Covid-19 Pandemic Outbreak: Impact Of Stress, Job Satisfaction Through Coping Mechanism Of Nurse Performance

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Abstract- Nurses in health services during the Covid-19 outbreak played important roles. Nurses are require to provide the best performance for the increasing Covid-19 patients. However, in reality the implementation of the performance assessment of nursing care seems to have not been optimal, because of the uncertain conditions during Covid-19. This condition is also felt by the nurses from 2 hospitals type B in West Java. This research is conducted on all nurses of 2 Type B hospitals in West Java as many as 254 nurses with the samples of 72 people. The sampling technique used in this research is stratified proportional sampling. The data used are primary data and secondary data. The analysis tools used are multiple linear regression and hypothesis testing. The research shows that: work stress affects coping mechanism in a positive direction, job satisfaction affects nurse performance in a positive direction. Coping mechanism affect work performance in a positive direction, the coping mechanism has the most dominant effects on nurse performance, and work-stress and job satisfaction directly affect the performance of nurses through coping mechanism.

Index Terms- coping mechanism, job satisfaction, job stress, nurse performance

I. PRELIMINARY

Pandemic Covid 19, which lasted from March 2021 to today, requires additional work by healthcare professionals. The high number of Covid-19 patients at the time of the pandemic explosion, 4,444, was not comparable to the available health workers. According to the Bureau of Health Information and PPSDM Personnel of the Ministry of Health of the Republic of Indonesia(Health Human Resources Development and Empowerment Agency, nd), the ratio of caregivers to the total population in West Java is 1:77, which means that health workers have to work more. In addition, because of the seeds, the disease is highly contagious so the availability of drugs and vaccines is increasing. In addition, there were 4,444 deaths from health workers, especially nurses, since the pandemic started from March to December 2020, and a total of 342 health workers and health workers died from COVID-19 (Fathurrohman, 2020) consisting of 192 doctors, 14 dentists and 136 nurses.

The increasing number of patients and the decreasing number of nurses cause problems with the workload and performance of nurses. The performance of nursing staff plays a very important role in showing the contribution of the hospital where they work. Nurses are health workers who are in direct contact with patients, so that hospital performance can be seen from the performance of nurses (Mangole et al., 2015).

Umam (Umam, 2015) argues that job stress is a cause or work stressor that elicits individual responses in the form of physiological, psychological, and behavioral responses. The work environment can be a stress factor in your work. All work stressors are working conditions that make employees feel stressed and can cause job stress. For nurses, these outcomes can include reduced work motivation, increased anxiety, and frustration. The impact on nursing personnel is not only related to work, but can also extend to other activities outside of work.

In addition to work stress, another factor that can affect the caregiver's level of performance is job satisfaction. Wexley and Yuki(Wexley & Yuki, 2005)states that job satisfaction is a generalization of attitudes towards work. Attitudes that people show toward work reflect favorable or unfavorable experiences in their work. Pleasant work can bring happiness to stakeholders. On the other hand, dissatisfaction arises when work is not fun(Wake Up, 2012).

The third factor that affects the performance of nurses is the coping mechanism. Septiyan (Septiyan et al., 2020) states that nurses who experience severe stress in health services will lose motivation, experience severe burnout and do not come to work more often. In this case, it is necessary for nurses to adapt to stress. Success in stress adaptation depends on coping mechanisms that will make

adaptation to stress end well or badly. Coping is a mechanism to overcome the changes that are faced or the burden received by the body and the burden causes the body's response that is non-specific, namely stress(Santrock, 2014).

II.   RESEARCHES

Several previous research results show that there are gaps in the conclusions of the research. Research conducted by Pratama (Pratama & Nugroho, 2011) and Lumbaranja (Lumbanraja, 2018) stated that work stress has a significant effect on the performance of nurses. While Adawiyah's research(Adawiyah & Siswanto, 2016) and Killing (Kiling, 2016) stated that work stress did not have a significant effect on the performance of nurses. Research conducted by Adawiyah (Adawiyah & Siswanto, 2016) and Damayanti (Damayanti et al., 2018)stated that job satisfaction has a significant effect on the performance of nurses. Meanwhile, Supiyanto (Supiyanto, 2015), Ahmadi (Ahmudi et al., 2018) and Wushe (Wushe & Shenje, 2019) stated that job satisfaction did not have a significant effect on the performance of nurses. Coping mechanism according to research conducted by Pratama (Pratama & Nugroho, 2011) and Lumbanraja (Lumbanraja, 2018) stated that it has a significant effect on the performance of nurses. Contrary to Septiyan's research results(Septiyan et al., 2020).

Based on the above background, the formulation of the problem, the problem encountered is whether work stress affects the coping mechanisms and nurse performance. And the effect of job satisfaction on coping mechanisms and nurse performance. And whether the coping mechanism as an intervening variable between job stress and job satisfaction has an effect on the performance of nurses.

It is hoped that this study can analyze the effect of work stress on coping mechanisms, the effect of job satisfaction on coping mechanisms, and analyze the effect of job stress on nurse performance.

The nursing profession is prone to stress. Nurses have to deal with patients, patients' families, nurse co-workers and doctor, and workloads that are sometimes incompatible with physical, psychological, and emotional conditions.(Almasitoh, 2011). Stress can also be triggered by limited human resources. Situations like the above can have an impact on the psyche of nurses. To relieve stress, coping mechanisms are used to solve problems, adapt to changes, and respond to situations that threaten oneself(Munthe, 2014). Towards a positive and significant relationship between stress levels and coping mechanisms. The higher the stress, the higher the individual will cope(Lumbanraja, 2018). So, from the description above, the research hypothesis can be formulated that: there is a significant effect of work stress on coping mechanisms.

Job satisfaction is an emotional trait that is pleasant and loves his job (Hasibuan, 2005). In general, coping mechanisms are very important in building the individual's ability to respond to the stressor's stress at work and the individual's ability to overcome work fatigue, anxiety, and depression. Nurses who are able to cope well with stress will be able to create a good working life atmosphere so as to increase nurse job satisfaction. Increasing job satisfaction will increase competitiveness against the current competitive hospital(Mangkunegara, 2017). Based on the description above, the research hypothesis can be formulated: there is a significant effect of job satisfaction on coping mechanisms.

Job stress is a person's response to conditions that are felt both physically and psychologically that are excessive because of a job demand internally and externally. So that this stressful condition can experience dissatisfaction at work and reduce performance(Adawiyah & Siswanto, 2016). Work stress has a negative and significant effect because if the stress is too great, performance will begin to decline because stress interferes with work. Employees lose the ability to control it(Radzali et al., 2013). Based on the description above, the research hypothesis can be formulated as follows: there is a significant effect of job stress on the performance of nurses.

Nurse performance is also influenced by job satisfaction. The creation of job satisfaction which is a positive attitude that is carried out by individuals towards their work, the individual's work performance will be achieved(Wibowo, 2017). Job satisfaction will be achieved if the needs of employees are met through work. High job satisfaction will improve employee performance towards the organization where they work(Damayanti et al., 2018). The hypothesis that can be formulated is: there is a significant effect of job satisfaction on the performance of nurses.

Coping behavior is a process or effort to change cognitive or behavior constantly to regulate external and internal demands, especially those that are expected to burden and exceed individual abilities. Coping is a way that individuals do, both visible and invisible, to deal with pressure. The better the coping mechanism, the better the employee's performance, and vice versa (Lumbanraja, 2018). From the results of the research above, a hypothesis can be raised for this study, namely: there is a significant effect of coping mechanisms on nurse performance

To make it easier to understand the problem and solve the problem so as not to deviate from the main problem, the framework of thought can be described as follows:

Effect of X1 and X2 on Z, Y
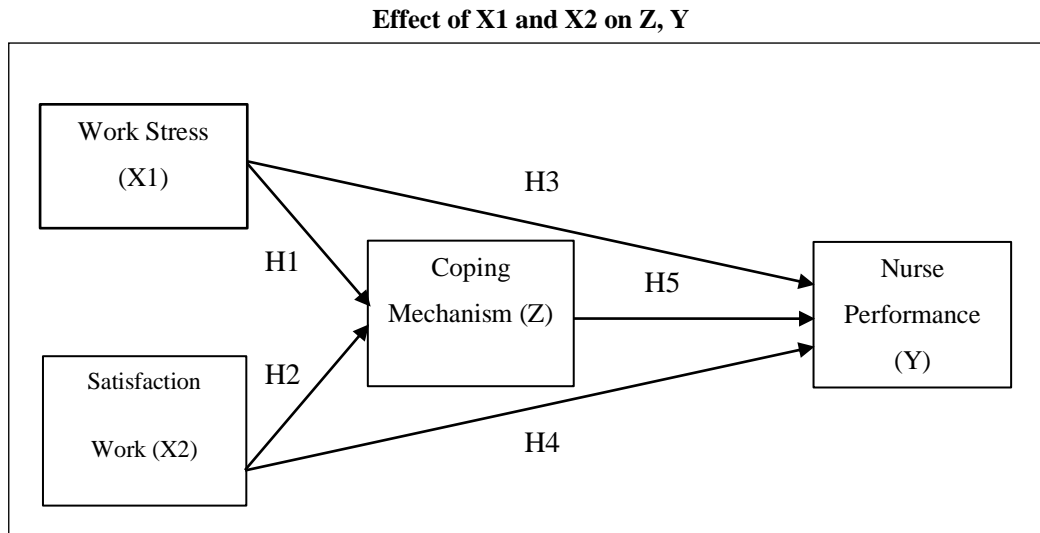
Information:
X1=Independent variable, namely work stress
X2= Independent variable, namely job satisfaction
Z= Intervening variable, namely Coping Mechanism
Y= Dependent variable, namely nurse performance

III.   METHOD

Each hospital has a certain classification that has been regulated in the Regulation of the Minister of Health (Permenkes) of the Republic of Indonesia No. 340/Menkes/Per/III/2010. Based on this regulation, hospitals in Indonesia consist of general hospitals and special hospitals. A hospital can be called a general hospital because it provides health services in all fields and types of disease, while a special hospital provides primary services in a particular field or type of disease based on science, age group, organ, or type of disease. As for the General Hospital, it is divided into 4 Types. Namely types A, B, C and D.

The number of samples taken using the Slovin formula, with a stratified proportional sampling technique. Data collection was obtained through primary data using a questionnaire, and secondary data through data obtained from the agency where the research was conducted. Questionnaires are distributed in the form of Google forms, and distributed through social media (Telegram-Indonesian Nurses Group)

Data analysis conducted in this research is descriptive statistical analysis and data quality test. The data quality test itself consists of a validity test and a reliability test. So that the indicators used are declared valid and can be used as a benchmark for each variable.

IV.   RESULTS

The description of respondents based on primary data, according to gender, shows that the majority of respondents are female, namely 63 people or 87.5% and 9 people or 12.5% male. This shows that the type B Hospital in West Java is dominated by female nurses. This is because women are more careful and painstaking in their work. However, men and women have equal opportunities in doing work.

Based on age, respondents were dominated by respondents aged 20-29 years, amounting to 37 people or 51.4%, 30-39 years old as many as 29 people, and a small proportion aged 40-49 years as many as 6 people. The average nurse is in the productive age, which is 20-29, because at that age they have high morale, so they have high productivity and produce good performance.

In terms of education, the largest proportion of respondents' education is Bachelor's degree as many as 43 people or 59.7%. A total of 29 people or 40.3% have Diploma education. With a fairly high level of education, it allows nurses to have self-control in carrying out their work and responsibilities.

In terms of tenure as many as 56 respondents or 77.8% have a working period of 0-9 years, and respondents who have a service period of 20-29 years are only 3 people or 4.2%.

Description of research variables using index analysis techniques to describe respondents' perceptions of the indicators of the question. The number of respondents' answers starts with the number 1 for the minimum and the number 5 for the maximum(Ferdinand, 2014). Using the Three-box Method, the scale range obtained from the calculation of the formula is 26.67.

Results of Respondent's Responses to Work Stress Variables

Indicator	Calculation of Index Value (%)					Index	Category
	STS	TS	N	S	SS	(%)	
(X1.1) Workload	0	11	30	24	7	67.50	Currently
(X1.2) Work Difficulty	0	14	34	23	1	63.06	Currently
(X1.3) Restless	0	14	37	20	1	62.22	Currently
(X1.4) Help	0	10	41	19	2	63.61	Currently
(X1.5) Role	0	13	35	24	0	63.06	Currently
(X1.6) Contradictory	0	9	35	25	3	66.11	Currently
Average						64.26	Currently

Source: Processed primary data, 2021

Based on the table, the highest index value of the work stress variable on the X1.1 indicator, nurses feel the workload has increased during the pandemic. And the lowest index on the X1.3 indicator, nurses feel restless at work when they cannot complete work on time, indicating that the number of health workers is not proportional to the wave of Covid-19 patients who come. The average index value of 64.26% indicates that there is assistance in psychological services for health workers dealing with Covid-19.

Results of Respondents' Responses to Job Satisfaction Variables

Indicator	Calculation of Index Value (%)					Index	Category
	STS	TS	N	S	SS	(%)	
(X2.1) Conformity of pkj	0	5	29	36	2	69.72	Currently
(X2.2) Responsibilities	0	7	27	37	1	68.89	Currently
(X2.3) Salary/Incentive	0	4	35	32	1	68.33	Currently
(X2.4) Supervision	0	11	28	31	2	66.67	Currently
(X2.5) Colleagues	0	6	33	30	3	68.33	Currently
Average						68.39	Currently

Source: Processed primary data, 2021

The table calculation above shows that nurses have an awareness of their obligations to their work and complete them as expected. Nurses are also satisfied with the head of the room (supervisor) because the head of the room creates an optimal and comfortable climate and ensures readiness in nursing care. The average value of the index is within 68.38% indicating a good satisfaction variable, indicating a synergy between the government, health workers, and the community by always carrying out their respective roles and functions.

Results of Respondents' Responses to Coping Mechanism Variables

Indicator	Calculation of Index Value (%)					Index	Category
	STS	TS	N	S	SS	(%)	
(Z.1) Reducing pressure	0	4	33	29	6	70.28	Currently
(Z.2) Avoiding trouble	0	5	27	33	7	71.67	Currently
(Z.3) Paying attention	0	3	35	31	3	69.44	Currently
(Z.4) Individual effort	0	4	30	36	2	70.00	Currently
(Z.5) Troubleshooting tools	0	10	32	27	3	66.39	Currently

(Z.6) Gathering information	0	6	38	27	1	66.39	Currently
(Z.7) Anticipate problems	0	10	39	19	4	64.72	Currently
(Z.8) Emotional support	0	5	35	28	4	68.61	Currently
Average						68.44	Currently

Source: Processed primary data, 2021

Regarding the variable of the coping mechanism, the nurse considers the problem to be something that does not need to be worried, showing the spirit of providing quality services and prioritizing the safety of patients and staff. Nurses also use coping well in dealing with the Covid-19 pandemic situation. The average index shows nurses are able to adapt and defend themselves because of high coping mechanisms.

Results of Respondents' Responses to Nurse Performance Variables

Indicator	Calculation of Index Value (%)					Index	Category
	STS	TS	RR	S	SS	(%)	
(Y.1) Quality of Work	0	8	30	27	7	69.17	Currently
(Y.2) Work Efficiency	0	9	27	33	3	68.33	Currently
(Y.3) Work Discipline	0	7	30	30	5	69.17	Currently
(Y.4) Cooperation	0	10	24	32	6	69.44	Currently
(Y.5) Initiative	0	5	26	35	6	71.67	Currently
Average						69.56	Currently

Source: Processed primary data, 2021

The highest index of the nurse's performance variable is at Y5 and the lowest is at Y2, indicating that the nurse is reliable in skills and has the initiative to help, and is able to carry out efficient time management in the nursing service unit. The average index shows a good condition. The performance of nurses plays an important role in improving the quality of nursing services and improving nursing performance in hospitals.

Results of Regression Analysis Model 1

Model	Standardized Coeffcients	T	Sig.
	Beta		
1 (Constant)		1.960	.054
Work stress	.407	4.627	.000
Job satisfaction	.480	5.457	.000

Source: Processed primary data, 2021 (attachment 10)

Based on the table above, the interpretation of the multiple regression equation states: that work stress has a positive influence on coping mechanisms, so that the better the work stress, the greater the coping mechanism. Job satisfaction has a positive influence on coping mechanisms, meaning that the better the job satisfaction, the greater the coping mechanisms.

Model 2. Regression Analysis Results

Model	Standardized Coeffcients	T	Sig.
	Beta		
1 (Constant)		2.170	.033
Work stress	-.354	-3.427	.001
Job satisfaction	.291	2,696	.009
Coping mechanism	.672	5.440	.000

Source: Processed primary data, 2021 (attachment 11)

Based on the table above, work stress has a negative effect on the performance of nurses, so the better the work stress, the lower the nurse's performance. While the regression coefficient of job satisfaction is positive, job satisfaction has a positive influence on nurse performance, meaning that the better job satisfaction, the greater the nurse's performance. The coping regression coefficient is positive, indicating the better the coping mechanism, the greater the nurse's performance.

F Test Results Model 1
ANOVAa

| Model | Sum of Squares | df | Mean Square | F | Sig. |
| 1 Regression | 563,372 | 2 | 281,686 | 43,433 | ,000b |

Residual	447.503	69	6,486		
Total	1010,875	71			

a. Dependent Variable: Coping Mechanism
b. Predictors: (Constant), Job Satisfaction, Job Stress
Source: Processed primary data, 2021(attachment 10)

The variables of job stress and job satisfaction together have a significant effect on coping mechanisms.

F Test Results Model 2

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	303.756	3	101.252	26,753	,000b
	Residual	257,355	68	3,785		
	Total	561,111	71			

a. Dependent Variable: Nurse Performance
b. Predictors: (Constant), Coping Mechanisms, Job Stress, Job Satisfaction
Source: Processed primary data, 2021(appendix 11)

The hypothesis states that the variables of job stress and job satisfaction and coping mechanisms together have a significant effect on nurse performance.

The results of hypothetical testing of the effect of work stress on coping mechanisms (Z) indicate that hypothesis 1 in this study is accepted that job stress has a positive and significant effect on coping mechanisms.

The results of hypothesis testing the effect of job satisfaction (X2) on the coping mechanism (Z) indicate that hypothesis 2 in this study is accepted, that the job satisfaction variable has a positive and significant influence on the coping mechanism.

The results of testing the hypothesis of the effect of work stress (X1) show that the significance value is less than 0.05 indicating that hypothesis 3 in this study is accepted, that the work stress variable has a negative and significant effect on the performance of nurses.

The results of testing the hypothesis of the effect of job satisfaction (X2) on nurse performance (Y2) showed a significance value less than 0.05 indicating that hypothesis 5 in this study was accepted. Job satisfaction variable has a positive and significant influence on the performance of nurses.

And the results of testing the hypothesis of the effect of Coping Mechanisms (Z) on the performance of nurses (Y) showed a significance result of less than 0.05 indicating that hypothesis 5 in this study was accepted. That, the coping mechanism variable has a positive and significant effect on the nurse's performance.

Path Analysis Model Job stress affects coping mechanisms, then affect the performance of nurses
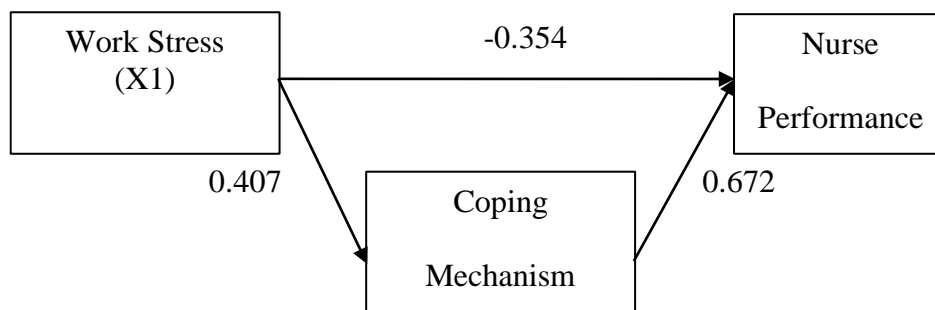
The indirect effect of work stress on the performance of nurses through coping mechanisms is greater than the direct effect. Shows that the coping mechanism is an intervening variable. From the results of the path analysis, it is concluded that the coping mechanism is in synergy with the work stress variable in improving the performance of nurses.

Path Model Analysis Job satisfaction affects coping mechanisms, then affects nurse performance
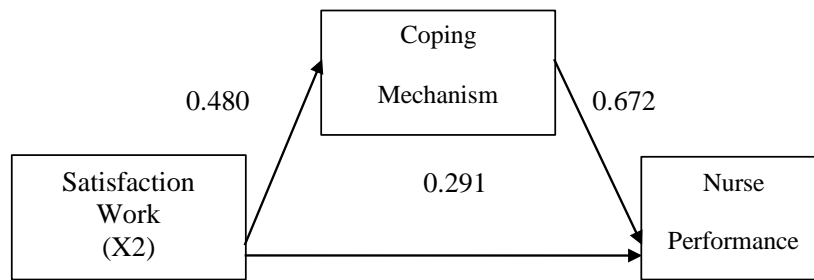
From the results of Path Analysis, it can be concluded that the coping mechanism is the determinant in achieving nurse performance, meaning that the coping mechanism synergizes with the job satisfaction variable in improving nurse performance.

V.   DISCCUSION

When nurses are faced with work demands that are a source of stressor and cause a sense of depression, the nurse will take action to solve the problem. Coping that focuses on problems in general from the results of the study it was found that nurses showed moderate coping In the midst of the Covid-19 Pandemic outbreak. This is because the nurse considers a normal or moderate stressor. And psychologically nurses think the problem is easy to solve, because nurses have high education and a lot of experience. Lumbaraja (2018) states that nurses tend to cope with stress by looking for alternatives to solve it. Reinforced by Mundung's research (2019) that work stress has a significant influence on coping mechanisms.

Nurses who have job satisfaction can adapt to the work environment to deal with undesirable conditions. Because good adaptability has a positive impact on patient satisfaction and job satisfaction. In line with Robbins' research (2019) that job satisfaction is a positive feeling about one's work which is the result of an evaluation. When someone has high job satisfaction, then he will have positive feelings towards work.

The results show that stress can cause a decrease in performance, Siagian (2016) shows that stress that cannot be handled properly can result in a person's inability to interact positively with his environment, both in the work environment and outside of work. Nurses who have high stress will have an impact on their behavior towards patients. The results of this study are in line with research by Pratama (2015) and Lumbanraja (2014) that work stress has a negative and significant effect on performance. The higher the work stress, the lower the nurse's performance.

Meanwhile, job satisfaction has a significant influence on the performance of nurses in a positive direction. Robbin (2016) states that job satisfaction can increase employee productivity. So companies that have satisfied employees tend to be more positive. This is in accordance with research by Adawiyah (2015) and Damayanti (2018) which states that job satisfaction has an influence on the performance of nurses.

Coping mechanisms also have a significant and positive influence on employee performance. High coping mechanisms improve nurse performance. Individual ability to respond to problems in dealing with stress is different for each individual. Negative reactions such as a sense of incompetence trigger a sense of stress in employees. Meanwhile, nurses who successfully use good coping mechanisms can make good performance. Lumbaraja (2018) states that if someone experiences problems both at work and outside of work, they must feel burdened. So without realizing it, coping mechanisms are carried out to reduce stress in dealing with individual demands.

The stress coping mechanism is a way to deal with stress at work so that it has a positive impact on performance. In health care, nurses who experience stress can show low performance, so an adaptation process is needed for nurses to deal with stress. Nurses feel that there is stress at work in the midst of the Covid-19 pandemic outbreak, but it can be handled well, from fellow colleagues and superiors. Because there is a sense of togetherness and open-mindedness in solving problems. The hospital management has also grouped nurses according to workload.

Coping mechanisms synergize with job satisfaction and improve nurse performance. Nurse satisfaction is influenced by value expectations and expectations that are met. When job satisfaction is high, employees will make the best contribution to the progress of the company and improve their performance.

VI.   CONCLUSION

Based on the results of the research that has been done, it can be concluded that work stress affects the coping mechanism in a positive direction, if the work stress increases, the higher the coping mechanism. Satisfaction has a positive effect on coping mechanisms, that if job satisfaction increases, the work mechanism increases. Work stress affects the performance of nurses in a negative direction, if work stress increases, there will be a decrease in the performance of nurses. Job satisfaction will have a positive effect on the performance of nurses. Meanwhile, the higher the nurse's coping mechanism, the nurse's performance will increase.

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