

## **Employee Performance Analysis Of Workload And Work Stress In Hospital Ibnu Sina Makassar City**

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### **Abstrak**

This study aims to determine (1) the effect of workload and work stress partially on the performance of cleaning service employees at Ibnu sina Makassar Hospital, (2) the effect of workload and work stress simultaneously on the performance of cleaning service employees at Ibnu sina Makassar Hospital in the case of this research is a cleaning service employee of Ibnu sina Makassar Hospital.


This research is a quantitative research. This study uses primary data, which is obtained by distributing questionnaires directly at Ibnu sina Makassar Hospital. The population in this study were 30 employees of the Ibnu sina Makassar Hospital cleaning service. Samples were taken as many as 30 respondents using the saturated sample technique. The data obtained was then processed using the SPSS Statistics 22 tool.

The results showed that (1) workload (X1) had no effect ( 1.366 ) and was significant ( 0.183 > 0 , 05) on the performance of Ibnu sina Makassar Hospital employees, (2) work stress (X2) had no effect ( 1,981 ) and significant ( 0 , 0 58 > 0 , 05) on the performance of Ibnu sina Makassar Hospital employees, (3) workload and work stress have a significant effect (0.0 13 > 0.05) simultaneously on the employee performance of Ibnu sina Makassar Hospital.

Kata Kunci: Workload, Work Stress, and Performance

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### **Introduction**

hospital \_ is something company service especially moving ones in the field institution service organizing health \_ service health individual in a manner plenary that provides service take care stay , treat way , and bad emergency . hospital \_ aim make it easy access Public for get service health with give protection to congratulations patient , community , environment house pain and resources power man at home sick , as well increase quality and maintain standard service house sick .

Working is the most basic part from man where there is something to want achieve and hope activity work done \_ will bring something more circumstances \_ satisfying from circumstances before . Somebody work for could Fulfill his needs . Needs that could vary and evolve and often do not the perpetrator realizes .

Environment work is burden addition for workers . \_ Inside \_ environment work there is burden work which is charged activity \_ to power work good form physically , mentally and social being \_ not quite enough he replied . workload \_ physique could

form activity hauling , shouldering , running , whereas burden mental work can in the form of a feeling of depression , there is problem profession good with colleague work nor superiors, yes problem personal , work monotonous , work yet \_ done . Every profession have burden different work \_ depends from type work done \_ as well as possible factors \_ influence burden work like heavy load lifted , frequency \_ lift and condition environment work .

performance decreased work \_ consequence fatigue can cause decline production and improvement accident work . In America more of 6200 people died or above 6.5 million wounded consequence accident work this means more of 8 cases per 100 workers experience accident at the time work . Decline performance work was also found from results research conducted by the Ministry of Manpower Japan against 12000 companies involved \_ about 16000 workers in the country were selected in a manner random has show results that found 65% workers complained fatigue physique consequence work routine , 28% complained mental fatigue and about 7% of workers sigh stress heavy and feel set aside .

On some industries that enforce 10 hour work reported in the first 8 hours activity production still walk with good but in the next 2 hours , number accident work increase . this \_ estimated because 2 hours before it ended job, worker experience exhausted .

Cleaning service officers are responsible people answer in Duty maintenance and service cleanliness somewhere \_ place . kindly general cleaning service officer at Ibnu Hospital Sina Makassar City as many as 30 good people Men nor woman with an average age of 25-55 years who have Duty clean every the room in the house area sick like sweeping , mopping , cleaning glass , cleaning the toilet and dusty parts or dirty and haggard existing non - medical waste in area house sick . Frequent problems \_ occur related with cleaning service performance at Ibnu Hospital Sina Makassar City usually the place trash sometimes \_ no cleaned every day, come late, sometimes no clean glass and bathroom because \_ overwhelmed with other jobs like ( for eat for patient, wash plates, slobzing ).

Table 1.1

Number of Employees of Fatima Hospital, City of Parepare

Gender _	Age	Amount
boy _	26-50	18
Woman	25-40	12
Amount		30

The workload experienced by cleaning service officers is burden work physique because To do enough energy \_ for To do his job . Cleaning service officers do activity maintenance same cleanliness \_ every the day . But each of officer no always get same task \_ because exists Duty addition like deliver food for whole employees at home sick , cleaning room operation before and after conducted operation , help service office

like prepare the hall for necessity meeting , and took stock liquid . Additional tasks are not erratic this is what makes burden work from each officer different . If a employee given task too \_ heavy and out ability will cause stress work to employee such , employees who have level stress tall implicated to low commitment organization them.

#### a. Definition stress Work

Problems about stress work basically \_ often associated with definition stress that occurs environment job , that is in the induction process Among a employee with aspects his job . stress defined as something response in adapt influenced by differences \_ \_ individual and psychological processes , as consequence from action environment situation or events too \_ many stage demands psychological and physical somebody Adam expert opinion \_ as following :

1. According to Handoko (2016: 200) is something condition affecting tension \_ emotions , thought processes and conditions someone .
2. Robbins & Judge (2017:597) stated stress work is a condition dynamic where a individual faced with one opportunities , demands or source related power \_ with condition environment , conditions organization and self someone .
3. Anwar King (2017:157) Stress work is feelings experienced \_ employee in face job .
4. Definition stress work according to Vanchapo (2020 : 37) is circumstances emotional arising \_ because exists discrepancy burden work with ability individual for face pressure the pressure he faces .

#### b. Indicator stress Work

Conditions that can cause stress called *stressors* , usually employee experience stress because combination . There are several symptom stress that can seen from various indicating factor \_ exists change , like feel tired / tired , exhausted energy , dizziness , anxiety protracted , difficult sleep and easy angry even feel no satisfied to what was achieved . (Muslimin et al., 2022)

(Robbins & Judge, 2017:431-433) more carry on explain indicator stress could grouped Becomes three category main namely :

1. Symptoms physique like change in metabolism , increase tick heart and breath, go up pressure blood , pain head , and potential attack heart .
2. Symptoms psychological like appearance dissatisfaction work , appears stress and anxiety , the person Becomes quick angry , arise boredom and procrastination on his job .
3. Symptoms behavior like change in productivity , absenteeism work , turnover work , change pattern eat , increase consumption of alcohol or cigarettes , talking quick , show up anxiety and distraction sleep .

#### c. Reason stress Work

Cooper ( in Saam & Wahyuni 2012) states source stress work is condition work , problem roles , interpersonal relationships , opportunities development feet and structure organization . More carry on again explained that is meant with condition potential job \_ as source stress work are :

1. Conditions bad work \_ like room cramped work , no \_ comfortable , hot , dark , dirty , stuffy , noisy and crowded .

2. Excess burden (*overloaded*) advantages burden categorized as in a manner quantitative and qualitative . Advantages burden in a manner quantitative it means burden or volume of work exceed capacity ability employee , so employee the easy tired and tense .
3. Jobs that don't again challenging , no again interesting for those concerned so that arise boredom , discontent and displeasure .
4. Jobs risky high , that is danger for safety worker that alone .

## 1. Employee performance

### a. Definition of Performance

Companies can said succeed if performance source power man attempted for increase performance employee for reach destination company that has set .

According to Sandy (2015:11), performance is a achievements that have achieved by employees in operate work that has been given .

According to Sutrisno (2016:151) performance or performance work is results work that has been achieved by someone based on Act in demand it works in operate activity in work .

According to Mangkunegara (2016:9) argues performance employee is results work somebody in a manner quality nor in a manner quantity that has achieved by employees in operate Duty in accordance not quite enough answer given . \_

Robbin (2016: 260) defines performance is something results achieved by employees \_ in his job according to criteria certain applies \_ for something job .

Based on definition above , then could concluded that performance employee is achievement results employee in an executing process his job with in accordance not quite enough answer given . \_ With increase performance employee will bring positive impact \_ for company , so employee have level good and optimal performance for help realize destination company .

### b. Principles of Performance

According to Wibowo (2016:12) defines performance employees ( achievement work ) is performance actual employee compared with expected performance \_ from employee . Expected performance \_ is performance established standards \_ as reference so that could see performance employee in accordance with position compared with standard made . \_

Basically , performance \_ (*performance*) is results work in total and quality achieved a employee in doing Duty in accordance with not quite enough answer given \_ to him . In case this , employee could study how much big performance through means information , for one is response or good comment \_ from partners work . However , assessment \_ performance that refers to a formal and structured system that measures , evaluates , influences properties , related with work , behavior , and results work , as well including level absence . Focus evaluation performance is for knowing how much productive a employees and whether he can perform same or more effective in the future come .

Management performance is a strategic , comprehensive , and integrated process in To do review and evaluation periodically to performance from each

individual . Management performance this support success organization through development HR performance . \_ (Muslimin et al., 2022)

In management performance , HR capabilities as contributor individuals and parts from group developed through a joint process Among managers and individuals based on deal than instructions . Deal this covers goals , requirements knowledge , skills and abilities , development performance and planning development individual , as well its evaluation .

### c. Performance Indicator

Achievement destination from every work performed by employees \_ will impact in a manner thorough to destination organization . because \_ that one \_ employee must understand indicator performance as part from understanding to results end from his job .

According to John Miner in Anwar Prabu Mangkunegara (2017:70) suggests that performance employee could be measured with indicator as following :

1. *Quantity* ( Quantity
2. *Quality* ( Quality ),
3. Range time processing

### Performance Purpose and Excellence

1. Strengthen performance - oriented culture \_ through development skills , abilities , and potential . \_ Its interactive nature will increase motivation and empower human resources, as well form something coral work in development performance .
2. Raising participation active every member organization for reach target organization through position target individual or group at a time develop potential to get reach target organization the .

Basically , management \_ performance is a communication process sustainable Among superiors and subordinates with destination for clarify and agree things following this :

1. Function tree profession subordinate .
2. How profession subordinate contribute to achievement destination organization .
3. The definition of " effective " and " successful " in implementation profession subordinate .
4. How subordinate could work same with superior in effectiveness implementation profession subordinate .
5. How arrange effectiveness ( performance ) implementation profession subordinate .
6. Various obstacle effectiveness and solutions alternative for resolve all obstacle the .

### d. Performance Benefits

Management benefits performance for manager among other things: trying clarification performance and expectations behavior , offer opportunity , using time in a manner quality , fix performance teams and individuals, strive non-financial rewards for staff , trying base for help performance employee \_ low , used for develop individual , support leadership superiors , the process of motivation



and development team , trying framework work for review return performance and rate competency . Whereas benefit management performance for individual Among other things: clarify roles and goals , encourage and support for work with well , help for develop ability work , use time as good maybe , be base for measurement performance .

There is three elements to be feel benefit management performance , ie party superiors , subordinates , and the organization :

1. For boss .
2. For subordinate .
3. For organization .

#### e. Factors Affecting Performance

(Anwar Prabu Mangkunegara 2017:68) Leaders the organization is very aware exists difference performance Among one employee with employee other . in discussion about problem performance employee so no regardless various type accompanying factors \_ including :

Individual factors related with expertise , motivation , commitment .

Leadership factor related with quality support provided by colleagues \_ work .

Group factors or colleague work related with quality support provided by colleagues \_ work .

4. System factors related with system or method existing work and facilities provided by the company . \_

5. Situational factors related with pressure and change environment good internal and external environment external

a performance power work or employee in something organization or institution work influenced by many factor , either factor from in employee that alone nor factor environment or organization work that alone . According to Gibson the determining factors performance somebody grouped Becomes three group factor main namely :

- a. Variable composed individuals \_ from understanding to work , experience work , background behind family level \_ social economics , factor Demographics ( age , sex gender , ethnicity and so on ) .
- b. Variable organization which among other things consists from : leadership , design work , source another power , structure organization and so on .
- c. Variable psychological consisting \_ from perception work , attitude to work , motivation , personality and so on .

## Result and Discusion

workload \_ is bunch or a number the tasks assigned by the leadership \_ to a employee must \_ completed by an organizational unit or holder position in period time certain . Analyze burden work is an internal process determine amount work source power working people , used \_ in complete something profession for period time certain , no only related loads \_ with quality and quantity products produced by each employee . Following a number of definition burden work from a number of expert :

According to Mudayana in Ahmad Hannani (2016: 4) states " a burden work is something popped up from interaction Among demands tasks , 31 neighborhoods work where used as friend work , skills , behavior , and perceptions from worker ." ( muh . arif , 2020)

According to Siswanto in Nova Ellyzar (2017: 38) states : " Workload is a number must activity \_ completed by an organizational unit or holder position in a manner systematic with use technical analysis position , technique analysis burden work , or technique management other in period time certain for get information about efficiency and effectiveness work an organizational unit ." ( muh . arif , 2020)

According to Munandar (2014:20) states " Workload is the tasks assigned to the staff work or employee for resolved on time certain with use skills and potential from power work . Based on a number of definition the could concluded that burden work is something that appears due to amount activity or mandatory tasks \_ completed by employees in a manner systematic with use a must skill resolved based on time .

#### **a. Workload Indicator \_**

Koesomowidjojo (2017:24) states possible indicators \_ influence burden work is as following :

1. External factors , in the world of work will also influence burden work employee . factor in question is originating \_ from outside body employee like :
  - a. Task (*Task*).
  - b. With Organization work somebody employee naturally need timetable regular work \_ in complete profession
  - c. Environment work , environment work this could give burden which additionally includes , environment work physical , environmental work chemical , environmental work biology and environment work psychological .
2. Internal factors, namely originating factors \_ from in body consequence from reaction burden work potential external \_ as *stressors* .

Koesomowidjojo (2017:20) more carry on explain that in the world of work there is a number of indicator for knowing how much big burden work carried out by employees , indicators the among others:

1. Conditions the job in question is how a employee understand profession the with well , as far as capabilities as well as understanding employee on his job .
2. Usage time work where time appropriate work \_ with SOP of course will minimize burden work . However , when employee given burden that is not in accordance with time standard SOP then employee will burden employee on delegated work \_ to him .

must target achieved .

#### **b. Workload Type**

workload \_ Becomes two type base , ie burden work physical and load work cognitive (mental). workload \_ physique relate with the amount of energy used by a person in work something activity . Whereas burden work cognitive (mental) is perspective / feeling subjective individual that alone .

More carry on again Koesomowidjojo (2017:22) explains in a manner Specific type from burden work among others:

1. Workload physical , that is where ability physique somebody in work task to be reject measure , and load work excess physique \_ this could impact disease \_ physique employee .
2. Mental workload , ie ability mentally from \_ employees who become base , and when burden the mental work excessive so will impact on psychology employee that alone .

**c. Workload Impact \_**

According to Schultz and Schultz (2010) impact burden work on differentiate Becomes two kinds , namely quantitative overload and qualitative overload.(Putra et al., 2022)

1. Quantitative on load characteristic work \_ quantitative overload is must work too many Duty or provision no time \_ enough for complete task .
2. Qualitative burden work going on when people feel not enough capable complete his job or standard results his work too high . In other words, load work qualitative is burden work going on if the work 15 faces too hard .

**d. Calculation of Workload**

Calculation burden work could looked at from use time that is utilization time , counting distinguished Becomes two Thing following :

1. Work done \_ repetitive movements \_ \_ \_ redundant and redundant together with use machines that have vibration and position certain per day raises risk accident work the more high .
2. Jobs conducted no repetitive ( non- repetitive ) loads work carried out by employees no only apply for related employees \_ direct with profession visible physique \_ heavy . Work nonrepetitive is also at risk increase number burden work employee if organization / company no Jelly resolve Thing the .

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## Discussion

### Data Description

#### 1. Characteristics Respondents

Respondents in study totaling 30 employees of the Ibnu Hospital sina city Makassar . Characteristics respondent could seen based on level type gender , age , education , based on length of work .

1. Based on type sex Ibnu Hospital Hospital cleaning service employee sina city makassar , as following :

Table 1. Gender _			
No.	Gender	Frequency (N)	Percentage (%)
1	Man	13	43.3%
2	Woman	17	56.7%
Amount		30	100%

*Source : Primary Data for 2022*

manifold gender , male as many as 13 (43.3%) were of the type sex woman as many as 17 (56.7%). Comparison percentage respondent sourced from manifold sex then it was concluded that the average cleaning service employee at Ibnu Hospital Makassar City Sina .

2. Age Ibnu Hospital Hospital cleaning service employee sina city makassar , as following :

Table 2. Age

No.	Age	frequency (N)	Percentage (%)
1	21-29 Years	4	13.3%
2	30-39 Years	20	66.7%
3	40-49 Years	6	20.0%
4	>50 Years	-	-
Amount		30	100%

Source : Primary Data for 2022

Respondents aged 21-29 years 4 (13.3%), aged 30-39 years 20 (66.7%), 40-49 years amounted to 6 (20.0%). From comparison percentage respondent age , the average cleaning service employee at Ibnu Hospital Sina in Makassar City ranged in age from 30-39 years .

3. Education of employees of the cleaning service at the Ibnu Hospital Hospital sina city makassar , as following :

Table 3. Education

No.	Education	Frequency (N)	Percentage (%)
1	SD	-	-
2	JUNIOR HIGH SCHOOL	13	43.3%
3	SENIOR HIGH SCHOOL	17	56.7%
4	DIPLOMA	-	-
5	BACHELOR DEGREE	-	-
Amount		30	100%

Source : Primary Data for 2022

Show that level education , respondent Ibnu Hospital cleaning service employee Sina Makassar City is SMP 13 (43.3%), SMA 17 (56.7%), the average cleaning service employee at Ibnu Hospital Sina , Makassar City , has a junior and senior high school education .

4. length of work Ibnu Hospital cleaning service employee Sina Makassar City, as following :

- 5.



**Table 4.** Long Working Time

No	Length of work	Frequency (N)	Percentage (%)
1	1 year	-	-
2	2-3 Years	3	10.0%
3	>3 Years	27	90.0%
Amount		30	100%

*Source : Primary Data for 2022*

Long time working , the majority respondent already devote at Ibnu Hospital Sina City of Makassar , namely for 2-3 years 3 (10.0%), for >3 years as many as 27 people (90.0%).

#### B. Testing hypothesis

##### 1. Validity Test

Validity test conducted with Correlate each statement with amount score of each variable . validity defined as the extent of precision and accuracy a tool \_ measuring in To do function . because \_ it , author test level validity distributed questionnaires \_ to respondent .

Validity test instrument items of each variable in the research conducted using SPSS. For validity test is said to be valid if all indicators in study have number  $r_{\text{count}}$  ( *Corrected Item-Total Correlation* ) above score  $r_{\text{table}}$  .

##### Validity Test

**Table 4.** Test Results validity

No	Indicator	Correlation	$r_{\text{table}}$	Information
1	Workload			
	Indicator 1			
	Indicator 2	0.825	0.374	Valid
	Indicator 3	0.825	0.374	Valid
		0.760	0.374	Valid

2	Work Stress			
	Indicator 1	0.904	0.374	Valid
	Indicator 2	0.890	0.374	Valid
	Indicator 3	0.809	0.374	Valid
3	Employee performance			
	Indicator 1	0.826	0.374	Valid
	Indicator 2	0.852	0.374	Valid
	Indicator 3	0.868	0.374	Valid

Source : SPSS Data Processing , 2022

If take decision based on value correlation , on “n” numbers sample = 30 or (df = nk) df = 30 - 2 = 28 obtained from r table = 0.374. Correlation 0.374 so indicator is valid.

## 2. Reliability Test

Reliability test intended for measure something questionnaire which is indicator from variable . Something questionnaire said reliable or reliable if answer somebody to question is consistent or stable from time to time . *One shot* or measurement very just that is here measurement only or measure correlation between answer question .

Reliability be measured with statistical tests c *ronbach's alpha* ( $\alpha$ ) with method compare score *Alpha* with the default . Reliability something variable said good if :

- *Cronbach's Alpha* ( $\alpha$ )  $\geq 0.60$  = Reliable
- *Cronbach's Alpha* ( $\alpha$ )  $\leq 0.60$  = Not Reliable

*Alpha* coefficient technique for test reliability tool measuring counted with help program *SPSS version, 20 for windows* . Test results reliability could seen in the table below this :

## Reliability Test

**Table 5.** Test Results Reliability

Variable	Alpha	Information
Workload	0.786	Reliable
work stress	0.839	Reliable
Employee performance	0.808	Reliable

*Source : SPSS Data Processing , 2022*

Reliability test the variable have more alpha coefficient big of 0.70 variable study variable burden work variable 0.786 work stress variable 0.839 performance employee 0.808, in say variable questionnaire is reliable .

### 3. Hypothesis Test

#### a. Multiple Linear Analysis

Analysis multiple linear regression in study this use help SPSS *Statistics software* application version 20. Multiple linear analysis used for count analysis variable dependent ( satisfaction customer ) against variable independent ( load work and stress work to performance employee Ibn Hospital sina city Makassar Based on results analysis with using the SPSS program served equality multiple linear regression as following :

**Table 5**

Analysis Multiple Linear Regression						
Model		Unstandardized Coefficients		Standardize d Coefficients	Q	Sig.
		B	std. Error	Betas		
1	(Constant)	5,870	2,516		2,333	.027
	WORKLOAD (X1)	.242	.177	.250	1,366	.183
	WORK STRESS (X2)	.341	.172	.363	1981	058
a. Dependent Variable: PERFORMANCE (Y)						

From the equation analysis its multiple linear regression ,  $Y = a + b_1 X_1 + b_2 X_2$  to be :

$$Y = 5.870 + 0.242 X_1 + 0.341 X_2$$

1. Constant 5.870 if no there is score load , stress work or value  $X_1$  and  $X_2 = 0$ , performance employee to 5,870 or same with score constant .
2. Coefficient regression  $X_1$  0.242 that every Add 1 load work , value performance increase of 0.242 so Becomes more ok .

3. coefficient regression  $X_2$  0.341 that every addition of 1 stress work , value performance increase of 0.341 so Becomes more good

b. Partial Test (t test)

Table 6

Partial Test Results (t test)						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	std. Error	Betas		
1	(Constant)	5,870	2,516		2,333	.027
	WORKLOAD (X1)	.242	.177	.250	1,366	.183
	WORK STRESS (X2)	.341	.172	.363	1981	.058
a. Dependent Variable: PERFORMANCE (Y)						

variable burden work  $X_1$  value  $t_{count} = 1.366$  and stress work  $X_2$  value  $t_{count} = 1.981$  , then obtained score the constant "a" is 5.870 meanwhile Regression coefficients burden work  $X_1$  "b" 0.242 and stress work  $X_2$  "b" 0.341.

c. Simultaneous Test (Test F)

Table 5

Simultaneous Test Results (Test F)						
Model		Sum of Squares	Df	MeanSquare	F	Sig.
1	Regression	12035	2	6017	5.169	.013 <sup>b</sup>
	residual	31,432	27	1,164		
	Total	43,467	29			
a. Dependent Variable: PERFORMANCE (Y)						
b. Predictors: (Constant), STRESS ( $X_2$ ), LOAD ( $X_1$ )						

Count results it can be seen that  $f_{count} = 5.169 > f_{table} = 3.34$  levels significant probability  $0.013 > 0.05$ , the regression model is used predict variable performance employee

d. Coefficient Determination ( $R^2$ )

Table 7

Coefficient Determination ( $R^2$ )				
Model	R	R Square	Adjusted R Square	std. Error of the Estimate
1	.526 <sup>a</sup>	.277	.223	1,079
a. Predictors: (Constant), STRESS (X2), LOAD (X1)				

- a.  $R^2$  Value obtained of 0.526 means correlation Among burden work and stress work to performance that strong because value close to 1.
- b. R Square shows how many big percentage variable independent explain variable dependent . The results of the SPSS V22 analysis obtained  $R^2 = 0.277$  , meaning 27.7%. Load ( $X_1$ ), stress ( $X_2$ ) against performance (Y).

## Conclusion

Based on results research already \_ conducted about Analysis of Employee Performance Against Workload and Stress Work at Ibnu Hospital Sina Makassar City . So the conclusions can be pulled is as following :

- a. Influence burden work and work stress in a manner Partial to performance employee

Based on results data analysis by statistics , from results t table calculation where , t count < t table ( $1.366 < 2.052$ ) and significant  $\geq 0.05$  ( $0.183 \geq 0.05$ ), this prove no there is influence significant Among burden work and performance Ibn Hospital staff Makassar City Sina . Based on results data analysis by statistics , from results t table calculation where , t count < t table ( $1.981 < 2.052$ ) and significant  $\geq 0.05$  ( $0.058 \geq 0.05$ ), i.e prove no there is influence significant Among stress work and performance Ibn Hospital staff Makassar City Sina .

- b. Influence burden work and stress work in a manner simultaneous to performance employee

From the results statistical data analysis , and f table results where , f count > f table ( $5.169 > 3.34$ ) and significant  $\geq 0.05$  ( $0.013 \geq 0.05$ ), i.e prove that in a manner together or simultaneous there is significant influence \_ Among burden work and stress work to performance ibnu Hospital Hospital employees sina city Makassar .

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