ABSTRACT

Background: The decline in the quality of the performance of nurse in providing nurse care is one of the factors that cause the low quality of the performance of health service in Raden Mattaher Hospital Jambi. This is caused by heavy workload does'nt accordance with the capacity of the nurse ability, as well as the work stress has been experienced by nurse. The purpose of this study is to determine the relationship between workload and work stress with the performance of nurse in Raden Mattaher Hospital Jambi.

Methods: The type of this research is quantitative study using a cross sectional design. The population in this study are 406 nurses in Raden Mattaher Hospital Jambi. The sample in this study was taken using stratified random sampling technique, so that the total sample size is 80 people. Data collection was carried out on November 2020, using a research instrument by questionnaire. The data has been collected, processed and analyzed using univariate analysis technique to obtain an overview of the variables have been studied, as well as bivariate analysis in the form of chi square test and correlation test to determine the relationship and level of partial closeness of the relationship between the variables studied.

Results: Based on the results of the univariate analysis as a whole, it shows that nurses at the Raden Mattaher Hospital Jambi have moderate levels of workload and work stress, and the level of performance quality is also in the medium level category. For bivariate analysis through chi square test, the decision was being obtained to accept the hypothesis, which means that workload variables and work stress have a significant relationship with the performance of nurse. This has been evidenced by the p value obtained for each variable which is 0.000 (p value < 0.05), with prevalen odd ratio (POR) values for each variable of 8,385 and 14,848.

Conclusion: From the results of this study, it will be concluded that the workload variable and work stress variable will have significant relationship with the performance variables of nurses in Raden Mattaher Hospital Jambi. Based on the results and conclusions were obtained from this study, it is recommended for Raden Mattaher Jambi Hospital to reanalyzed the workload and needs of nursing personnel in each patient room, in order to obtain a proportional measure of workload, so as to reduce work stress and improve the performance of nurses.

Keywords: *Workload, Work Stress, Performance of Nurses.*