

THE INFLUENCE OF ORGANIZATIONAL CULTURE AND WORKLOAD ON WORK STRESS LEVELS OF REGIONAL HOSPITAL HEALTH WORKERS RSUD. KUMPULAN PANE

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Abstract

The aim of this research is to determine the influence of organizational culture and workload on the level of work stress of RSUD health workers. Tebing Tinggi City Pane Collection. The population in this study were health workers at the Kumpulan Pane Regional Hospital, totaling 46 respondents. The data source in this study came from primary data, namely from the results of collecting questionnaires which were filled in directly by the respondents. Hypothesis testing uses multiple regression analysis on the SPSS version 25 application. The results of this study show that simultaneously organizational culture and workload have a positive and significant effect on work stress levels

Keywords: Organizational culture, workload & work stress level

INTRODUCTION

The development of the times and increasing technology has of course given rise to very tight competition and high uncertainty at this time, giving rise to many job demands that employees must face in their work environment. Excessive demands from the organization can cause stress for employees. Pressure that arises and is allowed to drag on will cause anxiety for employees. The impact that arises from anxiety that is often experienced by employees in particular is called stress. Stress is excitement, anxiety, or physical tension that occurs when the demands placed on an individual are deemed to exceed his or her ability to adjust (Fitriani, 2018). Stress is an unexpected reaction that occurs as a result of high environmental demands on someone. Stress is an unexpected reaction that occurs as a result of high environmental demands on someone (Wirawan, 2018). Work stress is something experienced by employees because of an imbalance between job demands and the employee's ability to complete their work (Dewi et al., 2018).

The influence of work stress on employees has an impact on employee professionalism at work. When indications of work stress appear in employees, they tend to have poor performance in terms of service quality, such as lack of concentration, fatigue easily and sometimes even less professional behavior, so that service to clients becomes less than optimal. Forms of work behavior that are less than professional will appear in the form of service that will be provided to the community as users of products or products (Aini, 2018)

HOSPITAL. The Pane Group is one of the Tebing Tinggi City government agencies which operates in the field of health services, medical records, medical care, inpatient care, emergency rooms and other health services. Health agencies have long working hours because they always try to provide excellent and responsive service in overcoming and treating health problems experienced by the community. Of course, employees are faced with quite heavy responsibilities and workloads which sometimes trigger levels of work stress. Apart from that, there is an organizational culture that is less motivating and actually puts pressure on health workers at RSUD. The Pane group sometimes experiences work stress due to feelings of boredom and work pressure so that their professionalism sometimes declines

LITERATURE REVIEW

Work Stress Level

Stress levels can be defined as pressure, tension or unpleasant disturbances that originate from outside a person. Work stress is an adaptive response that is linked to characteristics and individual psychological processes which are consistent with every extra-organizational action (Alvionita, 2018).

The levels of work stress indicators according to (Robbins & Morelli, 2014) are as follows:

- a. Task demands are factors related to demands or pressure to carry out their duties well and correctly
- b. Role demands relate to the pressures placed on a person as a function of the particular role they play in the organization
- c. Interpersonal demands, pressure created by other employees
- d. Organizational structure determines the level of differentiation within the organization, the level of rules and regulations and where decisions are taken.
- e. Organizational leadership, attitudes and leadership models that suppress employee performance.

Organizational culture

Organizational culture is a system of values, or norms, assumptions or norms that have long been in effect, agreed upon and followed by members of the organization as a guide for behavior and solving organizational problems (Edy Sutrisno, 2016).

The indicators for measuring organizational culture according to (Robbins & Judge, 2015) consist of:

- a. Innovation The extent to which employees are encouraged to be innovative and the extent to which employees are encouraged to dare to take risks
- b. Attention to detail The degree to which employees are confronted shows thoroughness.
- c. Results-oriented The extent to which management focuses on results rather than the techniques used to achieve those results
- d. People-oriented The extent to which management decisions consider the effects of employee work results in the organization.
- e. Team-oriented The extent to which work activities in the organization are directed at teams rather than at individuals
- f. Aggressiveness The extent to which employees are aggressive and competitive
- g. Stability The degree to which an organization's activities emphasize maintaining its status

Workload

Workload is the amount of work that must be carried by a position/organizational unit and is the product of work volume and time norms. If the worker's abilities are higher than the job demands, feelings of boredom will arise (Karauwan et al., 2018).

The indicators for measuring an employee's workload are as follows:

- a. Time load shows the amount of time available for planning, implementing and monitoring tasks. By category, low time load, medium time load, high time load.
- b. Mental effort load is estimating or estimating how much mental effort in planning is needed to carry out a task. By category, low mental effort load, medium mental effort load, high mental effort load.
- c. Psychological stress load is a measure of the amount of risk, confusion, frustration associated with task performance or performance. By category, low psychological pressure burden, medium psychological pressure burden, high psychological pressure burden (Sofiana et al., 2021).

METHOD

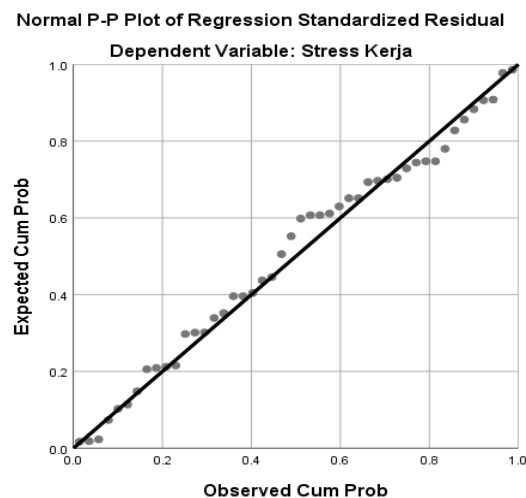
This research uses quantitative methods using multiple linear regression analysis in SPSS Version 25.0 with a sample of 46 people, namely health workers at the Kumpulan Pane Hospital, Tebing Tinggi City.

RESULTS AND DISCUSSION

Contents Results and Discussion

Normality test

The Normality Test aims to test whether in the regression model, confounding or residual variables have a normal distribution (Ghozali, 2016). The graphic method normality test uses a normal probability plot, while the statistical method normality test uses the one sample Kolmogorov Smirnov Test.



Data that is normally distributed will form a straight diagonal line and plotting the residual data will be compared with the diagonal line. If the residual data distribution is normal then the line depicting the actual data will follow the diagonal line (Ghozali, 2016). The test results using SPSS 25.00 are as follows:

One Sample Kolmogorov Smirnov Test

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residuals	
		46	
Normal Parameters, b	Mean	.0000000	
	Std. Deviation	1.47410525	
Most Extreme Differences	Absolute	.100	
	Positive	.074	
	Negative	-.100	
Test Statistics		.100	
Asymp. Sig. (2-tailed)		.200c,d	
Monte Carlo Sig. (2-tailed)	Sig.	.674e	
	99% Confidence Interval	Lower Bound	.496
		Upperbound	.852

a. Test distribution is Normal.

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- b. Calculated from data.
- c. Lilliefors Significance Correction.
- d. This is a lower bound of the true significance.
- e. Based on 46 sampled tables with starting seed 2000000.

From the output in the table it can be seen that the significance value (Monte Carlo Sig.) for all variables is 0.674, where the significance value is more than 0.05, then the residual value is normal, so it can be concluded that all variables are normally distributed.

Multicollinearity Test

The multicollinearity test aims to find out whether in the regression model there is a correlation between the independent variables. The multicollinearity test in this research is seen from the tolerance value or variance inflation factor (VIF). The calculation of tolerance or VIF values using the SPSS 25.00 for Windows program can be seen in Table 4.12 below:

Multicollinearity Test Results
Coefficients^a

Model	Collinearity Statistics	
	tolerance	VIF
1 (Constant)		
Organizational culture	,685	1,459
Workload	,685	1,459

a. Dependent Variable: Job Stress

Based on the table above, it can be seen that the tolerance value of the organizational culture variable is 0.685 and the workload variable is 0.685, all of which are greater than 0.10, while the VIF value of the organizational culture variable is 1.459 and the workload variable is 1.459, all of which are smaller than 10. Based on the calculation results above, it can be seen that the tolerance value for all independent variables is greater than 0.10 and the VIF value for all independent variables is also smaller than 10 so that there are no symptoms of correlation in the independent variables. So it can be concluded that there are symptoms of multicollinearity between the independent variables in the regression model.

Heteroscedasticity Test

The heteroscedasticity test aims to test whether the regression model has unequal variances from the residuals of one observation to another. A good regression model is one that is homoscedastic or does not have heteroscedasticity. One way to detect the presence or absence of heteroscedasticity is with the Glejser Test. The results of data processing using SPSS 25.00 show the results in the following table:

Glejser Test Results
Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients Betas	t	Sig.
	B	std. Error			
(Constant)	2,135	,978		2,184	,034
Organizational culture	-.096	,038	-.433	-1,526	,115
Workload	,147	,077	,330	1,925	,061

a. Dependent Variable: ABS_RES

The results of the Glejser test show that the significance value for the organizational culture variable is 0.115 and the workload variable is 0.061, both of which are greater than 0.050, so it can be concluded that there are no symptoms of heteroscedasticity.

Multiple Linear Regression Testing

Multiple linear regression testing explains the large role of organizational culture variables and work design variables on performance variables. Data analysis in this study used multiple linear regression analysis using SPSS 25.00 for windows. The analysis of each variable is explained in the following description:

Multiple Linear Regression Results Coefficientsa

Model	Unstandardized Coefficients		Standardized Coefficients Betas
	B	std. Error	
(Constant)	2,318	1,761	
Organizational culture	,210	,068	,288
Workload	,983	.138	,666

a. Dependent Variable: Job Stress

Based on these results, the multiple linear regression equation has the formulation:

$Y = a + b_1X_1 + b_2X_2 + \epsilon$, so that the equation is obtained:

$$Y = 2.318 + 0.210X_1 + 0.983 X_2$$

The description of the multiple linear regression equation above is as follows:

- 1) The constant value (a) of 2.318 indicates the magnitude of the work stress level variable if the organizational culture and workload variables are equal to zero.
- 2) The regression coefficient value for the organizational culture variable (b1) is 0.210, indicating the large role of the organizational culture variable in the work stress level variable assuming the workload variable is constant. This means that if the organizational culture variable factor increases by 1 value unit, then the work stress level variable is predicted to increase by 0.210 value units assuming the workload variable is constant.
- 3) The regression coefficient value for the workload variable (b2) is 0.983, indicating the large role of the workload variable on the work stress variable with the assumption that organizational culture variables and workload are constant. This means that if the workload variable factor increases by 1 value unit, it is predicted that the work stress level variable will increase by 0.983 value units assuming the organizational culture variable is constant.

Coefficient of Determination (R²)

The coefficient of determination is used to see how much the independent variable contributes to the dependent variable. The greater the value of the coefficient of determination, the better the ability of the independent variable to explain the dependent variable.

Determination Coefficient Table

Model Summary b

Model	R	R Square	Adjusted R Square
1	.862a	.742	.730

a. Predictors: (Constant), Workload, Organizational Culture

b. Dependent Variable: Job Stress

Based on the table above, it can be seen that the adjusted R square value is 0.730 or 73%. This shows that organizational culture and workload variables can explain the work stress variable

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by 73%, the remaining 27% (100% - 73%) is explained by other variables outside this research model, such as leadership style, work communication, wage level and other.

T Test (Partial)

The t statistical test is also called the individual significance test. This test shows how far the independent variable partially influences the dependent variable.

Partial Test (t)
Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	ig.
	B	std. Error			
(Constant)	2,318	1,761		.317	,195
Organizational culture	,210	,068	,288	,077	,004
Workload	,983	.138	,666	.126	,000

a. Dependent Variable: Job Stress

- 1) From the table above, the t-count value of the organizational culture variable on the work stress variable is 3.077 with $\alpha = 5\%$, t table (5%; nk = 46), the t table value is obtained at 2.015. From this description it can be seen that tcount (3.077) > ttable (2.015), likewise with a significance value of $0.004 < 0.050$, it can be concluded that the first hypothesis is accepted, meaning organizational culture influences on the level of work stress of RSUD Health Workers. High Cliff Pane Collection.
- 2) From the table above, the t-count value of the workload variable on work stress is 7.126 with $\alpha = 5\%$, t table (5%; nk = 46), the t table value is obtained at 2.015. From this description it can be seen that tcount (7.126) > ttable (2.015), and the significance value is $0.000 < 0.050$, so it can be concluded that the second hypothesis is accepted, meaning workload matters on the level of work stress of RSUD Health Workers. High Cliff Pane Collection.

F Test (Simultaneous)

This test basically shows whether all the independent variables included in this model have a joint influence on the dependent variable

Simultaneous Test Results (F)
ANOVA^a

Model	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	281,520	2	140,760	61,898	,000b
Residual	97,784	43	2,274		
Total	379,304	45			

a. Dependent Variable: Job Stress

b. Predictors: (Constant), Workload, Organizational Culture

From the table above, the Fcount value is 31.039. With $\alpha = 5\%$, numerator dk: k, denominator dk: nk-1 (5%; 3; 46), the Ftable value is 3.21. From the description it can be seen that Fcount is (61.898) > Ftable (3.21), and a significance value of $0.000 < 0.05$, it can be concluded that the third hypothesis is accepted, meaning that organizational culture and workload influence simultaneously (simultaneously) on the work stress level variable.

Contents of Discussion Results

1. The Influence of Organizational Culture on Work Stress Levels

Based on the results of the analysis of hypothesis 1, it can be seen that organizational culture has a positive and significant effect on work stress levels. This concludes that there is an organizational culture at the RSUD. A collection of Pane Tebing Tinggi City which tends to make contract employees experience work stress. Organizational culture that can increase the level of work stress experienced by health workers is such as the existence of a culture of differences in employee caste as assessed by employment status. The research results are not in line with the results of previous research conducted by (Sofiana et al., 2021) where based on previous research results there was no significant influence of organizational culture on work stress. However, the results of this research are in line with the theory presented by (Uha. IN, 2013) where a strong and positive organizational culture will enable people to feel motivated to develop, and conversely if the organizational culture is not good it will have a negative impact and even cause employee work stress. The decline in employee enthusiasm and discipline due to the effects of work stress is directly influenced by the organizational culture that has been implemented (Paramita & Minarsih, 2018). Organizational culture is a factor that influences morale and pressure which has the greatest influence in directing behavior that makes employees and all units in the organization carry out their work better and encourages employees to work hard (Ilham et al., 2021). and conversely, if the organizational culture is not good it will have a negative impact and even cause employee work stress. The decline in employee enthusiasm and discipline due to the effects of work stress is directly influenced by the organizational culture that has been implemented (Paramita & Minarsih, 2018). Organizational culture is a factor that influences morale and pressure which has the greatest influence in directing behavior that makes employees and all units in the organization carry out their work better and encourages employees to work hard (Ilham et al., 2021). and conversely, if the organizational culture is not good it will have a negative impact and even cause employee work stress. The decline in employee enthusiasm and discipline due to the effects of work stress is directly influenced by the organizational culture that has been implemented (Paramita & Minarsih, 2018). Organizational culture is a factor that influences morale and pressure which has the greatest influence in directing behavior that makes employees and all units in the organization carry out their work better and encourages employees to work hard (Ilham et al., 2021). The decline in employee enthusiasm and discipline due to the effects of work stress is directly influenced by the organizational culture that has been implemented (Paramita & Minarsih, 2018). Organizational culture is a factor that influences morale and pressure which has the greatest influence in directing behavior that makes employees and all units in the organization carry out their work better and encourages employees to work hard (Ilham et al., 2021). The decline in employee enthusiasm and discipline due to the effects of work stress is directly influenced by the organizational culture that has been implemented (Paramita & Minarsih, 2018). Organizational culture is a factor that influences morale and pressure which has the greatest influence in directing behavior that makes employees and all units in the organization carry out their work better and encourages employees to work hard (Ilham et al., 2021).

2. The Effect of Workload on Work Stress Levels

Based on the results of the analysis of hypothesis 2, it can be seen that workload has a positive and significant effect on work stress levels. This concludes that the workload demands on RSUD health workers is increasing. The Tebing Tinggi City Pane Collection will have an impact on increasing the level of work stress experienced by contract employees at the agency. The results of this research are in accordance with the results of previous research conducted by (Sofiana et al., 2021) where based on the results of previous research there was a positive and significant influence of workload on work stress. Work stress is a manifestation of role ambiguity and excessive workload.

3. The Influence of Organizational Culture and Workload on Work Stress Levels

Based on the results of the analysis of hypothesis 3, it can be seen that organizational culture and workload simultaneously (simultaneously) have a positive and significant effect on the work stress level of RSUD health workers. Tebing Tinggi City Pane Collection. This concludes that organizational culture and workload can be factors that can increase work stress experienced by RSUD health workers. Tebing Tinggi City Pane Collection. Work stress is also an adaptive response (adjustment response) mediated by individual differences and/or psychological processes, as a result of environmental actions, situations or events that cause excessive physical and/or psychological demands on a person (Luthans, 2014). A strong and positive organizational culture will enable people to feel motivated to develop, and conversely, if the organizational culture is not good it will have a negative impact and even cause employee work stress (Uha. IN, 2013). Apart from that, another source of organizational culture factors that can influence an employee's work stress level is excessive workload (Sofiana et al., 2021). Work stress is a manifestation of role ambiguity and excessive workload. Workload is one of the causes of work stress because workers are required to complete their work at a certain time, this must be in accordance with the worker's physical and cognitive abilities, if the worker's physical and cognitive abilities are not suitable then this has the potential to cause work stress (Fitriani, 2018) and conversely, if the organizational culture is not good it will have a negative impact and even cause employee work stress (Uha. IN, 2013). Apart from that, another source of organizational culture factors that can influence an employee's work stress level is excessive workload (Sofiana et al., 2021). Work stress is a manifestation of role ambiguity and excessive workload. Workload is one of the causes of work stress because workers are required to complete their work at a certain time, this must be in accordance with the worker's physical and cognitive abilities, if the worker's physical and cognitive abilities are not suitable then this has the potential to cause work stress (Fitriani, 2018) and conversely, if the organizational culture is not good it will have a negative impact and even cause employee work stress (Uha. IN, 2013). Apart from that, another source of organizational culture factors that can influence an employee's work stress level is excessive workload (Sofiana et al., 2021). Work stress is a manifestation of role ambiguity and excessive workload. Workload is one of the causes of work stress because workers are required to complete their work at a certain time, this must be in accordance with the worker's physical and cognitive abilities, if the worker's physical and cognitive abilities are not suitable then this has the potential to cause work stress (Fitriani, 2018) 2013). Apart from that, another source of organizational culture factors that can influence an employee's work stress level is excessive workload (Sofiana et al., 2021). Work stress is a manifestation of role ambiguity and excessive workload. Workload is one of the causes of work stress because workers are required to complete their work at a certain time, this must be in accordance with the worker's physical and cognitive abilities, if the worker's physical and cognitive abilities are not suitable then this has the potential to cause work stress (Fitriani, 2018) 2013). Apart from that, another source of organizational culture factors that can influence an employee's work stress level is excessive workload (Sofiana et al., 2021). Work stress is a manifestation of role ambiguity and excessive workload. Workload is one of the causes of work stress because workers are required to complete their work at a certain time, this must be in accordance with the worker's physical and cognitive abilities, if the worker's physical and cognitive abilities are not suitable then this has the potential to cause work stress (Fitriani, 2018) Work stress is a manifestation of role ambiguity and excessive workload. Workload is one of the causes of work stress because workers are required to complete their work at a certain time, this must be in accordance with the worker's physical and cognitive abilities, if the worker's physical and cognitive abilities are not suitable then this has the potential to cause work stress (Fitriani, 2018) Work stress is a manifestation of role ambiguity and excessive workload. Workload is one of the causes of work stress because workers are required to complete their

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CLOSING

Conclusion

The results of hypothesis testing using multiple linear regression analysis with three independent variables and one dependent variable show that:

1. The first hypothesis is accepted, meaning that organizational culture has a significant effect on work stress levels. This explains that organizational culture can be a factor causing increased levels of work stress experienced by RSUD health workers. Tebing Tinggi City Pane Collection.
2. The second hypothesis is accepted, meaning that workload has a significant effect on work stress levels. This explains that workload can be a factor causing increased levels of work stress experienced by RSUD health workers. Tebing Tinggi City Pane Collection.
3. The third hypothesis is accepted, meaning that organizational culture and workload simultaneously or together have a significant effect on the level of work stress. This explains that organizational culture and workload can also be factors causing increased levels of work stress experienced by RSUD health workers. Tebing Tinggi City Pane Collection.

Suggestions and Acknowledgments

Based on the results of this research, the author provides the following suggestions or input:

1. HOSPITAL. The Tebing Tinggi City Pane Group is advised to re-evaluate the existing organizational culture by applying motivational values at work and providing a portion of workload to each contract employee that does not exceed the capacity of responsibility and task load that has been adjusted to their line of work.
2. The results of this research show that organizational culture and workload have a significant effect on employee work stress levels. Therefore, the work stress experienced by RSUD Health Workers. Tebing Tinggi City Pane Collection can be influenced due to the impact of organizational culture on workload.
3. For further research, if future researchers wish to conduct research in the same field of study, it is hoped that they can add variables outside the research model that has been carried out

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