

# IRJMETS131934.pdf

*by*

---

**Submission date:** 19-Nov-2021 06:02PM (UTC+0700)

**Submission ID:** 1707533181

**File name:** IRJMETS131934.pdf (493.09K)

**Word count:** 4312

**Character count:** 23781

## THE EFFECT OF WORKLOAD, WORK STRESS AND ORGANIZATIONAL SUPPORT ON NURSE PERFORMANCE AT MITRA KELUARGA HUSADA HOSPITAL KLATEN

Asih Handayani\*<sup>1</sup>, Suprayitno\*<sup>2</sup>

\*<sup>1,2</sup>University of Slamet Riyadi Surakarta, Indonesia

### ABSTRACT

This study has purpose to examine and analyze the effect of workload, work stress and organizational support partially on the nurses performance at Mitra Keluarga Husada Hospital, Klaten. The population was all nurses at Mitra Keluarga Hospital Klaten with the number of 51 nurses. This study used the census method and through this method populations were used as the samples of the study. The data analysis and hypotheses were tested by using multiple linear regression method. The results showed that workload, work stress and organizational support had a significant effect on the performance of nurses. Workload and work stress have a significant negative effect so that an increase in the workload and work stress at a certain level will reduce the performance of nurses, while the organizational support has a significant positive effect where the increase of organizational support will increase the nurse performance.

### I. INTRODUCTION

A hospital is a health care institution providing patient treatment with specialized medical and nursing staff and medical equipment. In addition, The hospital is an integral part of a social and health organization with the function of providing comprehensive services, cure (curative) and disease prevention (preventive) to the community. The hospital is also a training center for health workers and a medical research center (MOH, 2014). The role of nurses in the implementation of health services is very important, particularly as service providers, there are relatively more nurses compared to other health workers. In this case, it is only natural that the performance of nurses plays a very important role in determining the image of the hospital or the health center. Therefore, nurses must always be maintained and improved as optimally as possible, and they need to obtain support from the Puskesmas (Public Health Center) or other health agencies.

Nurses who are "The caring profession" have an important position in producing quality health services in hospitals, since the services they provide are based on a bio-psycho-social-spiritual approach which is a unique service that is carried out for 24 hours and is a continuous advantage compared to other services. Nurses are the most important human resource in the hospital since they are also the dominant number (55 - 65%). Therefore, nursing service as an integral part of health services certainly has a very important contribution to determine the quality of service in the hospital. In this case, every effort to improve the quality of hospital services must also be accompanied by efforts to improve the nursing performance (Ningsih, Priyo, & Suratmi, 2011).

The high workload can cause tension in a person, causing stress. This can be caused by the level of expertise demanded is too high, the work speed may be too high, the work volume may be too much and so on (Sunyoto, 2012: 64). The workload faced by nurses where they feel that the number of nurses available is not proportional to the amount of work that must be completed, so that they have to complete work outside of the working hours. Thus, they often experience health problems which result in difficulty resting at night so that at work they are often sleepy and unable to concentrate, and are easily tired and easily irritated for no apparent reason (Friska, 2017). Research conducted by Elizar, Lubis and Yuniarti (2020), Maharani and Budiarto (2019), Friska (2017), Hanani (2016) supports the influence of workload on nurse performance. This is contrary to the research conducted by Astuti and Lesmana (2018) where the results of their research concluded found that workload had no significant effect on nurse performance.

Aside from the workload problems, work stress factors also play an important role in improving the performance of nurses. If there is no stress, there are no work challenges. Conversely, if the stress is too high, performance will decrease since stress interferes with the work implementation (Elizar et al, 2020). Job stress causes nurses to lose their ability to control them. The most extreme result is low performance, nurses become discouraged at work, give up, leave or refuse to work to avoid stress. If the stress experienced by nurses is too great, then the performance will begin to decline, because this stress interferes with the work performance of employees and will lose the ability to control it or become unable to make decisions and their behavior becomes erratic. The most extreme result is zero performance, experiencing distraction, becoming sick, and too weak or tired to work, becoming discouraged, leaving or refusing to work (Anatan, 2015: 73). Research conducted by Elizar, Lubis and Yuniarti (2020) and Friska (2017) supports a significant influence between job stress on nurse performance. This is different from the research conducted by Maharani and Budianto (2018) where the results of their research concluded that work stress had no significant effect on nurse performance.

The organizational support felt by the nurse is considered as a certainty for the availability of assistance from the organization when such assistance is needed to support the implementation of employee duties so that they can run effectively and to deal with stressful situations (Rhoades & Eisenberger, 2012). Organizational support can also be viewed as an organizational commitment to employees. If the organization generally appreciates the dedication and loyalty of employees as a form of the commitment of nurses to the organization, then the nurses in general also pay attention to how committed the organization has to them. Awards given by organizations can be considered to provide benefits for nurses, such as a feeling of acceptance and recognition, getting salaries and promotions, getting access to information, and other forms of assistance needed by nurses to be able to carry out their work effectively. The existence of this reciprocal norm causes employees and organizations to pay attention to the goals that exist in the working relationship (Rhoades & Eisenberger, 2012). Eisenberger, et al (2012) suggested two aspects to determine the condition of organizational support felt by nurses. These two aspects are: organizational respect for the contribution of nurses and organizational attention to nurse welfare.

Based on the results of observations by the researcher, it was indicated that nurses at Mitra Keluarga Husada Hospital Klaten tended to experience decreased performance. The performance of nurses at Mitra Keluarga Husada Hospital Klaten can be seen from their presence, discipline, work attitude, and service quality. Based on interviews conducted with nurses and the head of the wards about performance, they stated that there were indications that the performance of nurses was not optimal. This condition is based on an assessment made by Mitra Keluarga Husada Hospital Klaten in 2019, nurses do not use the work time optimally. This happens since sometimes there are nurses who arrive late and leave early before work ends. Moreover, from the total working hours in one shift, nurses only work optimally for 6 to 7 hours, which means that nurses only use their optimal time to work for 87.51% of their total schedule in one shift. Performance assessment carried out by the nursing care, caring and curing section, there are still many nurses who have not been able to meet the standards and demands, this is due to the high workload.

## II. THE THEORETICAL FRAMEWORK AND HYPOTHESIS DEVELOPMENT

### Nurse Performance

Performance comes from the word "to perform" which has several meanings. The meaning of the word performance is a noun where one of the meanings is "thing done" (something that is done). In bahasa Indonesia, the word "performance" is translated into "kinerja", means as follow: 1. Actions, work implementation, work performance, efficient work implementation 2. Achievements or accomplishment of a person with respect to the task assigned to the person 3. The work results of a worker, a management process or an organization as a whole, where the results of the work must be shown in full evidence concrete and can be measured (compared to predetermined standards) 4. Performance is defined as a rate regarding the outcome resulting from a certain activity, during a certain period of time as well) 5. Work results that can be achieved by a person or group of people in an organization, in accordance with

their respective authorities and responsibilities in an effort to achieve the goals of the organization concerned legally, does not violate the law and is in accordance with morals or ethics (Sedarmayanti, 2016: 283-284). Performance measurement indicators for nurses based on Supangat (in Astuti and Lesmana, 2018) consist of: (a) Work discipline, (b) Attitudes and behavior, (c) Application of hospital procedures, (d) Implementation of nursing support activities.

#### Workload

Workloads are tasks given to nurses at the Mitra Husada Klaten Family Hospital to be completed at a certain time using the skills and potential of the workforce. The workload indicator according to Spector developed by Astuti and Lesmana (2018), namely: Speed and Amount profession. Workload means that each employee carries out work tasks that are entrusted to be carried out and accounted for by an organizational unit or a certain employee in accordance with the ability and capability of work effectiveness to be successful. Mangkunegara (2012: 68) states that workload affects performance, where high workloads will cause errors that can arise due to the inability of employees to cope with work demands. So that the workload can have a negative effect, when the workload increases, the performance will decrease. Research conducted by Elizar, Lubis and Yuniarti (2020), Maharani and Budianto (2019), Friska (2017), Hanani (2016) supports the influence of workload on nurse performance. This is contrary to the research conducted by Astuti and Lesmana (2018) where the results of their research concluded that workload had no significant effect on nurse performance. Based on the description above, the first hypothesis is taken, as follow:

**H1 : Workload has a significant effect on the performance of nurses at Mitra Keluarga Husada Hospital Klaten**

#### Work Stress

Siagian (2015: 82) defines work stress as a condition of tension that affects one's emotions, thoughts and physical condition. Stress that cannot be handled properly can result in a person's inability to interact positively with their environment, both in the work environment and outside the work environment. Nurses who experience work stress will reveal themselves to various abnormal behaviors such as nervousness, tension, anxiety, indigestion, and high blood pressure. The effect of these symptoms can be seen in certain mental conditions such as difficulty sleeping, hostility, hopelessness, irritability, difficulty controlling emotions and being aggressive. Nurses who have high work stress will have an impact on their performance towards patients. This stress-induced behavior can be seen from several complaints from patients who complain that the performance of nurses is less friendly in handling patients. Research conducted by Elizar, Lubis and Yuniarti (2020) and Friska (2017) supports a significant influence between work stress and nurse performance. This result is different from the research conducted by Maharani and Budianto (2018) where the results of the study concluded that work stress had no significant effect on nurse performance. Based on the description above, the second hypothesis is taken, follow:

**H2 : Job stress has a significant effect on the performance of nurses at Mitra Keluarga Husada Hospital Klaten**

#### Organizational Support

Hutchinson in Sutrisno (2012: 130), organizational support can also be seen as organizational commitment to individuals. When in individual organizational interactions, there is a term known as organizational commitment from individuals in the organization; then organizational support means the opposite, namely organizational commitment to individuals (employees) in the organization. Organizational commitment to employees can be given in various forms, including rewards, equal compensation, and a fair organizational climate. The law of reciprocity (norm of reciprocity) states that individuals who are treated well by other parties will feel obliged to reciprocate with good treatment (Blau and Gouldner, 2010). Setton et al (in Irham Fahmi, 2015: 89) stated that high-level perceived organizational support will create an obligation for individuals to provide reciprocity. The dimensions of

organizational support include: 1) Intrinsic Support, namely a. Salary b. Trip c. Bonus 2) Extrinsic Support, namely: a. Attention b. Praise c. Acceptance d. Familiarity e. Information f. Self-development.

**H3 : Organizational support has a significant effect on the performance of nurses at Mitra Keluarga Husada Hospital Klaten**

### III. RESEARCH METHOD

The research location was Mitra Keluarga Husada Hospital Klaten. The population was all nurses at Mitra Keluarga Hospital Klaten with the total number of 51 nurses. Arikunto (2013: 95) says that the population is an object or subject that is in an area and meets certain requirements related to research problems. As a consideration in sampling in this study refers to the opinion of Suharsimi Arikunto as follows: "As a sampling guideline, if the subject is less than 100 people, it is better to take all of them, so that the study uses a total sample. However, if the number of subjects is greater, 10% to 15% to 25% or more can be taken" (Arikunto, 2013: 120). Considering the population in this study was not too large, the sampling was done by using the census method where the entire population, 51 nurses at Mitra Keluarga Hospital Klaten were all taken to be the sample for this study.

### IV. ANALYSIS OF THE RESEARCH RESULTS

#### Validity and Reliability

Validity testing was carried out using Pearson Correlation analysis, while the data processing was done using the SPSS program. Statement items are declared valid if at the 5% significance level each item produces a probability value  $<0.05$ . Conversely, the statement items are declared invalid if at the 5% significance level each item produces a probability value  $\geq 0.05$  (Ghozali, 2013: 47). From the data processing through a significance level of 0.05 (5%), in this study, the number of samples for testing the validity of this questionnaire was 51 ( $N = 51$ ). All items in each variable workload, job stress, organizational support and performance are considered valid. The technique used to test the reliability was the Cronbach's Alpha coefficient. All variables have a Cronbach's Alpha value  $> 0.6$ , therefore, it can be concluded that all variables in this study are reliable.

#### Test of Causality Model

Further explanation of the regression weight evaluation analysis can be described and explained as follows:

1. The results of the t test for the influence of the competency variable obtained p value 0.000  $<0.05$  so that 0.009 had a significant effect on the performance of nurses at Mitra Keluarga Husada Hospital Klaten, thus H1 was proven to be true.
2. The results of the t test for the influence of the work stress variable obtained p value 0.005  $<0.05$  so that work stress has a significant effect on the performance of nurses at Mitra Keluarga Husada Hospital Klaten, thus H2 is proven.
3. The results of the t test for the influence of the organizational support variable obtained p value 0.000  $<0.05$  so that organizational support has a significant effect on the performance of nurses at Mitra Keluarga Husada Hospital Klaten, thus H3 is proven to be true.

### V. DISCUSSION

#### 1. The effect of workload on nurse performance

The results showed that the workload had a significant effect on performance with a p value of 0.000  $<0.05$ , therefore,  $H_0$  was rejected so that  $H_1$  which stated that the workload had a significant effect on the performance of nurses at Mitra Keluarga Husada Hospital Klaten was proven. However, the coefficient results found that the relationship was negative. In this case, it is concluded that if the workload increases, the performance of nurses at Mitra Keluarga Husada Hospital Klaten will decrease. The results of this study support the research conducted by Elizar, Lubis and Yuniarti (2020), Maharani and Budiarto (2019), Friska (2017), Hanani (2016) and support the influence of workload on nurse performance. The

workload that is felt to be excessive will affect the performance of nurse. The workload that is felt to be excessive will affect the performance of nurses. The workload that must be carried out by nurses should be evenly distributed, so that it can be avoided that a nurse has too much or too little workload. Nevertheless, this even workload does not mean that every nurse in the organization must remain the same workload. In the research results, the workload of nurse<sup>1</sup> at the Ibnu Sina Islamic Hospital Pekanbaru was considered by nurses to be quite good. Several aspects related to workload are the number of patient<sup>1</sup> who have to be treated, the work capacity is in accordance with the education obtained, the shift<sup>10</sup> used to carry out their duties according to the working hours that take place every day.

### 13 The effect of work stress on nurse performance

The results showed that job stress had a significant effect on the performance of nurses with p value  $0.003 < 0.05$ , therefore,  $H_0$  was rejected so that  $H_2$  which stated that work stress had a significant effect on the performance of nurses at Mitra Keluarga Husada Hospital Klaten was proven. In this case, it can be concluded that if the work stress of nurses at Mitra Keluarga Husada Hospital Klaten increases, the performance of employee will decrease, and vice versa if the work stress of nurses decreases, the performance of nurses at Mitra Keluarga Husada Hospital Klaten will increase. The results of this study support the research conducted by Elizar, Lubis and Yuniarti (2020) and Friska (2017) which supports the significant influence between job stress on nurse performance.

The relationship between job stress and performance is presented in a model (U-Reversed relationship).

23 U pattern shows the relationship between stress level (low-high) and performance (low-high). If there is no stress, job challenges are also absent and the work performance tends to decline. In line with the increasing of stress, the work performance tends to increase, since stress helps employees direct all resources to meet the work needs. The increasing of stress will cause an increase in the performance, however after passing a certain point (the optimum point), the increasing of stress will certainly decrease the performance. In simple terms, this means that stress has the potential to encourage or interfere with the work performance, depending on the level of stress. If the stress becomes too great, work performance will begin to decline, since stress interferes with the work execution. Employees lose the ability to control them, become unable to make decisions and their behavior becomes irregular. The most extreme result is that the work performance becomes zero, since employees become sick or cannot work anymore, are discouraged, leave work, and may be dismissed from work.

### 3. 13 The effect of organizational support on nurse performance

The results showed that organizational support had a significant effect on nurse performance with p value  $0.000 < 0.05$ , therefore,  $H_0$  was rejected so that  $H_3$  which stated that organizational support had a significant effect on the performance of nurses at Mitra Keluarga Husada Hospital Klaten was proven. In this case, it can be concluded that if the organizational support for nurses at Mitra Keluarga Husada Hospital Klaten increases, the employee performance will increase, and vice versa if the work stress of nurses increases, the performance of nurses at Mitra Keluarga Husada Hospital Klaten will increase. These results support the previous research by Kencanaawati (2013) and Nurul and Riyadi (2017).

The results of this study are very relevant to existing theories or opinions and some of them were put forward by Kaswan who stated that organizational support is when the organization treats employees fairly and when the organization appreciates the contributions of employees and cares about their welfare, employees will perceive a high level of support from the organization and as a result they feel obliged to reciprocate. Robbin and Judge stated that organizational support is the extent to which employees believe that the organization appreciates their contribution and cares for their welfare. Based on the above understanding, support is needed for individuals, in this case, nurses as a form that they are needed by the organization, with the support of the nurse organization, the organization feels that the organization really cares about its contribution as a nurse and that its work feels appreciated by the organization. Organizational support is the basis of a reciprocal exchange relationship or the law of reciprocity (norm of reciprocity) states that individuals who are treated well by other parties will feel

obliged to reciprocate with good treatment as well. High-level perceived organizational support will create an obligation for individuals to provide reciprocity.

#### CLOSING

### VI. CONCLUSION

The conclusions of the results of this study are: Workload has a significant effect on the performance of nurses at Mitra Keluarga Husada Hospital Klaten. Job stress has a significant effect on the performance of nurses at Mitra Keluarga Husada Hospital Klaten.

#### Suggestion

For the Head of Mitra Keluarga Husada Hospital Klaten, it is suggested to take more policies that can reduce the workload and work stress of the nurses so that the performance of nurses increases.

For further researchers: with the same theme, it is suggested to conduct a study of variables that not examined in this study, with a larger sample size, add and vary other variables that can affect performance and can combine the data collection with in-depth interview methods in order that to provide more information and able to reveal the conditions factually.

### VII. REFERENCE

- [1] Astuti dan Lesmana. 2018. The Effect of Motivation and Workload on Nurse Performance at Mitra Medika General Hospital Medan. 2018. Jurnal Ilman, Vol. 6, No. 2, pp. 42-50, September 2018 p-ISSN 2355-1488, e-ISSN 2615-2932 <http://journals.synthesispublication.org/index.php/ilman>
- [2] Arikunto, S. (2013). Research Procedure: A Practical Approach. Jakarta: Rineka Cipta
- [3] Anatan, L. 2015. Human Resource Management In Modern Business. Bandung: Penerbit Alfabeta.
- [4] Friska, Aprilia 2017. The Influence of Workload, Work Stress and Work Motivation on Nurse Performance at Ibnu Sina Islamic Hospital Pekanbaru. JOM Fekon, Vol. 4 No. 1 (Februari) 2017
- [5] Bangun, Wlison. 2014. Human Resource Management. Alfabeta, Bandung
- [6] Budi, S. 2011. Medical Record Work Unit Management. Yogyakarta: Quantum Sinergis Media.
- [7] Depkes RI. 2014. Indonesia Health Profile 2013. <http://www.depkes.go.id>. (online).
- [8] Elizar, Erma, Lubis, Namora Lumongga dan Yuniati. 2020. The Influence of Work Stress, Workload, Job Satisfaction on Nurse Performance in Datu Beru Hospital. Journal of JUMANTIK Vol. 5 No. 1 Dec 2019 – May 2020.
- [9] Hasibuan, Malayu S.P. 2009. Human Resource Management. Jakarta: Bumi Aksara
- [10] Handoko, T. Tani. 2011. Personnel and Human Resources Management. Yogyakarta, BPFE.
- [11] Hanani, Muzakkir, Ilyas. 2016. The Influence of Workload, Satisfaction, and Facilities on Nurse Performance in Mawar Care Room Ii Floor of RSU Wisata Uit Makassar. Journal of Mirai Management, Volume 1 Number 2, October 2016
- [12] Maharani, Rahmi dan Budianto, Apri. 2019. The Effect of Workload on Work Stress and Performance of Inpatient Nurses. journal of management Review ISSN-P : 2580-4138 ISSN-E 2579-812X <http://jurnal.unigal.ac.id/index.php/managementreview> Volume 3 Number 2 Page (327-332)
- [13] Mangkunegara, Anwar Prabu. 2012. Company Human Resource Management. Bandung: PT. Remaja Rosdakarya.
- [14] Munandar, Ashar Sunyoto. 2001. Industrial and Organizational Psychology. Jakarta: UI Press.
- [15] Ningsih, Y., Priyo, B., & Suratmi. 2011. The Relationship between Work Motivation and Performance of Nurses in Muji Rahayu Hospital, Surabaya. Surya, 01(Viii), 1-10.
- [16] Natasia, N., Andarini, S., & Koeswo, M. 2014. The Relationship Between Motivation And Supervision Factors With Nurse Performance In Documenting Discharge Planning At Gambiran Hospital, Kediri City. Management Application Journal, 12(66), 723-730.

- [17] Ostevi dan Ruswanti. 2013. Conflict between Work and Family, Work Stress on the Performance of Female Nurses at Bethesda Hospital Yogyakarta. *Journal of Economics*. Vol. 10. No. 1. Page. 82-87
- [18] Runtuwene, Kolibu dan Oksfriani. Sumampouw. 2018. The Relationship Between Job Stress and Performance of Nurses in South Minahasa Regional General Hospital. *KESMAS Journal*, Vol. 7 No. 5, 2018
- [19] Samiadji, M. A. F. E. S. 2016. The Effect of Job Stress on Nurse Performance through Job Satisfaction (Study of Nurses in Inpatient Installation of Military Hospital in Malang City). *E-Nursing*, 1(2).
- [20] Sedarmayanti. 2016. *Human Resource Management, Bureaucratic Reform and Civil Service Management*. Bandung: PT. Refika Aditama
- [21] Siagian, Sondang P. 2015. *Human Resource Management*. Jakarta: PT Bumi Aksara
- [22] Sunyoto, D. 2012. *Human Resource Management*. Jakarta: Buku Seru
- [23] Sugiyono. 2017. *Quantitative Research Methods, Qualitative, and R & D*. Bandung : Alfabeta, CV.
- [24] Wirawan. 2015. *Indonesian Human Resource Management*. Jakarta: PT Raja Grafindo Persada.



ORIGINALITY REPORT

**20%**  
SIMILARITY INDEX

**12%**  
INTERNET SOURCES

**11%**  
PUBLICATIONS

**9%**  
STUDENT PAPERS

PRIMARY SOURCES

**1** Diny Velly Vellyana, Nuria Muliani Muliani. "Workload stress management in the implementation of nursing discharge planning", Jurnal Aisyah : Jurnal Ilmu Kesehatan, 2020 **1%**  
Publication

**2** Ardhu Rizkiawan, Ardhia Putri Pramesti, Arum Pratiwi. "A Time-Motion Study Description of Nursing Staff in Medical Unit a Hospital in Indonesia", KnE Life Sciences, 2019 **1%**  
Publication

**3** olddrji.lbp.world **1%**  
Internet Source

**4** F Zahrah, A F Pratama, G Hartanti. "Interior design of mother and child hospital in Jakarta", IOP Conference Series: Earth and Environmental Science, 2021 **1%**  
Publication

**5** Submitted to Universitas Warmadewa **1%**  
Student Paper

Submitted to Universitas International Batam

6	Student Paper	1 %
7	<a href="http://world.journal.or.id">world.journal.or.id</a> Internet Source	1 %
8	Submitted to Özyegin Üniversitesi Student Paper	1 %
9	<a href="http://www.growingscience.com">www.growingscience.com</a> Internet Source	1 %
10	Christian Wiradendi Wolor, Yetti Supriyati, Dedi Purwana. "EFFECT OF ORGANIZATIONAL JUSTICE, CONFLICT MANAGEMENT, COMPENSATION, WORK STRESS, WORK MOTIVATION ON EMPLOYEE PERFORMANCE SALES PEOPLE", Humanities & Social Sciences Reviews, 2019 Publication	1 %
11	I Wayan Septa Wijaya, Ida Ayu Oka Martini. "Important Indicators in Increasing Nurse Loyalty in The Covid-19 Pandemic Time", STRADA Jurnal Ilmiah Kesehatan, 2020 Publication	1 %
12	<a href="http://www.iosrjournals.org">www.iosrjournals.org</a> Internet Source	1 %
13	<a href="http://www.ejournal.unis.ac.id">www.ejournal.unis.ac.id</a> Internet Source	1 %

Submitted to Hopkinton High School

14	Student Paper	1 %
15	Submitted to Sur University College Student Paper	1 %
16	Hermin Endratno, Fahmi Afrizal. "THE EFFECTS OF COMMUNICATION, WORK ENVIRONMENT AND WORK DISCIPLINE ON THE PERFORMANCE OF VILLAGE OFFICERS IN KROYA SUB-DISTRICT CILACAP REGENCY", DERIVATIF: Jurnal Manajemen, 2020 Publication	<1 %
17	Submitted to University of Economics Ho Chi Minh Student Paper	<1 %
18	<a href="http://jurnal.stie-aas.ac.id">jurnal.stie-aas.ac.id</a> Internet Source	<1 %
19	<a href="http://koreascience.or.kr">koreascience.or.kr</a> Internet Source	<1 %
20	Slamet Prasetyo, Yasir Arafat, Rohana .. "The Contribution of Work Motivation and Training Towards Employee Performance at the Inland Water and Ferries Transport Polytechnic of Palembang", KnE Social Sciences, 2021 Publication	<1 %
21	<a href="http://ijshr.com">ijshr.com</a> Internet Source	<1 %

22	Submitted to Higher Education Commission Pakistan Student Paper	<1 %
23	Submitted to Bridgepoint Education Student Paper	<1 %
24	Submitted to Postgraduate Schools - Limkokwing University of Creative Technology Student Paper	<1 %
25	<a href="http://journal.stieamkop.ac.id">journal.stieamkop.ac.id</a> Internet Source	<1 %
26	Submitted to Universitas Jember Student Paper	<1 %
27	Submitted to Universitas Komputer Indonesia Student Paper	<1 %
28	<a href="http://www.iises.net">www.iises.net</a> Internet Source	<1 %
29	<a href="http://gatrenterprise.com">gatrenterprise.com</a> Internet Source	<1 %
30	Aremu, A, and A Jones. "Improving Commitment and Productivity within the Nigerian Police", Effective Crime Reduction Strategies International Perspectives, 2011. Publication	<1 %
31	<a href="http://jurnal.unigal.ac.id">jurnal.unigal.ac.id</a> Internet Source	<1 %

32

Muhammad Subhan, Ratna Wardani, Dewi Ramdani. "Analysis And Evaluation Of Pharmacist Power Needs With The WISN Method In The Pharmaceutical Installation Of Haji Hospital Surabaya", JBMP (Jurnal Bisnis, Manajemen dan Perbankan), 2021

Publication

<1 %

33

Putu Ayu Ekasari, Noermijati Noermijati, Aryo Dewanto. "Organizational culture: A key factor to improve nurse performance", Enfermería Clínica, 2020

Publication

<1 %

34

[core.ac.uk](https://core.ac.uk)

Internet Source

<1 %

35

[issuu.com](https://issuu.com)

Internet Source

<1 %

36

[openjournal.unpam.ac.id](https://openjournal.unpam.ac.id)

Internet Source

<1 %

37

[psychologyandeducation.net](https://psychologyandeducation.net)

Internet Source

<1 %

38

Diana, Anis Eliyana, Dewi Susita, Vicky Aditya, Aisha Anwar. "Determining the effect of job satisfaction, work motivation, and work commitment on nurse performance amidst COVID-19 pandemic", Problems and Perspectives in Management, 2021

Publication

<1 %

---

Exclude quotes      On

Exclude matches      Off

Exclude bibliography      On