

## The Relationship between Employment Status, Workload and Social Support on the Performance of Hospital Nurses

Dia Safitri<sup>1\*</sup>, Muhammad Riza Setiawan<sup>2</sup>, Nanik Marfu'ati<sup>3</sup>, Susilo Budi Pratama<sup>4</sup>

Faculty of Medicine, Muhammadiyah University of Semarang

E-mail: [diasafitri22@gmail.com](mailto:diasafitri22@gmail.com)

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### Abstract

*Background:* Nurse performance is a crucial indicator for determining the quality of healthcare services in hospitals. Poor nurse performance can increase the risk of adverse events and reduce patient and family satisfaction. Nurse performance is influenced by various indicators, including employment status, workload, and social support. *Objective:* This study aims to identify the correlation between employment status, workload, and social support with the performance of hospital nurses. *Method:* This study used an analytical observational design with a cross-sectional approach and purposive sampling technique. The study sample used were 84 nurses working at Dr. Adhyatma Regional General Hospital, MPH Semarang. The instrument in this study used a questionnaire. Data analysis used the chi-square test and the Spearman Rank test. *Results:* Indicates a substantial correlation between employment status and nurse performance ( $p = 0.024$ ). And there is a substantial correlation between workload and nurse performance ( $p = 0.007$ ) and there is a substantial correlation between social support and nurse performance ( $p = 0.005$ ). *Conclusion:* There is a substantial correlation between employment status, workload, social support and nurse performance, the lighter the workload, the better the nurse's performance and high social support plays a role in improving nurse performance.

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## INTRODUCTION

Nurse performance is the achievement of performance in carrying out professional duties and responsibilities according to nursing service standards, which reflects the effectiveness and quality of services in hospitals (Calita Elytisia Monica Ginting. 2023). Low performance has the potential to increase undesirable events, such as nosocomial infections, vulnerability to fall incidents, to inaccuracies in drug administration procedures, and reduce patient family satisfaction (Li et al. 2024). Globally, a survey using the Work Ability Index indicates that 24.7% of nurses have inadequate work abilities (Romero-Sánchez et al. 2022). In Indonesia, PPNI data reports that 50.9% of nurses experience a decline in service quality and work productivity (Ilkes et al. 2023).

Nurse performance is influenced by various indicators, including employment status, workload, and social support. Employment status relates to rights, obligations, and job security, which can impact motivation and productivity (Novianti et al. 2025). Workload includes the intensity of procedures, case complexity, shift duration, and patient-to-nurse ratio, which, if excessive, can reduce the quality and efficiency of services. Furthermore, social support in the form of emotional, informational, and instrumental support plays a role in increasing nurses' motivation and ability to cope with work pressure (Leni Dewi Chandra 2023).

Based on this, this study aims to analyze the correlation between employment status, workload, and social support on nurse performance at Dr. Adhyatma Regional General Hospital, MPH Semarang. The study results are projected to provide visual indicators that influence nurse performance as a basis for formulating policies to improve the quality of hospital services.

## METHOD

This study was conducted at Dr. Adhyatma Regional General Hospital, MPH, Semarang. This study will be conducted in October 2025. The sample used is nurses working at Dr. Adhyatma Regional General Hospital, MPH, Semarang in the inpatient ward. This study is under the discipline of occupational medicine.

This study employed a quantitative design with observational analytic methods and a cross-sectional design. This design allowed researchers to identify correlations between employment status, workload, and social support with nurse performance at a single data collection point. This study utilized primary data from questionnaires. The correlation between employment status and nurse performance was analyzed using the chi-square test because employment status is on a nominal scale and nurse performance is on an ordinal scale. The correlation between workload and social support with nurse performance was assessed using the Spearman rank test because both variables are on an ordinal scale.

Based on calculations using the Slovin formula, the total sample size required is 82 respondents. This calculation is based on a 10% margin of error.

## RESULT

**Table 1. Age distribution**

Age	Frequency	Percentage
Late Teenagers	2	2.4%
Early Adulthood	42	50.0%
Late Adulthood	27	32.1%
Early Elderly	13	15.5%
Total	84	100

From the data, it was found that the majority of study subjects were early adults (26-35 years) with 42 subjects (50.0%), followed by the late adult group (36-45 years) with 27 respondents (32.1%).

**Table 2. Gender Distribution**

Gender	Frequency	Percentage
Man	23	27.4%
Woman	61	72.6%
Total	84	100%

The majority of respondents were female with a total of 61 subjects (72.6%) and male with 23 subjects (27.4%).

**Table 3. Distribution of Last Education**

Age	Frequency	Percentage
D3	33	39.3%
D4	5	6.0%
S1	29	34.5%
Nurses	17	20.2%
Total	84	100

The highest level of education is D3 with 33 subjects (39.3%).

**Table 4. Distribution of Working Period**

Years of service	Frequency	Percentage
3 to < 6 years	22	26.2%
6 to < 9 years	5	6.0%
9 to < 12 years	21	25.0%
12 to < 15 years	8	9.5%
15 to < 18 years	5	6.0%
18 to < 21 years	5	6.0%
21 to < 24 years	14	16.7%
≥ 24 years	4	4.8%
Total	84	100

The data on the length of service of the study subjects was obtained at most from 3 to < 6 years with a total of 22 subjects (26.2%).

**Table 5. Distribution of Working Hours**

Working hours	Frequency	Percentage
37 hours/Sunday	33	39.3%
39 hours/Sunday	8	9.5%
40 hours/Sunday	32	38.1%
43 hours/Sunday	10	11.9%
48 hours/Sunday	1	1.2%
Total	84	100

The working hours of the study subjects were mostly 37 hours/week with a total of 33 subjects (39.3%).

**Table 6. Distribution of Employment Status**

Characteristics	Frequency	Percentage (%)
Public Service Agency	28	33.3
civil servant	39	46.4
PPPK	17	20.7
Total	84	100.0

The employment status variable for the BLUD group was 28 (33.3%), the PNS group was 39 (46.4%) and the PPPK group was 17 (20.7%).

**Table 7. Workload Distribution**

Characteristics	Frequency	Percentage (%)
Light	45	53.6
Currently	26	31.0
Heavy	13	15.5

Total	84	100.0
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From the table above, the workload variable for the light group is 45 (53.6%), the medium group is 25 (31.0%) and the heavy group is 13 (15.5%).

**Table 8. Distribution of Social Support**

Characteristics	Frequency	Percentage (%)
Light	0	0
Currently	18	21.4
Tall	66	78.6
Total	84	100.0

From the table above, the social support variable for the middle class is 18 (21.4%) and the high class is 66 (78.6%).

**Table 9. Distribution of Nurse Performance**

Characteristics	Frequency	Percentage (%)
Not enough	0	0
Enough	6	7.1
Good	78	92.9
Total	84	100.0

From the table above, for the nurse performance variable for the sufficient group, the number is 6 (7.1%) and the good group is 78 (92.9%).

**Table 10. Results of the chi-square test for the correlation between employment status and nurse performance**

Employment status	Poor performance		Performance is sufficient		Good performance		Total	<i>p-value</i>
	N	%	N	%	N	%		
civil servant	0	0.0	6	7.1	33	39.3	46.4%	0.024
PPPK	0	0.0	0	0.0	17	20.2	20.2%	
Public Service Agency	0	0.0	0	0.0	28	33.3	33.3%	
Amount	0	0.0	6	7.1	78	92.9	100.0%	

The correlation between employment status and nurse performance using the chi square above found a *p* value of 0.024, meaning  $<0.05$ , so there is a substantial correlation between employment status and nurse performance at Dr. Adhyatma Regional General Hospital, MPH Semarang.

**Table 11. Spearman Rank Test correlation of workload with nurse performance**

Variables	Average	Standard Deviation	<i>P Value</i>
Workload	1,6190	0.74291	0.007
Nurse performance	2.9286	0.25909	

The correlation between workload and nurse performance using the Spearman Rank above found a *p* value of 0.007, meaning  $<0.05$ , so there is a substantial correlation between workload and nurse performance at Dr. Adhyatma Regional General Hospital, MPH Semarang.

**Table 12. Spearman Rank Test correlation of social support with nurse performance**

<b>Variables</b>	<b>Average</b>	<b>Standard Deviation</b>	<b><i>P Value</i></b>
Social support	2,7857	0.41279	
Nurse performance	2.9286	0.25909	0.005

The correlation between social support and nurse performance using the Spearman Rank above obtained a p value of 0.005, meaning  $<0.05$ , so there is a substantial correlation between social support and nurse performance at Dr. Adhyatma Regional General Hospital, MPH Semarang.

## DISCUSSION

The bivariate analysis in this study revealed a substantial correlation between employment status and nurse performance. The majority of nurses were permanent employees. (Febianti et al. 2023). This finding indicates that nurses with certain employment statuses indicate the potential for different levels of performance compared to nurses with other statuses. (Widaningsih. 2022) Differences in employment status can affect individual performance, with employees with non-permanent status potentially indicating lower levels of performance. This condition indicates that individuals will adjust their level of effort and contribution to the organization based on their perceptions of rewards, job security, and the treatment they receive. Employees with better employment status are potentially motivated to indicate more optimal performance than employees with non-permanent status. (Wilfin Kumajas Herman Warouw Jeavery Bawotong. 2020).

Bivariate analysis also indicated a substantial correlation between workload and nurse performance. (Main et al. 2021) Workload is influenced by physical demands, working hours, and mental effort. Physical working conditions not only impact performance but also affect the physical and mental health of workers. (Manalu 2021) If health conditions are not optimal and rest time is insufficient, nurses have the potential to continue forcing themselves to work, which can ultimately reduce performance. (Febianti et al. 2023) Good work time management plays a crucial role in maintaining a balance between workload and nurses' physical abilities, thus maintaining performance. Well-controlled mental stress can support work performance, while excessive stress can potentially decrease performance, indicating that the more controlled the workload, the better the nurse's performance. (Febianti et al. 2023; Rofina & Obon 2023).

Furthermore, the analysis indicates a substantial relationship between social support and nurse performance. This social support encompasses support from the overall work environment. This support can help nurses cope with work pressure and enhance teamwork. Theoretically, emotional, informational, and instrumental support play a role in improving psychological well-being and individual performance in the workplace. Low levels of support from the surrounding environment can lead to a loss of enthusiasm, a lack of self-confidence, decreased motivation, and an increased risk of burnout. Unaddressed burnout can impact both physical and psychological well-being, ultimately reducing work quality and productivity. (Meida Kartika Sari & Supriati 2017).

## CONCLUSION

Based on the study objectives, data analysis findings, and discussions, it can be concluded that the majority of nurses at Dr. Adhyatma Regional General Hospital, MPH Semarang, are Civil Servants (PNS), followed by nurses with BLUD and PPPK status. The majority of nurses have a light to moderate workload. Furthermore, the level of social support nurses receive is generally high. Overall, the performance of nurses at the hospital is considered good.

The results of the correlation analysis indicate a substantial correlation between employment status and nurse performance. A substantial correlation was found between workload and nurse performance, where a lighter workload potentially increases nurse performance. Furthermore, there is a substantial correlation between social relationships and nurse performance.

High social support plays a role in increasing work motivation and has a positive impact on nurse performance in providing healthcare services. (Meida Kartika Sari & Supriati. 2019).

## SUGGESTION

Respondents are expected to maintain and continuously improve their performance in providing professional and high-quality nursing services. Institutions are advised to develop and establish Standard Operating Procedures (SOPs) related to nursing professionalism as a standard guideline for realizing their functions and obligations, which include aspects of work attitude, ethics, therapeutic communication, discipline, and commitment to service quality. A well-structured SOP is expected to serve as a consistent reference in implementing nurse performance without relying on individual leadership styles, so that any leader in office can still run the system optimally and standardized. For future studies, it is targeted to expand the scope of the review of various other indicators that influence nurse performance and consider the use of a qualitative approach to obtain an in-depth visualization of the influence of employment status, workload, and social support on nurse performance.

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