

The effect of work stress and work conflict and social support on nurse performance

Shinta Mardewi¹, Irsan Tricahyadinata^{2✉}

Faculty of Economics and Business, Mulawarman University, Samarinda.

Email: irsan.tricahyadinata@feb.unmul.ac.id

Abstract

This study aims to determine the effect of Work Stress, Work Conflict and Social Support on Nurse Performance. This research is quantitative in nature using data collection methods with questionnaires in the form of a google form link and hardcopy, using a simple random sampling technique. The sample of this study amounted to 60 respondents. The analysis method uses Structural Equation Modeling (SEM) with the Partial Least Square (PLS) version 3.0 approach. The results of this study indicate that work stress has a positive and significant effect on nurse performance, work conflict has a positive and significant effect on nurse performance, and social support has a positive and significant effect on nurse performance.

Key words: Job stress; work conflict; social support; nurse performance

INTRODUCTION

Human resources are the most important aspect that cannot be separated from an organization, both institutions and companies. One of the service companies, namely Pupuk Kaltim Hospital (RS. PKT) is a hospital located in North Bontang, Bontang City. The hospital developed in the industrial environment of a clinic (engaged in health). Currently, Pupuk Kaltim Hospital (RS. PKT) has also experienced a surge in patients since 2020 where there were many patients during the pandemic from those who did not contract the COVID-19 virus to those who were infected, thus making nurses have to remain vigilant by using personal protective equipment (PPE).

Saleha et al., (2020) explained that Covid-19 is a challenge for hospitals and medical service centers that employ nurses. During the pandemic, the increase in patients made work patterns change, and there was anxiety that caused stress or feeling depressed due to fear of being exposed to the coronavirus from infected patients. Performance will decrease if the stress experienced is getting heavier, this is because stress is quite disturbing in the implementation of work. Nurses will find it difficult to control it, making it difficult to make and determine decisions in handling patients. However, stress can also be a driver of performance improvement, as it helps to stay active and alert to possible risks.

In the nature of the nursing environment, conflicts can cause pressure on nurses, especially during the current pandemic, such as conflicts between medical personnel and people who do not believe in the existence of the coronavirus and do not want to be vaccinated because they think it is dangerous. Muis et al. (2021) explained that the success of a hospital in carrying out its functions is marked by improving the quality of hospital services. Hospitals with advanced and high-tech equipment, if not balanced with a professional service process and cannot establish good relationships, it will be difficult to achieve the best results (Huseno, 2016). Fellow colleagues must handle it by helping each other and exchanging opinions so that the nurse's performance does not decline due to the lack of support between fellow hospital colleagues. CCP Bontang. As a health service provider, social support can be used as mental reinforcement for nurses in order to improve their performance (Saleha et al., 2020). The reason why nurses' performance is important to study is because the phenomenon that is currently happening, namely the existence of a coronavirus outbreak with circumstances different from usual, can affect the performance of doctors, nurses, and other medical personnel. In addition to doctors, nurses are indispensable in the current state because they are the first contact for patients, so the author wants to know whether work stress, work conflicts, and social support can affect the performance of hospital nurses. CCP Bontang.

Nurse Performance

In the theory proposed by Wijaya (2017: 7) that it is very necessary to learn about behavior because it is related to the performance of human resources where performance will increase if the behavior is in accordance with the demands of the job. In the opinion of Batjo & Shaleh (2018: 62) The performance or *presta* of the work is the result of the employee's work in the form of quantity and quality according to the function of the work and the employee's responsibilities during the period, when compared with certain targets or targets, criteria, or conditions. From the theories and research that have been put forward by experts, the author can conclude that performance is an action that corresponds to the results of work in an organization or can be said to be a result of work achieved by a person or group of people in an organization with the abilities of each individual. Nurse performance is the ability of a nurse to carry out her work in accordance with her responsibilities to improve health and services to patients based on the ability of the learning process. In Huseno's theory (2016:96) there are six indicators to measure performance, namely:

Quality, the quality of work depends on the employee's perception of the work or *tugas* that generates and improves the skills and abilities of the employee;

Quantity, the resulting quantity level is expressed in the form of a unit quantity, as well as a completed activity cycle;

Punctuality, knowing whether the activity level is completed at the beginning of the specified time, from the point of view of coordination with the output results, and spending the most time can be used for other activities;

Cost-effectiveness, represents the resources of the organization (human, financial, technology, raw materials) to maximize the yield of each product unit in the use of resources;

Work Unattended, represents the ability of the employee to perform his work with the supervision of the supervisor; and

Ability to cooperate, namely the ability of individuals to maintain a good name and the ability to cooperate with colleagues.

Work Stress

Work stress is a state of tension that affects emotions as well as the employee's thought process and condition due to an imbalance between physical and psychic. Stress according to Robbins & Judge (2013:595) is a response to self-adjustment that is influenced by individual differences and psychological processes, as a consequence of an action. It can be concluded that work stress is a condition that causes an imbalance between physical and psychic and affects a person's psychology, way of thinking and employee condition. What causes nurses to experience work stress is excessive workload, having a risky work environment, and inability to adjust to circumstances due to physical demands with excessive environment. This shows the stress associated with the nurse's activities and physical environment. Wijaya's theory (2017: 278) puts forward the categories of work stress that can then be an indicator of work stress, namely as follows:

Demands of duties, regarding the work itself which includes changes in workers and uncertainty for the workers. If individuals are unable to control what they do, they will experience stress due to too many demands, narrower job opportunities in the future, and the introduction of new technologies can be stressful;

Role demands, this includes conflicts of roles and the ethics of individuals not understanding their own roles. Roles can shape the expectations of others towards the individual in question. Stress will be experienced if people are not sure what will happen;

The demands of interpersonal relationships, these demands include relationships with superiors, subordinates and co-workers. Conflicting leadership styles and difficulty creating pressure in adjusting to group norms and low levels of trust and support can also cause stress; and

Physical demands, in doing something, it is required to be able to do it so that it causes stress if the environment is unpleasant or very stressful, for example dangerous or risky conditions and environments, it can also be due to tiring activities.

Work Conflicts

According to Luthans (2009: 290), conflict is an event that occurs in humans caused by individual differences, lack of information, role incompatibility, and stress to the environment, causing frustration, differences in goals and roles. Meanwhile, Robbins & Judge (2013: 446) states that work conflict is a process where one party thinks that the other party has a negative influence or something that is the concern or interest of the first party. According to the theory and opinions of experts, it can be concluded that work conflict is a form of interaction in the form of conflict that can be caused by differences of opinion, lack of information between two or more people who feel differences in misaligned positions that will have a negative impact if left unchecked. In Enny's theory (2019:75), the causes of the emergence of conflicts that can be used as indicators of work conflicts are as follows:

Dissent, a conflict between two or more individuals, where each side feels that his opinion is correct, by forcing opinions so that colleagues feel cornered, as well as a feeling of wanting to win in the dissent that occurs. It can cause conflict if the differences of opinion are sharp enough to cause bad feelings or tensions between individuals or groups;

Misunderstanding, is a difference in understanding experienced by two or more individuals that can lead to conflict. Suppose the aspirational attitude in discussing and dialogue with colleagues, the attitude that is carried out when responding and accepting the work system of others, each party is too quick to infer opinions from others, and often feels blamed by colleagues every time they have an opinion. For individuals who feel wronged, there will be a sense of discomfort, lack of sympathy, and even hatred;

Feeling wronged, One or both parties feel wronged by the other party. For example, there is a feeling of compulsion when accepting the opinions of others, there are coercive efforts that can encourage colleagues to understand and accept ideas, involve colleagues in mistakes that have been made, and feel disadvantaged by the behavior of colleagues;

Sensitive feelings, where a person's actions may be reasonable, but for the other party it is considered detrimental or adverse. So, when viewed from a legal or ethical point of view regarding actions, this is a wrongdoing. Although, because the other party's feelings are too sensitive, this is still considered detrimental so that conflicts can occur;

Structure, Power struggles between departments or evaluation systems that have structural conflicts of interest, and competition for limited resources can lead to conflicts; and

Personal, Personal goals or social values of employees do not correspond to the behavior described in his position, and differences in values or concepts can also cause conflicts.

Social Support

Social support is critical to a nurse's mental resilience. The operational ability of nurses to survive even in the midst of low social support is a challenge caused by social stigma and formed due to online social media that sometimes spreads hoaxes (Saleha et al., 2020). As for another opinion of Koh, Lee, & Kim (2018) that social support constitutes all the positive resources that individuals can obtain from personal relationships, and that it is also considered a factor that moderates the emotional response in the interaction between the individual and the environment. Social support can be a relief that eases the burden even that results from high-pressure work (Robbins & Judge, 2017:665). From the opinions of the researchers that have been conveyed, the author concludes that social support is an interaction or real help from the closest person to someone who is experiencing problems or difficulties, so that the individual feels that there is still someone who cares, and will feel better. The indicators of social support according to Badu & Djafri (2017: 95) are as follows:

Emotional support, includes the expression of feelings of empathy with concern and concern for an individual. Usually obtained from the closest person such as a partner or family by giving an understanding of the problem at hand or by listening to the complaints;

Appraisal Support, that is, assistance in the form of advice to solve a problem to reduce pressure in the individual, for example the help of others to assess and develop awareness of the problem at hand, including efforts to clarify and provide feedback on the wisdom behind the problem;

Instrumental support, is a direct help that is usually given by friends or co-workers such as help to complete a piled up task or something that can ease the burden on the individual. There is support in the form of material or service from others in helping individuals solve their problems; and

Information support, this type of support is usually given by friends, colleagues or superiors, or a professional such as a doctor or psychologist can be in the form of advice, advice / direction and discussions on how to overcome or solve problems faced by individuals.

METHOD

The data types used are primary data and secondary data. Primary data is obtained from the collection of questionnaire results in the form of quantitative Google Form and Hardcopy links as well as data requests directly to the RS. CCP Bontang. The total population was 139 nurses with a sample used of 60 respondents obtained from the calculation of the Slovin formula according to Sugiyono (2013: 81). The data collection technique in this study is a simple random sampling technique where everyone has the same opportunity to become a respondent but the data will only be taken according to the number of samples that have been determined without having criteria. As well as secondary data obtained from related object blogs and journals. Based on the length of service of each nurse, there are nurses who work for >1 year, yes, from 2000 to 2021 to those who work for 27 years (since 1995).

RESULT AND DISCUSSION

Data is processed with SmartPLS media with 2 methods, namely the outer model and the inner model. The description of the two methods in this study will be explained as follows:

Measurement Method (Outer Model)

Validitas Konvergen is met when scores obtained with two different instruments that measure the same concept show a high correlation. Indicators that have convergent validity are having an outer loading factor above 0.70. However, the outer loading value of 0.50 – 0.60 can still be tolerated with a t-statistical value of >1.96 or a p-value of < 0.05.

Table 1.

| Outer Loading test results | | |
|----------------------------|---------------------|-------------|
| Indicator | Outer Loading Value | Information |
| SK1 | 0.802 | Valid |
| SK2 | 0.834 | Valid |
| SK3 | 0.841 | Valid |
| KK1 | 0.752 | Valid |
| KK2 | 0.829 | Valid |
| KK3 | 0.754 | Valid |
| KK4 | 0.707 | Valid |
| DS1 | 0.817 | Valid |
| DS2 | 0.899 | Valid |
| DS3 | 0.887 | Valid |
| KP1 | 0.678 | Valid |
| KP2 | 0.863 | Valid |
| KP3 | 0.858 | Valid |
| KP4 | 0.864 | Valid |
| KP5 | 0.828 | Valid |

Based on the results of the Convergent Validity test analysis, it turns out that one indicator of the Nurse Performance variable that has a weight/score that is less than 0.70 is with a value of 0.678, but can still be considered for use in accordance with the provisions that have been set.

Discriminant Validity is intended to test that a construct precisely only measures the construct to be measured not another construct. The results of the structural model estimation with the entire Algorithm PLS estimation method show the value of the path coefficient between the construct variables which can be seen in the following figure:

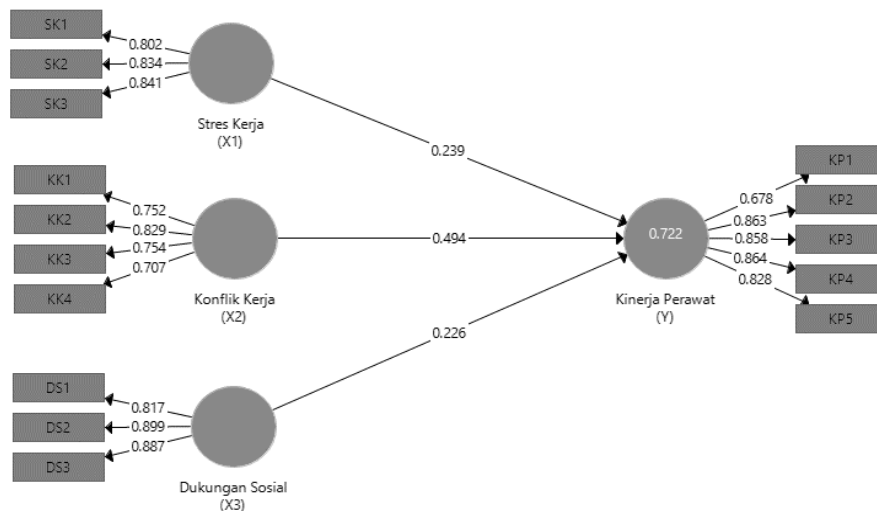


Figure 2.

Algorithm PLS Structural Model Trajectory Diagram

If the correlation of the construct with the principal measurement of each indicator is greater than that of other constructs, then the latent construct is able to predict the indicator better than other constructs, this means that the indicator used in the latent construct is said to be valid.

Tabel 2.

Hasil Pengujian Cross Loadings

| Indikator | Stres Kerja (X1) | Konflik Kerja (X2) | Dukungan Sosial (X3) | Kinerja Perawat (Y) |
|-----------|------------------|--------------------|----------------------|---------------------|
| SK1 | 0.802 | 0.641 | 0.517 | 0.578 |
| SK2 | 0.834 | 0.701 | 0.546 | 0.637 |
| SK3 | 0.841 | 0.658 | 0.392 | 0.684 |
| KK1 | 0.587 | 0.752 | 0.254 | 0.530 |
| KK2 | 0.714 | 0.829 | 0.513 | 0.754 |
| KK3 | 0.642 | 0.754 | 0.437 | 0.595 |

| Indikator | Stres Kerja (X1) | Konflik Kerja (X2) | Dukungan Sosial (X3) | Kinerja Perawat (Y) |
|-----------|------------------|--------------------|----------------------|---------------------|
| KK4 | 0.493 | 0.707 | 0.346 | 0.534 |
| DS1 | 0.542 | 0.394 | 0.817 | 0.551 |
| DS2 | 0.526 | 0.482 | 0.899 | 0.566 |
| DS3 | 0.443 | 0.485 | 0.887 | 0.501 |
| KP1 | 0.454 | 0.560 | 0.440 | 0.678 |
| KP2 | 0.650 | 0.613 | 0.578 | 0.863 |
| KP3 | 0.680 | 0.734 | 0.597 | 0.858 |
| KP4 | 0.702 | 0.671 | 0.458 | 0.864 |
| KP5 | 0.646 | 0.710 | 0.476 | 0.828 |

The next assessment is through Average Variance Extracted (AVE). AVE values of 0.50 and higher indicate an adequate level of convergent validity, which means that latent variables account for more than half of the indicator variants.

Tabel 3.

Hasil Uji AVE (Average Variance Extracted)

| Variabel | Average Variance Extracted (AVE) | Keterangan |
|----------------------|----------------------------------|------------|
| Stres Kerja (SK) | 0.682 | Valid |
| Konflik Kerja (KK) | 0.581 | Valid |
| Dukungan Sosial (DS) | 0.754 | Valid |
| Kinerja Perawat (KP) | 0.675 | Valid |

Reliability test

Composite reliability and cronbach alpha are used to test the value of reliability or reliability between the indicators of the constructs that make it up. The composite reliability and cronbach alpha values are said to be good, if the value is above 0.70 is recommended, but if the factor value is 0.50 to 0.60 it can still be tolerated. In other words, a good value of composite reliability and cronbach alpha indicates that the validity of the discriminant has been achieved.

Tabel 4.

Hasil dari composite reability dan cronbach's alpha

| Variabel | Cronbach's Alpha | Composite Reliability | Keterangan |
|----------------------|------------------|-----------------------|------------|
| Stres Kerja (X1) | 0.767 | 0.865 | Reliabel |
| Konflik Kerja (X2) | 0.760 | 0.847 | Reliabel |
| Dukungan Sosial (X3) | 0.836 | 0.902 | Reliabel |
| Kinerja Perawat (Y) | 0.877 | 0.911 | Reliabel |
| Rata-rata | 0,81 | 0,881 | Reliabel |

Based on the results of the analysis of Composite reliability and cronbach alpha data tests in the table above, it states that the average Composite reliability is 0.81 and cronbach alpha is 0.881. So that in this study it can be said to be latent and has good reliability.

Inner Model Evaluation

Structural model testing or inner models is carried out to see the relationship between the construct, significance value, and R-Square of the research model. In evaluating the model or assessing the model with smartPLS can be started by looking at the R-Square for each endogenous latent variable. The following is a table of R-Square estimation results using smartPLS.

Tabel 5.

Hasil Estimasi Uji R Square

| Variabel | R-Square | Adjusted R Square |
|----------------------|----------|-------------------|
| Kinerja Karyawan (Y) | 0.722 | 0.707 |

The table above shows the R-Square value of the Nurse Performance variable (Y) of 0.722. So from these data, it can be concluded that the phenomenon of Nurse Performance (Y) which is influenced by the variables Work Stress (X1), Work Conflict (X2), and Social Support (X3) by 72.2% while the other 27.8% is influenced by other variables outside the study.

After knowing the weight/score value of R square in this study, the structural model evaluated in this study consists of Goodness of Fit and coefficients whose path parameters connect exogenous variables with endogenous variables as described in the table below as follows:

Tabel 6.
Goodness of Fit

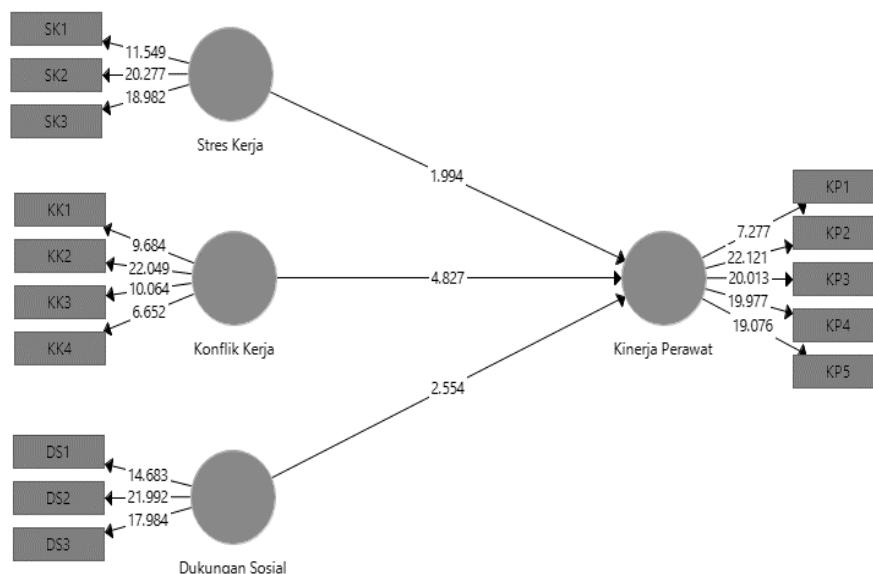
| Variabel | f square | effect size |
|-----------------|----------|-------------|
| Stres Kerja | 0.064 | Kecil |
| Konflik Kerja | 0.301 | Sedang |
| Dukungan Sosial | 0.120 | Sedang |

In this study, the value of the feasibility test model of the goodness of fit test value of f square Work Stress was 0.064 where the effect size of work stress was small because it was not greater than 0.15. f square Work Conflict is 0.301 where the effect size of the work conflict is moderate because it is not greater than 0.35. and f square Social Support is 0.120 where the effect size of social support is moderate because it is not greater than 0.35.

Tabel 7.
Hasil Olah Data Path Coefficients

| | Sampel Asli (O) | Rata – rata Sampel(M) | Standard Deviation (STDEV) | T Statistic (IO/STDEVI) | P Values |
|-----------------------------------|-----------------|-----------------------|----------------------------|-------------------------|----------|
| Stres Kerja → Kinerja Perawat | 0.239 | 0.222 | 0.118 | 2.024 | 0.044 |
| Konflik Kerja → Kinerja Perawat | 0.494 | 0.510 | 0.107 | 4.630 | 0.000 |
| Dukungan Sosial → Kinerja Perawat | 0.226 | 0.231 | 0.087 | 2.612 | 0.009 |

Based on the table above, it is known that each variable used in this study has a signification that can be seen from the weight of the T-Statistical score / value > 1.96 which means that the research is accepted. However, if the weight of the T-Statistics score/value is <1.96 then the exogenous variable does not have enough significant influence in the sense that the research hypothesis is rejected. In testing this hypothesis, of course, using the Bootstrapping feature in SmartPLS media to analyze / test a research variable. In addition, the use of the Bootstrapping feature is expected to be able to reduce / reduce the risk of abnormalities /discrepancies in the processing of research data.



Gambar 3.
Tampilan Hasil PLS Boothstrapping

Effect of Work Stress (X1) on Nurse Performance (Y)

The results of the study on the first hypothesis, namely work stress on the performance of nurses at Pupuk Kaltim Hospital in Bontang, had a positive and significant influence. Where the social support p-value has a signification test rate of $0.044 < 0.05$ and a weighting of the T-Statistical value of 2.024 which means >1.96 . So that in this study it can be concluded that Work Stress (X1) has a significant positive effect on Nurse Performance (Y). Thus, in this study H1 was accepted.

The results of the study on hypothesis 1 show that it is not in line with previous research by Wardhana et al., (2021) with the title *The Influence of Conflict and Work Stress on the Performance of Health Workers at Wangaya Hospital Denpasar*, which states that work stress negatively affects performance. There are 2 types of work stress in Badu & Djafri theory (2017: 93), namely Eustres (refers to the response to stress which is constructive, healthy, positive, and constructive in nature so as to cause individual and organizational well-being to growth, flexibility, adaptability, and performance improvement) and Distres (the opposite of eustres where this stress refers to the response to stress that is negative and even destructive, which includes the consequences of individuals and organizations associated with illness, decline, and even death). With the results of this test, it means that work stress not only has a negative effect on performance but can also have a positive effect, for someone who has a level of stress, especially low-level stress, it can encourage nurses to do a better job by increasing work intensity, standby nature, and nurse ability so that nurse performance will increase.

However, this study is in line with Aslihah's research (2015) where the results of the analysis show that work stress has a positive and significant effect on performance. From this research, it can be concluded that if stress is not managed properly, it can be dangerous for nurses and hospitals because it affects worker productivity. Therefore, stress management is necessary to cope with the stress of the nurses. This means that if work stress can be managed, the nurse's performance will increase or be high.

Effect of Work Conflict (X2) on Nurse Performance (Y)

Based on the results of the study, it shows that Work Conflict has a positive and significant relationship with the performance of hospital nurses. CCP Bontang. Where the p-value of work conflict has a signification test rate of $0.000 < 0.05$ and a weighting of the T-Statistical value of 4.630 which means >1.96 . So that in this study it can be concluded that Work Conflict (X2) has a significant positive effect on Nurse Performance (Y). Thus, in this study H2 was accepted.

The results of the study on hypothesis 2 show that it is not in line with previous research by Wardhana et al., (2021) with the title *The Influence of Conflict and Work Stress on the Performance of Health Workers at Wangaya Hospital Denpasar*, which states that work conflict negatively affects performance. With the results of this test, it means that work conflicts not only have a negative effect on performance but can also have a positive effect, meaning that the smaller the occurrence of conflicts, the greater the level of performance of health workers. However, low conflict can improve teamwork, and can improve self-quality so that performance will improve. The results of this study are in line with the research of Erwandari & Sari (2019) where the results of the analysis show that work conflicts have a positive and significant effect on performance. The positive impact of work conflict is that it can improve performance because it spurs a person's emotions to be better than their conflict opponents, and will try to show their best abilities. In addition, work conflicts can give rise to self-evaluation to get better. Conflict that has a positive influence which can make a nurse better understand other nurses, provide critical thinking, increase creativity, and conflict management in creating the best solution. This means that if high work conflicts can be managed, the nurse's performance will increase or be high.

The Effect of Social Support (X3) on Nurse Performance (Y)

Based on the results of the study, it shows that Social Support has a positive and significant relationship to the performance of hospital nurses. CCP Bontang. Where the social support p-value has a signification test rate of $0.009 < 0.05$ and the weight of the T-Statistic value is 2.612 which means >1.96 . So that in this study it can be concluded that Social Support (X3) has a significant positive effect on Nurse Performance (Y). Thus, in this study H3 was accepted.

The results of the study on hypothesis 3 show that it is not in line with previous research by Rahmawati & Irwana (2020) with the title *The Effect of Work Stress, Job Satisfaction, and Social Support on Nurse Performance at the Sebatik Health Center*, which states that social support has an insignificant effect on performance. With the results of this study, it means that the higher the social support provided, the more the nurse's performance will increase and vice versa, if social support is low,

the nurse's performance will decrease. However, the results of this study are in line with Sonia's research (2021) where the results of the analysis show that social support has a positive and significant effect on performance. So researchers can conclude that if social support in an organization is not carried out, it will cause discomfort between colleagues, but by helping each other and exchanging opinions, social support can improve performance.

CONCLUSION

Based on the results of research and discussion on the analysis of the effect of employee empowerment, employee engagement and knowledge management on employee performance, the following conclusions can be drawn:

Work Stress, the results of this study show that Work Stress has a positive and significant effect on the Performance of Hospital Nurses. CCP Bontang. These results show that the more stable the level of work stress, the more improved the nurse's performance. Thus hypothesis 1 in the study is accepted;

Work Conflict, the results of this study show that Work Conflict has a positive and significant effect on the Performance of Hospital Nurses. CCP Bontang. These results show that the more stable the level of work conflict, the more improved the performance of nurses. Thus hypothesis 2 in the study is accepted; and

Social Support, the results of this study show that Social Support has a positive and significant effect on the Performance of Hospital Nurses. CCP Bontang. These results show that the higher the social support provided, the more the nurse's performance will increase. Thus hypothesis 3 in the study is accepted.

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