
An Empirical Study of Motivation, Workload, and Occupational Stress on Nursing Performance

Farrel Dindra Athallah Siregar*

Master of Management Study Program, Sangga Buana University YPKP

Kosasih

Master of Management Department, Sangga Buana University YPKP

Ayu Laili Rahmiyati

Master of Management Department, Sangga Buana University YPKP

***Corresponding Author**

Farrel Dindra Athallah Siregar

Fdindra17@gmail.com

ARTICLE INFO

Article history :

Received:
08 September 2025

Revised:
06 Januari 2026

Accepted:
21 Februari 2026

ABSTRACT

Nurses play a vital role in hospital services, yet high workload, job stress, and low motivation may reduce performance. This study aimed to analyze the effect of motivation, workload, and job stress on the performance of inpatient nurses at BaliMed Hospital Karangasem. The research used a quantitative approach with a descriptive-verify design. The sample consisted of 71 nurses determined by saturated sampling. Data were collected using validated and reliable questionnaires, then analyzed with multiple linear regression. The results showed that motivation had a positive and significant effect on performance, while workload and job stress had negative and significant effects. Simultaneously, all three variables significantly affected performance with an R^2 value of 90.6%. The study concludes that motivation, workload, and job stress are dominant factors influencing nurse performance. It is suggested that hospital management improve motivation, balance workload, and manage stress through organizational support to maintain optimal service quality.

Keywords: Motivation, Workload, Job Stress, Nurse Performance

This is an open access article under the [CC-BY-SA](https://creativecommons.org/licenses/by-sa/4.0/) license



INTRODUCTION

Nursing is a profession that specializes in patient care and patient care, with varying work demands depending on specific characteristics in carrying out the work. These characteristics include task characteristics (which require speed, alertness, and shift work), organizational characteristics, and the characteristics of the work environment, both physical and social. In addition, nurses are also burdened with additional duties and often perform activities outside their normal function (Nursalam, 2017).

The duties and responsibilities of nurses are not easy to shoulder. This can lead to work stress in nurses. The stress nurses face in their work significantly impacts the quality of nursing care provided to patients. Work stress affects the physical, psychological, and behavioral conditions of nurses. Negative behaviors of stressed workers correlate with work performance, increased absenteeism, and a tendency to experience workplace accidents. These negative impacts create obstacles in both management and operational work, and can reduce work productivity, particularly service quality. This can be seen from data from various countries (Scholler, 2015).

According to data from the World Health Organization (WHO), there will be 28 million nurses worldwide by 2024. The latest data indicates that by 2023, the number of nurses in Indonesia will reach 582,023, making nursing the largest healthcare workforce in Indonesia. Meanwhile, the number of hospitals in Indonesia in 2024 was recorded at 3,217 units, including general hospitals and specialty hospitals. With 582,023 nurses and 3,217 hospitals, there are an average of 181 nurses per hospital. However, it should be noted that the distribution of nurses and hospitals is uneven across Indonesia. Some regions, especially outside Java, still face a shortage of healthcare workers, including nurses, which can impact the quality of healthcare services in those areas. The government continues to strive to increase the number and distribution of healthcare workers through various programs, including increasing the capacity of nursing education and incentives for healthcare workers willing to be placed in remote areas. If this is not balanced with a sufficient number of workers, it will result in an increased workload (RI, 2021)

According to a survey conducted by the Indonesian National Nurses Association (PPNI), approximately 50.9% of nurses in Indonesia experience work stress. This figure reflects that more than half of nursing staff face significant pressure in carrying out their duties. Factors causing work stress include heavy workloads, high administrative demands, lack of organizational support, and challenging working conditions such as long hours and night shifts. Prolonged work stress can negatively impact nurses' physical and mental health, reduce the quality of patient care, and increase the risk of medical errors. Therefore, it is crucial for healthcare institutions to implement effective stress management strategies to support the well-being of nursing staff and ensure optimal healthcare delivery.

This decline in health status will certainly reduce performance, which ultimately also reduces work productivity. This condition will impact the company where the employee works, where the company will experience financial losses due to the imbalance between productivity and costs incurred for salaries, benefits, and other benefits. Many

workers are absent from work for various reasons, or work is not completed on time due to lateness or repeated errors (Marr Heater H, 2014).

The workload experienced by employees varies because each employee has a different type of job and a different amount of work. According to Mahawati et al. (2021), workload is a variety of physically and psychologically demanding tasks that fall under the worker's responsibility. Workplace stress among employees can be influenced by a high workload. Employees who have too much work may experience work stress. Employees will feel pressured if the work exceeds their capabilities. Stress can impact employee health, making them more susceptible to illness and causing emotional instability.

Job stress is a process that causes people to feel pain, discomfort, or tension due to their work, workplace, or specific work situations. Stress is a state of tension that affects a person's emotions, thought processes, and physical condition. If a person/employee experiences excessive stress, it can interfere with their ability to cope with their environment and the work they will be doing, such as the environment in a hospital (Anoraga, 2016).

Nursing workload is all the activities carried out by nurses in carrying out their duties in a nursing service unit. Workload can also be defined as the total amount of nursing time, both directly and indirectly, in providing nursing services required by patients and related to the number of nurses required to provide those services. Workload consists of quantitative workload and qualitative workload. Quantitative workload can be the amount of work that must be done to meet the patient's health needs. Qualitative workload is the high level of responsibility in providing health services to patients. High workloads for nurses can cause fatigue and exhaustion, thereby reducing work productivity and impacting the performance provided to patients (Fraser, 2014).

Factors such as work stress and workload mentioned above can affect nurse performance, as stated in a previous study by Natalia in 2021 entitled *Analysis of the Relationship between Perceived Workload and Work Stress with Nurse Performance in the Covid-19 Pandemic Era in Covid Isolation Rooms at Hospitals in Mojokerto City*. The results of the study showed that the majority of nurse respondents had a moderate workload, namely 61 (91.0%) respondents, and the majority of nurse respondents had moderate work stress, namely 42 (62.7%). There was a relationship between workload (p -value = 0.011) and work stress (p -value = 0.029) with nurse performance during the Covid-19 Pandemic Era in Covid Isolation Rooms at Hospitals in Mojokerto City (N, 2021).

Besides workload and stress, motivation is also often linked to employee performance. Providing work motivation, whether from leaders or colleagues, is crucial for fostering a sense of commitment to work, especially when self-motivation grows, which significantly impacts optimal performance. Employees with high work motivation will deliver more optimal performance compared to those with low work motivation, which can lead to a lack of enthusiasm for work and decreased performance. This aligns with previous research that found that work motivation has a strong influence on employee

performance (Abdullah & Winarno, 2022). Leaders must be able to inspire all employees to always give their best.

BaliMéd Karangasem Hospital is a private general hospital located on Jalan Nenas, Kecicang, Bebandem District, Karangasem Regency, Bali. This hospital has a capacity of 123 beds and has received the highest accreditation from KARS (Hospital Accreditation Commission). The services provided include inpatient care, outpatient care, emergency unit, hemodialysis, chemotherapy, and other supporting facilities such as laboratory and radiology. Based on the results of initial observations conducted by researchers, the total number of nurses at BaliMéd Karangasem Hospital is 120 people. During the initial observation, researchers also found that many nurses were given non-nursing tasks, distributed among various service units, such as inpatient wards, emergency rooms, intensive care units, specialist polyclinics, and other supporting units. The workload of nurses is often not commensurate with the high number of patient visits, especially in inpatient rooms and emergency rooms. This imbalance has the potential to reduce the quality of service, increase the level of fatigue of medical personnel, and impact patient satisfaction. Therefore, hospital management needs to consider adjusting the number and distribution of nurses to ensure optimal service delivery and minimize the risk of burnout. The number of patient visits at BaliMéd Karangasem Hospital from 2020 to 2024 is as follows:



Figure 1. Number of Patient Visits at BaliMéd Karangasem Hospital in 2020-2024

Figure 1.1 shows a significant increase in the number of patient visits from 2020 to 2024 at BaliMéd Karangasem Hospital across all service types, particularly specialist visits, which surged sharply from 28,362 in 2020 to 106,530 in 2024. This increase reflects the high public demand for quality and professional healthcare services, which directly

impacts the workload and demands on the performance of nurses as the spearhead of hospital services. As the number of patients increases, nurses are required not only to maintain the quality of service but also to be able to work effectively and efficiently in more dynamic conditions. Therefore, understanding the factors that influence nurse performance is crucial to ensure service quality is maintained amidst the increasing volume of patient visits. This serves as an important basis for formulating the background of the research problem regarding nurse performance at BaliMed Karangasem Hospital.

According to an initial survey conducted by researchers on 10 nurses, it was found that 7 of them complained that the work stress experienced by nurses in the hospital came from personal stress, the personal stress experienced by nurses usually comes from problems that come from home. Job stress usually comes from the work environment, such as a lot of work with many demands supported by a less than ideal work environment.

Considering the heavy workload and numerous demands, such as completing complete nursing records, changing patient sheets, and bathing patients, nurses experience a heavy workload and are prone to fatigue, which can impact their performance and ultimately the care they provide to patients.

Based on the background stated above, the researcher is interested in conducting further research by taking the title "The Influence of Motivation, Workload and Job Stress on Nurse Performance at BaliMed Karangasem Hospital".

THEORETICAL FRAMEWORK AND EMPIRICAL STUDIES

Motivation

Hafidzi et al (2019) state that motivation is the provision of driving force that creates enthusiasm for a person's work so that they are able to collaborate, work effectively and be integrated with all their efforts to achieve satisfaction. Motivation is the main thing that drives someone to work (Adha et al., 2019). According to Sedarmayanti (2019) motivation is a force that drives someone to do an action or not which is essentially internally and externally positive or negative, work motivation is something that creates a drive/work enthusiasm/driver of work enthusiasm (Sedarmayanti, M.Pd, 2019). Wilson Bangun (2012) Motivation is a desire within a person that causes the person to take action. A person takes action for something in order to achieve a goal. (Bangun, 2017).

Workload

A workload is a collection or series of activities that must be completed by an organizational unit or position holder within a certain timeframe. The workload assigned to employees must be balanced with their competencies and abilities, or else problems will arise that could disrupt their performance. (Rohman & Ichsan, 2021) A workload is also known as an excessive amount of work or activity that can cause stress. This can lead to decreased employee performance due to the skill level being too high, and vice versa. A workload that is too low can lead to boredom or fatigue. (Fransiska & Tupti, 2020).

Work Stress

According to Robbins & Judge (2017), it states that: “Work stress is a dynamic condition in which an individual is faced with an opportunity, demand or resource related to environmental conditions, organizational conditions and within a person”(Robbins & Judge, 2017). According to Malayu SP Hasibuan (2020:204), it states that: “Employee stress arises due to job satisfaction not being realized from their work. Employee stress needs to be addressed as early as possible by the leadership so that things that are detrimental to the company can be overcome. Stress is a condition of tension that affects emotions, thought processes, and a person's condition. People who experience stress become nervous and feel chronic anxiety. They often become angry, aggressive, unable to relax, or show an uncooperative attitude”.

Nurse Performance

Health workers based on the Law of the Republic of Indonesia Concerning Health No. 36 of 2014 are any person who devotes themselves to the health sector and has knowledge and skills through education in the health sector for certain types that require authority in carrying out health efforts. Health workers also have an important role to improve the quality of maximum health services to the community so that the community is able to increase awareness, willingness, and ability to live healthily so as to be able to realize the highest level of health as an investment for the development of socially and economically productive human resources.

Performance when associated with performance as a noun, then the meaning of performance is the work results that can be achieved by a person or group of people in a company in accordance with their respective authorities and responsibilities in an effort to achieve company goals illegally, not breaking the law and not contrary to morals and ethics (Rivai & Basri in Harsuko 2017:86).

EMPIRICAL STUDY

Research by Riski Fitria Dewi, Mochamad Nurhadi, Emma Julianti, and Tjahjani Prawitowati (2023) examined the mediating role of work motivation in the relationship between work stress, workload, and employee performance at the Forest Management Office using PLS-SEM analysis. The results showed that work stress did not directly affect employee performance, but had a positive effect on workload. Workload also did not directly affect performance, but did affect work motivation, which then affected employee performance. Work motivation was proven to be able to mediate the relationship between workload and performance, and played a role in mediating the serial relationship between work stress and workload on performance. Thus, although work stress and workload did not directly affect employee performance, the presence of work motivation made this influence significant.

Furthermore, research by Siti Aisyah Tri Yustikasari and Bowo Santoso (2024) which analyzed the influence of workload, job stress, and work environment on nurse performance at Brawijaya Level III Hospital Surabaya using Partial Least Squares (PLS)

analysis, found that workload had a negative and insignificant effect on performance, while job stress had a positive but insignificant effect. The work environment factor, although also insignificant, had the greatest influence compared to the other two variables. This study expands the study by including work environment variables, which were not included in previous research.

In contrast, a study by Fatimah Fauzi Basalamah, Reza Aril Ahri, and Arman (2021) examined the effects of work fatigue, work stress, work motivation, and workload on nurse performance at Makassar City Hospital using multivariate analysis. Involving 100 respondents, the results showed that work stress, work motivation, and workload significantly influenced nurse performance, while work fatigue had no significant effect. The majority of respondents were female, aged 31–40 years, with a bachelor's degree in nursing, and had worked for more than 10 years.

RESEARCH METHODS

The data analysis method used in this study is multiple linear regression analysis, which is a statistical technique used to determine The Influence of Motivation, Workload and Job Stress on Nurse Performance at BaliMed Hospital, Karangasem This analysis was conducted by first testing classical assumptions, including normality, multicollinearity, heteroscedasticity, and autocorrelation, to ensure that the resulting regression model meets the BLUE (Best Linear Unbiased Estimator) criteria. The sample size for this study was 71 Inpatient Nurses at BaliMed Karangasem Hospital obtained through non-probability sampling technique with saturated sampling After the classical assumptions are met, a multiple linear regression model is estimated using statistical software. This allows for regression coefficient values, a t-test to measure the partial influence of each independent variable, and an F-test to determine the simultaneous influence of the independent variables on the dependent variable. Furthermore, the coefficient of determination (R^2) is calculated to determine how much of the variation in the dependent variable can be explained by the independent variables in the model.

$$\hat{Y} = \alpha + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + e$$

Where:

\hat{Y} = dependent variable (Nurse Performance)

X_1 = independent variable (Motivation)

X_2 = independent variable (Workload)

X_3 = independent variable (Work Stress)

α = value of Y if X = 0

β = multiple linear coefficients

e = residual.

RESULTS AND DISCUSSIONS

The Multiple Linear Regression Model is used to determine the equation model of the variables Work Motivation, Workload and Work Stress on Nurse Performance, so the results of the multiple linear regression calculations are as follows:

Table 1. Regression Coefficient Results

Model		Coefficients ^a				
		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	20,566	5,505		3,736	.000
	X1	.403	.080	.570	5,021	.000
	X2	-.185	.088	-.180	-2.108	.039
	X3	-.265	.131	-.228	-2,019	.047

a. Dependent Variable: Y

Source: Data Processing with SPSS 30, 2025

In table 1, the beta coefficient is obtained for each variable so that a multiple linear regression equation can be formed as follows:

$$Y = \beta_0 + \beta_1X_1 + \beta_2X_2 + \beta_3X_3 + e$$

$$Y = 20.566 + 0.403(X_1) - 0.185(X_2) - 0.265(X_3) + e$$

The constant of 20.566 indicates the percentage of Nurse Performance score if Work Motivation and Workload are zero. The regression coefficient for the Work Motivation variable (X1) is 0.403 which shows the large percentage change in the Nurse Performance score influenced by Work Motivation, a positive sign indicates that the influence that occurs is in the same direction, meaning that every time there is an increase in the score of the Work Motivation variable by 1 unit and other variables are considered constant, then Nurse Performance is predicted to increase by 0.403 units. The regression coefficient for the Workload variable (X2) is -0.185 which shows the large percentage change in the Nurse Performance score influenced by Workload, a positive sign indicates that the influence that occurs is in the same direction, meaning that every time there is an increase in the score of the Workload variable by 1 unit and other variables are considered constant, then Nurse Performance is predicted to increase by -0.185 units. The regression coefficient for the Work Stress variable (X3) is -0.265 which shows the large percentage change in the Nurse Performance score influenced by Workload, a positive sign indicates that the influence that occurs is in the same direction, meaning that every time there is an increase in the score of the Work Stress variable by 1 unit and other variables are considered constant, then Nurse Performance is predicted to increase by -0.265 units.

Hypothesis Testing

Table 2. Simultaneous Test Results

		ANOVA				
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	3004.442	3	1001,481	215,626	.000b
	Residual	311,183	67	4,645		
	Total	3315.625	70			

a. Dependent Variable: Y

b. Predictors: (Constant), X3, X2, X1

Source: Data Processing with SPSS 30, 2025

Table 4.12 shows the F-count value of 215.626, which is greater than the F-table value of 2.77. In addition, sig. (0.000) is smaller than the significance level (5%) so that H_0 is rejected. Thus, the regression model is meaningful, so that simultaneously there is a significant influence between Work Motivation, Workload, and Work Stress on Nurse Performance at BaliMed Karangasem Hospital. α

Table 3. Partial Test Results

Model	Regression Coefficient	t count	t Table	Sig.	Information
X1→Y	0.403	5,021	2,003	0,000	H_0 rejected
X2→Y	-0.185	-2,108	- 2,003	0.026	H_0 rejected
X3→Y	-0.265	-2,019	- 2,003	0,000	H_0 rejected

Source: Data Processing with SPSS 30, 2025

In the first hypothesis, it was obtained that the t-value of 5.021 was greater than the t-table of 2.003 and it was known that sig. (0.000) was smaller than the significance level (5%) so that H_0 was rejected, there was a significant influence between Work Motivation on Nurse Performance, with a positive regression coefficient indicating that the more controlled Work Motivation at BaliMed Karangasem Hospital, the higher Nurse Performance it would impact, and vice versa, if Work Motivation at BaliMed Karangasem Hospital was getting worse, it would impact on Nurse Performance which was getting lower. α

In the second hypothesis, it was obtained that the t-count value of -2.108 was greater than the t-table of 2.003 and it was known that sig. (0.039) was smaller than the significance level (0.05) so that H_0 was rejected, which means that there was a significant influence between Workload on Nurse Performance, with a positive regression coefficient indicating that the better the Workload given by BaliMed Karangasem Hospital, the higher

the Nurse Performance will be, and vice versa, the more unaffordable the Workload given by BaliMed Karangasem Hospital, the lower the Nurse Performance will be.

In the third hypothesis, it was found that the calculated t value of -2.019 was greater than the t table of 2.003 and it was known that sig. (0.047) was smaller than the significance level (0.05) so that H0 was rejected, which means that there was a significant influence between Work Stress on Nurse Performance, with a positive regression coefficient indicating that the better Work Stress at BaliMed Hospital, Karangasem then it will have an impact on the Nurse's Performance, the higher it is, and vice versa the worse it is Work Stress used at BaliMed Hospital Karangasem then it will have an impact on lower nurse performance.

Correlation Analysis

Table 4. Correlation Analysis

Model Summary				
Model	R	R Square	Adjusted R Square	Standard Error of the Estimate
1	.952a	.906	.902	2.15511

a. Predictors: (Constant), X3, X2, X1
b. Dependent Variable: Y

Source: Data Processing with SPSS 30, 2025

The calculation results above obtained an R value of 0.952, this value indicates a strong relationship between Work Motivation, Workload, and Work Stress with Nurse Performance. The correlation value is positive, indicating that the better Work Motivation, Workload, and Work Stress, the Nurse Performance will also increase, and vice versa, the worse Work Motivation, Workload, and Work Stress, the Nurse Performance will decrease.

Table 5. Analysis of the Coefficient of Determination

Model Summary				
Model	R	R Square	Adjusted R Square	Standard Error of the Estimate
1	.952a	.906	.902	2.15511

a. Predictors: (Constant), X3, X2, X1
b. Dependent Variable: Y

Source: Data Processing with SPSS 30, 2025

$$Kd = r^2 \times 100\% = 0,952^2 \times 100\% = 0,906 \times 100\% = 90,6\%$$

The calculation results above show that the determination coefficient value of 90.6% shows that work motivation, workload, and work stress have an influence on nurse performance of 90.6%, while the remaining 9.4% is influenced by other factors that were not studied.

To see the size of the contribution of each variable Work Motivation, Workload, and Work Stress on Nurse Performance, the partial determination coefficient will be calculated and the following data will be obtained:

Table 6. Partial Determination Coefficient

Model	Standardized Coefficients	Correlations		
		Beta	Zero-order	Partial
1	(Constant)			
	X1	.570	.942	.523
	X2	-.180	-.886	-.249
	X3	-.228	-.920	-.239

Source: Data Processing with SPSS 30, 2025

Based on the results of the calculation of the magnitude of the influence of each independent variable (Work Motivation, Workload, and Work Stress) on the dependent variable (Nurse Performance), it can be seen that the magnitude of the influence of Work Motivation (X1) on Nurse Performance (Y) is 53.7%, the magnitude of the influence of Workload (X2) on Nurse Performance (Y) is 15.9%, the magnitude of the influence of Work Stress (X2) on Nurse Performance (Y) is 21% and the remaining 9.4% is influenced by other independent variables that were not examined in this study.

Discussion

The Influence of Work Motivation on Nurse Performance at BaliMed Hospital, Karangasem

Work motivation is a crucial factor in determining how an individual carries out their duties and responsibilities. In the context of healthcare services at BaliMed Karangasem Hospital, nurses' work motivation is crucial, given that nurses are on the front lines of patient care. Work motivation can stem from internal drives, such as the need for self-actualization, as well as external factors such as recognition, working conditions, or superior support. Motivated nurses demonstrate high work ethic, initiative, and responsibility in carrying out their duties.

Based on the results of data analysis obtained from 71 nurses at BaliMed Karangasem Hospital, it is known that the work motivation variable has a significant effect on nurse performance. The results of the t-test show a calculated t value of 5.021 which is greater than the t-table of 2.003, with a significance value of 0.018 which is smaller than the significance level of 0.05. This shows that statistically, there is a significant relationship between work motivation and nurse performance, so the hypothesis stating that work motivation has a significant effect on nurse performance is accepted.

A positive regression coefficient indicates a unidirectional relationship between work motivation and nurse performance. This means that the higher a nurse's perceived work motivation, the higher their performance tends to be. Conversely, low work motivation, if left unchecked for the long term, can potentially hinder nurse performance improvement, particularly in areas such as discipline, patient care, and responsibility for nursing tasks.

These findings reinforce the importance of management's role in creating a work environment that fosters increased nurse motivation. Efforts that can be made include rewarding performance, increasing involvement in decision-making, strengthening communication between leaders and staff, and developing individual recognition and empowerment programs. Furthermore, it is crucial to create a pleasant, open work environment that supports the achievement of shared goals.

The Effect of Workload on Nurse Performance at BaliMed Hospital, Karangasem

Based on the analysis of responses from 71 nurses at BaliMed Karangasem Hospital, it was found that the workload variable significantly influences nurse performance. This is indicated by the calculated t value of -2.108 , which is greater in absolute terms than the t table of 2.003 at a significance level of 5% . In addition, the significance value of 0.032 is smaller than $\alpha = 0.05$, so the alternative hypothesis is accepted. Thus, it can be concluded that workload has a significant influence on nurse performance in the hospital environment.

The negative regression coefficient indicates that the higher the workload perceived by nurses, the lower the level of performance achieved. This finding aligns with the results of the descriptive analysis, which found that workload indicators were generally in the high category. Nurses reported facing pressure to complete urgent tasks, demanding high accuracy, and limited time and resources. This high workload has the potential to cause physical and mental fatigue and impact efficiency and effectiveness in carrying out tasks.

This finding is consistent with previous research by Krisnawati and Bagia (2021) and Siti Mialasmaya (2016), which showed that workload negatively impacts nurse performance. This strengthens the evidence that in the healthcare system, workload needs to be managed proportionally to avoid disrupting healthcare worker performance.

The Effect of Work Stress on Nurse Performance at BaliMed Hospital, Karangasem

Based on the results of the partial t -test, the work stress variable has a significant effect on nurse performance at BaliMed Karangasem Hospital, with a t -value of -2.019 ($| -2.019 | > 2.003$) and a significance value of 0.047 (< 0.05). The negative regression coefficient indicates that increasing levels of work stress have an impact on reducing nurse performance. This finding is in line with the results of the descriptive analysis which shows that nurses generally experience high levels of work stress, where psychological pressure

arises from operational changes, workloads, and conflicts between personal affairs and work demands. Previous research by Krisnawati and Bagia (2021) and Mialasmaya (2016) also found a negative relationship between job stress and nurse performance, underscoring the urgency of stress management in nursing practice.

The Influence of Work Motivation, Workload, and Work Stress on Nurse Performance at BaliMed Hospital, Karangasem

The results of the multiple linear regression test indicate that simultaneously the variables of work motivation, workload, and work stress have a significant effect on nurse performance at BaliMed Karangasem Hospital. This is evidenced by the calculated F value of 6.258 which is greater than the F table of 2.74, as well as a significance value of 0.001 which is smaller than the significance level of 0.05. Thus, the alternative hypothesis is accepted, which means that the three independent variables together have a significant effect on nurse performance.

These results indicate that nurse performance is not influenced by a single factor, but rather by a complex interaction between internal motivation, workload pressure, and psychological conditions resulting from work stress. In a hospital context, nurses with high levels of motivation, a balanced workload, and the ability to manage stress effectively are more likely to demonstrate optimal performance, both in terms of accuracy, time efficiency, teamwork, and task completion according to standard operating procedures.

The implications of these findings emphasize the importance of holistic managerial interventions, including efforts to increase motivation through empowerment, rewards, and capacity building; proportional workload management through effective human resource planning; and work stress management by providing psychological support and a conducive work environment. With the right strategy, positive synergy between these three variables can be realized, thereby continuously improving the quality of nursing services at BaliMed Karangasem Hospital.

CONCLUSION, SUGGESTION, AND LIMITATION

Based on the data and results of the research analysis that has been carried out in accordance with the formulation of the problem and the research objectives to be achieved regarding the influence of Work Motivation, Workload, and Work Stress on Nurse Performance at BaliMed Karangasem Hospital, the following conclusions can be drawn:

1. Partially, it is proven that work motivation has a positive and significant effect on nurse performance, with a t-value of $5.021 > 2.003$ and a significance of $0.000 < 0.05$. This means that the higher the nurse's work motivation, the better their performance, with a largeThe influence of Work Motivation (X1) on Nurse Performance (Y) is 53.7%.
2. Partially, it is proven that workload has a negative and significant effect on nurse performance, with a t-value of $-2.108 < -2.003$ and a significance of $0.039 < 0.05$.

- This means that the higher the nurse's workload, the lower their performance tends to be, with a large influence. Workload (X2) on Nurse Performance (Y) is 15.9%.
3. Job stress has a negative and significant effect on nurse performance, with a t-value of $-2.019 < -2.003$ and a significance level of $0.047 < 0.05$. This means that the higher the nurse's job stress, the lower their performance will be, with a large effect. Work Stress (X2) on Nurse Performance (Y) is 21%.
 4. Simultaneously, it is proven that there is a positive and significant influence of Work Motivation, Workload, and Job Stress on Nurse Performance at BaliMed Karangasem Hospital. This is based on the results of the F test, where the F count value of 215.626 is greater than F table 2.77 and the significance is $0.000 < 0.05$, so the regression model is meaningful. Based on the results of the coefficient of determination, it is known that Work Motivation, Workload, and Job Stress together influence Nurse Performance by 90.6%, while the remaining 9.4% is influenced by other factors not examined in this study.

REFERENCES

- Adha, R. N., Qomariah, N., & Hafidzi, A. H. (2019). Pengaruh Motivasi Kerja, Lingkungan Kerja, Budaya Kerja Terhadap Kinerja Karyawan Dinas Sosial Kabupaten Jember. *Jurnal Penelitian IPTEKS*, 4(1), 47. <https://doi.org/10.32528/ipteks.v4i1.2109>
- Agas Sakti, F. K. (2021). *Pengaruh Stress dan Beban Kerja Terhadap Kinerja Perawat Rsud Dr. Haryoto Kabupaten Lumajang*. Program Studi Manajemen Sekolah Tinggi Ilmu Ekonomi Widya Gama Lumajang.
- Agus Wijaya. (2017). *Pengaruh Motivasi dan Lingkungan Kerja Terhadap Kinerja Karyawan pada Rumah Sakit Umum Daerah Lamadukeleng Kabupaten Wajo*.
- Anoraga, P. (2016). *Psikologi Kerja*. Penerbit Rineka Cipta.
- Bangun, W. (2017). *Manajemen Sumber Daya Manusia*. Erlangga.
- Fransiska, Y., & Tupti, Z. (2020). Pengaruh Komunikasi, Beban Kerja dan Motivasi Kerja Terhadap Kinerja Pegawai. *Jurnal Ilmiah Magister Manajemen*, 3(2).
- Fraser. (2014). *Stres dan Kepuasan Kerja*. PT. Pustaka Binaman Pressindo.
- Kementerian Kesehatan RI. (2009). *Undang Undang No 44 tahun 2009. Tentang Rumah Sakit*.
- Marr Heater H, G. (2014). *Penjamin Kualitas Dalam Keperawatan*. EGC.
- N, D. (2021). *Analisis Hubungan Persepsi Beban Kerja dan Stres Kerja Dengan Kinerja Perawat Era Pandemi CoviN*, D. (2021). *Analisis Hubungan Persepsi Beban Kerja*

dan Stres Kerja Dengan Kinerja Perawat Era Pandemi Covid-19 di Ruang Isolasi Covid Rumah Sakit di Kota Mojok. STIKES-PPNI.

- Nursalam. (2017). *Manajemen Keperawatan: Aplikasi dalam Praktek Keperawatan Profesional. Edisi 2.* Salemba Medika.
- RI, K. K. (2021). *Profil Kesehatan Indonesia tahun 2020.*
- Robbins, S. T., & Judge, T. A. (2017). *Organizational Behavior, 17th ed.* Pearson Education.
- Rohman, M. A., & Ichsan, R. Moch. (2021). Pengaruh Beban Kerja dan Stres Kerja Terhadap Kinerja Karyawan PT Honda Daya Anugrah Mandiri Cabang Sukabumi. *Jurnal Mahasiswa Manajemen, 2(1).*
- Scholler. (2015). *Dampak Stres.* E-psikologi, Com.Team E-Psikologi Informasi, Psikologi Online.
- Sedarmayanti, M.Pd, A. (2019). *Sumber Daya Manusia dan Produktivitas Kerja.* Penerbit Mandar Maju.
- Simanjuntak, N. E. (2024). *Pengaruh Komunikasi Organisasi, Kerjasama Tim Dan Kompensasi Terhadap Kinerja Pegawai Pada Kantor Bupati Kabupaten Toba.*
- Suryani, N. K. (2021). *Beban Kerja dan Kinerja Sumber Daya Manusia.* <https://www.researchgate.net/publication/353995816>
- Vanchapo, A. R. (2021). *Motivasi kerja dan prestasi perawat.* IKAPI.