The Influence of Quality of Work Life, Mental Workload, and Self-Efficacy on Job Performance Mediated by Job Satisfaction in Nurses at Panglima Besar Soedirman Hospital

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ABSTRACT

Nurses have a very important role in patient care in hospitals, namely integrated and quality nursing care for each patient. One of the most important things in Human Resources management is the performance of nurses. This study aims to analyze the direct influence of quality of work life, mental workload and self-efficacy on nurse performance, as well as the indirect influence of quality of work life, mental workload on nurse performance which is mediated by nurse job satisfaction at the Panglima Besar Soedirman National Defense Central Hospital, Jakarta. This research design is quantitative. Data collection used a non-probability sampling technique with a purposive sampling method. The sample used was 160 active nurses. This research data was collected using a questionnaire via Googleform. The data obtained was processed using the PLS-SEM multivariate analysis method with SmartPLS software. The results showed that quality of work life, mental workload and self-efficacy had a positive effect on nurses' job satisfaction. The results show that there is a positive influence on the quality of work life on nurse performance, then job satisfaction has a positive influence on nurse performance, but mental workload has a negative influence on nurse performance. The research results also show that self-efficacy has no effect on nurse performance. Quality of work life, mental workload and self-efficacy have an indirect influence on nurse performance through nurse job satisfaction. It is hoped that future research can conduct comparative studies between the health sector and other sectors to compare how factors such as quality of work life, mental workload, and self-efficacy influence job satisfaction and job performance.

Keywords: Job Performance, Job Satisfaction, Mental Workload, Quality of Worklife, Self Efficacy,

INTRODUCTION

A hospital is a facility that provides health services and has a strategic role in efforts to improve the level of public health (Setiawati, 2010). Based on data from the Central Statistics Agency for 2022, hospitals in Indonesia have reached 3072 hospital units spread across various regions of Indonesia, where this number has increased by 0.99% compared to the previous year, namely 3042 hospital units. In an effort to improve public health and the large number of existing hospitals, good quality human resources are needed.

One of the determining factors for success in a hospital service is human resources. In a

hospital, management is handed over to the human resources division/personnel department which is responsible for obtaining, empowering and maintaining human resources (Tejanagara et al., 2022). Human resources in health services (hospitals) have an important role in supporting quality of care. Three factors influence quality of care, namely stakeholder perspectives, service aspects and methods for developing indicators (Setiawati, 2010).

One of the human resources found in hospitals is nurses. Law of the Republic of Indonesia Number 38 of 2014 defines a nurse as someone who has graduated from higher education in Nursing, from within or abroad, who is recognized by the Government in accordance with the provisions of Legislative

Regulations. Based on a report from the Ministry of Health as of January 4 2023, the largest number of structural health workers is occupied by nurses, namely 524,508 nurses in Indonesia.

One thing that must be considered by nurses is their performance. Previous research links performance to the quality of services provided (Alshaibani & Bakir, 2017). Employee performance plays an important role in increasing the perception of quality and also the value felt by consumers (patients) (Hartline & Jones, 1996). Employee performance was found to have positive benefits on service quality (Thevaranjan & Ragel, 2016). The better the employee's performance, the better the performance of a company or organization (Sadikoglu & Zehir, 2010). Performance in the health sector as a phenomenon is closely related to aspects of effectiveness, knowledge management and quality on the one hand, and management, financing and organizational development on the other hand (Platis et al., 2015).

Nurse performance is caused by various factors. Nurse performance is determined by co-workers, assignments, promotion system, turnover intention, and job satisfaction (Choi et al., 2014). Quality of Work Life and job satisfaction were found to be predictors of nurse performance (Diana et al., 2020). Mental workload is related to nurse performance (Pourteimour et al., 2021). Human resource management practitioners must pay attention to self-efficacy to improve job performance (Carter et al., 2018). Nurses who are prosperous and satisfied with their work tend to show good performance (Abdullah et al., 2021). Workplace spirituality and organizational citizenship behavior are driving factors for nurse performance (Noh & Yoo, 2016). Affective commitment has a strong influence on the work performance of nursing staff (Sharma & Dhar, 2016). Nurse performance is caused by proactive personality factors, competence, and work engagement (Hu et al., 2021). Transformational leadership factors determine the level of nurse performance (Lai et al., 2020).

Quality of work life is one of the important factors that nurses need to have. Quality of work life is beneficial for nurses because it can make them more satisfied with their work and improve their performance (Kermansaravi et al., 2015; Tarigan et al., 2021). Quality of work life can be defined as favorable conditions and environments in the workplace that support and increase employee satisfaction or more than employee satisfaction by providing them with rewards, job security and growth opportunities.(Gayathiri et al., 2013).

Mental workload is one of the things that needs to be managed among nurses. Mental workload plays an important role because high mental workload can reduce nurse satisfaction and performance (Pamungkas et al., 2022; Rostami et al., 2021). Mental workload is multi-faceted and influenced by external work requirements, environmental factors, psychological factors, as well as mental and organizational abilities (Weinger et al., 2004).

Self-efficacy is one aspect that needs to be managed well among nurses. Self-efficacy leads to job satisfaction and performance of nurses (Demır, 2020; Miraglia et al., 2017). Self-efficacy is a person's confidence in making the effort necessary to succeed in challenging tasks (Luthans et al., 2006).

Nurse job satisfaction is an important factor that needs to be managed well. Job satisfaction is a connecting factor between spiritual leadership and nurse performance (Pio, 2022). Job satisfaction fully mediates the relationship between transformational leadership and adaptive performance in the health sector (Curado & Santos, 2022). The impact of organizational commitment on performance will be better through job satisfaction (Loan, 2020). Job satisfaction can bridge the factors that lead to performance levels.

Nurse job satisfaction is influenced by various factors. Intrinsic motivation and work-life balance are factors that can increase nurses' job satisfaction (Muchtadin & Sundary, 2023a). Quality of work life, mental workload, and self-efficacy were found to be predictors of nurses' job satisfaction (Demır, 2020; Morsy &

Sabra, 2015; Rostami et al., 2021). Nurses who feel connected to their work tend to be satisfied with their work (Muchtadin & Sundary, 2023b). The protocol professional identity development program and spiritual intelligence training were proven to be effective in increasing nurses' job satisfaction (Niskala et al., 2020). A better work environment creates higher job satisfaction among nurses (Dutra & Guirardello, 2021), Resilience and meaningfulness of work also lead to job satisfaction (Muchtadin, 2024).

This research takes factors such as quality of work life, mental workload, self-efficacy, and job satisfaction to influence job performance. This research aims to determine the influence of quality of work life, mental workload, self-efficacy on job performance through the mediation of job satisfaction among nurses at the national defense center hospital, Commander in Chief Soedirman.

METHOD

The design of this research is quantitative cause and effect. Data collection used a non-probability sampling technique with a purposive sampling method. The sample used was 160 active nurses. This research data was collected using a questionnaire via Googleform. The data obtained was processed using the PLS-SEM multivariate analysis method with SmartPLS software.

The inclusion criteria in this study were nurses at the Soedirman State Defense Center Hospital, Jakarta, consisting of nurses who had active status, had a work period of ≥ 5 years, were willing to be research respondents, were fully aware and cooperative in filling in. questionnaire, and not taking time off.

The results of calculations using Power Analysis using G*Power® with an effect size level of 0.15 and an error level of 0.05 obtained a minimum required sample of 119 respondents. However, based on the minimum sample size reference for research using the PLS-SEM statistical method, it is recommended to use the inverse square root method and if power cannot be determined, then the minimum sample required is at least

160 respondents (Kock & Hadaya, 2018). This research uses the PLS-SEM analysis method, so the minimum value of 160 is considered as a consideration in determining the minimum sample size. Thus, the number of samples in this study was 160 respondents with 30 respondents as the pretest sample. So the total sample is 190 respondents (nurses).

Job performance is measured using the dimensions of quality, quantity, knowledge, reliability, presence, independence and accuracy. Quality of work life is measured using the dimensions of employee participation, career development, conflict resolution, communication, pride, job security, save environment, equitable compensation, and wellness. Mental workload is measured through the dimensions of time load, mental effort load, and psychological pressure load. Self-efficacy is measured through the dimensions of magnitude, strength, and generality. Job satisfaction is measured through the dimensions of work itself, supervision, co-workers, promotion, and pay.

RESULT and DICUSSION
Respondent Characteristics

The number of female respondents was 78% (125 people) and male respondents were 22% (35 people). Respondents aged 25 - 34 years were 48% (77 people), 47% (75 people) in the 35 - 44 year range, and 5% (8 people) in the 45 - 50 year range. The highest level of Vocational education (Diploma) included the largest number of respondents, namely 49% (78 people), then for Professionals (Ners) it was 45% (72 people) and for Bachelor's education (S1/S2/S3) it was 6% (10 people). 87% of respondents (139 people) were married and 13% of respondents (21 people) were not married. All respondents in the research sample were nurses who had worked > 5 years. The majority of nurses have incomes above the minimum wage, namely 73% of respondents (117 people) have incomes in the range > 5,000,000 to 10,000,000, while around 26% of respondents (41 people) have incomes in the range of 3,000,000 to 5,000,000 per month, and 1% of respondents (2 people) have

an income of >10,000,000 per month. Respondents in the Outpatient Unit were 6% (10 people), the Inpatient Unit was 27% (43 people), the Intensive Care Unit (ICU) was 31% (49 people), the OK Unit (Operating Room) was 13% (21 people), Emergency Room (IGD) by 18% (29 people) and Hemodialysis Unit by 5% (8 people).

Convergent Validity

Table 1. Outer Loading

	JP		JS		MW		QWL		QWL		SE
JP1	0.743	JS1	0.873	MW1	0.903	QWL1	0.783	QWL11	0.788	SE1	0.764
JP2	0.963	JS2	0.870	MW2	0.842	QWL2	0.782	QWL12	0.845	SE2	0.766
JP3	0.756	JS3	0.757	MW3	0.920	QWL3	0.769	QWL13	0.808	SE3	0.771
JP4	0.809	JS4	0.890	MW4	0.887	QWL4	0.809	QWL14	0.801	SE4	0.737
JP5	0.923	JS5	0.759	MW5	0.837	QWL5	0.762	QWL15	0.741	SE5	0.771
JP6	0.868	JS6	0.818	MW6	0.906	QWL6	0.867	QWL16	0.812	SE6	0.722
JP7	0.849	JS7	0.770			QWL7	0.789	QWL17	0.758	SE7	0.835
JP8	0.796	JS8	0.785			QWL8	0.820	QWL18	0.755	SE8	0.841
JP9	0.828	JS9	0.722			QWL9	0.755	QWL19	0.795	SE9	0.906
JP10	0.821					QWL10	0.865			SE10	0.801

Table 1 shows the results of the outer loading of each statement item from all variables. The outer loading job performance (JP) value was found in the range of 0.743 to 0.963. The outer loading value of job satisfaction (JS) was found in the range of 0.722 to 0.890. The outer loading mental workload (MW) value was found in the range of 0.837 to 0.920. The outer loading quality of work life (QWL) value was found in the range of 0.741 to 0.867. The outer loading self efficacy (SE) value was found in the range of 0.722 to 0.906. All statement items in Table 1 were found to have an outer loading value > 0.7 so that they were all declared valid and could be used in further analysis.

The research results found that the AVE value of job performance was 0.703, job satisfaction was 0.651, mental workload was 0.780, quality of work life was 0.633, self-efficacy was 0.629. All variables in this study have an AVE value > 0.5 so they are declared valid.

Discriminant Validity

Table 2. Discriminant Validity

	JP	JS	MW	WQL	SE
JP					
JS	0.792				
MW	0.573	0.595			
QWL	0.725	0.684	0.479		
SE	0.463	0.628	0.346	0.490	

In table 2 above you can see the HTMT ratio value to test discriminant validity, where the ratio value of each variable was found to be below 0.9. Based on these data, it can be concluded that all the indicators in this research model have been discriminated well. These indicators are most appropriate to use to measure the construct itself, thus it can be interpreted that the indicators in this research model can specifically measure their respective constructs and all variables pass the discriminant validity test.

Reliability Test

Table 3. Reliability Test

Variable	Cronbach's Alpha	Composite Reliability	Result
Job Performance	0.952	0.959	Reliable
Job Satisfaction	0.932	0.944	Reliable
Mental Workload	0.943	0.955	Reliable
Quality of Work Life	0.968	0.970	Reliable
Self-Efficacy	0.934	0.944	Reliable

Table 3 shows the results of reliability tests using Cronbach's Alpha and composite reliability. All variables in this study have Cronbac's Alpha and composite reliability values > 0.7 so they are declared reliable or stable if used at different times. Validity and reliability tests fall into the outer model category in PLS SEM. Next, the results of the inner model in this research will be shown.

R Square

Table 4. R Square

Variable	R Square	Result
Job Satisfaction	0.607	Moderate
Job Performance	0.656	Moderate

Table 4 shows the results of the R Square test where factors such as quality of work life, mental workload, self-efficacy are able to explain changes in job satisfaction of 60.7% while the remaining 39.3% can be explained by other factors outside the research. Table 4 shows the results of the R Square test where factors such as quality of work life, mental workload, self-efficacy, and job satisfaction are able to explain changes in job performance of 65.6% while the remaining 34.4% can be explained by other factors outside the research. The R square value is grouped into three categories where an R square value of 0.75 and above is included in the strong category, an R square value of 0.50 and above and less than 0.75 is included in the moderate category, and an R square value of 0.25 and above and less than 0.50 is included weak category (Hair et al., 2019).

F Square

Table 5. F Square

Pengaruh Variabel	F Square	Result
Quality of Work Life ► Job Satisfaction	0.265	Moderate
Mental Workload ► Job Satisfaction	0.146	Weak
Self Efficacy ► Job Satisfaction	0.200	Moderate
Quality of Work Life ► Job Performance	0.198	Moderate
Mental Workload ► Job Performance	0.037	Weak
Self Efficacy ► Job Performance	0.004	No Effect

F Square values higher than 0.02, 0.15, and 0.35 represent small, medium and large effect sizes (Purwanto, 2021). In Table 5, it can be seen that the influence of quality of work life on job satisfaction has an F Square value of 0.265, which means it has a moderate effect. The effect of mental workload on job satisfaction has an F Square value of 0.146, which means it has a weak effect. The influence of self-efficacy on job satisfaction has an F Square value of 0.200, which means it has a moderate effect. In Table 5, it can be seen that the influence of quality of work life on job performance has an F Square value of 0.198, which means it has a moderate effect. The influence of mental workload on job performance has an F Square value of 0.037, which means it has a weak effect. The influence of self-efficacy on job performance has an F Square value of 0.004, which means it has no effect.

**Q Square**

Table 6 Q Square

Variabele	Q^2 Predict	Result
Job Satisfaction	0.474	Medium predictive relevance
Job Performance	0.512	Large predictive relevance

If the Q Square value < 0.25, it can be said that the model has small predictive relevance, the Q Square value of 0.25 - 0.5 has medium predictive relevance, while the Q Square value > 0.5 can be said that the model has large predictive relevance (Ghozali & Latan, 2015). Table 6 shows that all factors that influence job satisfaction have medium predictive relevance, while all factors that influence job performance have large predictive relevance.

Hypothesis Testing
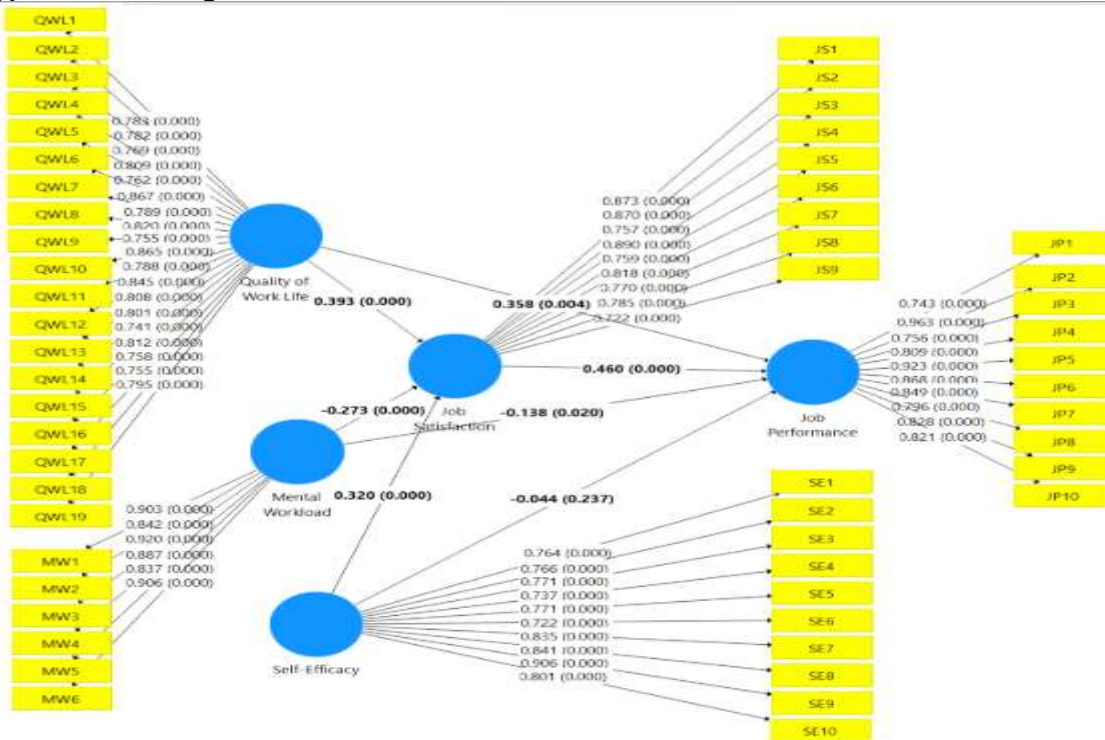
Figure 1. Path Coefficients

Figure 1 shows the path coefficient on the influence of quality of work life, mental workload, self-efficacy on job performance which is mediated by job satisfaction in nurses.

Figure 1 also shows the magnitude of the correlation value and p value of the influence between variables.

Table 7. Hypothesis Testing

	Standard Coefficient	T Statistics	P Value	Decision
QWL ► JS	0.393	5.316	0.000	Accepted
MW ► JS	-0.273	4.023	0.000	Accepted
SE ► JS	0.320	3.638	0.000	Accepted
QWL ► JP	0.358	2.660	0.004	Accepted
MW ► JP	-0.138	2.060	0.020	Accepted
SE ► JP	-0.044	0.716	0.237	Rejected
JS ► JP	0.460	3.897	0.000	Accepted
QWL ► JS ► JP	0.181	2.696	0.004	Accepted
MW ► JS ► JP	-0.126	2.594	0.005	Accepted
SE ► JS ► JP	0.147	3.063	0.001	Accepted

The influence of quality of work life on job satisfaction

The research results found that quality of work life had a significant positive effect on job satisfaction (r = 0.393, p = 0.000) (Table 7). Previous research supports these findings in that there is a positive and significant correlation between faculty members' job satisfaction and the quality of their work life (P = 0.003) (Kermansaravi et al., 2015). Previous research shows that there is an R Square variance of 61.40 percent in the influence of quality of work life on job satisfaction in the banking sector (Dhamija et al., 2019). Quality of work life can increase job satisfaction among workers in cosmopolitan cities in southern India (β = 0.522; p < 0.001) (Aruldoss et al., 2021). The high quality of work life will be balanced by the high job satisfaction of employees of the Secretary General of the Ministry of Agriculture

of the Republic of Indonesia (T Statistics = 4.177, β = 0.290) (Arief et al., 2021). A positive and statistically significant correlation was found between nurses' work lives and their job satisfaction (r=0.335 p=0.000) (Morsy & Sabra, 2015). Based on several previous findings, it can be said that the better the quality of life and work that nurses feel, the more satisfied they are with their work.

The influence of mental workload on job satisfaction

The research results found that mental workload had a significant negative effect on job satisfaction (r = -0.273, p = 0.000) (Table 7). Previous research supports these results where the correlation between mental workload and job satisfaction is negative and significant in health sector workers (r = −0.22) (Rostami et al., 2021). Other research found a negative correlation between job satisfaction and workload subscales, including the dimensions of mental demands and frustration (Afshari et al., 2020). When workload increases work stress, job satisfaction decreases (Wijaya, 2018).

The influence of self-efficacy on job satisfaction

The research results found that self-efficacy had a significant positive effect on job satisfaction (r = 0.320, p = 0.000) (Table 7). Similar results were found that as self-efficacy increases, job satisfaction also increases (Demır, 2020). The higher the nurses' self-efficacy, the more satisfied they are with their work (Park et al., 2015). The relationship between job satisfaction and self-efficacy was found to be statistically significant and able to influence productivity and work quality (Reid, 2014). Nurses' self-efficacy was found to be positively related to problem-focused coping styles and job satisfaction (Chang & Edwards, 2015). Self-efficacy can increase health workers' job satisfaction (r = 0,14, P = 0,041) (Vivienne Wu et al., 2012). Self-efficacy beliefs can be said to be an important variable in maintaining job satisfaction (Türkoglu et al., 2017).

The influence of quality of work life on job performance

The research results found that quality of work life had a significant positive effect on job performance (r = 0.358, p = 0.004) (Table 7). This result is supported by the results of previous research that quality of work life has a positive impact on job performance (r = 0.286, p = 0.005) (Perangin-Angin et al., 2020). Managers should emphasize improving the quality of work life to increase employee job satisfaction (Rahman et al., 2010). The direct influence of quality of work life on employee performance has been confirmed in previous research (β = 0.5, p < 0.01) (Tarigan et al., 2021). The better the perceived quality of work life, the better the nurse's performance (Pio, 2022). Quality of work life functions in meeting organizational goals and employee needs (Muindi & K'Obonyo, 2015)

The influence of mental workload on job performance

The research results found that mental workload had a significant negative effect on job performance (r = -0.138, p = 0.020) (Table 7). Previous research supports these findings where mental workload has a negative effect on nurse performance (r = -0.340, sig. = 0.009) (Pamungkas et al., 2022). The same results were also found in previous research but in the academic field (Akca & Küçükoğlu, 2020). A weak positive correlation between mental workload and average job performance scores was found (r = 0.057) (Pourteimour et al., 2021). Workload was found to be a factor that increases fatigue, which then results in changes in performance (Fan & Smith, 2017). Simultaneous physical and mental demands affect muscle activation and hinder worker performance (Mehta & Agnew, 2013). The influence of workload on performance in the long term is more directed towards negative aspects related to work performance, namely the tendency to make mistakes, the desire to leave the organization, mental and physical health problems, declining family relationships and increasing divorce rates (Ahmad et al., 2019).

The influence of self-efficacy on job performance

The research results found that self-efficacy did not have a significant effect on job performance (r = -0.044, p = 0.237) (Table 7). This happens because job satisfaction is something that must be prioritized for nurses. Self-efficacy cannot produce good performance when nurses do not feel satisfied with their work. This result can also be caused by differences in organizational support provided to each nurse (Saraswati et al., 2017). Self-efficacy was found to have no impact on business performance (Ambarwati & Fitriasari, 2021). The research results are supported by previous findings where self-efficacy has no effect on performance (Damayanti et al., 2022).

The influence of job satisfaction on job performance

The research results found that job satisfaction had a significant positive effect on job performance (r = 0.460, p = 0.000) (Table 7). These results are supported by previous results where job satisfaction has a direct positive impact on job performance (Kapantow et al., 2020). A strong relationship was found between job satisfaction and nursing performance (r=0.617) (Choi et al., 2014). Job satisfaction is a determining factor in nurse performance (Diana et al., 2020).

The influence of quality of work life on job performance is mediated by job satisfaction

The research results found that quality of work life had a significant positive effect on job performance through the mediation of job satisfaction (r = 0.181, p = 0.004) (Table 7). Job satisfaction partially mediates the influence of quality of work life on job performance. The same results were also revealed in previous research that job satisfaction partially mediates the influence of quality of work life on job performance with a total influence of 0.279 (Sari et al., 2019).

The influence of mental workload on job performance is mediated by job satisfaction

The research results found that mental workload had a significant negative effect on job performance through the mediation of job satisfaction (r = -0.126, p = 0.005) (Table 7). Job satisfaction partially mediates the influence of mental workload on job performance. Previous research also found that job satisfaction was able to mediate the effect of workload on employee performance through job satisfaction (Sembiring, 2022).

The influence of self-efficacy on job performance is mediated by job satisfaction

The research results found that self-efficacy had a significant positive effect on job performance through the mediation of job satisfaction (r = 0.147, p = 0.001) (Table 7). Job satisfaction fully mediates the influence of self-efficacy on job performance. Previous research also found that job satisfaction was able to mediate the influence of self-efficacy on employee performance through job satisfaction (Sembiring, 2022).

CONCLUSION

The research results concluded that quality of work life and self-efficacy had a significant positive effect on job satisfaction. Mental workload has a significant negative effect on job satisfaction. Quality of work life has a significant positive effect on job performance. Mental workload has a significant negative effect on job performance. Self-efficacy does not directly influence job performance. Job satisfaction partially mediates the positive influence of quality of work life on job performance. However, job satisfaction partially mediates the negative influence of mental workload on job performance. Job satisfaction fully mediates the influence of self-efficacy on job performance. The influence of self-efficacy on job performance must be mediated by job satisfaction.

It is hoped that future research can conduct comparative studies between the health sector and other sectors to compare how factors such as quality of work life, mental workload, and self-efficacy influence job satisfaction and job performance. Research is quantitative. Future research is expected to combine quantitative and qualitative approaches, by adding in-depth interviews to provide a more holistic understanding of employee perceptions of the variables being measured. This approach can help explain quantitative findings and provide

deeper insight into the underlying dynamics. Future research could involve additional variables such as job stress, leadership style, work environment and motivation or other factors that might influence job satisfaction and job performance.

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