

ABSTRACT

Employee performance has an important role in achieving organizational goals. Siti Khadijah Islamic Hospital Palembang must pay attention to factors that can affect the performance of nurses. such as workload and work stress. High work demands and a lack of nurses to treat patients can create conditions that can cause workload and work stress on nurses. This can result in a decrease in nurse performance.

This study aims to determine and analyze the effect of workload and work stress on nurse performance at Siti Khadijah Islamic Hospital Palembang.

This research uses quantitative methods. This research uses probability sampling techniques with the type of sampling is simple random sampling. The population of this study consists of all nurses working at Siti Khadijah Islamic Hospital Palembang, totaling 196 people, and the sample used in this study is 131 respondents. Data processing was conducted using SPSS 26 software. The data analysis techniques used are descriptive analysis, classical assumption test, and multiple linear regression analysis.

The results of this study showed that workload has a significant effect on nurse performance, work stress does not have a significant effect on nurse performance, workload and work stress together have a significant effect on nurse performance at Siti Khadijah Islamic Hospital Palembang.

The results of this study are expected to be used by Siti Khadijah Islamic Hospital Palembang to maintain and improve nurse performance by paying attention to the workload and work stress felt by nurses. This is to ensure that nurses are able to provide good service to patients.

Keywords: workload, work stress, nurse performance