

## Effect of Workload, Work Stress, Technical Skills, Self-Efficacy, and Social Competence on Medical Personnel Performance

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### Abstract

*This research focuses on analyzing the influence of Workload, stress, technical skills, self-efficacy, and social competence on the performance of medical personnel in the era of the Covid-19 pandemic. This research includes quantitative descriptive analysis with a cross-sectional approach. The dependent variables in this study are the performance of medical personnel, while the independent variables are Workload, work stress, technical skills, self-efficacy, and social competence. Sample in this study is a part of the medical personnel who provide services to a Covid-19 patient at Sukajadi Regional General Hospital, Banyuasin, South Sumatra, which totals 130 people. Take a sample using purposive sampling. Data analysis and processing using the Multiple Linear Regression method. The results showed that Workload had a negative and significant effect on the Performance of Medical Personnel at the Sukajadi Regional General Hospital, Banyuasin, South Sumatra (sig value (0.022) <Level of Significant (0.05)), Work Stress had a negative, but not significant effect on the Performance of Medical Personnel at the Sukajadi Regional General Hospital, Banyuasin, South Sumatra (sig value (0.262) > Level of Significant (0.05)), technical Skills have a positive and significant effect on the Performance of Medical Personnel at the Sukajadi Regional General Hospital, Banyuasin, South Sumatra (sig value (0.046) <Level of Significant (0.05)), Self Efficacy has a positive and significant influence on the Performance of Medical Personnel at the Sukajadi Regional General Hospital, Banyuasin, South Sumatra (sig value (0.040) <Level of Significant (0.05)), Social Competence has a positive and significant influence on the Performance of Medical Personnel at the Sukajadi Regional General Hospital, Banyuasin, South Sumatra (sig value (0.000) <Level of Significant (0.05)), and Workload, Work Stress, Technical Skills, Self Efficacy, and Social Competence have a joint influence on the Performance of Medical Personnel at the Sukajadi Regional General Hospital, Banyuasin, South Sumatra (sig value (0.000) <Level of Significant (0.05)). If Workload, Work Stress, Technical Skills, Self Efficacy, and Social Competence increase together, then the Performance of Medical Personnel at the Sukajadi Regional General Hospital, Banyuasin, South Sumatra, has increased significantly.*

**Keywords:** Workload, Work Stress, Technical Skills, Self Efficacy, Social Competence, and Medical Personnel Performance.



## 1. Introduction

The Covid-19 pandemic that broke out in Indonesia in 2020 impacted all sectors. The difficulty of handling patients indicated by the coronavirus is experienced by all countries worldwide, including Indonesia. This condition is exacerbated by the lack of health facilities and people who do not comply with health protocols [1]. This condition forces health workers to work hard and fast in handling each case so that transmission does not become more widespread, every patient can recover, and there are no more cases of death due to the coronavirus [2].

Medical personnel are playing a tremendous role in dealing with Covid-19 among all health professionals. Psychological problems are also rampant among health workers during the Covid-19 pandemic. The influence of negative information and involvement in frontline duties as a workload are the main risk factors impacting the performance of medical personnel. In the Covid-19 pandemic era, medical personnel who treat Covid-19 patients have a high workload. It needs to be balanced with the existing Human Resources (HR) capacity, working hours that were initially only 6-8 hours. So it can cause Workload and work stress to increase.

Kusumaningsih, Ricko, Gunawan, Zainaro, & Widiyanti (2020) said that the majority of medical personnel received a very high task load [3]. The problem of high Workload on medical personnel in Indonesia itself is different from the Decree of the Minister of Health of the Republic of Indonesia No. 33 of 2015 concerning health resource planning (Workload and minimum labour standards and work analysis) which is not optimal. This can cause work stress in health workers.

The factor that affects a person's work stress is the organizational factor, where one of the indicators is job design, which is a picture related to work given to employees, one of which is workload [4]. Workload is the number or set of activities that must be completed immediately by an organizational unit or office holder within a predetermined period of time [5]. This is supported by research by Inayah, Solin, & Sitepu (2021), which states that factors affect the performance of medical personnel during the Covid-19 pandemic, the increase in the Workload of medical personnel due to the complexity and total dependence of patients, the reduction in the number of medical personnel due to several rotations to Covid-19 services, as well as the incidence of medical personnel exposed to the Covid-19 virus until death [6].

In addition to Workload, work stress during this pandemic is also experienced by medical personnel who arise from excessive Workload, affecting medical personnel emotionally. Moreover, stressors are also caused by seeing Covid-19 patients who have been given the utmost medical care, ultimately leading to death. Preliminary evidence suggests that health workers directly involved in the diagnosis, treatment, and healthcare workers of Covid-19 patients are at risk of experiencing mental health symptoms. It was found in Wuhan, China, that the stress level of frontline health professionals living in isolation from their relatives was 39.1% [7].

In addition to workload and work stress, the performance of medical personnel can also be influenced by technical skills, self-efficacy, and social competence. The skills or skills of medical personnel can be seen when medical personnel perform medical actions by the applicable SPO (Standard Operating Procedures). In addition, the work skills of medical personnel can be seen by testing their competence of medical personnel. This is in line with Becker's opinion that competence is knowledge, abilities and expertise (skills) or personality traits that a person has that directly affect his performance [8]. But in reality, the results of competency testing show that there are still some medical personnel who have not been able to go through all the points in the competence of medical personnel and have not met the assessment standards. While self-efficacy is a person's self-efficacy that affects the way of thinking, how to motivate oneself and how to act, individuals who have high *self-efficacy* will be able to complete the work [9].

Successful performance will be achieved, if employees or medical personnel have good competence, low competence in employees or medical personnel will result in low performance, an important competency that must be present in employees is social competence [10]. A person's social competence, characterized by his ability to manage his interpersonal relationships with others, will be able to create good communication and interaction between fellow subordinates in a company or

business organization. Low social competence can be seen from the lack of ability of medical personnel to communicate with patients, so medical personnel are less able to convince patients of the services provided. Social competence is essential in businesses that sell services.

Based on this description, researchers conducted research to analyze the influence of Workload, work stress, technical skills, self-efficacy, and social competence on the era of medical personnel in the Covid-19 pandemic era at the Sukajadi Regional General Hospital, Banyuasin, South Sumatra.

## 2. Methods Research

This research is quantitative descriptive research with a cross-sectional approach. The object of this study is the Sukajadi Regional General Hospital, Banyuasin, South Sumatra, to analyze unit medical personnel at the Sukajadi Regional General Hospital, Banyuasin, South Sumatra. The population in this study was all medical personnel who provided Covid-19 treatment services at the Sukajadi Regional General Hospital, Banyuasin, South Sumatra, which numbered 200 people. Meanwhile, the samples used were medical personnel who provided Covid-19 treatment services at the Sukajadi Regional General Hospital, Banyuasin, South Sumatra, totalling 130 people who were taken using purposive sampling techniques. The sample selection is medical personnel (doctors, nurses) who provide services to Covid-19 patients at the Sukajadi Regional General Hospital, Banyuasin, South Sumatra, medical personnel (doctors, nurses) who are actively working during the Covid-19 pandemic, who have worked for at least one year. The instruments used in this study were questionnaires about workload data, work stress, technical skills, self-efficacy, social competence, and medical personnel performance. The collected data is then analyzed using multiple linear regression analysis.

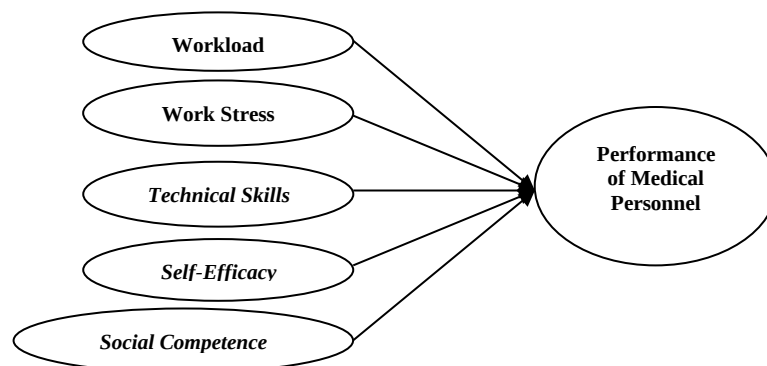


Figure 1. Research Models

Source: Maharani & Budianto (2019); Wahdaniah & Gunardi (2018); Chandra & Adriansyah (2017)

## 3. Result and Discussion

### Characteristics of Respondents

Based on research conducted on 130 respondents, it can be classified based on the characteristics of respondents. The characteristic results of the respondents are as follows.

Table 1. Characteristics of respondents

| Characteristic  | Category                | Sum | Percentage |
|-----------------|-------------------------|-----|------------|
| Gender          | Man                     | 36  | 27.7%      |
|                 | Woman                   | 94  | 72.3%      |
| Age             | 17-25 years             | 76  | 58.5%      |
|                 | 26-41 years             | 41  | 31.5%      |
|                 | 42-57 years             | 13  | 10.0%      |
| Education Level | D3 Obstetrics           | 1   | 0.8%       |
|                 | D3 Nursing              | 24  | 18.5%      |
|                 | D3 Health               | 5   | 3.8%       |
|                 | D3 Computer Engineering | 1   | 0.8%       |
|                 | D4 Nursing              | 6   | 4.6%       |
|                 | D4 Health               | 10  | 7.7%       |
|                 | S1 Medical Education    | 31  | 23.8%      |
|                 | S1/S2 Nursing           | 29  | 22.3%      |
|                 | S2 Specialist           | 23  | 17.7%      |
|                 | Doctor Education        |     |            |
| Service Life    | ≤ 1 year                | 48  | 36.90%     |
|                 | > 1 year                | 82  | 63.10%     |

Based on the data in table 1, it is known that the respondents were primarily women, with as many as 94 (72.3%) respondents. Meanwhile, the respondents were the most aged 17-25 years, about 76 (58.5%) respondents and a small percentage aged 42-57 years, as many as 13 (10.0%) respondents. This shows that in terms of age, most of the medical personnel at the Sukajadi Regional General Hospital, Banyuasin, South Sumatra, are in middle to early adulthood. The respondents in this study were most educated in S1 Medical Education, as many as 31 (23.8%) respondents and a small percentage educated in D3 Obstetrics and D3 Computer Engineering, as many as 1 (0.8%) respondents, respectively. The most working period in this study was >1 year, with eight respondents (63.10%).

### 3.1 Variable Descriptive Analysis

The questionnaire results showed that the respondent's workload was very high. The time provided for workers needed to be more to complete the work, the respondent needed the right time calculation to complete the job, the respondent required more concentration while working, and the respondent felt difficulty completing the work. The respondent felt that the respondent's mind was tired while working, the respondent felt depressed during labour, and the respondent often felt confused while working.

Meanwhile, in the variable work stress, out of 130 respondents taken as a sample, it is known that most respondents assessed the Work Stress of medical personnel at the Sukajadi Regional General Hospital, Banyuasin, South Sumatra, tinggi (mean 3.72). This shows that the absence of deadlines for tasks makes the respondent's heartbeat beat faster, giving respondents often headaches. Work tasks in the respondent division make respondents tense, they feel anxious when they have to finish work immediately, and they feel irritated by the irregular division of functions. When the respondent does not focus on work, the respondent will postpone doing it so that the work accumulates, the respondent feels restless at work when unable to complete the work on time, and the respondent vents excessive smoking when the task the respondent has obtained a lot.

In terms of variable technical skills, respondents were assessed t echnical skill Medical personnel of Sukajadi Regional General Hospital, Banyuasin, South Sumatra, tinggi (m ean 4.13). This shows that respondents apply ethical principles in nursing, respondents realize and maintain a safe nursing

environment through quality assurance and risk management (*patient safety*), respondents take measures to prevent injuries to clients, respondents can facilitate electrolyte and fluid needs, respondents can measure vital signs, respondents analyze, interpret, and document data accurately, Respondents performed wound care, respondents administered medications safely and correctly, and respondents managed blood administration safely.

The results of the questionnaire on the *variable self-efficiency* showed that respondents were confident in their ability to take the necessary actions to achieve an outcome, respondents were able to cope with tasks that were in accordance with the level of competence, respondents were confident in their ability to overcome obstacles with the level of difficulty of the actions faced, respondents could remain calm when facing difficulties at work because respondents can rely on ability, respondents have confidence in the ability to take action to achieve an outcome, respondents do difficult medical actions that will train respondents' abilities to be more competent, respondents have confidence in their abilities in facing various kinds of medical tasks, respondents feel able to do all tasks when performing medical actions, and respondents are able to responsible at the time of performing the medical act. Whereas in *social competence*, respondents are polite when interacting with fellow colleagues, respondents are friendly when interacting with fellow colleagues, respondents carry out interpersonal communication in medical care.

### 3.2 Multiple Linear Regression Analysis

The following is the result of multiple linear regression using the OLS (*Ordinary Least Square*) method.

Table 2. Multiple Linear Regression Results

| Variable                                   | Coefficient<br><i>Unstandardized</i> | Coefficient<br><i>Standardized</i> | t      | Sig.  |
|--------------------------------------------|--------------------------------------|------------------------------------|--------|-------|
| Constant                                   | 0,024                                | -                                  | 0,157  | 0,876 |
| Workload (X <sub>1</sub> )                 | -0,103                               | -0,110                             | -2,314 | 0,022 |
| Work Stress (X <sub>2</sub> )              | -0,040                               | -0,050                             | -1,126 | 0,262 |
| <i>Technical Skill</i> (X <sub>3</sub> )   | 0,121                                | 0,117                              | 2,013  | 0,046 |
| <i>Self Efficacy</i> (X <sub>4</sub> )     | 0,151                                | 0,154                              | 2,078  | 0,040 |
| <i>Social Competence</i> (X <sub>5</sub> ) | 0,653                                | 0,662                              | 8,805  | 0,000 |

Based on the calculation results using the SPSS for Windows computer statistics program, the results of the Multiple Linear Regression equation were obtained as follows.

$$Y = 0.024 - 0.103X_1 - 0.40X_2 + 0.121X_3 + 0.151X_4 + 0.653X_5$$

The meaning of the regression coefficient is:

- Constant = 0.024  
A constant of 0.024, that is to say, if workload, work stress, *technical skill*, *self-efficacy*, and *social competence* do not change or are equal to 0, then medical performance Sukajadi Regional General Hospital, Banyuasin, South Sumatra (Y) will be 0.024 points.
- Regression coefficient workload to work stress = -0.103  
The negative (opposite) regression coefficient means, if workload (X<sub>1</sub>) increases by 1 point, then medical performance Sukajadi Regional General Hospital, Banyuasin, South Sumatra (Y) will decrease by 0.103 points and vice versa, assuming another variabel is constant.
- Regression coefficient work stress to medical performance = -0.040  
The negative (opposite) regression coefficient means, if Work Stress (X<sub>2</sub>) increases by 1 point, then the kinerja tenaga medis Sukajadi Regional General Hospital, Banyuasin, South Sumatra (Y) will decrease by 0.040 points and vice versa, assuming other variables are constant.
- Regression coefficient *technical skill* to kinerja tenaga medis = 0.121

The positive (unidirectional) regression coefficient means, if *technical skill* (X3) increases by 1 point, then workload Sukajadi Regional General Hospital, Banyuasin, South Sumatra (Y) will increase by 0.121 points and vice versa, assuming another variabel is constant.

- e. Regression coefficient *self-efficacy* to medical performance = 0.151

The positive (unidirectional) regression coefficient means, if *self-efficacy* (X4) increases by 1 point, then kinerja tenaga medis Sukajadi Regional General Hospital, Banyuasin, South Sumatra (Y) will increase by 0.151 points and vice versa, assuming other variables are constant.

- f. Regression coefficient *social competence* to medical performance = 0.653

The positive (unidirectional) regression coefficient means, if (X5) increases by 1 point, then medical performance medis Sukajadi Regional General Hospital, Banyuasin, South Sumatra (Y) will increase by 0.653 points and vice versa, assuming another variabel is constant.

### 3.3 Hypothesis Test (t-test)

The results of the hypothesis test (t-test) showed that sig value (0.022) <Level of Significant (0.05) was obtained. Ho was rejected, or Ha was accepted, so it can be concluded that the variable Workload (X1) has a negative and significant effect on medical performance Sukajadi Regional General Hospital, Banyuasin, South Sumatra (Y). In the second hypothesis test, a sig value (0.262) >Level of Significant (0.05) was obtained. Ho was rejected, or Ha was accepted, so it can be concluded that the variable work stress (X2) has a negative effect but not significant on medical performance Sukajadi Regional General Hospital, Banyuasin, South Sumatra (Y).

The third hypothesis test showed that the sig value (0.046) <Level of Significant (0.05) was obtained, then Ho was rejected, or Ha was accepted, so it can be concluded that the variable technical skill (X3) has a positive and significant effect on medical performance Sukajadi Regional General Hospital, Banyuasin, South Sumatra (Y). The fourth hypothesis test obtained a sig value (0.040) <Level of Significant (0.05), then Ho was rejected or Ha was accepted, so it can be concluded that the variable self-efficacy (X4) has a positive and significant effect on medical performance Sukajadi Regional General Hospital, Banyuasin, South Sumatra (Y). Based on the results of the data processing on the fifth variable, the sig value (0.000) <Level of Significant (0.05) was obtained, then Ho was rejected or Ha was accepted, so it can be concluded that the variable social competence (X5) has a positive and significant effect on kinerja tenaga medis Sukajadi Regional General Hospital, Banyuasin, South Sumatra (Y).

### 3.3 Simultaneous Influence Testing (F Test)

Simultaneous influence testing (F test) in this study showed a sig value (0.000) <Level of Significant (0.05), then Ho was rejected or Ha was accepted, so it can be concluded that variabel workload (X<sub>1</sub>), work Stress (X<sub>2</sub>), *technical skill* (X<sub>3</sub>), *self-efficacy* (X<sub>4</sub>), and *social competence* (X<sub>5</sub>) simultaneously affect medical performance Sukajadi Regional General Hospital, Banyuasin, South Sumatra (Y).

### 3.4 Coefficient of Determination (R<sup>2</sup>)

The results of regression using the OLS method obtained R<sup>2</sup> (Coefficient of Determination) of 0.881, meaning that the variables of Medical Personnel Performance at the Sukajadi Regional General Hospital, Banyuasin, South Sumatra can be explained by Workload (X1), Work Stress (X2), *Technical Skills* (X3), *Self Efficacy* (X4), and *Social Competence* (X5) simultaneously at 88.1%, while the remaining 11.9% is explained by other variables outside the model, such as compensation, organizational commitment, leadership, etc.

### 3.5 Effect of Workload (X1) on Medical Personnel Performance

The results showed that workload had a negative and significant effect on the performance of medical personnel at the Sukajadi Regional General Hospital, Banyuasin, South Sumatra. Haljinia can be interpreted, if the Workload increases, then the Performance of Medical Personnel at the Sukajadi Regional General Hospital, Banyuasin, South Sumatra has decreased significantly. The results of this study support the results of research conducted by Huang & Zhao (2020); Que et al., (2020); Maharani

& Budianto (2019); Chandra & Adriansyah (2017) that there is a negative relationship between Workload and employee performance [11][12][13][14]. Kusumaningsih et al., (2020) said that the majority of medical personnel receive a very high task load[3]. Workload is a set or number of activities that must be completed by an organizational unit or office holder within a certain period of time (Rolos et al., 2018). The number of tasks carried out by employees is a cause of work stress experienced by employees, due to the limited time employees have to complete their tasks. If this happens frequently, it can be the cause of severe stress experienced in question [15]

### 3.6 Effect of Work Stress (X2) on Medical Personnel Performance

The results of the Linear Regression analysis showed that the variable Work Stress had a negative, but not significant effect on the Performance of Medical Personnel at the Sukajadi Regional General Hospital, Banyuasin, South Sumatra (sig value (0.262) > Level of Significant (0.05)). This can be interpreted, if Work Stress increases, then the Performance of Medical Personnel at Sukajadi Regional General Hospital, Banyuasin, South Sumatra has decreased insignificantly. The results of this study support the results of the research conducted; Que et al., (2020); Maharani & Budianto (2019); Chandra & Adriansyah (2017) [11][12][13][14] that Work Stress is negative and significant to employee performance. Work stress during this pandemic is also experienced by medical personnel who arise from an excessive workload so that it affects the nurse in emotional terms. Moreover, the level of stress is also due to seeing patients with Covid-19 who have been given maximum nursing care leading to death.

### 3.7 Effect of Technical Skills (X3) on Medical Personnel Performance

The results of the Linear Regression analysis showed that the *Technical Skill* variable had a positive and significant effect on the Performance of Medical Personnel at the Sukajadi Regional General Hospital, Banyuasin, South Sumatra (sig value (0.046) < Level of Significant (0.05)). This can be interpreted, if *Technical Skills* increase, then the Performance of Medical Personnel at Sukajadi Regional General Hospital, Banyuasin, South Sumatra has increased significantly. The results of this study support the results of Wiratna & Chei's research (2022) which states that *Technical Skills* have a positive and significant effect on employee performance. One of the factors that affect the performance of employees in the medical department is job skills [16]. The skills or skills of a nurse can be seen when the nurse performs nursing actions in accordance with the applicable SPO (Standard Operating Procedures). In addition, the work skills of nurses can be seen from the testing of nurses' competencies. This is in line with the opinion of Becker et al, that competence is knowledge, abilities and expertise (skills) or personality traits that a person has that directly affects his performance[8].

### 3.8 Effect of Self Efficacy (X4) on Medical Personnel Performance

The results of the Linear Regression analysis showed that the *Self Efficacy* variable had a positive and significant influence on the Performance of Medical Personnel at the Sukajadi Regional General Hospital, Banyuasin, South Sumatra (sig value (0.040) < Level of Significant (0.05)). This can be interpreted, if *Self Efficacy* increases, then the Performance of Medical Personnel at the Sukajadi Regional General Hospital, Banyuasin, South Sumatra has increased significantly. The results of this study support the results of research conducted by Wiratna & Chei (2022); Sun et al., (2021) concluded that *Self Efficacy* is positive and significant to employee performance [16][17]. Medical personnel who do not have confidence that they are able to provide good service and medical personnel to their patients will cause dissatisfaction in their patients because of low *self-efficacy* and tend to feel dependent when obstacles exist, as a result of which there are medical personnel who experience stress in their work and nurses' performance decreases. Self-efficacy in a person is very important because to produce good performance requires strong and good self-confidence, but if self-confidence is still lacking, then the resulting performance is also not good or maximum. But if self-efficacy is already fulfilled in a person, then the resulting performance is quite good and satisfied [18]. Medical personnel who have high self-efficacy will act more purposefully and more persistently in an effort to achieve their goals [19].

### 3.9 Effect of Social Competence (X5) on Medical Personnel Performance

The results of the Linear Regression analysis show that the *Social Competence* variable has a positive and significant influence on the Performance of Medical Personnel at the Sukajadi Regional General Hospital, Banyuasin, South Sumatra (sig value  $(0.000) < \text{Level of Significant } (0.05)$ ). This can be interpreted, if *Social Competence* ( $X_5$ ) increases, then the Performance of Medical Personnel at Sukajadi Regional General Hospital, Banyuasin, South Sumatra has increased significantly. The results of this study support the results of research conducted by Wiratna & Chei (2022) concluded that *Social Competence* is positive and significant to employee performance [16]. Medical personnel who have good communication competence will be able to obtain and develop the tasks they perform, so that the level of performance of medical personnel becomes better, while the indicators of internal communication that can affect performance consist of downward communication (communication from superiors to subordinates) and upward communication (communication from subordinates to superiors). The support of the theory of competence has an influence on improving performance, that communication of the process of transferring messages from the communicator to the communicant is important in the management of an organization.

### 3.10 Effect of Workload (X1), Work Stress (X2), Technical Skill (X3), Self Efficacy, Social Competence (X5 ) Together on Medical Personnel Performance

The results of the Linear Regression analysis show that the variables Workload, Work Stress, *Technical Skills*, *Self Efficacy*, and *Social Competence* have a joint influence on the Performance of Medical Personnel at the Sukajadi Regional General Hospital, Banyuasin, South Sumatra (sig value  $(0.000) < \text{Level of Significant } (0.05)$ ). This can be interpreted, if Workload, Work Stress, *Technical Skills*, *Self Efficacy*, and *Social Competence* increase together, then the Performance of Medical Personnel at the Sukajadi Regional General Hospital, Banyuasin, South Sumatra has increased significantly. The results of this study support the results of research conducted by Chandra & Adriansyah (2017); Que et al., (2020); Wiratna & Chei (2022); concluded that *Social Competence* is positive and significant to employee performance. In this modern era, there are many phenomena that occur in organizations related to Human Resources (HR)[14][12][16].

Employee productivity development can be done by improving knowledge management, skills, and also improving *work attitudes*. With these things, it will create optimal employee performance for the advancement of the organization. Skills (skills) will have a direct impact on employee performance such as research that suggests the results of research on the object proves that the skills (skills) of employees in completing their responsibilities and duties are in accordance with the parts where the employee is placed. In addition, what needs to be considered to increase job satisfaction and employee performance is *employee self-efficacy* [9]. *Self efficacy* is a person's self-efficacy that influences the way of thinking, how to motivate oneself and how to act, individuals who have *high self-efficacy* will be able to complete work [9]. *High self-efficacy* of employees is required to organize and implement service programs and activities in the Hospital. Several academic studies have proven that *self-efficacy* is related to self-control, resilience in the face of failure, performance and effort in problem solving. Finally, the competency variable that describes how a person is expected to behave in order to carry out his work well and be able to issue basic characteristic competencies of a person (individual) that affect the way of thinking and acting on all situations faced. Indicators of competence that can affect performance consist of skills, experience, motivation, organizational culture. The support of the theory of competence has an influence on improving performance that competence is something that a person shows in work every day. The focus is on workplace behavior, not personality traits or basic skills that exist outside the workplace or inside the workplace.

## 4. Conclusion

Based on the description of the results and discussion, it can be concluded that the variable workload has a negative and significant effect on kinerja tenaga medis Sukajadi Regional General Hospital, Banyuasin, South Sumatra. The variable work stress had a negative, but not significant effect on kinerja tenaga medis Sukajadi Regional General Hospital, Banyuasin, South Sumatra. The variable *technical skill* has a positive and significant effect on kinerja tenaga medis Sukajadi Regional General

Hospital, Banyuasin, South Sumatra. The variable *Self Efficacy* has a positive and significant influence on the kinerja tenaga medis Sukajadi Regional General Hospital, Banyuasin, South Sumatra. The variable *social competence* has a positive and significant influence on the kinerja tenaga medis Sukajadi Regional General Hospital, Banyuasin, South Sumatra. Variabel workload, work stress, technical skill, *self-efficacy*, and *social competence* have a joint influence on kinerja tenaga medis Sukajadi Regional General Hospital, Banyuasin, South Sumatra. This can be interpreted, if workload, work stress, technical skill, *self-efficacy*, and *social competence* increase together, then medical performance Sukajadi Regional General Hospital, Banyuasin, South Sumatra experienced a significant increase.

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