

## Research Article

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# The Impact of Workload, Work Stress and Work Environment on Nurse Performance at QADR Hospital, Tangerang Regency

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**Abstract:** *Human resources are an important component in efforts to achieve planned company goals. Human resource development efforts of each company are very important to realize human resource development in various aspects. Discussion of performance is often carried out by Human Resources researchers, because performance has an important role in the improvement and work system of each company. saturated sampling or total sampling is a sampling technique in which all members of the population are sampled. This technique is often used when the population is relatively small or when researchers want to make generalizations with very small errors. So the sample used in this study was 116 nurses at QADR Hospital, Tangerang Regency. the results of the study found that workload, work stress and work environment affect performance by 38.8%. the results of the study showed that of the three independent variables proposed in the study, only the workload variable had a partial effect on performance. this shows that the lower the workload received by an employee, the performance will increase.*

**Keywords:** *Workload, Work Stress, Work Environment, Performance.*

## Introduction

Hospital as a modern health service is a very complex organization in which it is very capital intensive, technology intensive, labor intensive, profession intensive, system intensive, and quality intensive and risk intensive so it is not surprising that adverse events will often occur and will result in injury or death to patients (Depkes RI, 2006).

According to WHO (World Health Organization), a hospital is a comprehensive part (integration) of a medical organization, functioning to provide comprehensive services, providing complete health services both healing diseases (curative) and preventing diseases (preventive) to the community. Hospital is a health service institution that organizes inpatient, outpatient and emergency health services (Permenkes, 2020).

According to Government Regulation of the Republic of Indonesia Number 47 of 2021, a hospital is a comprehensive individual health service institution that provides inpatient, outpatient and emergency services. With the increasing development of medical science and technology, increasing levels of education and public awareness of human rights, hospitals are not only required to improve service quality but also maintain patient safety consistently and continuously.

Health development is an integral part of national development based on Pancasila as the ideological foundation and the 1945 Constitution as the constitutional foundation. Law No. 36 of 2009 on Health stipulates that health is a state of well-being of body, soul and social that enables everyone to live a socially and economically productive life. Meanwhile, the 1948 constitution of the World Health Organization (WHO) stipulates, among other things, that obtaining the highest degree of health is a fundamental right for everyone regardless of race, religion, political beliefs and socioeconomic level.

Human resources are an important component in efforts to achieve planned company goals. Human resource development efforts for each company are very important to realize human resource development in various aspects. Hermawan et al., (2025). Discussions about performance are often carried out by Human Resources researchers, because performance has an important role in improving and improving the work system of each company. The role of workload, work stress and work environment also affects employee performance for the better.

Nurses are one of the professions in hospitals that have an important role in the delivery of health services. Therefore, hospitals where nurses work are constantly making various efforts aimed at improving the quality of nurse professionalism. Nursing is an integral part of the health care system and is one of the factors that determine the quality of health services. For this reason, it is necessary to pay attention to the performance of nurses in carrying out their duties and functions in providing health services to patients.

The role of nurses at QADR Hospital (RS) Tangerang Regency is vital in providing quality health services to patients. However, high workload is often the main challenge faced by nurses in the hospital. The high volume of patients, complexity of medical cases, and administrative demands can cause stress and fatigue in nurses, which in turn can affect performance and the quality of services provided.

Employee performance is the result of work in quality and quantity that has been carried out by employees in carrying out all the tasks that have been assigned to employees. Hermawan et al., (2025). According to Pertiwi et al., (2024) employee performance is the main key to organizational effectiveness or success. Realizing the importance of employee performance to the success of an organization, therefore, QADR Hospital Tangerang Regency as an organization engaged in health services should pay attention to the performance of its employees according to their responsibilities so that QADR Hospital Tangerang Regency must strive to improve the quality standards of each employee, especially nurses who work directly serving patients.

Workload is one that needs to be considered in determining performance. Because workload has an important role for an organization. The provision of workload to medical personnel can be seen that providing maximum workload will affect the acquisition of medical personnel performance. Qonitatin & Andriani (2022).

Workload is a task given to employees to be completed using the skills and potential of employees and at a certain time. Employee workload is one of the factors that can affect employee performance. Workload is something that is closely related to a job that requires mental and physical activity that he must complete within a certain time, whether it has been done or not done from a positive or negative impact on his job. One of the factors that can cause work stress is excessive workload. Arsita et al., (2024).

High workload is a common problem among nurses, especially in hospitals that serve a large number of patients such as QADR Hospital Tangerang Regency. With an increase in the number of patients, nurses are often faced with tasks that require constant monitoring and attention, which can cause physical and mental fatigue. Thus, the level of occupational stress tends to increase due to time pressure and increased responsibilities.

Work Stress can reduce employee effectiveness. This is because employees use more of their energy in dealing with stress. Stress is an unpleasant reaction experienced by individuals. Individuals who experience stress will experience changes in physiology and psychology in dealing with events that occur in their environment both internally and externally. Stress that is not handled properly will easily affect the physical and mental well-being of individuals. Most stress factors come from the work done by individuals. Stress in the workplace is considered a process of interaction between the individual and the work

environment, which comes from the accumulation of negativity resulting from work. Ernawati et al., (2024).

The negative impacts of work stress include decreased performance, increased absenteeism, and high turnover, all of which can be detrimental to the organization or company concerned. Employee performance is the main indicator of the success of an organization or company in achieving its goals. Optimal performance depends not only on employees' abilities and competencies, but also on supportive working conditions. Therefore, understanding how workload and work stress can affect employee performance is very important for companies that want to achieve optimal productivity and good employee welfare. Sukmawati & Hermana, (2024).

Sedarmayanti (2017: 26) says that the work environment can affect employee performance because a human being will be able to carry out his activities properly, so that an optimal result is achieved if supported by an appropriate environmental condition.

The work environment is everything that is around the workers that can affect him in carrying out the tasks that have been charged and is one of the factors that affect the performance of an employee. The work environment itself has a direct influence on employees in completing work. Putri & Fauzan, (2024).

## Method

According to Sugiyono (2022), saturated sampling or total sampling is a sampling technique in which all members of the population are sampled. This technique is often used when the population is relatively small or when researchers want to make generalizations with very small errors. Another term for a saturated sample is a census, where the sample is one that includes members of the population. So the sample used in this study was 116 nurses at QADR Hospital, Tangerang Regency.

## Results And Discussion

### Validity and Reliability Test

For testing the validity in this study using data processing software, namely SPSS For Windows version 26. For each question item in the validity test, compare R count with R table. The instrument is said to be valid if  $R \text{ count} > R \text{ table}$ . But on the contrary, the instrument is said to be invalid if  $R \text{ count} < R \text{ table}$ . R table can be seen from a significant level of 5%.

**Table 1.** Validity Test Of research Variables

Variable	Item	R count	R Tabel	Result
Work load	12	0,241 - 0,747	0,1824	Valid
work stress	16	0,502 - 0,721	0,1824	Valid
work environment	16	0,444 - 0,815	0,1824	Valid
Performance	20	0,350 - 0,634	0,1824	Valid

It can be seen that each questionnaire item on the Workload variable (X1) has 12 statements and has the lowest value of  $0.241 > 0.1824$  which can be said to be valid. This shows that all questionnaire items are suitable for use in research.

Furthermore, it can also be seen that each questionnaire item on the Work Stress variable (X2) has 16 statements and has a lowest value of  $0.502 > 0.1824$  which can be said to be valid. This shows that all questionnaire items are suitable for use in research.

Then it can also be seen that each questionnaire item on the Work Environment variable (X3) has 16 statements and has a lowest value of  $0.444 > 0.1824$  which can be said to be valid. This shows that all questionnaire items are suitable for use in research.

It can also be seen that each questionnaire item on the Performance variable (Y) has 20 statements and has a lowest value of  $0.350 > 0.1824$  which can be said to be valid. This indicates that all questionnaire items are suitable for use in research.

### Reliability Test

A questionnaire is said to be reliable if the respondent's answer to the statement is consistent or stable over time. So the higher the level of reliability of a measuring device, the more stable the measuring device. In SPSS, facilities are provided to measure reliability with the Cronbach Alpha ( $\alpha$ ) statistical test, a questionnaire is said to be reliable if it provides a Cronbach Alpha value  $> 0.60$ . Hermawan et al., (2025).

**Table 2.** Reliability Test Of research Variables

Variables	Item	Cronbach Alpha	Result
Work load	12	0,811	Reliable
work stress	16	0,888	Reliable
work environment	16	0,761	Reliable
Performance	20	0,776	Reliable

In this study, all questionnaires in each variable were declared reliable because the Cronbach Alpha value in each variable was more than 0.60.

### Normality Test

**Table 3.** Normality Test

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		116
Normal Parameters <sup>a,b</sup>	Mean	.0000000
	Std. Deviation	7.57142483
	Absolute	.079
Most Extreme Differences	Positive	.045
	Negative	-0.079

Test Statistic	.079
Asymp. Sig. (2-tailed)	.074 <sup>c,d</sup>

In the Kolmogorov Smirnov normality test, residual data is said to be normally distributed if the probability value (significant) is greater than 0.05. Based on the normality test that has been completed by the researcher, as follows It can be seen that the significant value of the SPSS for windows normality test results is 0.074, this value is greater than 0.05 so it can be concluded that the residuals from the research model are normally distributed, thus the normality requirements are met.

### Determination Coefficient Test

The coefficient test is used to determine how much influence the independent variable has on the dependent variable. To see the magnitude of the influence between the Independent variable on the dependent variable, it can be seen from the R square value Based on the results of the coefficient of determination test using the SPSS data processing software application, it is as follows:

**Table 4.** Determination Coefficient Test

R	R Square	Adjust R Square	Std. Error of the Estimate
0.623	0.388	0.379	6.74938

That the R Square value is 0.388. This shows that there is an effect of Workload (X1) Work Stress (X2) and Work Environment (X3) on Performance (Y) simultaneously by  $0.388 \times 100\% = 38.8\%$  and the remaining 61.2% is influenced by other variables not proposed in this study.

### T Test (Partial)

The T test is used to determine whether the independent variable regression model partially affects the independent, if the sig value  $< \alpha$  0.05 and the regression coefficient is in the direction of the hypothesis, it is said that the hypothesis is accepted. It can also be seen from the amount of the calculated T value, if the calculated T value  $>$  T table Based on the t test results using the SPSS for windows application, as follows:

**Table 5.** T Test

Variables	T Count	T Tabel	Significance
Work load	2,944	1,6581	0,004
work stress	0,691	1,6581	0,490
work environment	-0,489	1,6581	0,625

In work load variables, it can be seen that the T Count  $>$  T Table value is  $2.944 > 1.6581$  with a significance value (0.004)  $< 0.05$ , so work load (X1) has a significant effect on Performance (Y). so it can be concluded that “there is an influence between workload partially on performance”.

Whereas in work stress variables it can be seen that the T Count value  $< T$  Table, namely  $0.691 < 1.6581$  with a significance value  $(0.490) > \alpha = 0.05$ , so work stress (X2) has no effect on Performance (Y). so it can be concluded that “there is no influence between work stress partially on performance”.

Then in the work environment variable, it can be seen that the T Count value  $< T$  Table, namely  $-0.489 < 1.6581$  with a significance value  $(0.625) > \alpha = 0.05$ , so the work environment (X3) has no effect on performance (Y) so it can be concluded that “there is no significant influence between work environment partially on performance”.

### F Test (Simultaneous)

The F test aims to determine the effect of independent variables simultaneously. If the value of F count  $> F$  table then  $H_a$  is accepted, meaning that the three independent variables have a significant effect on the dependent variable simultaneously. Meanwhile, if the value of Fcount  $< F$ table then  $H_0$  is accepted, meaning that all independent variables do not have a significant effect on the dependent variable simultaneously. Based on the F test using the SPSS for windows application, as follows:

**Table 6.** F Test (Simultaneous)

F Count	F tabel	Significance
33.443	2.68	0.001

From the results of the F test it can be seen that the value of Fhitung  $> F$ table, namely  $33.443 > 2.68$  with a significance value  $(0.001) < 0.05$ , the regression analysis model is significant. it can be concluded that “there is a positive and significant influence between workload, work stress and work environment simultaneously on performance”.

### Conclusion

Workload partially affects performance, this can be seen from the partial test results where the T value  $(2.944) > T$  table  $(1.6581)$  with a significance level of  $0.004 < 0.05$ , it can be concluded that workload affects performance, this is in line with Alfida & Widodo's research which states that workload has a positive and significant effect on performance. This means that an increase in workload causes an increase in nurse performance. With the increase in nurse performance, it will be directly proportional to the increase in organizational performance.

Work stress has no partial effect on performance, this can be seen from the partial test results where the T value  $(0.691) < T$  table  $(1.6581)$  with a significance level of  $0.490 > 0.05$ , it can be concluded that work stress has no effect on performance, this is in line with Komara's research (2022) which states that Work Stress (SK) has no negative effect on the Performance (KIN) of OPQ hospital nurses.

The work environment has no partial effect on performance, this can be seen from the partial test results where the calculated T value  $(-0.489) < T$  table  $(1.6581)$  with a significance level of  $0.625 > 0.05$ . 05, it can be concluded that the work environment has no effect on performance, this is in line with research

There is a simultaneous influence between workload, work stress and work environment on performance, this can be seen from the results of the Simultaneous Test where the value of F count  $(33.443) > F$  table  $(2.68)$  with a significance level of  $0.001 < 0.05$ , this is in line with the research of Amin



et al, (2024) which states that workload, work stress, and work environment together have a significant effect on the performance of CV employees. Greenlife Tirta Sentosa.

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