

## ABSTRAK

Beban kerja merupakan segala sesuatu yang mencakup berbagai variabel yang mencerminkan jumlah atau kesulitan suatu pekerjaan seseorang. Perawat yang diberi beban kerja berlebih dapat berdampak pada penurunan tingkat kesehatan, motivasi kerja, kualitas pelayanan keperawatan, dan kegagalan melakukan tindakan pertolongan kepada pasien. Tujuan penelitian ini adalah menganalisis pengaruh beban kerja terhadap kinerja perawat di rumah sakit. Metode penelitian adalah *literature review*, dengan menggunakan database Google Scholar, Garuda, Neliti dan ProQuest. Literatur yang dipilih sesuai kriteria dengan menggunakan desain kuantitatif terbit pada tahun 2012-2022. Artikel di seleksi dengan diagram PRISMA, terdapat 16 jurnal yang direview dan dianalisis dengan penilaian kualitas melalui *critical appraisal*. Hasil review dan analisis didapatkan delapan artikel beban kerja berpengaruh positif terhadap kinerja perawat, lima artikel dengan hasil beban kerja berpengaruh negatif terhadap kinerja perawat, dan empat artikel menyebutkan bahwa beban kerja mempengaruhi kinerja perawat melalui variabel kelelahan kerja, stres kerja, motivasi kerja, dan kejenuhan kerja. Kesimpulan penelitian ini adalah semakin baik beban kerja, maka kinerja perawat di rumah sakit cenderung meningkat, dan semakin tinggi beban kerja pada diri seorang perawat maka kinerja perawat akan menurun, serta beban kerja berpengaruh secara tidak langsung terhadap kinerja perawat melalui variabel kelelahan kerja, stres kerja, motivasi kerja, dan kejenuhan kerja.

Kata kunci: beban kerja, kinerja, perawat

## **ABSTRACT**

*Workload is everything that includes various variables that reflect the amount or difficulty of a person's work. Nurses who are given excessive workloads can have an impact on decreasing levels of health, work motivation, quality of nursing services, and failure to take action to help patients. The purpose of this study was to analyze the effect of workload on the performance of nurses in hospitals. The research method is literature review, using Google Scholar, Garuda, Neliti and ProQuest databases. The literature selected according to the criteria using a quantitative design was published in 2012-2022. Articles were selected using the PRISMA diagram, there were 16 journals that were reviewed and analyzed with quality assessment through critical appraisal. The results of the review and analysis showed that eight articles of workload had a positive effect on the performance of nurses, five articles with the result that workload had a negative effect on the performance of nurses, and four articles stated that the workload affected the performance of nurses through the variables of work fatigue, work stress, work motivation, and saturation. work. The conclusion of this study is that the better the workload, the nurse's performance in the hospital tends to increase, and the higher the workload on a nurse, the nurse's performance will decrease, and the workload has an indirect effect on the nurse's performance through the variables of work fatigue, work stress. , work motivation, and work saturation.*

*Keywords: workload, performance, nurses*