

EFFECTS OF WORKLOAD AND JOB SATISFACTION ON WORK PERFORMANCE AMONG HEALTH WORKERS AT SILOAM HOSPITAL, EAST NUSA TENGGARA

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ABSTRACT

Background: Work performance is a hugely important process to the entire company's success, as it affects a company's performance. Work performance is the assessment of whether an employee has done their job well. It is an individual evaluation, measured based on a single person's effort. This study aimed to determine the effects of workload and job satisfaction on work performance among health workers at Siloam Hospital, East Nusa Tenggara.

Subjects and Method: This was a cross-sectional study conducted at Siloam Hospital, Kupang, East Nusa Tenggara. A total of 97 health workers were selected for this study. The dependent variable was work performance. The independent variables were job satisfaction and workload. The data were collected by questionnaire and analyzed by a multiple logistic regression.

Results: Work performance increased with job satisfaction (OR= 4.25; p= 0.024) but decreased with workload (OR= 0.37; p= 0.035).

Conclusion: Work performance increases with job satisfaction but decreases with workload.

Keywords: work performance, job satisfaction, workload.

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