



Analysis of the Relationship between Perception of Workload and Job Stress on Nurse Performance in the Covid-19 Pandemic Era in the Covid Isolation Room of a Hospital in Mojokerto City

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ABSTRACT

Workload and work stress are factors that affect the performance of a nurse. The low performance of nurses in the Covid isolation room at the hospital in the city of Mojokerto was due to the increase in the number of infected patients during the pandemic who were required to wear personal protective equipment, not balanced with the capacity of existing human resources, working hours that were more than working time did not even escape overtime hours so that nurses sometimes slept in the hospital, so that the provision of nursing care was not optimal. The purpose of this study was to analyze the relationship between perceptions of workload and work stress on the performance of nurses during the COVID-19 pandemic era in a hospital isolation room in the city of Mojokerto. Methods This research is a quantitative study with a descriptive analytical research design with a cross-sectional approach. With a sample of 67 respondents with a total sampling technique. Then tested with multiple linear regression and rank spearman using spss for windows 16.0. The results of the spearman rho test get the value of the two independent variables ≤ 0.05 , then H1 is accepted, meaning that there is a relationship between perceptions of workload and work stress with the performance of nurses in the Covid-19 isolation room. The results of the calculation of Multiple Regression there is a relationship between the variables of perception of workload and work stress of nurses with nurse performance. The conclusion is that there is a relationship between the workload and work stress of nurses and nurses' performance. To improve the performance of nurses, the hospital needs to pay attention to the conditions and work environment to be safe, comfortable, and conducive. This will help minimize the workload and stress experienced by nurses in carrying out their duties during the COVID-19 pandemic so that nurse performance can be more optimal.

Keywords: Perception of workload; Work Stress; Nurse Performance; COVID-19 Pandemic.

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INTRODUCTION

Facing the Covid-19 pandemic, nurses who care for Covid-19 patients have a high workload, which can cause work stress due to the increased workload. (Kusumaningsih et al., 2020) said that the majority of nurses have a very high workload. The problem of high workload on nurses in Indonesia itself is not in line with the Decree of the Minister of Health of the Republic of Indonesia No. 33 of 2015 concerning health resource planning (workload and minimum workforce standards and work analysis) which is not optimal, where many hospital organizations have not paid attention to this. The level of stress experienced by nurses is caused by three influencing factors such as characteristics, work environment and company management (Musta'in, Weri Veranita, Setianingsih, 2021).

Early evidence suggests that healthcare workers directly involved in the diagnosis, treatment, and care of COVID-19 patients are at risk of developing mental health symptoms. In Wuhan, China, it was found that the stress level of frontline healthcare professionals living in isolation from their relatives was 39.1% (Dai et al., 2020). In addition, it was found that the stress level in nurses was in the high category (Pasaribu & Ricky, 2021), Musu, et al (2021) and 64.5% high workload (Ozkan & Aktas Unlu, 2021). Other studies found that from a study of healthcare workers in 8 islands in Indonesia, the stress level was very high at 0.8%, and the stress level was mild at 34.5% (Nasrullah & Sulaiman, 2021). High stress levels were found in healthcare professionals who had just started working and those who were young (Huang & Zhao, 2020).

Several studies have shown a correlation between workload and nurse performance. (Dwiyana Kusuma, Mahfudnurnajamuddin, 2021) proved that there is a positive and significant effect of workload on nurse performance in the Inpatient Service Unit of Andi Makkasau General Hospital, Parepare City. (Ananta & Dirdjo, 2021) found a meaningful interaction between workload and nurse performance. (Maulana, 2021) proved that there is an effect of nurse workload on nurse performance at Panembahan Senopati Bantul Regional Hospital. Irawati & Carrollina (2017) showed that workload has a positive effect on employee performance. Research by (Hayati et al., 2020) proved that work stress has a negative and significant effect on nurse performance. This indicates that high work stress experienced by nurses will reduce their performance. Supporting this, the findings of (Rarastanti, 2021) show that work stress has a negative and significant effect on the performance of health workers at Aisyiah General Hospital, Ponorogo.

RS Reksa Waluya is one of the hospitals designated as a hospital for COVID-19 patients. Providing 13 rooms, 30 beds for the treatment of COVID-19 patients with the criteria of minimal care, partial care to total care. With the number of health workers specifically tasked with serving COVID-19 patients as many as 24 nurses and 1 lung specialist.

Based on the results of a brief interview with 10 (100%) nurses in the Isolation Room of Reksa Waluya Hospital, Mojokerto in early May to early July 2021. Nurses totaling 6 (60%) said that their workload increased due to the large number of patients coming in and out, but health workers were very minimal. Nurses who were assigned to treat COVID-19 patients also found it difficult to carry out activities and regulate their breathing rhythm in the isolation room because they had to use personal protective equipment (PPE) for several hours which was quite draining at work.

Nurses, 4 (40%) of whom felt physically and mentally exhausted, felt anxious and afraid of being exposed to the COVID-19 virus, worried about transmitting the virus to their families, and anxious about being ostracized by neighbors and the surrounding community. Nurses said they felt very anxious, scared, stressed, panicked, confused, worried, sad, and emotional when receiving patients suspected of being exposed to and infected with COVID-19. Not to mention the stigma from society that was felt to be unsupportive, which disturbed the nurses' psychology. News of the deaths of fellow doctors and nurses also caused its own tension.

Referring to the phenomenon experienced by a number of nurses at the Reksa Waluya Hospital in Mojokerto in dealing with the COVID-19 pandemic, it is indicated that workload and stress factors will have an influence on nurse performance. To overcome the obstacles that occur in nurse performance, the hospital needs to pay attention to the working conditions and environment so that it is safe, comfortable, and conducive. This will help minimize the workload and stress experienced by nurses in carrying out their duties during the COVID-19 pandemic so that nurse performance can be more optimal. If this problem is not handled properly, it can result in physical illness and psychological disorders that can affect the physical and mental health of nurses, and have an impact on decreasing nurse performance in providing services to patients in hospitals. Based on the study above, further analysis is needed related to "Analysis of the Relationship between Perception of Workload and Work Stress on Nurse Performance in the COVID-19 Pandemic Era in the Covid Isolation Room of the Hospital in Mojokerto City in 2021."

RESEARCH METHOD

Participant characteristics and research design

The design of this research is descriptive analytical with a cross-sectional approach, to determine the relationship between independent (free) variables and dependent (dependent) variables. by conducting momentary measurements. This means that each subject is only observed once and the measurement of the subject's variables is carried out at the time of the examination.

The population in this study were all nurses in the Covid Isolation Room of the Hospital in Mojokerto City, totaling 67 people, because they met certain requirements related to the problems in the study. The inclusion characteristics of the study population were nurses who worked in the Covid Isolation Room of the Hospital in Mojokerto City and were willing to be research respondents. The exclusion criteria for the study population were nurses who did not complete the questionnaire given.

Sampling procedures

Sampling technique is a sampling technique, in determining the sample to be used. The sampling technique in this study is *total sampling*, namely determining the sample as a whole population that meets the inclusion requirements.

Sample size, power, and precision

According to Sugiyono (2018: 81) a sample is part of the number and characteristics possessed by the population. The results of the sample calculation obtained the number of respondents to be studied as many as 67 respondents. The study was conducted in the COVID Isolation Room at 3 Hospitals in Mojokerto City. The time used for this study was approximately 6 (six) months.

The initial part of the research instrument contains respondent data including age, gender, length of service, and education. The second instrument contains closed statements consisting of statements containing all related variables in this study, namely Perception of Workload and Job Stress on Nurse Performance in the COVID-19 Pandemic Era in the Isolation Room of the Hospital in Mojokerto City. "The questionnaire was made based on a *Likert scale* with answer choices of "Strongly Disagree (STS)", "Disagree (TS)", "Undecided (RR)", "Agree (S)", and "Strongly Agree (SS)".

Measures and covariates

The independent variables in this study are Perception of Workload (X1) and Job Stress (X2). The dependent variable in this study is Nurse Performance (Y). The following is the operational definition of the variables in this study.

Data analysis

The data analysis technique used in this study is quantitative analysis with multiple regression and *Spearman rank tools*. Data analysis in this study uses the following techniques. Univariate analysis of each variable is displayed in the form of a frequency distribution for categorical data, namely age, gender, education level, length of service. Descriptive analysis is carried out by creating a table and frequency distribution of each independent and dependent variable, namely perception of workload, work stress and nurse performance (Notoatmodjo, 2014). Bivariate analysis is carried out on two variables that are suspected of being related or correlated, namely perception of workload and work stress on nurse performance using the *Spearman rank test* which is carried out computerized using the SPSS 16 for Windows program. If the value (p value) <0.05 then the calculation is stated to be significant or there is a relationship between the two variables analyzed, but if the value (p value) > 0.05 then the calculation is stated to be meaningless or there is no relationship between the two variables analyzed.

Multivariate analysis is a type of statistical analysis used to analyze data consisting of many variables, both independent variables and many dependent variables. Multivariate data is data collected from two or more observations by measuring the observations with several characteristics. By using a computerized *multiple regression test*, if the ^{calculated} R value is greater than the r-table, it means that there is a significant relationship between the independent variables and the dependent variables. If the ^{calculated} R value is smaller than the r-table, it means that there is no significant relationship between each variable. To measure the accuracy (validity) and reliability of questionnaire data, a research measuring instrument is required, where the measuring instrument in the research must undergo several tests, namely validity tests and reliability tests.

Table 1. Operational Definition of Variables

Variables	Definition Operational	Parameter	Measuring instrument	Scale	Score
Workload perception (x1)	As a cognitive and affective assessment of activities or task demands that require time, physical and mental activity.	1. Time load 2. Physical load 3. Psychological stress load	Questionnaire	Ordinal	Low, if 15-35 Currently, If 34-50 Tall, if 51-75
Work stress (x2)	The physical and psychological health condition of nurses or the behavioral condition of nurses due to feelings of stress or work demands that are their responsibility.	1. Physiological Aspects 2. Psychological Aspects 3. Behavioral Aspects	Questionnaire	Ordinal	Low if 20-40 While if 41-60 Height if 61-80

Nurse performance (y)	Nurse performance is the nurse's work achievement in carrying out nursing care.	1. Behavior 2. Ability Professional 3. Nursing Process	Questionnaire	Ordinal	Low, if 40-65 Currently, If 66-90 Tall, if 91-115
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RESULTS OF STUDY

Univariate analysis of each variable is displayed in the form of frequency distribution for category data, namely age, gender, education level, length of service. Respondent characteristics based on the general data obtained are as follows:

Table 2. Characteristics of Respondents in the Covid-19 Isolation Rooms of Hospitals in Mojokerto City (N=67)

Respondent Characteristics	Frequency (n)	Percentage (%)
Gender		
Man	15	22.4
Woman	52	77.6
Age (yrs)		
18-24	10	14.9
25-35	48	71.6
36-45	9	13.4
Education		
D3 Nursing	28	41.8
S1 Nursing	8	11.9
Nursing Profession	31	46.3
Working Period (yrs)		
≤ 1	19	28.4
> 1	48	71.6

Source: Processed Primary Data, 2021.

Based on Table 2, it can be seen that the respondents in this study were mostly female, as many as 52 (77.6%) respondents, most respondents were aged 25-35 years as many as 48 (71.6%) respondents, most respondents had a nursing profession education as many as 31 (46.3%) respondents, and most respondents had a work period of > 1 year as many as 48 (71.6%) respondents.

Specific data were obtained based on the completion of the research instrument categorized according to the independent variables (perception of workload and work stress) and dependent variables (nurse performance). The results of the questionnaire were analyzed univariately and the following data were obtained:

Perception Nurse Workload

Table 3. Perception of Nurses' Workload in Covid-19 Isolation Rooms of Hospitals in Mojokerto City (N=67)

No	Nurse Workload	Frequency (n)	Percentage (%)
1	Low	6	9.0
2	Currently	61	91.0

Source: Processed Primary Data, 2021.

Based on Table 3, it is known that the majority of nurse respondents have a moderate workload, namely 61 (91.0%) respondents.

Nursing Job Stress

Table 4. Work Stress of Nurses in the Covid-19 Isolation Room of a Hospital in Mojokerto City (N=67)

No	Nursing Job Stress	Frequency (n)	Percentage (%)
1	Currently	42	62.7
2	Light	25	37.3

Source: Processed Primary Data, 2021.

Based on Table 4, it is known that the majority of nurse respondents have moderate work stress, namely 42 (62.7%) respondents.

Nurse Performance

Table 5. Nurse Performance in Covid-19 Isolation Rooms of Hospitals in Mojokerto City (N=67)

No	Nurse Performance	Frequency (n)	Percentage (%)
1	Low	34	50.7
2	Currently	33	49.3

Source: Processed Primary Data, 2021.

Based on Table 5, it is known that the majority of nurses' performance is low, namely 34 (50.7%) respondents.

Bivariate Analysis

The following are the results of data processing on the relationship between workload and work stress of nurses with the performance of nurses in the Covid-19 isolation room of a hospital in Mojokerto City.

Table 6. Relationship between Perception of Nurses' Workload and Nurse Performance in the Covid-19 Isolation Room of Hospitals in Mojokerto City (N=67)

Workload	Nurse Performance			r (p-value)
	Low n (%)	Currently n (%)	Total n (%)	
Low	6	0	6	0.309 (0.011)
Currently	28	33	61	
Total	34	33	67	

Source: Processed Primary Data, 2021.

Based on Table 6, it is known that the majority of nurses' workload is moderate and nurses' performance is also moderate, as many as 33 (49.25%) respondents. Based on the results of the *Spearman Rank calculation* , the *p-value* = 0.011 < α = 0.05 (the *p-value* is smaller than α = 0.05). This means that there is a relationship between nurses' workload and nurses' performance.

Table 7. Relationship between Nurses' Work Stress and Nurse Performance in the Covid-19 Isolation Room of a Hospital in Mojokerto City

Job Stress	Nurse Performance			r (p-value)
	Low n (%)	Currently n (%)	Total n (%)	
Currently	17	25	42	0.266 (0.029)
Light	17	8	25	
Total	34	33	67	

Source: Processed Primary Data, 2021.

Based on Table 7, it is known that the majority of nurses' work stress is moderate and nurses' performance is also moderate, as many as 25 (37.3%) respondents. Based on the results of the *Spearman Rank calculation* , the *p-value* = 0.029 < α = 0.05 (the *p-value* is smaller than α = 0.05). This means that there is a relationship between nurses ' work stress and nurses' performance.

Multivariate Analysis

The following are the results of data processing on the relationship between workload and work stress of nurses together with the performance of nurses in the Covid-19 isolation room of the Hospital in Mojokerto City.

Table 8. Relationship between Workload and Nurse Work with Nurse Performance in the Covid-19 Isolation Room of a Hospital in Mojokerto City

Variables	R -count	r-table _{n67 - 1}
Job Stress and Workload - Nurse Performance	0.392	0.254

Source: Processed Primary Data, 2021.

Based on the results of Multiple Regression calculations then the R_{count} is obtained = 0.392 > r-table $n_{67} - 1 = 0.254$ ($R_{\text{value calculated}}$ greater than r-table n_{67}). This means that there is a relationship between nurses' work stress and nurse performance.

DISCUSSION

Perception of Nurses' Workload

Overview of the perception of workload by nurses in the Covid isolation room at Mojokerto City Hospital in general based on the results of univariate analysis, namely it is proven that the workload such as task demands and physical demands, especially the physiological pressure load experienced by nurses is quite high or increasing. Based on table 5.2, the perception of nurses' workload in the Covid -19 isolation room of the hospital in Mojokerto city , most respondents have a moderate perception of nurses' workload . as many as 61 (91.0%) respondents . The results of this study are supported by Hu *et al.*, (2020); Yosiana & Muchlis (2020); Joshua *et al.*, (2021), where the results of the study showed that the nurses' workload was moderate. The workload should be adjusted to the workload standards that nurses can accept and carry out. A heavy workload will cause stress and impact the performance of nurses in carrying out their duties.

Workload is a concept that arises due to limited capacity in accessing information, when carrying out tasks given to individuals who can complete the task at a certain level. If there are limitations that individuals have when completing the task at the expected level, then there is a gap between the expected level of ability and the level of capacity they have. According to (Kusumaningsih *et al.*, 2020) , the majority of nurses have a very high workload. Physical work activities that exceed the capacity of nurses can reduce performance, so that many nurses do not carry out their duties in accordance with the procedures established in prioritizing patient safety. The problem of high workloads on nurses in Indonesia itself is not in line with the Decree of the Minister of Health of the Republic of Indonesia No. 33 of 2015 concerning health resource planning (workload and minimum workforce standards and work analysis) which is not yet optimal, where many hospital organizations have not paid attention to this. There are 2 factors that influence workload including physical and mental work. Physical workload includes nursing actions such as IV drips, blood draws, lifting patients, helping patients go to the bathroom , bathing patients, making patient beds, pushing patient stretchers, taking them to radiology and pushing medical equipment. While mental workload can be in the form of working using specific skills in caring for patients, having to communicate with patients and their families, and working in shifts.

According to researchers in the results of research conducted in the field on 67 respondents who have been conducted through filling out questionnaires, the perception of the workload of nurses in the covid isolation room in several hospitals in the city of Mojokerto showed moderate workload results. Where respondents stated that the workload was very high, the work to be done was very much and respondents were very busy while working which respondents could handle well because respondents were accustomed to the work done in caring for covid-19 patients which took place in the second year of the pandemic, however, indicators that are very closely related to research on the workload perception variable are physiological pressure loads because respondents really need more concentration while working, respondents must remember information in completing work, respondents must make the right decisions in doing work and sometimes disruptions while working often occur in this covid pandemic era. Furthermore, according to researchers during direct observation to the research location where the facilities and number of nurses were lacking. And this is also what causes nurses in the covid isolation room of several hospitals in the city of Mojokerto to enter the moderate workload.

Nursing Job Stress

The description of work stress by nurses in the Covid isolation room of the Mojokerto City Hospital in general based on the results of univariate analysis, it is proven that work stress such as psychological stress, physical stress, and behavioral stress experienced by nurses is quite high or increasing. Based on table 5.3, the work stress of nurses in the Covid-19 isolation room of the Mojokerto City Hospital, most of the respondents with moderate work stress were 42 (62.7%) respondents. The results of this study are supported by Hu *et al.*, (2020); Yosiana & Muchlis (2020); Joshua *et al.*, (2021), where the results of the study showed that the work stress of nurses was moderate.

Danang (2012) stated that stress experienced by employees due to the environment they face will affect their job satisfaction. Work stress can mainly be recognized from the physiological, psychological, and behavioral aspects of nurses. Factors that influence stress include age, gender, last education, marital status, length of service and workload. The impact of work stress on nurses can include decreasing nursing performance such as poor decision making, lack of concentration, apathy, fatigue, work accidents so that the provision of nursing care is not optimal which can result in low organizational productivity. Other impacts of work stress are headaches, anger, decreased brain function, ineffective coping, and disruption of relationships with coworkers . These negative reactions cause high stress experiences for the long term, which in turn affects physical and mental health.

Work stress must be managed and handled seriously, because work stress will have a negative effect on nurse performance. Work stress during this pandemic is also experienced by nurses which arises from excessive workload so that it affects nurses emotionally. Moreover, the level of stress is also due to seeing Covid-19 patients who have been given maximum nursing care ending in death. Concerns from within nurses also arise because of contracting Covid-19

because hospitals are places that are prone to transmission of the Covid-19 pandemic at this time. The level of stress experienced by nurses is caused by three influencing factors such as characteristics, work environment and company management (Musta'in, Weri Veranita, Setianingsih, 2021) .

According to researchers in the results of research that has been conducted in the field through direct observation and through filling out questionnaires, indicators were obtained that were very closely related to research on work stress variables, namely physiological aspects and behavioral aspects due to the problem of respondents having repetitive work that makes them bored and respondents feel tense when dealing with critical patients . However, sometimes excessive workloads slow down metabolism and when busy eating habits will change . The researcher's analysis of health workers, especially nurses who are directly involved in the diagnosis, treatment, and health workers of COVID-19 patients are at risk of experiencing mental health symptoms. Decreased performance can be caused by stress experienced by employees.

Nurse Performance

The description of the performance of nurses by nurses in the Covid-19 isolation room of the Mojokerto City Hospital in general based on the results of univariate analysis, namely that the performance of nurses such as behavior, professional skills and nursing processes experienced by nurses' performance is quite low or decreasing. Based on table 5.4, the performance of nurses in the Covid-19 isolation room of the Mojokerto City Hospital low nurse performance as many as 34 (50.7%) respondents. The results of this study are supported by Hu *et al.*, (2020); Yosiana & Muchlis (2020); Joshua *et al.*, (2021) which show that most of the low nurses are low.

Nursalam (2016) stated that nurse performance is the application of knowledge and skills that have been received during education as a nurse to be able to apply knowledge in providing services and have the responsibility to improve health levels and serve patients according to the duties, functions and competencies they have. The researcher's analysis of the high and low performance of nurses in this study can be influenced by their knowledge and understanding of caring for Covid- 19 patients in the Covid-19 isolation room, their level of education (the higher a person's education, the easier it is for that person to receive information related to the nurse's workload), religious education, personal problems, influence by colleagues or peers, information from the mass media (in conveying information as its main task, the mass media also carries messages containing suggestions that can direct a person's opinion), the environment around their place of residence (the environment influences the process of entering knowledge about caring for Covid-19 patients in the Covid-19 isolation room into individuals in that environment). This happens because of reciprocal or non-reciprocal interactions that will be responded to as knowledge by each individual, and the role of the family to guide and educate the respondents themselves (Sunaryo, 2011).

According to researchers based on research results through questionnaires and direct observation, there is low performance where the indicator problem is very closely related to research on nurse performance variables, namely personal factors, behavioral indicator problems and professional abilities, that respondents sometimes do not arrive on time according to work hours, leave work without in accordance time O'clock his service , and lack of knowledge and skills nurses in carrying out nursing actions on covid-19 patients. And one of the efforts to improve nurse performance is by providing awards (rewards), improving the welfare of nurses and hospital leaders are required to be sensitive to the interests of nurses. Hospital leaders must pay sufficient attention to working conditions that have the potential to cause job dissatisfaction so that it can reduce nurse performance.

Relationship between Perception of Nurses' Workload and Nurse Performance

Based on table 5.5. the relationship between the perception of nurses' workload and the performance of nurses in the Covid-19 isolation room of a hospital in Mojokerto City, analysis using the Spearman Rank test shows that the variable of perception of nurses' workload is related to nurse performance ($p\text{-value} = 0.011 < \text{Level of Significant} = 0.05$). The results of this study are supported by Hu *et al.*, (2020); Yosiana & Muchlis (2020); Joshua *et al.*, (2021) which show that there is a relationship between the perception of nurses' workload and nurses' work.

According to Koesomowidjojo (2017), workload is any form of work given to human resources and completed within a specified time period. Muhith in Sari (2017) explains that workload is too much work given in a job, causing tension in a person, causing stress. This can reduce the performance of nurses. Nurse workload is a task or demand given to a person to achieve a predetermined target or goal. The workload of nurses in hospitals includes physical and mental workload. Physical workloads such as lifting patients, installing IVs, observing vital signs, installing oxygen, and others. Mental workloads include the complexity of work, preparing the mental and spiritual aspects of patients and families, especially those who will undergo surgery or are in critical condition, working in special skills in caring for patients, and having to establish good communication with patients and families. This can add to the workload of nurses.

Relationship between Nurses' Work Stress and Nurse Performance

Based on table 5.6. the relationship between nurses' work stress and nurses ' performance in the Covid - 19 isolation room of a hospital in Mojokerto city , analysis using the Spearman Rank test shows The variable of nurse work stress is related to nurse performance ($p\text{-value} = 0.029 < \text{Level of Significant} = 0.05$). The results of this study are supported by Hu *et al.*, (2020); Yosiana & Muchlis (2020); Joshua *et al.*, (2021) which show that there is a relationship between nurses'

work stress and nurses' work. Nurses said they felt very anxious, scared, stressed, panicked, confused, worried, sad, and emotional when receiving patients suspected of being exposed to and infected with Covid-19. Not to mention the stigma of society that is felt to be unsupportive, which disrupts the nurses' psychology. News of the deaths of fellow doctors and nurses also causes its own tension. This can reduce the performance of nurses.

Relationship between Perception of Workload and Job Stress of Nurses with Nurse Performance

Based on table 5.7. the relationship between workload and nurses' work with nurse performance in the Covid-19 isolation room of a hospital in Mojokerto City, the results of the Multiple Regression calculation of the variables of workload perception and nurse work stress are related to nurse performance ($R_{-count} 0.392 > r_{-table_{n67-1}}$). The results of this study are supported by Hu *et al.*, (2020); Yosiana & Muchlis (2020); Joshua *et al.*, (2021) which show that there is a relationship between workload and work stress of nurses with nurse performance. Factors that can affect nurse workload are time load, physical load, and psychological stress load *and* the level of stress experienced by nurses is caused by three influencing factors such as characteristics, work environment and company management (Musta'in, Weri Veranita, Setianingsih, 2021). The impact of work stress and high workload on nurses can reduce nursing performance such as poor decision making, lack of concentration, apathy, physical fatigue, and work accidents, so that the provision of nursing care is not optimal.

Therefore, the researcher concluded that the workload and work stress factors in this study were related to nurse performance. Based on the results of the study through observation and questionnaire results, it was found that the workload greatly influenced the performance of nurses. To overcome the obstacles that occur in the performance of nurses, the hospital pays attention to the working conditions and environment so that they are safe, comfortable, and conducive. This will help minimize the workload and stress experienced by nurses in carrying out their duties during the Covid-19 pandemic, so that the performance of nurses can be more optimal. If this problem is not handled properly, it can result in physical illness and psychological disorders that can affect the physical and mental health of nurses, and have an impact on decreasing the performance of nurses in providing services to patients in hospitals. So that the performance of a nurse can be seen from the quality of nursing care provided to patients, so that the performance of nurses can increase in that case the quality of hospital services can also increase. Performance in this case is closely related to how much workload and work stress nurses have in providing health services. The lower the workload and work stress of nurses, the better their performance.

LIMITATION OF THE STUDY

This study has limitations, namely: When collecting data on perceptions of workload, work stress, and nurse performance, the researcher only used a questionnaire and did not conduct in-depth interviews, due to time constraints in collecting data and communicating with respondents during the pandemic.

CONCLUSION

The conclusion of this study is that the analysis using the Spearman Rank test, the nurse workload variable is related to the nurse's performance ($p\text{-value} = 0.011 < \text{Level of Significant} = 0.05$). The analysis using the Spearman Rank test, the nurse work stress variable is related to the nurse's performance ($p\text{-value} = 0.029 < \text{Level of Significant} = 0.05$). Based on the results of the Multiple Regression calculation, the nurse workload and work stress variables are related to the nurse's performance ($r_{-count} = 0.392 > r_{-table_{n67-1}} = 0.254$).

Some suggestions from this study include the following. Nurses make it a meaningful input by working together with the hospital to pay more attention to the workload environment and work stress experienced by nurses in improving the performance of nurses in the Covid-19 isolation room in providing treatment to Covid-19 patients. For the Covid-19 Isolation Room of the Hospital in Mojokerto City, they can evaluate the performance of nurses every month, so that it can be used as a basis for improvement in providing nursing care which can also reduce the workload and work stress of nurses. For further researchers, use the results of this study as a source of data for further research and further research needs to be carried out related to other factors related to workload and work stress on nurse performance in the Covid-19 pandemic era so that the research results are more valuable.

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