

The Influence of Work Stress, Workload and Work Environment on Nurse Performance at Elim Rantepao Hospital

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ABSTRACT: The influence of work stress, workload and work environment on nurse performance at Elim Rantepao Hospital, North Toraja Regency. This study aims to determine the influence of work stress, workload and work environment on nurse performance at Elim Rantepao Hospital. The population in this study were nurses at Elim Rantepao Hospital. The sampling technique used the Slovin formula so that 64 samples were obtained. The data analysis technique used was multiple linear regression analysis. The analysis tool used was the SPSS application. The results of the study showed that partially work stress and workload did not significantly affect nurse performance, the work environment partially had a significant effect on nurse performance and simultaneously work stress, workload and work environment affected nurse performance at Elim Rantepao Hospital, North Toraja Regency.

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



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INTRODUCTION

A hospital is an institution engaged in the field of health services. As a provider of health services, the Hospital operates 24 hours a day. (Rezeki et al., 2022) The performance of nurses is an important factor in determining the quality of health services provided to patients. Nurses are one of the professions in the Hospital that have an important role in the provision of health services. To optimize the results of nurses' performance in carrying out their duties and responsibilities, it can be done by assessing the performance of nurses. Nurse performance can be influenced by factors of experience, skills, abilities, education and others. (Permatasari & Prasetio (2018) The Hospital where nurses work always makes various efforts aimed at improving the quality of nurse professionalism. Nurses are required to be able to understand every patient complaint, pay attention to patient needs, handle patients according to procedures and treat patients with full responsibility. The success of a hospital is greatly influenced by the performance of its employees. Employee performance is influenced by many factors such as work stress, workload and work environment (Aprilia, 2017). Therefore, factors that influence nurse performance need to be considered more seriously by hospital management. (Wahidah, 2018).

Job stress is a condition that arises from the interaction between humans and work. which is done beyond the limits of its ability which ultimately causes pressure to be experienced (Rahmawati, 2022). Work stress in nurses can arise from various sources including high workload, long working hours, emotional pressure from patients or patient families. Stress that is not managed properly can reduce work motivation, increase the risk of fatigue, which ultimately affects employee performance. (Basalamah et al, 2022).

Stress is a condition of psychological or physical tension that affects a person's emotions, thought processes and condition (Ihsan et al., 2018). Stress usually arises from an individual's physical and psychological response to certain events. Job stress is a condition that occurs when employees are faced with opportunities and challenges that can cause tension and behavioral changes (Adelia et al.,2024). The indicators of work stress (Afandi, 2018) are: task demands, role demands, and interpersonal demands.

Nurse workload is all activities or activities carried out by nurses during their duties in a nursing service unit. Workload arises because of the many tasks and responsibilities set by the hospital. Nurses are required to provide maximum service which sometimes can result in a workload for nurses so that it can affect the performance of nurses.

Workload is a collection or number of activities that must be completed by an organizational unit or job holder within a certain period of time. (Aprilia, 2017). If the worker's ability is higher than the job demands, then boredom will arise, and vice versa, if the worker's ability is lower than the job demands, then excessive fatigue will arise. Workload arises due to limited capacity in processing information. With the workload, each task is expected to be completed as quickly as possible, carefully and quickly. (YSA & Haryani, 2020) The workload given to employees must be balanced with the competencies possessed by the employee, otherwise it will cause problems that can interfere with the employee's performance. There are four indicators in workload (Putra, 2018), namely: Targets to be achieved, Work conditions, Time usage, and Work standards.

The work environment is also one of the factors that can affect the performance of nurses. A supportive work environment both physically such as adequate facilities, and non-physically such as good interpersonal relationships with superiors and fellow co-workers can increase the motivation and productivity of nurses.

work environment is something that exists around employees that influences someone to get a sense of security, comfort, and satisfaction in doing and completing the work given by the boss (Anam, 2018). There are two types of work environments, namely physical work environments and non-physical work environments. The physical work environment is all physical conditions that exist around the workplace that can affect employees either directly or indirectly. While the non-physical work environment is all conditions that occur related to work relationships, both relationships with superiors and with coworkers, or relationships with subordinates (Sedarmayanti, 2016). There are several indicators of the work environment (Afandi, 2018) namely: Lighting, Color, Air Circulation and Noise

Performance is an achievement or work result either individually or by a group of individuals in an organization or company in accordance with the tasks and responsibilities given in order to achieve the organization's goals illegally, and not in conflict with the law, morals and ethics. Therefore, performance is an important element in the progress or decline of an organization. (Afandi, 2018). Performance is the work result that can be achieved by a person or group of people in an organization, in accordance with their respective authorities and responsibilities, in order to achieve the goals of the organization concerned legally, without violating the law and in accordance with morals and ethics (Susanto et al., 2017). Performance refers to a series of results obtained by an employee during a certain period of time. Therefore, performance is the work result in terms of quality and quantity achieved by an employee in carrying out his functions in accordance with the responsibilities given to him (Antari, 2019).

Nurse performance is the work results in terms of quality and quantity achieved by an employee in carrying out his/her duties in accordance with the responsibilities given to him/her (Mangkunegara, 2017). Nurse performance is a measure of success in achieving nursing service goals. Good performance is one of the organization's goals in achieving high work productivity. Achieving good performance cannot be separated from the quality of good human resources. There are several performance indicators (Jumiyati & Harumi, 2018), namely: Quality of work, Quantity of work, Innovation, and Cooperation.

Elim Rantepao Hospital is one of the private hospitals owned by the Toraja Church Foundation located at Jl.Ahmat Yani no. 68 Rantepao, North Toraja-South Sulawesi. At Elim Rantepao Hospital, high workloads can increase work stress in nurses. Another factor that can affect nurse performance is the work environment. It can be explained that in poor work environment conditions, such as problematic air conditioning or others, it can make employees lazy about their work. The aim of this research is to find out Is there any influence between work stress and workload? and the work environment on the performance of nurses at the Elim Rantepao Hospital, North Toraja Regency.(Koesomowidjojo (2017)

METHOD

The type of research used in this study is quantitative research with collect data in the form of figures obtained from questionnaire data on nurses at R S Elim Rantepao. (Hardani (2020)

The population used in this study is nurses at Elim Rantepao Hospital as many as 180 people. The determination of the sample in this study will use samples taken from the population itself, because considering the large number of the population, the researcher uses the Slovin formula (Sugiyono, (2017) to find and determine the number of samples. Based on the calculation results, the sample that will be used by researchers in this study is 64 samples.

The location of this research was carried out in the Elim Rantepao Hospital area, North Toraja Regency.

The author in this study used a measurement scale, namely using a *Likert scale*. *S Likert scale* namely the measure used to assess the ideas, understanding, and behavior of a person or group of social events. Quantitatively, a *Likert scale is used* with the respondent's answer choices, namely:

Table 1. Likert Scale

No.	Alternative Answers	Symbol	Mark
1	Strongly agree	SS	5
2	Agree	S	4
3	Neutral	N	3
4	Don't agree	TS	2
5	Strongly Disagree	STS	1

procedure is carried out by providing a set of written questions or statements to respondents to be answered. The questionnaire in this study was distributed to nurses at Elim Rantepao Hospital. The data analysis technique used was multiple linear regression with the help of the SPSS 22 (Statistical Program for the Social Science) software program. Ghozali (2018)

RESULTS AND DISCUSSION

Respondent Characteristics

Based on the data processing conducted, it was obtained information that there were 15 male respondents with a percentage of 23.4 %, while there were 49 female respondents with a percentage of 76.6 %. Based on age, it can be seen that respondents aged 20-25 years were 3 people with a percentage of 4.7%, 37 respondents aged 26-30 years were 57.8%, 19 respondents aged 31-35 years were 29.7% and 5 respondents aged 36-40 years were 7.8%. In terms of education, it can be seen that respondents with D3 status were 35 people with a percentage of 54.7% and S1 status were 29 people with a percentage of 45.3%.

Validity Test

Based on the results of the processing, it can be shown that all statements in this study are valid. This can be seen from the calculated *r* of each statement item is greater than the value of *r* table with a significant level for all statement items at the level of 0.05.

Reliability Test

The results of data processing show that all statement items from the research variables have *Cronbach's Alpha* greater than 0.60 so it can be stated that all statement items for each variable are reliable.

Normality Test

The normality test in this regression model is used to determine whether the regression model of the independent and dependent variables is normally distributed or not.

Table 2. One-Sample Kolmogorov-Smirnov Test

Unstandardized Residual			
N		64	
Normal Parameters ^{ab}		Mean	-1.2895563
		Std. Deviation	4.68549793
Most Extreme Differences	Absolute	,083	
	Positive	,083	
Negative		-,074	
Test Statistics		,083	
Asymp. Sig. (2-tailed)		,200 ^{cd}	

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

d. This is a lower bound of the true significance.

Based on the normality test with the *Kolmogorov-Smirnov test*, it shows that the research model already has a normally distributed residual model. In this case, it is indicated by the presence of a significant value of $0.200 > 0.05$.

Multicollinearity Test

The multicollinearity test is analyzed with the criteria that if the *Tolerance value* is more than 0.10 and the *Variance Inflation Factor (VIF)* value is less than 10, it can be said that the data does not show symptoms of multicollinearity.

Table 3. Coefficients^a

		Unstandardized Coefficients		Standardized Coefficients		Collinearity Statistics		
	Model	B	Std. Error	Beta	T	Sig.	Tolerance	VIF
1	(Constant)	25,130	6,426		3,911	,000		
	Job Stress	,308	,155	,247	1,989	,051	,866	1,154
	Workload	-,101	,131	-,104	-,770	,444	,732	1,366
	Work environment	,453	,128	,482	3,533	,001	,716	1,397

a. Dependent Variable: Performance

Based on the results of the multicollinearity test, it can be seen that the *tolerance value* for each variable is more than 0.10 and the VIF value for each variable is less than 10. So it can be concluded that this study does not show symptoms of multicollinearity between the independent variables in this research model.

Heteroscedasticity Test

The heteroscedasticity test aims to test whether in the regression model there is inequality in the variation of the residuals from one observation to another.

Table 4. Coefficients^a

		Unstandardized Coefficients		Standardized Coefficients		
	Model	B	Std. Error	Beta	T	Sig.
1	(Constant)	9,319	3,357		2,776	,007
	Job Stress	-,190	,081	-,308	-2,346	,022
	Workload	,087	,068	,181	1,270	,209
	Work environment	-,128	,067	-,276	-1,910	,061

a. Dependent Variable: abs_RES

Based on the table above, it can be seen that the Glejser test through the significance of the independent variable is greater than 0.05, thus it can be concluded that there is no heteroscedasticity in the regression model of this study.

Coefficient of Determination (r^2)

The coefficient of determination value is used to determine the extent of the contribution of work stress, workload and work environment to performance.

Table 5. Model Summary^b

Model	R	R Square	Adjusted Square	RStd. Error of the Estimate	Durbin-Watson
1	,446 ^a	,199	,159	4,983	,869

a. Predictors: (Constant), Work Environment, Work Stress, Workload

b. Dependent Variable: Performance

Based on table 5, it shows that the coefficient of determination has a value of 0.199 or 19.9%, which means that the variables of work stress, workload and work environment have an influence of 20% on nurse performance, while the rest is influenced by other factors that are not examined.

Multiple Linear Regression

Table 6. Coefficients^a

Unstandardized Coefficients		Standardized Coefficients			Collinearity Statistics		
Model	B	Std. Error	Beta	T	Sig.	Tolerance	VIF
1	(Constant)	25,130	6,426		3,911	,000	
	Job Stress	,308	,155	,247	1,989	,051	,866
	Workload	-,101	,131	-,104	-,770	,444	,732
	Work environment	,453	,128	,482	3,533	,001	,716

a. Dependent Variable: Performance

$$Y = a + b_1 X_1 + b_2 X_2 + b_3 X_3 + e$$

$$Y = 25,130 + 0.308.X_1 + -0.101.X_2 + 0.453.X_3$$

Based on the results of the multiple linear regression test in table 6 above, the results of the multiple linear regression can be explained as follows:

The constant value (a) is 25.130, this shows that if the work stress, workload and work environment variables are zero, then the performance variable is 25.130.

The value of the work stress coefficient (X1) is 0.308. This means that if work stress (X1) increases by one unit, then the nurse's performance will increase by 0.308, and vice versa, if the work stress value decreases by one unit, then the nurse's performance will also decrease by 0.308.

Workload coefficient value (X2) Workload coefficient -0.101 means the workload regression coefficient shows a negative direction. This means that if the workload increases by one unit, the nurse's performance will decrease by 0.217 and conversely, if the workload decreases by one unit, the nurse's performance will increase by 0.101.

The value of the work environment coefficient (X3) is 0.453. This means that if the work environment (X3) increases by one unit, the nurse's performance will increase by 0.453, and vice versa, if the work environment value decreases by one unit, the nurse's performance will also decrease by 0.453.

Partial Test (T-Test)

Partial test is used to determine whether there is an influence between independent variables (work stress, workload and work environment) partially on the dependent variable (performance). If the sig value <0.05 then there is an influence of the independent variable on the dependent variable or the proposed hypothesis is accepted. Conversely, if the sig value > 0.05 then there is no influence of the

independent variable on the dependent variable or the proposed hypothesis is rejected.

Table 7. Coefficients^a

	Model	Unstandardized Coefficients		Standardized Coefficients		Collinearity Statistics		
		B	Std. Error	Beta	T	Sig.	Tolerance	VIF
1	(Constant)	25,130	6,426		3,911	,000		
	Job Stress	,308	,155	,247	1,989	,051	,866	1,154
	Workload	-,101	,131	-,104	-,770	,444	,732	1,366
	Work environment	,453	,128	,482	3,533	,001	,716	1,397

a. Dependent Variable: Performance

Based on the results of the T test in table 7 above, the partial test in this study is as follows:

1. The effect of work stress on performance

From the partial test calculation results, it is known that $t_{\text{count}} 1.989 > t_{\text{table}} 1.669$ and the significant value is $0.051 > 0.05$. Because the significance value is greater than 0.05, H_0 is accepted and H_a is rejected. So it can be concluded that partially the work stress variable does not have a significant effect on performance.

2. The effect of workload on performance

From the partial test calculation results, it is known that $t_{\text{count}} -0.770 < t_{\text{table}} 1.669$ and the significant value is $0.444 > 0.05$. Because the significance value is greater than 0.05, H_0 is accepted and H_a is rejected. This means that partially the workload variable does not have a significant effect on performance.

3. The influence of the work environment on performance

From the partial test calculation results, it is known that $t_{\text{count}} 3.533 > t_{\text{table}} 1.669$ and the significant value is 0.001. Because the significance value is less than 0.05, H_0 is rejected and H_a is accepted. This means that partially the work environment variable has a significant effect on performance.

Simultaneous Test

The F test is used to see whether there is an influence of independent variables, namely work stress, workload and work environment simultaneously on the dependent variable. The F test is carried out using a significance level of 0.05 or 5%. Assuming that if $F_{\text{count}} > F_{\text{table}}$ and the significance value $F < 0.05$ the hypothesis is accepted and if $F_{\text{count}} < F_{\text{table}}$ and the significance value $F > 0.05$ then the hypothesis is rejected.

Table 8. ANOVA^a

	Model	Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	370,476	3	123,492	4,974	,004 ^b
	Residual	1489,524	60	24,825		
	Total	1860,000		63		

a. Dependent Variable: Performance

b. Predictors: (Constant), Work Environment, Work Stress, Workload

Based on the results of the simultaneous test in table 8 in above that the calculated F value $> F$ table, namely F count 4,974 $> F$ table 2,753 and sig value 0.004 < 0.05 which means the hypothesis is accepted. So it can be concluded that the variables of work stress, workload and work environment simultaneously have a significant effect on performance.

Based on the results of the analysis, a discussion will be conducted that provides some detailed information about the research results and aims to determine whether each other variable has an influence. The independent variable in this study is work stress. (X1), workload (X2) and work environment (X3). While the dependent variable is nurse performance (Y) at Elim Rantepao Hospital, North Toraja Regency. Hypothesis testing between independent variables and dependent variables done through SPSS results.(Ghozali (2016)

The Influence of Work Stress on Nurse Performance

Based on the results of this study, it shows that the work stress variable partially does not have a significant effect on the performance of nurses at Elim Rantepao Hospital, North Toraja Regency. This result can be seen in the t-test by obtaining a t- count value of 1.989 and a t -table of 1.669 with a significance level of 0.051. Based on the results of the T-test where the significance value is 0.051 > 0.05 , which means that work stress does not have a significant effect on nurse performance.

Job stress does not significantly affect nurse performance. This can be explained that in any condition, nurses understand their role to carry out their work well in accordance with the tasks and responsibilities that have been given. This means that job stress is not the main variable in determining nurse performance.

The results of this study are in line with previous research in this study, namely research conducted by Yustikasari & Santoso, (2023) which concluded that work stress does not have a significant effect on nurse performance.

The Influence of Workload on Nurse Performance

Based on the results of the hypothesis testing conducted, it shows that partially the workload variable

does not have a significant effect on nurse performance. The results are based on the results of the t-test of the workload variable, the calculation shows that the calculated t value is $-0.770 < t$ table of 1.669 and the significant value is $0.444 > 0.05$. From the results of the study conducted, there was no significant influence of workload on nurse performance. In this case, it means that nurses understand their duties and the working time they have. So no matter how many patients are handled each day and the tasks they carry out, nurses are always ready and work optimally

by utilizing the available time.

The results of this study are in line with previous research in this study, namely research conducted by Yustikasari & Santoso (2023) which concluded that workload does not have a significant effect on nurse performance.

The Influence of the Work Environment on Nurse Performance

Based on the results of the t-test (partial test) which produced a calculated t of $3.533 > t$ table of 1.669 and a significant value of $0.001 < 0.05$ which states that partially the work environment has a significant effect on the performance of nurses at Elim Rantepao Hospital. So, by creating a good work environment, the performance of the nurses given will also increase.

The work environment that significantly affects the performance of nurses can show that the better the work environment, the more enjoyable the work will be. With a comfortable, safe, and conducive work environment such as lighting, layout, air circulation and relationships between nurses can improve their performance.

The results of the study indicate that partially the work environment variable has a positive and significant effect on nurse performance. The results of this study are in line with the research of Setiawan & Yam (2022) and Nisak & Andriani (2022) which concluded that partially the work environment affects nurse performance.

The Influence of Work Stress, Workload and Work Environment on Nurse Performance

Based on the results of simultaneous testing, it shows that the calculated F is $4.974 > F$ table of 2.753 and a significant value of 0.004. The results of the F test with a significant value of $0.004 < 0.05$ or 5%, with a coefficient value of 0.199, which means that the magnitude of the influence given is 20% and the rest is influenced by other variables not included in this study.

Stress experienced by workers as a result or other consequences of the work process, which can develop into workers physically and mentally ill, so that they can no longer work optimally. In addition to work stress, workload is also something that arises from the interaction between the demands of tasks, the work environment where it is used as a workplace, skills, behavior and

perceptions of workers. Therefore, the hospital must pay attention to work stress, workload, and work environment to maintain nurse performance.

This study is in line with the research of Adelia et al. (2024) which concluded that work stress, workload and work environment have a simultaneous effect on the performance of nurses at Elim Rantepao Hospital.

CONCLUSION

Based on the results of the research and discussion on "*The Influence of Work Stress, Workload, and Work Environment on Nurse Performance at Elim Rantepao Hospital, North Toraja Regency*", several conclusions can be drawn. First, the work stress variable was found to have no significant partial effect on the performance of nurses at Elim Rantepao Hospital. Similarly, the workload variable also did not have a significant partial effect on nurse performance. However, the work environment variable showed a significant partial effect on nurse performance. When considered simultaneously, the variables of work stress, workload, and work environment were found to have a significant joint effect on the performance of nurses at the hospital.

This study is subject to several limitations. The research was conducted using only one research object—Elim Rantepao Hospital—making it difficult to generalize the findings to other institutions. Additionally, the sample size was limited, and the research instrument used was solely a questionnaire. This limitation prevented the researcher from verifying the authenticity of the responses provided by the participants.

Based on the findings, several suggestions are offered. Although work stress and workload were not found to have significant individual effects on nurse performance, it remains crucial for hospital management to address these factors to prevent potential long-term negative consequences. Creating and fostering a supportive work environment is essential, as it can help reduce stress and workload, ultimately enhancing motivation, improving performance, and increasing productivity among nurses. Future researchers are encouraged to expand upon this study by incorporating other variables that may influence nurse performance to provide a more comprehensive understanding of the factors involved.

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