



## THE EFFECT OF INDIVIDUAL CHARACTERISTIC, JOB STRESS, JOB SATISFACTION, AND JOB MOTIVATION ON NURSE PERFORMANCE IN GOVERNMENT HOSPITAL IN SOUTH JAKARTA IN 2023

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### ABSTRACT:

Hospitals engage in competitive strategies by actively pursuing the provision of high-quality services that effectively cater to the diverse needs of their clientele. In order to gain a competitive advantage in the healthcare industry, hospitals engage in a perpetual pursuit of excellence, striving to surpass their counterparts and uphold a superior institutional reputation. This entails a steadfast commitment to continuous improvement as hospitals endeavor to cultivate innovative practices that sustain the highest standards of service quality. The provision of high-quality service is intricately linked to, or significantly reliant upon, the human resources employed. Nurses play a crucial role in hospital services as they directly provide care to patients and their families. This study encompasses three independent factors: individual characteristics, work stress, and work motivation. Additionally, it incorporates one mediating variable, job satisfaction, and one dependent variable, performance. The participants of this research comprised exclusively of nurses employed at X regional general hospital located in South Jakarta throughout the year 2023. This study employs a quantitative research design, namely a non-experimental strategy, to analyze primary data collected from private hospitals in DKI Jakarta. The study focuses specifically on the Municipality of South Jakarta during the month of September 2023. The acquired data will be analyzed utilizing descriptive and inferential statistics through the employment of Partial Least Squares Structural Equation Modeling (PLS-SEM). The study findings indicate that there is a detrimental impact of work-related stress on the performance of nurses. The performance of nurses in hospitals is positively influenced by individual qualities, job happiness, and work motivation.

**Keywords:** individual characteristics, job stress, job satisfaction, work motivation, performance, nurses, hospital

## INTRODUCTION

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Pain is a universal experience experienced by everyone throughout their lives (Triyono & Herdiyanto, 2017). The occurrence of this disease cannot be anticipated accurately. Pain is a universal phenomenon that individuals in all walks of life may encounter. When individuals experience an illness, they often seek treatment by seeking medical attention at a hospital or consulting a specialist in the relevant field (Amisim et al., 2020). These people will indirectly visit health facilities to seek medical treatment for their illnesses. In contrast to services serving those in good health, services designed for individuals with illness require a specialized approach that includes both the individual affected by the illness and their family caregivers. To achieve healing, building a cohesive and mutually reinforcing structure is critical.

The establishment of the hospital system in Indonesia can be traced back to the Dutch colonial period under the leadership of the VOC in the 17th century (Manurung, 2015). The establishment of this hospital was an effort by the VOC during its colonial period in Indonesia to answer the challenge of expanding shipping routes between Europe and Asia which did not have adequate medical facilities. Apart from that, this hospital also aims to meet the need for adaptation to the climatic conditions of the Asian continent which are different from Europe.

During the 1990s, government hospitals attempted to create a self-financing system, which, however, proved ineffective (Saputra, 2015). During this period, foreign entrepreneurs and the private sector were given the opportunity to establish hospitals. During this period, there was tremendous growth in hospitals, including a spectrum ranging from conventional hospitals to luxury or contemporary institutions. The presence of privately owned hospitals has increased competition in the healthcare industry, resulting in increased demand for healthcare services in society. Patients seeking treatment at private hospitals require not only basic health services but also more advanced and advanced care. Health services, including those that exceed the quality of care offered by government institutions. To gain a competitive advantage in the hospital industry, hospitals engage in continuous efforts to outperform their peers by enhancing their reputation and consistently introducing innovative practices. This strategic approach aims to recruit a larger patient base and maintain a good hospital image (Hasan et al., 2017).

The existence of competition among private hospitals has encouraged the government to improve the quality of services provided by government-owned hospitals (Casman et al., 2020). This development has been further facilitated by the establishment of the BPJS insurance system, which plays an

important role in addressing the ongoing problem of financing health care for a large part of the population. The establishment of BPJS Health was carried out on January 1, 2014, after the reorganization of PT Askes (Persero). The beginning of establishment of BPJS Health began with the enactment of Law Number 40 of 2004 concerning the National Social Security System (UU SJSN) by the government. However, the origins of state-owned health insurance can be traced back to the Dutch colonial period. Furthermore, after Indonesia became independent, especially in 1949, efforts to ensure the provision of health facilities for the community continued.

The Ministry of Health, which functions as the policy center in matters relating to hospitals, has implemented regulations that serve as benchmarks for maintaining hospital quality. According to the Ministry of Health (2020), this ministerial regulation relates to the obligation to accredit all hospitals in Indonesia, including public and private health facilities. The hospital accreditation process is a mandatory requirement for all hospitals, regardless of ownership status. The hospital accreditation process offers a set of rules aimed at achieving appropriate quality standards to uphold patient safety and improve patient comfort. Obtaining accreditation for a hospital is a challenging endeavor, requiring the fulfillment of several milestones and the completion of demanding procedures. The National Hospital Accreditation Standards (SNARS) accreditation instrument was introduced by the

Hospital Accreditation Committee (KARS) as a framework for hospitals to undergo accreditation. This instrument aims to facilitate the assessment process for surveyors (SNARS, 2020). SNARS recommendations include a series of quality indicators that serve as benchmarks for the services provided in hospitals, specifically targeting patient safety improvement programs and quality improvement initiatives.

The provision of high-quality services is closely related to, or highly dependent on, human resources. Doctors and nurses play an important role in the provision of hospital services because they are directly involved in patient care and interactions with their families (Firmansyah, 2016). It is important to ensure that doctors and nurses in their respective domains adhere to established proficiency criteria. Professional health workers who meet the required criteria include several interpretations, mainly fulfilling requirements related to the quantity or amount required based on their abilities (Ramadiani & Rahmah, 2019). To ensure the effective discharge of health workers' responsibilities, it is essential that they have sufficient assistance to handle a variety of situations within their designated areas or departments. In addition, complying with the standards means having the necessary qualifications and competencies, therefore ensuring that the work of nurses shows a high level of reliability in managing the various cases encountered in their professional settings (Fauzan, 2017).

In Indonesia, it has become commonplace for hospitals to operate continuously for 24 hours. The provision of health services is often organized into multiple units, including support units such as laboratories and pharmacies, inpatient units, emergency departments, and outpatient units. According to Aprillia (2017), the majority of health workers in hospitals are nurses, who comprise 60% of the workforce in each unit, thus playing an important role in providing services to patients. The provision of nursing services is critical and plays a vital role in improving the overall quality of care. Nurses, as an essential component of human resources in hospitals, play an important role in improving the quality of services provided (Rakhmawati et al., 2008). Due to the important function that nurses fulfill in maintaining standards of healthcare delivery, hospitals consistently employ several strategies to ensure the professionalism of their nursing staff. The hospital consistently engages in various initiatives, including participation in training programs and seminars, to achieve a high level of service quality.

In an effort to improve employee performance, it is important to recognize the importance of stress in the workplace (Steven & Prasetyo, 2020). Stress is unavoidable and can be encountered by all individuals in a professional environment. Individuals can experience stress when actual outcomes deviate from their initial expectations. Apart from that, individuals can also feel stress when they are faced with an accumulation of burdensome tasks or responsibilities. In a broad sense, stress can be defined as the

perception of individuals experiencing undesirable and stressful circumstances because they subjectively perceive certain aspects of their lives as burdensome (Massie et al., 2018). This study considered nurses as suitable subjects for sampling by examining indicators of stress and workload in the hospital environment. Stress indicators that are often used include role expectations, tasks, personal demands, organizational structure, and organizational leadership. According to Robbins (2015), the key metrics of employee performance are effectiveness, independence, timeliness, quality, and quantity. These variables have a strong correlation with employment in the health sector, particularly among nurses.

The impact of job satisfaction and motivation on performance also needs to be considered. Job satisfaction is a subjective evaluation of employees' perceptions of their work. This evaluation can be a good or negative evaluation (Rosmaini & Saphira, 2019). Job satisfaction is a measure of employees' affective dispositions, including their emotional well-being in relation to their job tasks and the overall organizational context. The level of job satisfaction can also be influenced by a person's level of interaction with coworkers and superiors.

Motivation has a significant correlation with job satisfaction, which in turn is related to performance outcomes (Jufrizen, 2021). Motivation is a psychological construct that seeks to obtain full commitment and exertion of individual effort toward achieving certain goals. The main aim of motivation is not

only to increase professional happiness but also to encompasses a wide range of goals, including improving morale, increasing productivity, refining leadership skills, stimulating creativity, fostering loyalty, and instilling a higher sense of responsibility (Jufrizen, 2021).

According to research conducted by Toyib (2005), there were several patient complaints reported, especially related to services in the outpatient unit, emergency unit (ER), and nursing services in hospitals. These complaints mostly revolve around patient dissatisfaction with the quality of services provided. According to research findings, the majority of respondents, namely 22.7%, expressed dissatisfaction with the level of service provided. In contrast, a relatively smaller percentage of respondents, namely 9.3%, said they were satisfied with the quality of care they received. The survey results showed that only 9.3% of participants said they were satisfied with the services provided. The increasing frequency of patient complaints may be caused by a lack of nurse coordination, less than optimal efficiency in nursing practice, less responsiveness of nurses to patient complaints, and a lack of nursing expertise. It is important to ensure that each hospital undertakes its duty to assess nursing performance and other factors that may hinder the provision of high-quality care (Kurniawati & Solikhah, 2012).

### **Hypothesis Development**

#### ***The Relationship between Individual Characteristics and Performance***

Individual characteristics include a variety of attributes, such as abilities, values, attitudes, and interests, which may have an influence on a person's job performance (Jatmiko & Astuti, 2021). However, it is important to recognize that job performance can be influenced by many variables, including motivation, leadership, and organizational climate. Several studies also indicate that the work environment can have an influence on work performance. Therefore, it is very important for organizations to consider individual attributes and work environment as important factors for improving work performance. Organizations have the capacity to offer training and development initiatives aimed at improving the competency and proficiency of their workforce, resulting in better job performance.

H1: Individual characteristics have a positive influence on performance.

#### ***The Relationship between Work Motivation and Performance***

The performance impact on nurses is attributed to various factors, including nursing shortages, dissatisfaction among nurses in their workplace, and suboptimal working conditions. Various factors can have a detrimental impact on nurses' performance, including but not limited to their abilities and expertise, leadership qualities, organizational culture, loyalty, personality traits, job happiness, knowledge, and motivation (Wardani et al., 2024). According to Wibowo (2012), as quoted in Hikmatiah (2021), there is an alleged reciprocal relationship between motivation and performance. This relationship includes various aspects of motivation, such as initiation, orientation, stimulation, and maintenance.

H2: Work motivation has a positive influence on performance.

### ***The Relationship between Job Stress and Performance***

According to Dewi et al. (2018), stress has a detrimental impact and is closely related to employee performance, which is in line with the findings of Hasibuan (2012), which states that work-related stress can cause a decrease in employee performance. The stress faced by nurses can cause unusual behavior, including anger, strangeness, and isolation, which ultimately results in a decrease in their professional achievement or performance. According to Wartono (2017), there is a suspicion that high levels of stress among employees can cause a decrease in performance. Additionally, this increased stress can lead to feelings of depression, as employees perceive themselves as inadequate or unable to fulfill their job responsibilities effectively and accurately.

H3: Work stress has a negative influence on performance.

### ***The Relationship between Individual Characteristics and Job Satisfaction***

According to previous research conducted by Kidron (1977), many factors such as the urban-rural divide, anomie, Protestant ethics, and the strength of higher needs have the potential to regulate the above-mentioned relationships. According to Sims (1976), those who have a greater need for self-actualization demonstrate a higher suitability for job enrichment. According to research by Voydanoff (1978), it was determined that job satisfaction is influenced by intrinsic and extrinsic job features, regardless of job category. According to Franěk (2008), there is a positive correlation between job

satisfaction and personal attributes such as agreeableness, stability, openness, and self-efficacy.

H4: Individual characteristics have a positive influence on job satisfaction.

### ***The Relationship between Work Motivation and Job Satisfaction***

A study conducted in 2013 revealed a positive correlation between variables that motivate employees, such as pay and recognition, and job happiness. Pleșa (2021) emphasizes the importance of motivation in achieving professional and organizational goals, and Cvjetković (2022) reiterates the considerable impact of motivation and job satisfaction on employee performance. Satisfied employees are driven by a sense of passion, which serves as a driving force to increase their productivity and create more efficient work results. Such employees have a significant impact on production levels, making it easier to achieve company goals more effectively. Sarmila (2019) also emphasizes the correlation between motivation, work morale, and job satisfaction. Motivation is a psychological condition that drives employees towards achieving goals, while job satisfaction is an affective experience that strengthens employees and is related to work or work-related circumstances. There is a relationship between motivation and job satisfaction, where a person's level of motivation positively influences their level of job satisfaction. Work-related emotions cover various dimensions, including remuneration, compensation earned, well-being, talent, education, and other relevant factors.

H5: Motivation has a positive influence on job satisfaction.

### ***The Relationship between Job Stress and Job Satisfaction***

Individual elements such as emotional intelligence, work motivation, and career development have the potential to influence the relationship between job stress and job satisfaction (Rapareni, 2013). To increase employee job satisfaction, organizations must prioritize identifying and mitigating variables that contribute to job stress. This includes promoting conducive working conditions, encouraging positive interpersonal interactions in the workplace, and offering strong social support mechanisms for employees. In addition, it is very important for organizations to consider several personal elements of their employees, including emotional intelligence, work motivation, and career growth, to increase employee job satisfaction.

H6: Job stress has a negative influence on job satisfaction.

### ***The Relationship between Job Satisfaction and Performance***

In a study conducted by Yvonne (2014), a noteworthy relationship was found between job happiness and performance in the context of retail chain businesses. The topic of job happiness is examined in relation to nine different dimensions, namely: compensation, career advancement opportunities, managerial supervision, perks, and additional benefits, recognition for performance, established work protocols, coworkers and team dynamics, types of work assignments, and effective communication channels. In contrast, job performance evaluation includes contextual and task performance dimensions. This research produces findings that show a significant correlation between

these two variables, namely job satisfaction and job performance.

H7: Job satisfaction has a positive influence on performance.

## **RESEARCH METHODS**

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The type of research carried out in this research uses quantitative analysis techniques using statistical calculations as the basis for the analysis. The population of this study are employees of RSUD X in South Jakarta, and the sample used in this research are nurses who have worked at RSUD X in South Jakarta.

### **Method of collecting data**

Data collection can be in the form of primary or secondary data or a combination of both. The main data that can be used in this research is primary data, which can be obtained from interviews or distributed questionnaires (Sekaran & Bougie, 2017). In this research, primary data was used obtained from a questionnaire written via Google Form, which was then distributed via the WhatsApp group. The target respondents used were nurses at RSUD X in South Jakarta.

Secondary data that can be used in research can be obtained from other research sources such as literature, books, results of previous research, as well as other documents that have been validated (Sekaran & Bougie, 2017).

### **Data analysis method**

This research uses data analysis techniques using a multivariate analysis strategy. This is due to the complexity of the research model in this study, which consists of many latent variables (Sekaran & Bougie, 2017). In this research, there are five independent variables, one dependent

variable, and one mediated variable, which form 7 hypothesized paths. Therefore, an analysis procedure is needed that can simultaneously influence the influence of variables on the dependent variable.

#### **Outer Model**

The first stage of PLS-SEM analysis is the outer model, which is also known as the measurement model. The external model will provide information regarding the relationship between observed variable indicators and the underlying factors. The main purpose of the outer model is to assess the dependence and accuracy of indicators in measuring latent variables in the research model under consideration (Hair et al., 2021).

Outer model examination includes two different forms of data testing, namely reliability and validity assessments. Reliability testing involves two evaluations of indicators, namely evaluating indicator reliability using outer loading criteria ( $>0.7$ ), followed by assessing construct reliability using Cronbach's alpha and composite reliability values ( $>0.7$ ). Next, the construct validity of this research was assessed using a validity test. This includes checking the average variance extracted (AVE) value, which must be more than 0.5. Additionally, discriminant validity was evaluated by considering heterotrait-monotrait (HTMT) values.

It is important to consider the heterotrait-monotrait ratio ( $HTMT < 0.9$ ) to assess its significance. The next stage is the implementation of the inner model, depending on fulfilling the reliability and validity requirements of the four parameters of the outer model test findings (Henseler et al., 2015).

#### **Inner Model**

Inner model, also known as the structural model, is the second stage of analysis in Partial Least Squares Structural Equation Modeling (PLS-SEM). The next step will provide the results of the bootstrapping procedure applied to non-parametric data. The purpose of the inner model is to assess the quality of the research model and determine the statistical significance of the influence between latent variables by examining the coefficient values of each route. The relationships between latent variables can be examined by analyzing the coefficient values of each route in the research model, as discussed in the work of Hair et al. (2021) and Memon et al. (2021).

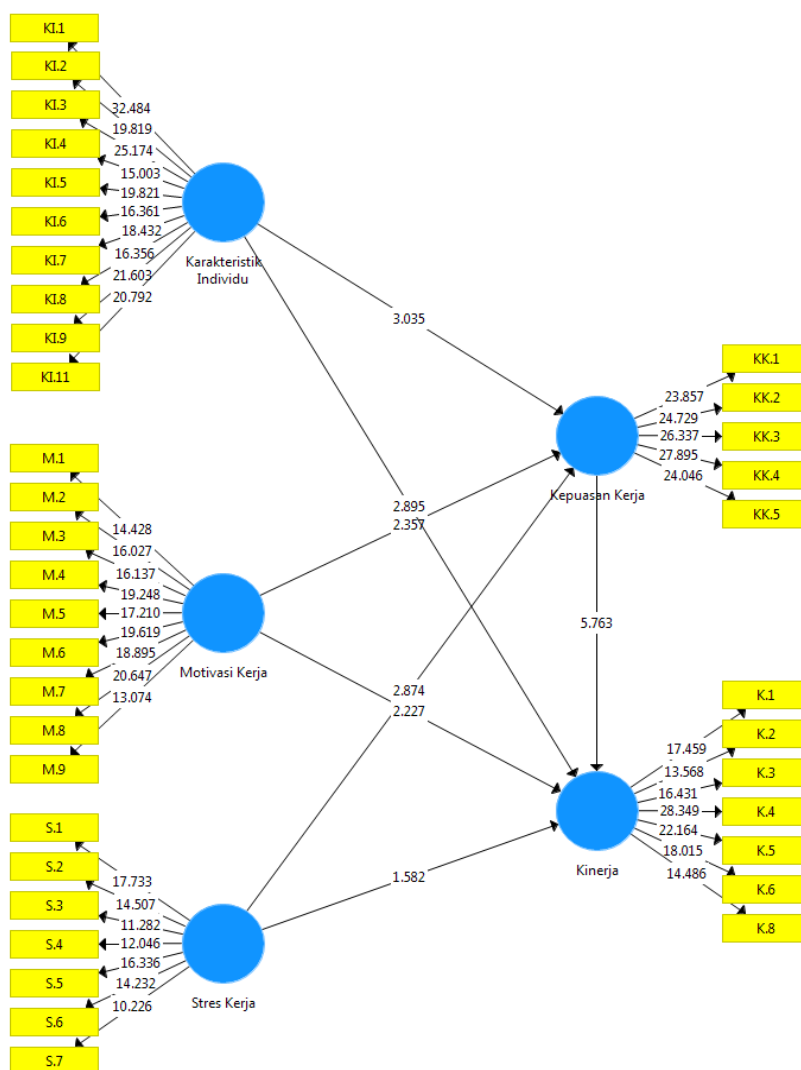
### **RESULTS AND DISCUSSION**

Research hypothesis testing was carried out using a Structural Equation Model (SEM) approach based on Partial Least Square (PLS). PLS is a structural equation model (SEM) that is component or variance-based. Structural Equation Model (SEM) is a field of statistical study that can test a series of relationships that are relatively difficult to measure simultaneously. According to Latan and Ghazali (2015), PLS is an alternative approach that shifts from a covariance-based to a variance-based SEM approach. Covariance-based SEM generally tests causality or theory, while PLS is more of a predictive model. However, there is a difference between covariance-based SEM and component based PLS in the use of structural equation models to test theory for prediction purposes.

### Hypothesis test

Testing the research hypothesis uses the t-statistic coefficient. Where the results/output of the bootstrapping command produce t-statistics. Indicators

that have a t-statistic > 1.96 are said to be significant (Ghozali & Latan, 2015). Indicators can also be said to be influential if they have a p-value < 0.05 (Haryono, 2017).



**Figure 1. Inner Model**

The testing stages of the structural model (hypothesis testing) are carried out in the following steps.

**Table 1. Hypothesis test**

|                                                      | Original<br>Sample<br>(O) | Sample<br>Mean<br>(M) | Standard<br>Deviation<br>(STDEV) | T Statistics<br>( O/STDEV ) | P<br>Values | Information      |
|------------------------------------------------------|---------------------------|-----------------------|----------------------------------|-----------------------------|-------------|------------------|
| Individual<br>Characteristics -><br>Performance      | 0.238                     | 0.237                 | 0.082                            | 2,895                       | 0.004       | Supported        |
| Work Motivation -<br>> Performance                   | 0.136                     | 0.136                 | 0.061                            | 2,227                       | 0.026       | Supported        |
| Job Stress -><br>Performance                         | -0.104                    | -0.100                | 0.066                            | 1,582                       | 0.114       | Not<br>supported |
| Individual<br>Characteristics -><br>Job Satisfaction | 0.248                     | 0.261                 | 0.082                            | 3,035                       | 0.003       | Supported        |
| Work Motivation -<br>> Job Satisfaction              | 0.228                     | 0.230                 | 0.097                            | 2,357                       | 0.019       | Supported        |
| Job Stress -> Job<br>Satisfaction                    | -0.279                    | -0.267                | 0.097                            | 2,874                       | 0.004       | Supported        |
| Job Satisfaction -><br>Performance                   | 0.441                     | 0.447                 | 0.077                            | 5,763                       | 0,000       | Supported        |

Source: Test Results using SmartPLS version 4.0.9.2, 2023

Based on table 1, it can be concluded that the results of hypothesis testing are as follows:

Hypothesis H1 Individual Characteristics of Performance

Individual characteristics have a t-statistic value of 2,895 > 1.96, p-value 0.004 < 0.05 and the original sample is 0.238, so H1 is accepted, meaning that individual characteristics have a positive and significant effect on performance.

Hypothesis H2 Work Motivation on Performance

Work Motivation has a t-statistic value 2,227 > 1.96, p-value 0.026 < 0.05 and original sample 0.136, then H2 is accepted, meaning that work motivation has a positive and significant effect on performance.

Hypothesis H3 Job Stress on Performance

Job Stress has a t-statistic value of 1,582 < 1.96, p-value 0.114 > 0.05 and original sample -0.104, then H3 is rejected, meaning that Job Stress has a negative but not significant effect on Performance.

Hypothesis H4 Individual Characteristics of Job Satisfaction

Individual Characteristics have a t-statistic value of 3,035 > 1.96, p-value of 0.003 < 0.05 and the original sample is 0.248, so H4 is accepted, meaning that Individual Characteristics have a positive and significant effect on Job Satisfaction.

Hypothesis H5 Motivation on Job Satisfaction

Work Motivation has a t-statistic value 2,357 > 1.96, p-value 0.019 < 0.05 and original sample 0.228 then H5 is accepted,

meaning that work motivation has a positive and significant effect on job satisfaction.

#### Hypothesis H6 Job Stress Towards Job Satisfaction

Job Stress has a t-statistic value  $2.874 > 1.96$ , p-value  $0.004 < 0.05$  and original sample  $-0.279$  then H6 is accepted, meaning that Job Stress has a negative and significant effect on Job Satisfaction.

#### Hypothesis H7 Job Satisfaction on Performance

Job Satisfaction has a t-statistic value  $5.763 > 1.96$ , p-value  $0.000 < 0.05$  and original sample  $0.441$ , then H7 is accepted, meaning that Job Satisfaction has a positive and significant effect on Performance.

## DISCUSSION

### The Influence of Individual Characteristics on Performance

Based on the calculation results, the t-statistic value is  $2.895$  which means  $> 1.96$  and the sig value.  $0.004$  is below  $0.05$ , then H1 is accepted, which means that Individual Characteristics have a positive and significant influence on Performance, meaning if individual characteristics increase, there will be an increase in level performance and statistically have a significant effect. Based on the results of data processing with SmartPLS version 4.0.9.2, it is known that the path coefficient value individual Characteristics to Performance as big as  $0.238$ , which means that individual characteristics have a positive and significant effect on the

performance of nurses at Regional X General Hospital in the South Jakarta area.

This research is in line with previous research conducted by Hajati et al. (2018) found that individual characteristics have a significant relationship with performance. Individual characteristics include a variety of attributes such as abilities, values, attitudes, and interests, which may have an influence on a person's job performance (Jatmiko & Astuti, 2021). However, it is important to recognize that job performance can be influenced by many variables, including motivation, leadership, and organizational climate. Several studies also indicate that the work environment can have an influence on work performance. Therefore, organizations need to consider individual attributes and work environment as important factors for improving work performance. Organizations have the capacity to offer training and development initiatives aimed at improving the competency and proficiency of their workforce, resulting in better job performance.

### The Influence of Work Motivation on Performance

Based on the calculation results, the t-statistic value is  $2.227$  which means  $> 1.96$  and the sig value.  $0.026$  is below  $0.05$ , then H2 is accepted, meaning that work motivation positively and significantly influences performance, meaning if Work motivation increases, there will be an increase in level Performance and statistically has a significant effect. Based on the results of data processing with SmartPLS

version 4.0.9.2, it is known that the path coefficient value Work motivation to Performance as big as 0.136, which means that work motivation has a positive and significant effect on the performance of nurses at Regional X General Hospital in the South Jakarta area.

The results of this research are in line with research conducted by Hikmatiah et al. (2021) found that there is an alleged reciprocal relationship between motivation and performance. This relationship includes various aspects of motivation, such as initiation, orientation, stimulation, and maintenance. This research is also in line with research conducted by Zainaro and Isnainy (2017) with the research title The influence of work motivation on the performance of implementing nurses in the inpatient ward of the Alimuddin Umar Regional General Hospital, West Lampung district in 2017, where the results of the research show that motivation has a positive influence on nurse performance.

### **The Effect of Job Stress on Performance**

Based on the calculation results, the t-statistic value is 1.582 which means  $< 1.96$  and the sig value 0.114 above 0.05 then H3 is rejected, which means that Job Stress has a negative but not significant influence on Performance, meaning if Job Stress increases, the level will decrease performance and statistically it has an insignificant effect. Based on the results of data processing with SmartPLS version 4.0.9.2, it is known that the path coefficient value Job Stress to Performance as big as-

0.104, which means that work stress has a negative but not significant effect on the performance of nurses at Regional X General Hospital in the South Jakarta area.

The results of this research are in line with research conducted by Dewi et al. (2018) found that stress has a detrimental impact and is closely related to employee performance, which is in line with the findings of Hasibuan (2012) which states that work-related stress can cause a decrease in employee performance. The stress faced by nurses can cause unusual behavior, including anger, strangeness, and isolation, which ultimately results in a decrease in their professional achievement or performance. According to Wartono (2017), there is a suspicion that high levels of stress among employees can cause a decrease in performance.

### **The Influence of Individual Characteristics on Job Satisfaction**

Based on the calculation results, the t-statistic value is 3.035, which means  $> 1.96$  and the sig value 0.003 is below 0.05, then H4 is accepted, which means that Individual Characteristics have a positive and significant influence on Job Satisfaction, meaning if individual characteristics increase, there will be an increase in level Job satisfaction and statistically have a significant effect. Based on the results of data processing with SmartPLS version 4.0.9.2, it is known that the path coefficient value Individual Characteristics to Job satisfaction as big as 0.248, which means that individual characteristics have a positive and

significant effect on the job satisfaction of nurses at Regional X General Hospital in the South Jakarta area.

This research is in line with previous research conducted by Mahayanti (2017), which found that individual characteristics had a positive and statistically significant influence on the level of job satisfaction experienced by individuals. Furthermore, Subroto's (2022) research results show that work happiness can be influenced by individual characteristics. Individual characteristics include various factors, including but not limited to talent, age, gender, marital status, length of service, heredity, social environment, experience, and values. Interest is known to have a good influence on achieving job satisfaction. Therefore, it is very important for organizations to give consideration to the different unique attributes of their employees to increase their job satisfaction levels.

### **The Influence of Work Motivation on Job Satisfaction**

Based on the calculation results, the t-statistic value is 2.357 which means  $> 1.96$  and the sig value. 0.000 is below 0.05 then  $H_5$  is accepted, which means that Work Motivation has a positive and significant influence on Job Satisfaction, meaning if Work motivation increases, there will be an increase in level Job satisfaction and statistically has a significant effect. Based on the results of data processing with SmartPLS version 4.0.9.2, it is known that the path coefficient value motivation satisfaction as

big as 0.228, which means that Work Motivation has a positive and significant effect on Job Satisfaction of nurses at Regional X General Hospital in the South Jakarta area.

Job satisfaction refers to a person's emotional response to work, the work environment, and interpersonal dynamics with coworkers (Amanda & Mujiasih, 2018). Employee job satisfaction is an important factor that facilitates effective work implementation and is aligned with organizational goals. Job satisfaction relates to the evaluative process in which employees assess and reflect on their emotional state in relation to their work. Several studies show a positive correlation between motivation and job satisfaction. However, other research indicates that motivation does not have a big influence on the level of job satisfaction experienced by individuals. It's important to know that job satisfaction can be influenced by many variables, including the work environment, leadership, and organizational climate. Therefore, it is very important for organizations to prioritize employee motivation and work environment as important factors for increasing job satisfaction. Organizations have the ability to offer rewards and recognition as a means of increasing employee motivation and job satisfaction.

### **The Effect of Job Stress on Job Satisfaction**

Based on the calculation results, the t-statistic value is 2.874 which means  $> 1.96$  and the sig value. 0.004 is below 0.05 then

H6 is accepted, which means that Job Stress has a negative and significant influence on Job Satisfaction, meaning if Job Stress increases, the level will decrease job satisfaction and statistically has a significant effect. Based on the results of data processing with SmartPLS version 4.0.9.2, it is known that the path coefficient value Job Stress to Job satisfaction as big as -0.279, which means that Job Stress has a negative and significant effect on the Job Satisfaction of nurses at Regional X General Hospital in the South Jakarta area.

Stress is a condition inherent in individuals as living creatures who have cognitive abilities (Saleh et al., 2020). This is often expressed through phrases such as "I am experiencing stress," "I am experiencing stress due to financial difficulties," or "I am burdened by excessive pressure related to work," and so on. There is an important correlation between work-related stress and the level of job satisfaction experienced by employees. A number of empirical studies have shown a significant relationship between high levels of job stress and reduced job satisfaction, while reduced levels of job stress have been shown to positively influence job satisfaction.

Several factors can influence the relationship between job stress and job satisfaction. The presence of unfavorable working conditions, such as excessive workload, work-related discomfort, and limited decision-making authority, has been found to be associated with increased levels of work-related stress and reduced levels of job satisfaction.

## **The Effect of Job Satisfaction on Performance**

Based on the calculation results, the t-statistic value is 5,763 which means  $> 1.96$  and the sig value. 0.000 is below 0.05 then H7 is accepted, which means that Job Satisfaction has a positive and significant influence on Performance, meaning if Job satisfaction increases, there will be an increase in level performance and statistically has a significant effect. Based on the results of data processing with SmartPLS version 4.0.9.2, it is known that the path coefficient value job satisfaction to Performance as big as 0.441, which means that Job Satisfaction has a positive and significant effect on the performance of nurses at Regional X General Hospital in the South Jakarta area.

The results of this research are in line with research conducted by Samiadji (2016) who found that there was a significant influence between job stress and nurses' job satisfaction, the level of stress had an effect on the level of nurses' job satisfaction, and job satisfaction itself mediated job stress on nurses' performance. Employee performance refers to an individual's exertion of skills and effort, which can be evaluated and measured as a result. Brahmasari and Suprayetno (2008) defines performance as the results achieved by a person in achieving work goals through the application of experience, skills and abilities as well as seriousness. Focusing on performance can have both short-term and long-term implications, and can be influenced by individual, team, and

organizational performance.

## CONCLUSION

Based on the results of research on 163 respondents, the following conclusions can be drawn; (1) Individual Characteristics have a positive and significant influence on Nurse Performance, meaning that changes in the value of Individual Characteristics have a unidirectional influence on changes in Nurse Performance at Regional X General Hospital in the South Jakarta area or in other words if Individual Characteristics increase, there will be an increase in Nurse Performance and statistically have a significant influence, (2) Work Motivation has a positive and significant influence on Nurse Performance, meaning that changes in the value of Work Motivation have a unidirectional influence on changes in Nurse Performance at Regional X General Hospital in the South Jakarta area or in other words if Work Motivation increases, there will be an increase in Nurse Performance and statistically have a significant influence, (3) Work Stress has a negative but not significant influence on Performance, meaning that changes in the value of Work Stress have a non-directional influence on changes in Nurse Performance at Regional X General Hospital in the South Jakarta area or in other words if Work Stress increases there will be a decrease in Performance levels and statistically has an insignificant influence, (4) Individual Characteristics have a positive and significant influence on Nurse Job Satisfaction, meaning that changes in the value of Individual Characteristics have a unidirectional influence on changes in Nurse Job Satisfaction at Regional X General

Hospital in the South Jakarta area or in other words if Individual Characteristics increase, there will be an increase in Nurse Job Satisfaction and statistically have a significant influence, (5) Work Motivation has a positive and significant influence on Nurse Job Satisfaction, meaning that changes in the value of Work Motivation have a unidirectional influence on changes in Nurse Job Satisfaction at Regional X General Hospital in the South Jakarta area or in other words if Work Motivation increases, there will be an increase in Nurse Job Satisfaction and statistically has a significant influence, (6) Work Stress has a negative but not significant influence on Job Satisfaction, meaning that changes in the value of Work Stress have a non-directional influence on changes in Nurse Job Satisfaction at Regional X General Hospital in the South Jakarta area or in other words if Work Stress increases there will be a decrease in the level of Job Satisfaction and statistically has an insignificant influence, and (7) Job Satisfaction has a positive and significant influence on Nurse Performance, meaning that changes in the value of Job Satisfaction have a unidirectional influence on changes in Nurse Performance at Regional X General Hospital in the South Jakarta area or in other words if Job Satisfaction increases, there will be an increase in Nurse Performance and statistically has a significant influence.

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