

Employees often face the completion of two or more tasks that need to be done at the same time. Of course, it takes time, effort, and other resources to complete these tasks. The burden of providing limited resources in many ways causes employee productivity to be low. The problem that can occur is a reduced sense of stamina and pressure for employees (Rolos et al, 2018). Workload is a competition for limited mental resources. One reason for poor workload performance is that you need to do two or more tasks that need to be done at the same time. The more requests you make to perform these tasks, the worse your performance at work will be.

### **Hypothesis 2**

Hypothesis 2 which states that work discipline affects the performance of nurses in this study is supported and the hypothesis is accepted, as evidenced by the results of hypothesis testing with a t-statistic value of 5.837 with an original sample of 0.964 and a P-value of 0.000. These results prove that, increasing work discipline will significantly improve the performance of nurses. The findings of this study corroborate those of previous studies by (Alwi and Suhendra, 2020).

Adherence to guidelines or directives issued by the organization is considered discipline. Determining and conveying performance issues to staff members is another step in the disciplinary process, which is used to address performance issues. If performance issues are not corrected, managers are also involved in identifying, communicating, and implementing the consequences.

Work discipline can usually be a positive measure for someone who successfully achieves his goals. If the work discipline of the employee is good, it can affect the performance of the employee. The better the work discipline that employees have, the higher the performance that will be achieved so that it can make it easier for the organization to achieve its goals.

### **Hypothesis 3**

Hypothesis 3 which states that work stress affects the performance of nurses in this study is supported and the hypothesis is accepted, as evidenced by the results of hypothesis testing with a t-statistical value of 3.794 with an original sample of -0.870 and a P-value of 0.000. This means that if there is a decrease in work stress, the performance of female employees will increase. The results of this study are in accordance with the results of research by (Komariah and Prahiawan, 2021).

Stress is a state of tension that has an impact on a person's feelings, thoughts, and conditions, which may then have an impact on his performance. Depending on how much stress is there, job stress may either improve or hinder performance. Job performance may suffer if work stress overtakes the situation since stress can lower productivity. However, it can boost worker performance provided perceived job stress is not overpowering.

This is consistent with Nur's (2013) study, which found that work stress has a partly negative influence on employee performance. Accordingly, the University of Khairun Ternate's employee performance will suffer the most the more work stress people are under. Research by Komariah & Prahiawan (2021) has found that work stress has a detrimental influence on employee performance, with the result that employee performance will decrease by -0.343 for every degree of work stress that is added, according to the manager of the Manado IT Center.

### **Hypothesis 4**

Hypothesis 4 which states that workload affects Work Stress in this study is supported and the hypothesis is accepted, as evidenced by the results of hypothesis testing with a t statistic of 2.177 with an original sample of 0.310 and a P Value of 0.030. That is, a high workload will increase work stress. The results of this study are in accordance with the results of research by (Kuswinarno & Indirawati, 2021) and (Zulmaidarleni et al, 2019).

The pressure is higher when employees are required to complete work in a short time, or do work that has a high risk. In addition, a heavy workload will turn into stress when employees are required to work in areas of work that they do not understand or differ from their experience and competence.

The above research is strengthened by Maharani & Budianto's research (2019) showing that the number of jobs that exceed capacity causes the physical condition of inpatient nurses at the BLUD of Banjar City General Hospital to get tired and easily tense. The level of complexity of the nursing services provided in inpatient rooms need technical expertise and additional knowledge. Meeting demands and solving difficulties all add to the workload, which ultimately drains both physical and mental resources. The condition of nurses who are already under stress from their demanding workload shouldn't be made worse by additional responsibilities. For instance, the load of organizational administration, the burden of guiding practical students, or other obligations that ultimately become more onerous so that nurses are under more stress.

### **Hypothesis 5**

Hypothesis 5 which states that work discipline affects Work Stress in this study is supported and the hypothesis is accepted, as evidenced by the results of hypothesis testing with a t-statistic value of 5.298 with an original sample of 0.662 and a P-value of 0.000.

Good employee discipline can describe the magnitude of a person's responsibility for the tasks given. This will encourage work enthusiasm, work spirit and the realization of company goals, employees and society in general. However, based on the data obtained, on the items for each work discipline indicator, there were still some respondents who answered "disagree" and "disagree". This proves that there are still some nurses whose discipline is not from the heart and is considered forced. It could be, due to coercion to discipline and the many demands of work from superiors so that employees feel pressured which has an impact on high work stress.

Work discipline usually has a purpose in the company that is needed in carrying out harmonious cooperation in teams and high awareness for each employee to work together seriously and comply with the agreed rules. Work stress arises as a result of demands for efficiency and effectiveness in the company because it is entirely business in nature. Companies want customer satisfaction to increase profits. The better the services provided will result in the flow of incoming funds. Work stress is caused by an imbalance between the personality characteristics of employees and the characteristics of aspects of their work and can occur in all work conditions, the presence of certain attributes can affect an employee's stress resistance.

### **Hypothesis 6**

Workload has an indirect impact on performance through Hypothesis 6, which claims The findings of the hypothesis test, which showed that work stress is unsupported in this study and the hypothesis is rejected, showed a t statistic of 1.767 and an original sample of -0.270 with a p value of 0.078. This suggests that the association between workload and nursing performance cannot be mediated by job stress. According to the study's findings, work stress cannot mediate the link between workload and performance, but workload can have a detrimental impact on work stress even in the absence of work stress as a mediator.

According to Maharani & Budianto (2019), the work carried out by employees can be a burden for the perpetrators, both physically, psychologically and socially. Employee performance appraisal is one way to optimize employee performance so that they can carry out their duties and responsibilities better. Workloads can be defined as ways for employees to perform their tasks and manage tasks to meet operating system requirements. In most jobs, physical demands are also required and are related to mental demands, impacting human performance as perceived by inpatient nurses at the BLUD RSU Banjar City. The results of this study indicate that a high workload will have an impact on low performance and result in increased work stress.

### Hypothesis 7

Hypothesis 7 which states that work discipline has an indirect effect on performance through Work Stress in this study is stated to be supported and the hypothesis is accepted, as evidenced by the results of hypothesis testing with a t statistic of 3.280 and the original sample of -0.576 with a p value of 0.001. That is, work stress is able to mediate the relationship between work discipline and performance.

Good employee discipline can describe the magnitude of a person's responsibility for the tasks given. This will encourage work enthusiasm, work spirit and the realization of company goals, employees and society in general. This will reduce work stress so that work discipline will reduce work stress. Work stress can damage work performance. Stress has the potential to encourage or interfere with work performance, depending on how high the stress level is. If work stress becomes dominant, it can cause work performance to decrease because stress can reduce work productivity.

### E. CONCLUSION

Based on hypothesis testing and research results as well as discussions in previous chapters, several conclusions can be drawn that: 1) Workload, Work Discipline and Work Stress affect the performance of nurses; 2) Workload and Work Discipline affect Work Stress; 3) workload has an indirect effect on performance through stress and 4) work discipline has an indirect effect on performance through work stress.

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