



THE RELATIONSHIP BETWEEN *THE QUALITY OF NURSING WORK LIFE* AND THE PERFORMANCE OF INPATIENT INSTALLATION NURSES AT THE BLUD OF SOUTHEAST SULAWESI PROVINCIAL PSYCHIATRIC HOSPITAL IN 2026

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Abstrak

Quality of Nursing Work life(QNWL) is one of the factors influencing nurses' performance in providing nursing care. A good quality of work life can improve nurses' motivation, job satisfaction, and productivity, thereby enhancing the quality of hospital services. This study aimed to analyze the relationship between Quality of Nursing Work lifeand nurses' performance in the inpatient wards of the BLUD Mental Hospital of Southeast Sulawesi Province in 2026. This study employed a quantitative approach with a cross-sectional design. The study population consisted of 89 nurses, and 72 respondents were selected using a simple random sampling technique. Data were collected using the Brooks and Anderson (2005) Quality of Nursing Work lifequestionnaire and a nurse performance questionnaire based on the nursing process standards. Data were analyzed using univariate analysis and the Chi-square test. The results showed that 48 respondents (66.7%) had a good Quality of Nursing Work Life, while 50 respondents (69.4%) demonstrated good nursing performance. The Chi-square test yielded a p-value of 0.019 ($p < 0.05$), indicating a significant relationship between Quality of Nursing Work lifeand nurses' performance. The study concludes that better Quality of Nursing Work lifeis associated with better nursing performance in providing nursing care. Therefore, hospitals should continuously improve nurses' quality of work life through supportive work environments, organizational support, and professional development.

Keywords: hospital; nurse performance; nursing care; quality of nursing work life

Abstract

*Quality of Nursing Work life (QNWL) merupakan salah satu faktor yang dapat memengaruhi kinerja perawat dalam memberikan pelayanan keperawatan. Kualitas kehidupan kerja yang baik akan meningkatkan motivasi, kepuasan kerja, dan produktivitas perawat sehingga berdampak pada peningkatan mutu pelayanan rumah sakit. Penelitian ini bertujuan untuk menganalisis hubungan *Quality of Nursing Work life* terhadap kinerja perawat instalasi rawat inap di BLUD Rumah Sakit Jiwa Provinsi Sulawesi Tenggara Tahun 2026. Penelitian ini menggunakan metode kuantitatif dengan rancangan *cross sectional*. Populasi penelitian berjumlah 89 perawat dengan teknik pengambilan sampel menggunakan *simple random sampling*, sehingga diperoleh sebanyak 72 responden. Instrumen penelitian menggunakan kuesioner *Quality of Nursing Work life* berdasarkan teori Brooks dan Anderson (2005) serta kuesioner kinerja perawat berdasarkan standar proses keperawatan. Analisis data dilakukan secara univariat dan bivariat menggunakan uji *Chi-Square*. Hasil penelitian menunjukkan bahwa sebanyak 48 responden (66,7%)*

memiliki *Quality of Nursing Work life* kategori baik dan 50 responden (69,4%) memiliki kinerja perawat kategori baik. Hasil uji *Chi-Square* diperoleh nilai $p = 0,019$ ($p < 0,05$) yang menunjukkan terdapat hubungan yang signifikan antara *Quality of Nursing Work life* dengan kinerja perawat. Penelitian ini menyimpulkan bahwa semakin baik *Quality of Nursing Work life* yang dirasakan perawat, maka semakin baik pula kinerja perawat dalam memberikan pelayanan keperawatan. Oleh karena itu, rumah sakit perlu meningkatkan kualitas kehidupan kerja perawat melalui perbaikan lingkungan kerja, dukungan organisasi, dan pengembangan kompetensi secara berkelanjutan.

Kata Kunci: kinerja perawat; quality of nursing work life; rumah sakit; pelayanan keperawatan.

I. INTRODUCTION

Hospitals are health service facilities that play an important role in providing quality services to the community. One of the health workers who has a major role in hospital services is a nurse because they provide services continuously for 24 hours and have the most interaction with patients. Therefore, the quality of hospital services is greatly influenced by the performance of nurses in carrying out nursing care in accordance with professional standards (Nursalam, 2017). Nurse performance is the result of work achieved in carrying out professional duties and responsibilities which include the assessment, diagnosis, planning, implementation, and evaluation of nursing. Good performance will improve service quality, patient safety, and patient satisfaction, while suboptimal performance can reduce the quality of health services. One of the factors that is suspected to affect the performance of nurses is *the Quality of Nursing Work Life* (QNWL), which is the perception of nurses on the quality of their work life while carrying out the nursing profession (Brooks & Anderson, 2005).

According to Brooks and Anderson (2005), *Quality of Nursing Work life* (QNWL) consists of four dimensions, namely *work life/home life*, *work design*, *work context*, and *work world*. These four dimensions describe the balance between work and personal life, work design, work environment, and the condition of the nursing profession in the organization. Nurses who have a good quality of work life tend to have higher motivation, job satisfaction, organizational commitment, and productivity so that they are able to provide optimal nursing services. Various studies show that *the Quality of Nursing Work life* is related to the performance of nurses. Research by Damanik et al. (2022) showed that QNWL had a significant effect on the performance of nurses at Dr. Pirngadi

Hospital Medan ($p = 0.004$). Al-Dossary's research (2022) also found that nurses with a good quality of work life have higher organizational loyalty and job performance. In addition, Simbala et al.'s (2025) research shows that in general, the quality of work life and performance of nurses are in the good category, with the dimension of *the work world* being a factor that is significantly related to the performance of nurses.

BLUD Mental Hospital of Southeast Sulawesi Province is a special hospital that provides mental health services with different characteristics from public hospitals. Nurses in inpatient facilities face more complex job demands, such as caring for patients with behavioral disorders, maintaining patient safety, and providing services on an ongoing basis. These conditions require a supportive work environment so that nurses can maintain optimal performance. Based on previous research studies, most of the research on the relationship between *Quality of Nursing Work life* and nurse performance is still being conducted in general hospitals, while research on psychiatric hospitals is still limited. The differences in patient characteristics, work environment, and workload of nurses in psychiatric hospitals are important reasons for conducting this study. Therefore, this study aims to analyze the relationship between *Quality of Nursing Work life and the performance of Inpatient Installation nurses at the BLUD of the Southeast Sulawesi Provincial Psychiatric Hospital in 2026*. The results of the research are expected to be the basis for hospital management in improving the quality of nurses' working life so that it can support the improvement of performance and quality of nursing services.

II. THEORETICAL STUDIES

Quality of Nursing Work Life (QNWL) is a concept that describes nurses' perception of the quality of their work life in meeting personal and professional needs while carrying out their duties in the hospital. According to Brooks and Anderson (2005), QNWL is the level of a nurse's ability to meet important needs through work experience while achieving organizational goals. QNWL consists of four dimensions, namely *work life/home life*, *work design*, *work context*, and *work world*, which reflects the balance between work and personal life, work design, work environment, and perception of the nursing profession. A good quality of work life will increase job satisfaction, motivation, organizational commitment, and productivity of nurses so that they are able to provide quality nursing services. Nurse performance is the result of work achieved by nurses in carrying out their duties and responsibilities in accordance with nursing practice standards. According to Nursalam (2017), the performance of nurses is reflected in the ability to carry

out the nursing care process which includes assessment, nursing diagnosis, planning, implementation, and evaluation. Good performance shows that nurses are able to provide services that are effective, efficient, safe, and oriented to the needs of patients. Therefore, improving the performance of nurses is one of the important indicators in realizing the quality of health services in hospitals.

Theoretically, *the Quality of Nursing Work life has a close relationship with nurse performance. Nurses who work in a supportive environment, have a balanced workload, earn decent awards, and have opportunities to develop competencies tend to perform better than nurses who have a low quality of work life. This is supported by research by Damanik et al. (2022) who found that Quality of Nursing Work life has a significant effect on nurse performance, as well as research by Al-Dossary (2022) which shows that a good quality of work life is related to improved organizational performance and loyalty. Thus, improving the Quality of Nursing Work life is one of the efforts that hospitals can make to improve the performance of nurses and the quality of nursing services.*

III. RESEARCH METHODS

This study uses a quantitative method with a cross-sectional design to analyze the relationship between *Quality of Nursing Work life (QNWL)* and nurse performance. The research was carried out at the BLUD Inpatient Installation of the Southeast Sulawesi Provincial Psychiatric Hospital in 2026. The research population was 89 nurses, with a sample of 72 respondents selected using a simple random sampling technique. Data were collected using a *Quality of Nursing Work life questionnaire based on the theory of Brooks and Anderson (2005)* as well as a nurse performance questionnaire based on nursing process standards. Data analysis was carried out univariate and bivariate using *the Chi-Square* test with a significance level of $\alpha = 0.05$ to determine the relationship between the two research variables.

IV. RESEARCH RESULTS

Univariate Analysis

Based on table 1, the results of the analysis of the research variables showed that most of the respondents had *Quality of Nursing Work life (QNWL)* in the good category, namely 48 people (66.7%), while 24 people (33.3%) were in the poor category. In the nurse performance variable, the majority of respondents were also in the good category, namely 50 people (69.4%), while 22 people (30.6%) had performance in the poor category. These findings show that most of the nurses in the BLUD Inpatient Installation of the

Southeast Sulawesi Provincial Psychiatric Hospital have good quality of work life and performance, which is an initial description of the respondents' condition before the relationship between the two research variables is analyzed.

Table 1.
Distribution of Respondent Answer Frequency Based on *Quality of Nursing Work Life and Nurse Performance at BLUD Mental Hospital of Southeast Sulawesi Province*
Variabel

	N	Persentase (%)
<i>Quality of Nursing Work Life</i>		
Baik	48	66,7
Kurang	24	33,3
Kinerja Perawat		
Baik	50	69,4
Kurang	22	30,6

Respondent Characteristics Analysis

Based on Table 2, of the 72 respondents studied at the BLUD of the Southeast Sulawesi Provincial Mental Hospital in 2026, the majority of respondents were female as many as 57 people (79.2%), while male respondents were 15 people (20.8%). Based on age, most of the respondents were in the age group >40 years as many as 27 people (37.5%), followed by 25 people aged 20-30 years (34.7%), and 20 people (27.8%) in the age group of 30-40 years old. Based on the latest education, the majority of respondents had a S1 Nursing education as many as 42 people (58.3%), while Diploma as many as 15 people (20.8%), Nurses as many as 14 people (19.4%), and S2 as many as 1 person (1.4%). Based on the working period, most of the respondents had a 1-5 year service period of 34 people (47.2%), followed by a service period of >10 years of 29 people (40.3%), and a service period of 5-10 years of 9 people (12.5%). Meanwhile, based on employment status, the majority of respondents had the status of Civil Servants (PNS) as many as 48 people (66.7%), while 24 people (33.3%) had PPPK status, and there were no respondents with non-civil servant status.

Table 2.
Characteristics of Respondents at BLUD Mental Hospital of Southeast Sulawesi Province in 2026

Variabel	N	Persentase (%)
Jenis kelamin		
Laki-laki	15	20,8
Perempuan	57	79,2
Usia		

Variabel	N	Persentase (%)
20-30 Tahun	25	34,7
30-40 Tahun	20	27,8
> 40 Tahun	27	37,5
Pendidikan terakhir		
DIPLOMA	15	20,8
S1	42	58,3
S2	1	1,4
NERS	14	19,4
Masa kerja		
1-5 Tahun	34	47,2
5-10 Tahun	9	12,5
> 10 Tahun	29	40,3
Status Kepegawaian		
PNS	48	66,7
PPPK	24	33,3
NON-PNS	0	0

Bivariate Analysis

Based on the results of the analysis in table 3, it is known that of the 48 respondents who have a good *Quality of Nursing Work life* (QNWL) category, as many as 29 respondents (60.4%) have good nursing performance and 19 respondents (39.6%) have poor performance. Meanwhile, of the 24 respondents with the low QNWL, as many as 21 respondents (87.5%) had good performance and 3 respondents (12.5%) had poor performance. The results of the *Chi-Square* test showed a value of $p = 0.019$ ($p < 0.05$), so it can be concluded that there is a significant relationship between the *Quality of Nursing Work life* and the performance of nurses at the BLUD of the Southeast Sulawesi Provincial Psychiatric Hospital. Thus, the alternative hypothesis (H_1) is accepted and the null hypothesis (H_0) is rejected.

Table 3.
Characteristics of Respondents at BLUD Mental Hospital of Southeast Sulawesi Province in 2026

<i>Quality of Nursing Work Life</i>	Kinerja Perawat				Total	P	
	Baik		Kurang				
	N	%	N	%	N		%
Baik	29	60,4	19	39,6	48	100,0	0,019
Kurang	21	87,5	3	12,5	24	100,0	
Total	50	69,4	22	30,6	72	100,0	

Discussion

The results showed that most of the nurses in the BLUD Inpatient Installation of the Southeast Sulawesi Provincial Psychiatric Hospital had a *Quality of Nursing Work life* (QNWL) in the good category, namely 48 respondents (66.7%). These findings show that the majority of nurses feel that the work environment is quite supportive in carrying out their professional duties, both in terms of work-life *balance*, work *design*, work *context*, and perception of the nursing profession (*work world*)). According to Brooks and Anderson (2005), a good QNWL reflects the fulfillment of nurses' needs during work so that it can increase job satisfaction, motivation, and commitment to the organization. The results of this study are in line with the research of Al Mutair et al. (2024) which states that most nurses have a *Quality of Nursing Work Life in the medium to high category, where a supportive work environment, good leadership, and professional development opportunities contribute to improving the quality of work life of nurses.*

In the nurse performance variable, the results showed that most of the respondents had performance in the good category, namely as many as 50 respondents (69.4%). These results indicate that the majority of nurses have been able to carry out the nursing care process according to professional standards, starting from the stage of study, diagnosis, planning, implementation, to evaluation. According to Nursalam (2017), nurse performance is the result of work shown through the ability to carry out the nursing process effectively, efficiently, and responsibly. Good performance is not only influenced by individual competence, but also by a supportive work environment, harmonious working relationships, and organizational support. The results of this study are in line with the research of Damanik et al. (2022) which found that nurses with a good quality of working life tend to have higher performance than nurses with a low quality of work life.

The results of the bivariate analysis showed a value of $p = 0.019$ ($p < 0.05$), which means that there is a significant relationship between *the Quality of Nursing Work life and the performance of nurses in the BLUD Inpatient Installation of the Southeast Sulawesi Provincial Psychiatric Hospital in 2026. These findings show that the better the quality of work life felt by nurses, the better the performance shown in providing nursing services. This condition can be explained that a conducive work environment, appropriate workload sharing, good interpersonal relationships, support from leaders, and opportunities to develop competencies can increase the motivation and responsibility of nurses in carrying*

out their duties. On the other hand, a poor quality of work life has the potential to cause work stress, *burnout*, and reduce nurse productivity.

The results of this study support the theory of Brooks and Anderson (2005) which states that the quality of work life is an important factor that affects the behavior and performance of nurses in organizations. These findings are also in line with Al-Dossary's (2022) research which shows that *the Quality of Nursing Work life is positively related to job performance*, where nurses who have a good quality of work life show higher organizational loyalty and performance. Research by Korkmaz and Torlak (2024) also reported that a good quality of work life can reduce *work alienation* so that nurses are more motivated to provide services to patients. In addition, Simbala et al.'s (2025) research found that there is a relationship between *the Quality of Nursing Work life and nurse performance, especially in the work world dimension*, which shows that organizational support and appreciation of the profession play an important role in improving nurse performance.

Based on these results, it can be concluded that *Quality of Nursing Work life is one of the factors related to the performance of nurses in the BLUD Inpatient Installation of the Southeast Sulawesi Provincial Mental Hospital*. Therefore, hospital management needs to maintain and improve the quality of work life of nurses through the creation of a conducive work environment, proportionate distribution of workload, increased opportunities for competency development, and provision of support and rewards to nurses. These efforts are expected to improve nurse performance in a sustainable manner so that the quality of nursing services and patient satisfaction can continue to be improved.

V. CONCLUSION

Based on the results of the study, most of the nurses in the BLUD Inpatient Installation of the Southeast Sulawesi Provincial Psychiatric Hospital have *Quality of Nursing Work life* (QNWL) in the good category (66.7%) and nurse performance in the good category (69.4%). The results of the Chi-Square test showed a value of $p = 0.019$ ($p < 0.05$), which means that there is a significant relationship between *the Quality of Nursing Work life* and the performance of nurses. These findings show that the better the quality of work life felt by nurses, the better the performance shown in providing nursing services. Therefore, improving *the Quality of Nursing Work life through a conducive work environment, organizational support, proportional division of workload, and the*

development of nurse competencies needs to be the concern of hospital management as an effort to improve nurse performance and the quality of nursing services.

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