



A Cross-Sectional Study of The Relationship Between Job Stress and Nurse Performance in The Inpatient Ward of Wijaya Kusuma Hospital

Tri Sumarni^{1,a*)} Amelia Andini^{1,b)}

¹Nursing Undergraduate Study Program, Faculty of Health, Harapan Bangsa University

^atrisumarni@uhb.ac.id*; ^bameliaandini@uhb.ac.id

ABSTRACT

Nursing services in hospitals are an integral part of health services. A nurse has contact with patients within 24 hours, and the demands of the job are potentially stressful. Poor job performance among nurses can be caused by job stress. This study aims to determine the relationship between job stress and nurse performance. This study is a descriptive correlational study with a cross sectional approach. The sampling technique used a total sampling technique of 79 nurses. The research instrument was a Nursing Stress Scale (NSS) questionnaire of 33 questions and nurse performance assessed by the head of the room as many as three aspects assessed (behavior, professional ability, nursing process). Bivariate analysis using spearman rank statistical test. Nurses' job stress was mostly in the normal category (83.5%). The majority of respondents' performance was in the good category (88%). There is a negative relationship between work stress and nurse performance, the higher the nurse's work stress, the lower the nurse's performance (p value=0.027, r =0.-249). The findings are based on a relatively small and homogenous sample, which may limit the generalizability to other populations. The need for management at Wijaya Kusuma Hospital to pay attention to all dimensions of work stress, and elements that contribute to improving nurse performance and conduct stress management training such as mindfulness or coping mechanism training and conduct outbound activities for nurses.

Keywords: *job stress, nurse performance*

1. INTRODUCTION

Nursing is the fastest growing profession in the world (Hughes F, 2016). The number of registered nurses increased from 2,449,000 in 2003 to 2,888,000 in 2014, with an increase of 18 percent. According to reports, 59% of all health professionals are nurses and the global nursing workforce currently numbers around 28 million (Neelam & Battu, 2024).

In Indonesia, nurses are the largest health profession (compared to general practitioners, specialists, midwives, pharmacists, and dentists) with 296,876 people (49%) in 2016.

Based on data from the Indonesian Health Workers Council (KTKI) in 2020, there were 633,025 active nurses by STR, and by 2025 cumulatively estimated to be 696,217 people (Kemenkes RI, 2022). Nurses are at the forefront of service to patients. Patient satisfaction with hospital services is influenced by nurse performance. Based on these facts, it is only natural that one of the main factors affecting the accountability of a hospital is the performance of nurses (Stein, 2019).

Nurses' performance in providing nursing care is influenced by three groups: individuals, situations, and policies. Factors that influence

*Tri Sumarni

Tel.: -

Email: trisumarni@uhb.ac.id



the individual perspective are ability, skills, and motivation. While in the situational perspective, work stress, workload, facilities, interprofessional cooperation, and work environment have an influence on nurse performance. Policies include supervision, salary, health services, financial and non-financial rewards can affect nurses' performance (Kahya, 2020).

The duties and responsibilities of nurses are not easy to carry out. On the one hand the nurse is responsible for the physical, administrative tasks where she works, overcoming anxiety, complaints and patient self-defense mechanisms that arise in patients due to illness, tension, boredom in dealing with the condition of patients suffering from critical illness or terminal conditions, on the other hand nurses are required to always appear as a good nurse profile by patients. Various situations and job demands experienced can be a potential source of stress. Occupational stress in nurses is considered a common problem worldwide. Occupational stress in nurses refers to a state in which these enormous demands lead to physiological demands, psychological, and social disorders. Today, occupational stress has become a common and detrimental problem in the workplace, and nursing is a stressful occupation due to stressors such as high expectations, excessive responsibility, and minimal authority. Nurses' job stress is a factor that decreases work efficiency and productivity, threatens patient safety, and when job stress increases, it affects patient care as well as the quality of care (Dominic et al., 2024).

Nursing is a highly stressful profession and this has a negative impact on nurses' health and patient care (Aserri, 2021). Research evidence shows that nurses who experience high levels of work-related stress will threaten their health, the lives of patients, jeopardizing the quality of nursing care. Excessive stress has been shown to reduce the quality of nursing care. Furthermore, the adverse effects of job stress among nurses in hospitals include physical impacts and mental health problems, burnout, and increased turnover intentions, which, in turn, limit work efficiency and organizational commitment, thereby impairing productivity,

decreasing patient satisfaction, and impeding organizational progress (Baye et al., 2020).

(Ayed, 2019) found a relationship between stress and the performance of hospital nurses in Palestine. Not only causing psychological disorders, but also found the relationship between work stress and physical disorders or fatigue. For this reason, a nurse must have the ability to manage the stress faced, thus improving the quality of work. Job stress also has a significant relationship to nurse performance, with a negative correlation direction. This means that high work stress has an impact on the poor performance of nurses. These results are in accordance with research conducted in four regional hospitals in China's Heilongjiang Province by (L. , H. A. L. G. H. Z. X. L. Z. Z. T. S. and L. Fan. Li, 2020). In the study, there was a negative relationship between job stress and nurse performance. As previously explained, work-related stress will increasingly interfere with nurse performance. Work stress that occurs physically, mentally, and emotionally will have an impact on the individual himself, so that it can interfere with the concentration and actions of nurses when working. Job stress causes physical and emotional exhaustion among nurses leading to reduced efficiency or productivity among nurses and disrupts the quality of care (Ahmed & Hosny Abdelhafez, 2020). This result is supported by (Kouhnavard, 2020b), also said that the increase in work stress will cause work performance to decrease.

This research differs from previous research in several ways. This research uses more standardized instruments to measure work stress and performance, such as the Nursing Stress Scale (NSS) for work stress and the Nursing Performance Scale (NPS) for performance. With this approach, research is expected to provide more in-depth and applicable results in understanding the relationship between work stress and nurse performance, as well as how the influence of contextual variables can be utilized for more effective stress management.

The results of the pre-survey conducted obtained the number of nurses in the Inpatient Room RST Wijayakusuma Purwokerto amounted to 79 nurses who worked in the

inpatient rooms Abimanyu, ICU, Antasena, Srikandi, Arimbi, Parikesit, and Kresna. Based on the results of interviews with 10 nurses, there are nurses who say high work stress due to excessive workload, the demands of hospitals that must provide the best service. Based on the description above, the problem to be studied is whether there is a relationship between work stress and nurse performance.

The purpose of this study was to analyze the relationship between job stress and nurse performance at Wijaya Kusuma Hospital.

2. METHODS

This type of research is quantitative observational research. The research approach used is *cross-sectional*. The population in this study were all 79 inpatient nurses at Wijaya Kusuma Hospital. The patient sampling technique for this study used *total sampling* technique. Inclusion criteria for nurses with a work period of ≥ 1 year, nurses are not on leave / sick / study assignments.

The independent variable in this study is nurse performance. While the dependent variable in this study is job stress. The instrument used in this study was a questionnaire. The work stress questionnaire uses the *Nursing Stress Scale* (NSS) which consists of 33 questions (death and dying (7 items), conflict with doctors (5 items), lack of preparation (3 items), conflict with other nurses, (5 items), workload (6 items), unsure about treatment (5 items). The performance appraisal form consisted of 9 statements regarding behavioral aspects, 5 statements regarding professional ability aspects and 16 statements regarding nursing process aspects. *Cronbach's alpha* value of work stress questionnaire was 0.91, nurse performance questionnaire was 0.93. The job stress questionnaire was filled out by nurses while nurse performance was assessed by the head of the room. Before carrying out the research, all respondents were given a complete explanation regarding the aims, benefits and research methodology. The explanation was carried out directly when the researcher distributed the questionnaire.

Data analysis to determine the relationship between each independent variable and the dependent variable in the form of an ordinal scale used the *Spearman rank* correlation test. This research has obtained an ethical eligibility letter from Harapan Bangsa University with letter number B.LPPM-UHB/739/07/2024.

3. RESULT AND DISCUSSION

This research was conducted in the inpatient ward of Wijaya Kusuma Hospital for one month. The results of the study include data related to job stress and nurse performance, as well as the relationship between these variables.

Table 1. Characteristics of nurses in the Inpatient Room of Wijaya Kusuma Hospital in 2024

Characteristics	Category	Frequency	%
Gender	Male	25	31,6
	Female	54	68,4
Age	< 30 years	34	43
	≥ 30 years	45	57
Latest Education	Diploma	58	73,4
	Ners	21	26,6
Working Periode	< 5 years	12	15,2
	5-10 years	51	64,5
	> 10 years	16	20,3
Total		79	100

The majority of respondents were female (68.4%), over 30 years old (57.0%), had a D3 Nursing education (73.4%), and had worked for 5 to 10 years (64.5%).

Table 2. Job stress and nurse performance in the Inpatient Room of Wijaya Kusuma Hospital in 2024

Variabel	Category	Frequency	%
Job stress	High	3	3,8
	Moderate	10	12,7
	Normal	66	83,5
Nurse Performance	Fairly Good	9	12
	Good	70	88
Total		79	100

The majority of respondents had a level of job stress in the normal category, with 66 people (83.5%), while the performance of nurses at Wijayakusuma Hospital Purwokerto was mostly classified as good, as many as 70 nurses (88%).

Table 3. Cross Tabulation of Job Stress with Nurse Performance at Wijaya Kusuma Hospital in 2024

Job Stress	Nurse Performance				Total	%	P value	CC
	Fairly Good	%	Good	%				
Normal	8	10,1	57	72,2	65	82,3	0,027	-0,249
Moderate	5	6,3	6	7,6	11	13,9		
High	3	3,8	0	0	3	3,8		
Total	16	20,3	63	79,7	79	100		

Based on table 3, the p value = 0.027 with a correlation value of -0.249 means that there is a relationship between work stress and nurse performance, the higher the level of nurse work stress, the nurse's performance will decrease.

Previous research shows that younger nurses tend to have higher levels of stress compared to more senior nurses. This is due to a lack of experience in handling work pressure and clinical quality. However, older nurses, despite having more experience, sometimes experience reduced performance due to chronic fatigue or greater physical load. In other words, age moderates how stress affects performance through differences in adaptive capacity to work pressure. Female nurses tend to be more vulnerable to emotional stress because they are often involved in aspects of patient care that require high levels of empathy. In contrast, male nurses more often deal with physical stress, such as heavy tasks or less conducive working conditions. Gender influences the way stress impacts performance, both physically and emotionally. Work experience was shown to be a significant moderating factor. Nurses with more than 5 years of experience have better coping strategies compared to those who have just started their careers. This experience allows them to handle stressful situations more calmly, thereby reducing the negative impact of stress on performance. In contrast, novice nurses often face more intense stress due to a lack of understanding of how to manage workload and team dynamics (L. Li et al. 2020).

The results showed that the level of work stress of nurses was normal (83.5% did not experience work stress). This is different from research (Nopa, 2020) which states that most nurses experience work stress levels in the moderate category as much as 49.3%. Based on the analysis of the Nursing Stress Scale

questionnaire, nurses who experience stress are caused by the social environment (conflict with doctors, conflict with nurses), compared to the physical environment (workload) and the psychological environment (death and dying, lack of preparation, lack of support, uncertainty in care). Within the social environment there are elements such as social support from coworkers, interprofessional interactions, and interpersonal relationships in the workplace, which can either exacerbate or alleviate nurses' stress. A supportive social environment, for example, can help reduce stress and increase nurses' job satisfaction (Amarneh, 2017).

A hostile work environment can create conflict, leading to unhealthy competition, rivalry, and bitterness, ultimately exacerbating stressful working conditions. This study illustrates that nurses face a lot of work stress and conflict with doctors is the main source that causes stress. The results of this study are in line with research (Ahmed et al., 2022) who reported that the occurrence of nurses' work stress was caused by conflict and inappropriate communication with doctors and inappropriate work environment. This study contradicts the research (Amini MR, 2020), which studied sources of occupational stress and their relationship with personal and occupational factors in nurses of Rasht Teaching Hospital. They showed that the domains of treatment uncertainty, death and dying, and workload were the most frequent sources of occupational stress. (Gurung, 2020) also reported that uncertainty about treatment, death and dying and workload were the most stressful factors for nurses. Due to the similar fields of work of nurses and doctors, inter-professional collaboration is inevitable. The importance of proper communication between doctors and nurses and also among nurses. Professional relationships between doctors and fellow nurses

are essential for patient well-being and proper management. Whenever there is conflict, lack of cooperation or communication, problems will arise and cause stress.

Stress is a condition of tension that can cause physical and psychological imbalances that can affect emotions, thought processes, and employee conditions. Workplace stress is a state of tension that causes changes in the body, mind, and emotions that come from the work environment. It arises when there is a conflict between employees' job demands and their ability to control them. (Gahlawat, 2022). Stress in the workplace will affect employee productivity and organizational output and this is a challenge for companies, causing decreased productivity, high employee turnover, absenteeism, and health problems. Too much stress will interfere with employee performance. People who experience excessive stress will feel nervous and worried, causing them to become more irritable and aggressive, unable to relax, or uncooperative. Work stress can be seen from unstable emotions, feeling uneasy, anxious, tense, nervous, not relaxed, and aloof (Felmban, 2021).

Factors that cause the onset of work stress are workload, work environment, social interaction, organizational support. Several factors influence the onset of nurses' work stress, involving the conditions of the organization where they work, workload, and interpersonal challenges. One of the main factors is workload, which includes the number of tasks assigned to nurses and the limited time to complete them. In addition, relationships with patients and coworkers can also affect stress levels. For example, difficulties in interacting with patients who have critical or unpredictable health conditions, as well as conflicts with other professionals in the medical team, contribute to increased stress. Lack of organizational support, such as lack of supervision or discrepancies in care management, is also an important factor. Unclear division of duties and lack of resources such as adequate medical equipment can add to the emotional burden for nurses (Feddeh et al, 2020). Increasing nurses' job satisfaction through strategies such as improving compensation, enhancing teamwork, or

providing support systems from managers and colleagues could be a solution to reducing job stress (Hwang, 2022).

The results of research on nurses working at Wijaya Kusuma Hospital show that 88% of nurses have good performance. The performance of nurses in this study is seen from behavioral aspects which include: honesty, responsibility, communication, cooperation, courtesy, discipline, empathy, care for maintenance, and loyalty, aspects of professional ability (including: implementation of tasks, providing services in accordance with nursing care standards, skilled, fast and responsive, paying attention to personal safety), and the nursing process (from assessment to evaluation). Based on the results of the questionnaire analysis, the highest aspect is the behavioral aspect. Behavior is a reflection of how a person responds to situations, be it in the form of emotions, actions, or attitudes. In the context of nursing, professional behavior includes effective communication, teamwork, and empathy for patients (Andyka et al., 2023).

Employee performance is critical to organizational success, making employees a valuable asset. It contributes to increased productivity, efficiency, and organizational growth. However, if employees are stressed, they will perform poorly, resulting in low productivity, and not much benefit to the organization. Factors that affect employee performance include decision-making, workplace environment, and active participation in implementing ideas. The ability of employees to effectively maximize resources through timeliness, discipline, coordination, analysis, and a skilled workforce is beneficial to the organization (Stanca & Tarbujaru, 2022).

Nurse performance is a critical factor in ensuring patient care, satisfaction, and safety (Terzioglu et al., 2016), and is directly related to the provision of efficient, productive, and uninterrupted health services. Nursing is one of the career groups that require high performance. Research has indicated that nurses' performance is affected by environmental conditions and their personality. A study concluded that negative conditions, such as feelings of fatigue, exhaustion, and loss of motivation, along with stress caused by working conditions and

processes, can affect their performance. Decreasing nurses' workload, increasing participation in clinical decisions, a fair approach to organizing shifts and leave, providing more job opportunities, and increasing personal rights are factors that are known to improve nurses' performance (Yeh et al., 2016).

Factors that influence nurses' performance involve aspects such as leadership, organizational support, work culture, as well as individual characteristics of the nurses themselves. Several studies have shown that supportive leadership styles, such as *servant* and *transformational leadership* approaches, can increase nurses' innovation, autonomy, and competence, all of which contribute positively to nurses' performance. In addition, the distribution of tasks and rewards, as well as the presence of a supportive work culture, have been shown to have a significant impact on nurses' motivation and work performance. In a workplace that values employee participation and has an effective communication system, nurses feel more connected to the organization and are more motivated to achieve good results (Alsadaan et al., 2023).

Based on the results of the study, nurses' job stress is related to nurses' performance (negative correlation), the more stress, the more performance increases. Results of previous studies in hospitals in Palestine show that there is a statistically significant effect of job stress dimensions (conflict, professional growth, and performance evaluation evaluation) on nurses' job performance while other dimensions of job stress (nature of work and physical work environment) have little effect compared to other dimensions (Alayoubi et al., 2022). Job stress will cause physical and emotional exhaustion among nurses which leads to reduced efficiency or productivity among nurses and disrupts service quality. This result is also supported by (Kouhnavard, 2020), was conducted in an Iranian hospital which illustrates the correlation of nurse performance with job stress in hospitals and shows that there is a significant inverse relationship between the two variables, so that as job stress increases, job performance decreases.

High levels of occupational stress among nurses are associated with a decline in the quality of care they provide. For example, (Baye et al., 2020) suggested that greater patient mortality rates may be due to nurses being too stressed to provide comprehensive nursing care. Nurses play an important role in the quality of healthcare provided, patient safety, and the treatment process. If nurses experience occupational stress, they will not be able to perform the role effectively in the required time and this will lead to increased levels of burnout.

Previous researchers investigated the factors that trigger stress among employees in the fast food industry in Pakistan and its impact on their performance. Employee stress served as a mediating variable, while employee performance was the dependent variable. A total of 350 surveys were distributed across various locations, and data analysis was conducted using SPSS and SmartPLS. The findings revealed that work overload, job insecurity, and employee stress significantly impacted employee performance (Naru, 2020). Similarly, (Daniel, 2019) examines how work-related stress affects employee performance, including the nature of stress, different types of stress, and how job stress ultimately impacts employee effectiveness. Poorly managed workplace stress can impair employee performance by increasing absenteeism, turnover and medical costs while lowering productivity. Findings suggest that unfavorable factors that irritate workers undermine their performance, and employees experience a variety of stressors that negatively impact their productivity.

This research is different from the results of the study (Dominic et al., 2024) which states that there is a positive relationship between work stress and nurse performance. Nurses who have high work stress, have good performance. this is because it is associated with the nature of the nursing profession, where certain levels of workload can be perceived as a challenge and motivate nurses to perform better. In addition, the perception of excessive workload may vary across different organizational contexts and different cultures. Mild stress will improve performance because when under pressure, it acts as a motivator and helps ensure safety

when there are threats. High stress level means high competitiveness, thus, performance will increase (Ella, 2021).

Stress management significantly affects nurse performance. Nurses who were able to manage stress were 15.333 times more likely to perform better than nurses who were unable to manage stress. Stress management includes being able to manage their anger when dealing with patients, expressing themselves appropriately in front of patients, handling stressful situations at work, making time to relax on days off, listening to patients and giving them a chance to finish the conversation before the nurse responds. Therefore, to handle stress, one must have intrapersonal skills, interpersonal skills and be able to adapt to their work environment (Ondari, 2022).

CONCLUSION

The majority of respondents in this study were female, over 30 years old, had D3 Nursing education, and had worked for 5 to 10 years, had a level of work stress in the normal category, while the performance of nurses at Wijayakusuma Hospital Purwokerto was mostly classified as good. There is a relationship between work stress and nurse performance, the higher the level of work stress of nurses, the nurse's performance will decrease.

ADVISE

The need for management at Wijaya Kusuma Hospital to pay attention to all dimensions of work stress, and elements that contribute to improving nurse performance and conduct stress management training such as mindfulness or coping mechanism training and conduct outbound activities for nurses. The need for effective communication between nurses and medical personnel and with fellow nurses to reduce work stress. Supportive relationships with fellow coworkers can encourage better communication, collaboration, and problem solving, leading to improved productivity/performance and patient care outcomes. For future researchers, a qualitative design can provide deeper insights into nurses' perceptions and experiences of

workplace stress, informing more targeted interventions.

REFERENCES

- Ahmed et all. (2022). JNSBU_Volume 3_Issue 2_Pages 1067-1082. Journal of Nursing Science - Benha University, 3(2), 1067–1082.
- Ahmed, H. M., & Hosny Abdelhafez, K. (2020). Effect Professional Practical Model on Nurse Manager's Work Satisfaction (Issue 8). <http://asnjournals.ekb.eghttp://www.arabimpactfactor.com>
- Alayoubi, M. M., Arekat, Z. M., Al Shobaki, M. J., & Abu-Naser, S. S. (2022). The Impact of Work Stress on Job Performance Among Nursing Staff in Al-Awda Hospital. Foundations of Management, 14(1), 87–108. <https://doi.org/10.2478/fman-2022-0006>
- Alsadaan, N., Salameh, B., Reshia, F. A. A. E., Alruwaili, R. F., Alruwaili, M., Awad Ali, S. A., Alruwaili, A. N., Hefnawy, G. R., Alshammari, M. S. S., Alrumayh, A. G. R., Alruwaili, A. O., & Jones, L. K. (2023). Impact of Nurse Leaders Behaviors on Nursing Staff Performance: A Systematic Review of Literature. INQUIRY: The Journal of Health Care Organization, Provision, and Financing, 60. <https://doi.org/10.1177/00469580231178528>
- Amarneh, B. H. (2017). Social support behaviors and work stressors among nurses: A comparative study between teaching and non-Teaching hospitals. Behavioral Sciences, 7(1). <https://doi.org/10.3390/bs7010005>
- Amini MR, G. H. M. M. (2020). A study the status of moral intelligence in nurses across Kashan hospitals in 2015. J Educ Ethics Nurs, 4, 49–56.
- Andyka, Mk., Sri Musriniawati Hasan, M., Ns Lydia Moji Lautan, Mm., Dwi Yanthi, Mk., Ainil Yusra, N., Kep Ners Syahabuddin, M., Ns Elfira Husna, M., Ns Titi Permaini, Mk., & Ns Eben Haezar

- Kristian, Mp. (2023). Keperawatan Profesional Penerbit CV. Eureka Media Aksara.
- Aserri, M. , B. F. , & A. S. (2021). Prevalence of Occupational Stress and Related Risk Factors among Nurses Working in ASEER Region. . *Health*, 13(2), 110–122.
- Ayed, A. , F. E. I. F. M. B. M. A. D. N. and M. Omary. (2019). Exploring the work related stress sources and its effect among the Palestinian nurses at the governmental hospitals. . *Journal of Education and Practice*, 5(21), 100–110.
- Baye, Y., Demeke, T., Birhan, N., Semahegn, A., & Birhanu, S. (2020). Nurses' work-related stress and associated factors in governmental hospitals in Harar, Eastern Ethiopia: A cross-sectional study. *PLoS ONE*, 15(8 August). <https://doi.org/10.1371/journal.pone.0236782>
- Daniel, C. O. (2019). Effects of job stress on employee's performance. *International Journal of Business Management and Social Research*, 6(2), 375–382. <https://doi.org/10.18801/ijbmsr.060219.40>
- Dominic, O. I., Muritala, T. A., Wetsi, S. Y., & Gambo, N. (2024). Workplace Stress and Nurses' Performance of Public Hospitals in Federal Capital Territory, Nigeria. *European Journal of Business and Innovation Research*, 12(4), 7–33. <https://doi.org/10.37745/ejbir.2013/vol12n4733>
- Ella, R., A. A., O. E., & S.-A. P. (2021). Occupational Stress and Job Performance Among Nurses in a Teaching Hospital, in South-South, Nigeria. *International Journal of Current Research and Review*, 13(11), 12–17.
- Feddeh et al. (2020). Correlates to Work-Related Stress of Newly-graduated Nurses in Critical Care Units. *International Journal of Caring Sciences*, 13(1), 507–516.
- Felmban, K. , & K. M. (2021). The Impact of Job-Related Stress on Employee Job Satisfaction. . *Palarch's Journal of Archaeology of Egypt/Egyptology*, 18(14), 665–676.
- Gahlawat. (2022). Works Stress Among Employees and Its Effects on Their Performance. . *International Journal of Creative Research Thoughts*, 10(9), 440–453.
- Gurung, G. , G. K. , & K. S. (2020). Job-related Stress among Nurses in Selected Hospitals of Pokhara, Nepal. . *Journal of Health and Allied Sciences*, 10(1), 19–23.
- Hughes F. (2016). Nurses are the voice to lead. . *Journal of Nursing Management* , 25, 83–84.
- Hwang, E. (2022). Factors Affecting the Quality of Work Life of Nurses at Tertiary General Hospitals in the Context of the COVID-19 Pandemic. *International Journal of Environmental Research and Public Health*, 19(8), 4718. <https://doi.org/10.3390/ijerph19084718>
- Kahya, E. and N. Oral. (2020). Measurement of clinical nurse performance: developing a tool including contextual items. . *Journal of Nursing Education and Practice*, 8(6), 112–123.
- Kemenkes RI. (2022). Laporan Kinerja.
- Kouhnavard, B. , H. K. , H. M. , A. A. & P. S. (2020a). Investigating the relationship between job stress and working pressures and their effect on the job performance of personnel in educational hospitals of Larestan University of Medical Sciences. *Journal of Health*, 11(4), 497–506.
- Kouhnavard, B. , H. K. , H. M. , A. A. & P. S. (2020b). Investigating the relationship between job stress and working pressures and their effect on the job performance of personnel in educational hospitals of Larestan University of Medical Sciences. . *Journal of Health*, 11(4), 497–506.
- Li, L. , H. A. L. G. H. Z. X. L. Z. Z. T. S. and L. Fan. (2020). Moderating effects of coping on work stress and job performance for nurses in tertiary hospital: a cross sectional survey in China.

- . BMC Health Services Research , 17(401), 1–10.
- Naru, A. S. , & R. A. (2020). Impact of Job Insecurity and Work Overload on Employee Performance with the Mediating Role of Employee Stress: A Case of Pakistan's Fast- food Industry. . International Journal of Human Resource Studies, 10(1), 304–331.
- Neelam, H., & Battu, N. (2024). Exploring The Effects Of Job Stress On The Performance And Well-Being Of Nurses. Theory and Practice, 2024(2), 1147–1155. <https://doi.org/10.53555/kuvey.v30i2.5020>
- Nopa, I. (2020). The Effect of Work Stress on Nurse Performance in The Inpatient Wards Tanjung Pura Hospital on 2016 (Vol. 5). http://jurnal.umsu.ac.id/index.php/buletin_farmatera
- Ondari, E. O. (2022). Influence of Stress Management on Work Performance among Nurses in Health Facilities in Nakuru County. IOSR Journal of Nursing and Health Science, 11(3), 12–17. <https://doi.org/10.9790/1959-1103071217>
- Stanca, I., & Tarbujaru, T. (2022). Occupational Stress and Employee Performance: How Covid-19 Revolutionized All We Thought We Knew. Logos Universality Mentality Education Novelty: Economics & Administrative Sciences, 7(1), 19–38. <https://doi.org/10.18662/lumeneas/7.1/33>
- Stein, J. , C. P. A. M. J. M. B. L. C. D. C. B. W. C. D. T. and D. D. Dressler. (2019). Reorganizing a hospital ward as an accountable care unit. . Journal of Hospital Medicine , 10(1), 36–40.
- Terzioglu, F., Temel, S., & Uslu Sahan, F. (2016). Factors affecting performance and productivity of nurses: professional attitude, organisational justice, organisational culture and mobbing. Journal of Nursing Management, 24(6), 735–744. <https://doi.org/10.1111/jonm.12377>
- Yeh, S.-C. J., Yuan, K.-S., Chen, S.-H. S., Lo, Y.-Y., Chou, H.-C., Huang, S., Chiu, H.-C., & Wan, T. T. H. (2016). The moderating effect of leadership on the relationship between personality and performance. Journal of Nursing Management, 24(7), 869–883. <https://doi.org/10.1111/jonm.12391>