

ABSTRACT

Nurses play a crucial role in determining the quality of healthcare services in hospitals. The performance of a nurse is vital in enhancing the quality of patient care, which is directly related to the quality of hospital services. Therefore, factors affecting nurse performance in the dynamic and demanding hospital work environment are essential and form the basis of this research. The phenomenon observed among nurses at Hospital A includes fluctuations in performance levels, lack of competence, high workload in several nursing units, and levels of burnout among nurses, making this research significant.

The objective of this study is to examine the effect of competence and workload on nurse performance with burnout as an intervening variable. Nurse competence can enhance performance by providing the necessary skills to face job challenges, while a high workload can increase the risk of burnout, which in turn can reduce nurse performance. Burnout is identified as a significant mediator in the relationship between workload, competence, and nurse performance.

The methodology used is quantitative. Data for this study were collected using a questionnaire distributed to a sample of 130 respondents at Hospital A in Bandung, selected using a saturation sampling technique (non-probability sampling). Data were analyzed using descriptive analysis. Hypotheses were tested using Structural Equation Modeling (SEM) PLS with the requirement of testing the outer and inner models. The use of SEM PLS allows researchers to test complex relationships between the variables studied and ensure the validity and reliability of the measurements.

The results of this study show that competence has a positive and significant effect on nurse performance, while workload has a negative effect on nurse performance. Additionally, burnout is proven to be a significant mediating variable between workload and nurse performance, as well as between competence and nurse performance. This means that increasing competence can reduce burnout, which in turn improves performance, while a high workload increases burnout, reducing performance.

The findings of this study are expected to provide in-depth insights into the dynamics affecting nurse performance, particularly in hospitals. These findings are crucial for hospital management in designing strategies to enhance nurse performance through improving competence and more effective workload management. Furthermore, this study highlights the importance of addressing burnout to ensure the well-being and optimal performance of nurses, which will ultimately improve the quality of healthcare services.

Keywords: performance, competency, workload, burnout