THE ROLE OF WORK SATISFACTION MEDIATION IN DETERMINING COMPETENCY EFFECTS, CAREER DEVELOPMENT AND WORK STRESS ON NURSING PERFORMANCE IN APPLYING PROFESSIONAL NURSING MODELS IN THE SOUL HOSPITAL BALI PROVINCE

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ABSTRACT
Community demands for quality health services are a challenge for health care providers, one of them being a hospital. Patient satisfaction is an indicator of service that is influenced by nurse performance because nursing staff is the first and longest contact person in the patient, so that it can represent the entire image and appearance of the hospital. This study aims to determine the influence of competence, career development and work stress on job satisfaction and its impact on nurses' performance in implementing a professional nursing practice model. This research is a survey research, with a total sample of 104 selected with proportionate sampling. The results of the study show that competence has a positive and significant effect on job satisfaction. Career development has a positive and significant effect on nurse job satisfaction. Job stress has a negative and significant effect on nurse job satisfaction. Competence has a positive and significant effect on performance and a positive indirect effect on nurse performance through mediating job satisfaction. Career development does not have a significant effect on nurse performance but can affect nurse performance through job satisfaction. Job stress has a negative influence and is significant for nurse work, and negatively indirect effect on nurse performance through mediating job satisfaction. Job satisfaction has a positive and significant effect on nurse work. It is suggested to management to hold capacity building and family gathering activities to build teamwork between nurses.

Keywords: Competence, Career Development, Job Stress, Job Satisfaction, Nurse Performance

I. INTRODUCTION
Public demands for quality health services are a challenge for health service providers, one of which is Hospitals. Nowadays the growth of private hospitals is increasing, giving rise to competition between private and government hospitals (Suarli, 2014). Failure to provide quality services, the hospital is getting ready by its customers. The main key to the success of hospitals in providing services is to be able to utilize resources, especially human resources effectively and efficiently, which has an impact on improving the quality of good
services from hospitals so that it will create satisfaction for hospital service users (Aditama, 2014).

Patient satisfaction is a level of feeling that arises as a result of the performance of health services obtained after the patient compares it with what he feels (Pohan, 2013). Today many people complained about the poor service at the Hospital delivered through print and electronic media. Complaints that are often conveyed by the public after utilizing hospital services are such as slow service, unfriendly officers, never smiling, uncomfortable treatment rooms and many other classic complaints.

Data obtained by the Technical Assistance Research Program (TARP) in 2013 in five countries namely the United States, Canada, the United Kingdom, France and Italy show elements of service that are often complained of by patients including the registration process (22%), nursing services (15%) services doctors, (10%), pharmaceutical services (10%), non-medical services (23%) and cleanliness (20%). Data in Indonesia is based on a 2016 survey conducted by Indonesia Corruption Watch (ICW) of 5,000 responses, namely patients in 19 government and private hospitals in five major cities in Indonesia, around 18.7% of respondents still complained about nursing services. The results of a poll conducted by the 2016 Bali Post Data and Information Center on 2,000 residents in Bali, via the internet and Bali TV, turned out that hospital services in Bali, recorded 64% of hospital services were not good where those who complained about nurses services were (25%) , the registration process (20%), doctor services, (15%), pharmaceutical services (10%), non-medical services (10%) and cleanliness (20%) (Bali Post, 2016).

Bali Provincial Mental Hospital as one of the providers of health services, especially mental health services, is the only Mental Hospital in Bali Province so that it becomes the main hope of the community to get quality mental health services. Improvement of mental health services is a challenge for the Bali Provincial Mental Hospital to realize the Hospital's vision of becoming the community's top choice in mental health services so that it is demanded to provide optimal service oriented to customer satisfaction, therefore in accordance with the regulations of the Governor of Bali Number 33 years 2016 concerning the minimum service standard of the Bali Provincial Mental Hospital where customer satisfaction indicators become one of the service standards that must be achieved with a target of 85%. Based on the achievement of Minimum Service Standards (SPM) data for customer satisfaction indicators for the last three years namely 2015-2017 it has not reached the targeted minimum standard where the SPM achievements in 2015 amounted to 82.32% then decreased to 80.65% in 2016 and reached 81, 12% in 2017.

Many factors can affect patient satisfaction, in addition to being influenced by the quality of services or services, customer satisfaction is also determined by the effect of individual employee performance. Hospital as an organization requires good resources as a mobilizer to be able to provide good service, one of the most important resources in determining the successful use of other resources is human resources, in this case the hospital is very dependent on the ability and expertise of its staff both. health staff and non-health staff (Wirawan, 2010).

Nurses are one of the human resources who play an important role in hospital services due to the highest number of nurses and nurses as a professional group working 24 hours in a hospital. According to Gibson in Illyas (2012), the performance of nursing staff has an important role in the creation of good quality health services, because nursing staff is the first and longest contact person with patients, so nurses are figures who can represent the entire image and appearance of the hospital.

Nursing services are part of the health service system in hospitals that have the function of maintaining the quality of service, which is often used as a barometer by the community, in assessing hospital quality. Good hospital services can be provided when nurses perform well (Wahyuni, 2007). Therefore, the performance of nurses needs attention from the hospital management. The level of performance of nurses can be measured based on the provision of standardized nursing care and professionalism that requires a management approach to regulate nursing care activities through one of the organizing systems called the professional nursing practice model (MPKP). The Professional Nursing Practice Model (MPKP) is a method of providing comprehensive nursing care in providing nursing services. This care gives a higher sense of nurse's responsibility so that nurses' job satisfaction and patient satisfaction occur (Wirawan, 2010).

The results of the achievement of minimum service standards (SPM) of the Bali Provincial Mental Hospital regarding the application of professional nursing practice models have not reached the desired standard of 100%, this is supported by the achievement of SPM implementation of MPKP in 2016 reaching 20% in 2016 reaching 30% and in 2017 reach 30%. According to Gibson, Ivancevich, & Donnelly (2006) there are three groups of variables that affect work behavior and performance, namely: individual variables, organizational variables and psychological variables. Factors that affect performance are factors of individual variables consisting of abilities and skills, background, and demographics. The second factor influencing performance is the factor of psychological variables consisting of perception, attitude, personality, motivation, job satisfaction and job stress. The third factor that affects performance is the organizational factor which consists of leadership, compensation, conflict, power, organizational structure, job design, organizational design and reward system.

Competency factor is one of the individual variables that can affect performance, this is in
accordance with the theory of Mangkunegara (2008) the relationship between employee competencies and performance is very close and very important, relevance is there and strong is accurate, even if employees want to improve their performance they should have competence in accordance with their work duties. Competence can cause or be used to predict a person's performance, meaning that if they have high competence, they will have high performance as well. Ivancevich et al (2006) suggested that competence is an individual's ability based on his knowledge and skills shown in thinking and acting in accordance with his field of work. Some employees, even though highly motivated, do not have the ability or skills to perform well. Ability and skills play an important role in individual behavior and performance.

Career development is one of the organizational factors that can affect performance, this is in accordance with the theory of Rivai and Sagala (2009) career development is a process of increasing individual work skills achieved in order to achieve the desired career. The aim of all career development programs is to match employee needs and goals with career opportunities available at the company now and in the future. The better the career development of employees, of course, the higher the performance of employees in carrying out tasks.

In line with research conducted by Bianca, et al (2013), said that employee career development directly has a positive influence on employee performance. Amellany's research (2016) found that career development had a positive and significant effect on the performance of Panca Budi University's Medan employees. Ratanto's research (2015) found that the most dominant career development factor was related to the performance of implementing nurses. Different results were obtained by Purhanis (2015) where career development had a positive and not significant effect on the performance of Kerinci District Health Office employees. Research by Badawi (2014) found that career development had no significant effect on employee performance at CV Sumber Baru Niaga.

Work stress factors are psychological variables that affect performance. According to Azizpour (2013) excessive workload, risky work environment, excessive work shifts, it shows stress related to physical activity and environment. Whereas relationships with doctors and peers due to poor communication can cause mental stress. According to Tyczkowski, et al (2015) if nurses experience stress it will have a negative impact on unprofessional work attitudes to patients and their families. In addition stress causes nurses emotions that are not stable. Emotional imbalance can cause unhealthy emotional impulses. Unhealthy emotional impulse which is a psychological symptom of work stress is what can hinder the career and performance of a nurse because of decreased motivation, enthusiasm and perseverance at work. But on the contrary, people who are able to manage and control their emotions so that they are able to build harmonious relationships with others are emotionally intelligent people.

Job satisfaction is also one of the psychological variables that can affect performance. According to Robbins (2010) job satisfaction as a general attitude of an individual towards his work where in the job a person is required to interact with colleagues and superiors, follow the rules and policies of the organization, and meet productivity standards. Harmonious and mutually supportive colleague relations at work will create a sense of comfort and enhance good cooperation at work, so as to provide nurse satisfaction to coworkers. According to Hasibuan (2012) pleasant work in accordance with the wishes of nurses will make nurses feel comfortable at work, so that performance will be better. Besides the promotion given by the hospital in accordance with the work performance of nurses will make nurses feel their work is valued, it will make them feel satisfied and they will improve their performance so that they can excel in work (Septiadi & Yuesti, 2018).

The results of the performance evaluation of nurses using indicators applying the professional nursing practice model in 2016 averaged 72.3% including enough categories include: professional value (73.4%), management approach (72.8), provision of nursing care (72.6 % and professional relations (70.4%). 2018 results averaged 70.30% including enough categories including: professional value (72.5%), management approach (70.2), provision of nursing care (70, 18% and professional relations (68.35%). Evaluation results for 2016 nurses' job satisfaction by 76.2% decreased to 74.8% in 2017 including the quite satisfied category.

Based on the problem and the Research Gap above, the authors are interested in conducting research on the mediating role of job satisfaction in determining the effects of competence, career development and work stress on nurses' performance in applying the professional nursing practice model (MPKP) at the Bali Provincial Mental Hospital.

II. LITERATURE REVIEW

Competence

Competence literally comes from the word competence, which means ability, authority and ability. Competence in terms of etymology means aspects of excellence, expertise from the behavior of an employee or leader who has a good knowledge, behavior and skills. Characteristics of competencies is something that becomes part of personal character and becomes part of one's behavior in carrying out a work task (Mangkunegara, 2008). Competence is an individual characteristic that underlies performance or behavior in the workplace. Performance at work is influenced by knowledge, abilities, and attitudes, as well as work style, personality, interests / interests, basics, attitude values, beliefs and leadership styles, (Wibowo, 2012).

Competence (ability) is intended as the ability of employees to carry out work. This ability contains
various elements such as manual and intellectual abilities, even to the personal qualities possessed. These elements also reflect the education, training and abilities required in accordance with work details. The ability here refers to an individual's capacity to do various tasks in a job (Gibson, Ivancevich, & Donnelly, 2006). Competence is very decisive on the survival of the company. The competency aspect shows that organizational attention is more focused on human resource competencies.

**Career development**

Rivai and Sagala (2009), explained that what is meant by a career is all work that is owned or carried out by individuals during their lifetime. Careers are also a pattern of work and are closely related to experience (position, authority, decisions and subjective interpretations of work), and activities during individual work periods. According to Dubrin (in Mangkunegara, 2008) it was stated that career development is an employee activity that helps employees plan their future careers in the company so that the company and the employee concerned can develop themselves to the maximum. While career development according to Nawawi (2011) says that career development is a series (sequence) of positions or positions occupied by someone during a certain lifetime. This understanding puts the position / position of a worker in the environment of an organization / company, as part of a series of positions / positions they occupy during their lifetime.

Career development (such as promotion) is highly expected by every employee because with this development will get rights that are better than what was previously obtained both material and non material, such as increased income, improved facilities and so on. While rights that are not material for example social status, feeling of pride and so on. In practice career development is more an implementation of a career plan as expressed by Handoko (2012) that career development is a personal improvement made by someone to achieve a career plan.

Career development is an employment activity that helps employees plan their future careers in the company so that the company and the employees concerned can develop themselves to the maximum (Mangkunegara, 2008). One way to develop employee careers is through promotion, which is a move that increases the authority and responsibility of employees to higher positions in an organization so that obligations, rights, status and income are greater, and lead to high job satisfaction (Hasibuan, 2012). The above theory shows that career development has a positive effect on job satisfaction, ie if a good career development program employee job satisfaction is high, and vice versa. Career development is not only very beneficial for an employee in carrying out his duties, but also for the organization or company as a whole. The benefits of career development are developing employees who can be promoted, reducing employee turnover, uncovering employee potential, driving growth, satisfying employee needs and helping to implement agreed upon activity plans.

**Job Stress**

Mangkunegara (2008) stated that stress is a feeling of stress experienced by employees in dealing with work. This work stress can be seen from Simplon, including unstable emotions, feeling uneasy, like to be alone, difficulty sleeping, excessive smoking, unable to relax, anxiety, tension, nervousness, increased blood pressure, and experiencing indigestion. Job stress is a condition of tension that creates physical and psychological imbalances, which affect emotions, thought processes, and the condition of an employee. Too much stress can threaten a person's ability to deal with the environment. As a result, employees develop various kinds of stress symptoms that can interfere with the implementation of their work (Rivai and Sagala, 2009). Siagian (2009) defines work stress as a condition of tension that affects one's emotions, thoughts and physical condition. Stress results in a person experiencing work fatigue which then continues to emotional exhaustion and will affect physical fatigue. Nurses who experience work stress will manifest themselves in a variety of abnormal behaviors such as nervousness, tension, always anxiety, indigestion, and high blood pressure. The influence of these symptoms can be seen in certain mental conditions such as insomnia, hostility, despair, irritability, difficulty controlling emotions and are aggressive. According to Anatan (2009), stress can have both positive and negative effects. The negative impact in terms of the effects of stress on health that is causing both mental (cognitive and behavioral) and physical disorders that attack the stability of the functioning of the body's organs. In addition, stress has a negative impact on careers because if stress impacts on decreasing stability and endurance the individual's performance will decrease and hamper their careers, but on the other hand the existence of stress will also trigger career development because the stressor can be used as a motivator also to spur employee performance improvement. An example is the existence of a stressor that is a great burden and responsibility and various problems related to the family can trigger someone to perform better than before so that career paths also increase. Thus it can be concluded that the effects of stress on the individual, whether having a negative or positive impact is entirely dependent on the response of the individual in dealing with any problems in existing work.

**Job satisfaction**

According to Nursalam, (2014) states job satisfaction as the level of pleasure a person feels over roles and work in an organization. Mathis and Jackson (2011) define job satisfaction as a positive emotional
state from evaluating one's work experience. Job dissatisfaction arises when these expectations are not met. According to Hasibuan (2012) job satisfaction is a pleasant and loving emotional attitude to work. This attitude is reflected by work morale, discipline, and work performance. Job satisfaction is enjoyed at work, outside of work, and a combination of inside and outside work. Job satisfaction combined with inside and outside work is job satisfaction, which is reflected by a balanced emotional attitude between service and work performance (Yuesti, & Kepramareni, 2019). Employees who enjoy job satisfaction combined in and outside the work will be satisfied if the results of the work and reply to services are considered fair and appropriate. Robbins (2010) defines job satisfaction as an individual’s general attitude towards his work wherein in that job a person is required to interact with colleagues and superiors, follow the rules and policies of the organization, and meet productivity standards.

According to Robbin (2010) an indicator of job satisfaction is job satisfaction as an emotional response to work situations (work conditions themselves), work results obtained or expected (income, promotion) and job satisfaction present several attitudes that are sources of job satisfaction (work relationship with superiors, coworkers). Nurse surveys about identifying sources of their satisfaction are a sense of achievement, recognition, work opportunities, responsibilities, potential development, autonomy, authority, pleasant work environment, agreed working hours, and adequate staff as satisfying (Tomey, 2009). Based on Nurses and Work Satisfaction (IWS: Work Satisfaction Index): An index for Measurement; Nurse satisfaction levels are divided into two groups, the first being: salary, professional status, and autonomy. The second group is interaction, task demands, and organizational policies (Sitorus, 2011).

III. RESEARCH METHOD

Research conducted took the location of the Bali Provincial Mental Hospital located at Jalan Kesuma Yudha No. 29 Bangli. The object of research is the executive nurse who works at the Bali Provincial Mental Hospital. The population in this study were all nurses who worked in the Inpatient Room of the Bali Provincial Mental Hospital with a total of 88 nurses in adult inpatient rooms and 52 nurses in special care rooms. The sample is a part of the number and characteristics possessed by the population (Sugiyono, 2014). The minimum number of samples determined in this study uses the Slovin formula. Based on calculations with the Slovin formula above, the minimum number of samples targeted in the study was 104 people. The number of respondents in the adult inpatient room was 65 people and respondents in the special inpatient room were 39 people. The sampling method in this study is proportionate sampling or proportional sampling in each room (Yuesti, & Agung, 2019). While the determination of respondents uses random sampling (random sampling) by lottery. The analysis technique used is Structural Equation Modeling - SEM based on variance or component based SEM, known as Partial Least Square (PLS).
IV. RESEARCH RESULT

Description of Research Variables

Description of Competency Variable (X1)
The average score of the 3 competency indicators is 3.64 which is in the range of 3.43 - 4.23 which means good, this means the nurses who are respondents in this study have good competence. The indicator that has the highest average score is skill (X1.1), which is 3.77, which means that nurses have good skills or skills. While the indicator that obtained the lowest response from respondents was knowledge (X1.2) of 3.51, this meant that nurses had good knowledge.

Description of Career Development Variables (X2)
The average score of the 2 career development indicators is 3.76 which is in the range of 3.43 - 4.23 which means good, this means the nurse who is the respondent in this study states that career development is carried out at the Provincial Mental Hospital of Bali goes well. The indicator that has the highest average score is skill (X2.1), which is 3.93, which means that career management at the Bali Provincial Mental Hospital is going well. While the indicator that received the lowest response from respondents was knowledge (X2.2) of 3.58, this meant that the career planning nurse at the Bali Provincial Mental Hospital was going well.

Description of Work Stress Variable (X3)
The average score of 3 indicators of work stress is 1.75 which is in the range of 1.00 - 1.80 which means it is very low, this means that the nurses who were respondents in this study stated that the stress experienced while working in the hospital The soul of the Province of Bali is very low. The indicator that has the lowest average score is psychological symptoms (X3.1), which is 1.41, which means that psychological symptoms are symptoms that are felt by nurses to be very mild. While the indicators that obtained the highest response from respondents were physical symptoms (X2.2) of 2.06, this meant that the physical symptoms were felt mild by nurses.

Job Satisfaction Variable Description (Y1)
The average score of 6 indicators of nurse job satisfaction is 4.38 which is in the range of 4.24 - 5.00 which means that it is very high, this means that job satisfaction of nurses in Bali Provincial Mental Hospital is very high. The indicator that has the highest average score is salary (Y1.1), which is 4.54, it means that nurses state that salary arrangements, especially services, are fully in accordance with responsibilities in the very high category. While the indicator that obtained the lowest response from respondents was interaction (Y1.5) of 4.23, this meant that the interaction in this case the implementation of the Pre and post conference

Inferential Analysis

Outer Model

Each indicator of the research variable has an outer loading value> 0.7 or meets the convergent validity requirement so that all indicators are declared eligible or valid for research use and can be used for further analysis. Each indicator on the research variable has the largest cross loading value on the variable it forms compared to the cross loading value on the other variables. As an illustration the loading factor X1.1 (competency indicator) is 0.646 which is higher than the loading factor with other constructs, namely career development (0.055), job stress (0.276), job satisfaction (0.106) and performance (0.083). Based on the results obtained, it can be stated that the indicators used in this study have good discriminant validity in preparing their respective variables. The value of composite reliability of all research variables> 0.6. These results indicate that each variable meets the composite reliability so it can be concluded that all variables have a high level of reliability. Cronbach alpha value of each study variable> 0.7. Thus these results can indicate that each research variable has met the requirements of the Cronbach

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alpha value, so it can be concluded that all variables have a high level of reliability.

**Inner Model**

The value of $Q_2 = 0.9635$ is close to 1 so the results of this evaluation provide evidence that the structural model has a good good-fit model. this result can be interpreted that the information contained in the data. 96, 35% can be explained by the model while the remaining 3.65% is explained by errors or other variables not contained in the model.

**Hypothesis Testing**

1. The original value of the competency estimation sample with job satisfaction was 0.532 with a significance below 5% as indicated by a statistical value of 11.698 greater than the t-table value of 1.96 and $P = 0.000 < 0.05$. The original positive sample estimate value indicates that competence has a positive and significant effect on job satisfaction. These results mean that the better competency of nurses is able to increase nurses' job satisfaction in the Bali Provincial Hospital.

2. The original sample estimate for career development with job satisfaction was 0.152 with a significance of 5%, indicated by a statistical value of 2.202, greater than the t-table value of 1.96 and $P = 0.028 < 0.05$. The original sample estimate value indicates that career development has a positive and significant effect on job satisfaction of nurses. These results give the meaning that the career development of nurses is done better, it can increase the nurse's job satisfaction at the Bali Provincial Hospital.

3. The value of the original sample estimated work stress with job satisfaction is $-0.442$ with a significance below 5% as indicated by a statistical value of 7.280 greater than the t-table value of 1.96 and $P = 0.000 < 0.05$. The original negative sample estimate value indicates that work stress has a negative and significant effect on job satisfaction. These results give the meaning that the decreasing stress of nurses at work can increase nurses' job satisfaction at the Bali Provincial Hospital.

4. The value of the original sample estimated competence with performance is 0.110 with a significance below 5% as indicated by a statistical value of 3.514 greater than the t-table value of 1.96 and $P = 0.000 < 0.05$. The original positive sample estimate value indicates that competency has a positive and significant effect on nurse performance. These results give the meaning that the better the competency of nurses is able to improve the performance of nurses in the Bali Provincial Hospital.

5. The original sample estimated value of career development with performance is 0.009 with a significance below 5% as indicated by a statistical value of 0.535 smaller than the t-table value of 1.96 and $P = 0.593 > 0.05$. The original positive sample estimate value indicates that career development has no significant effect on nurse performance. These results give the meaning that the better the career development of nurses is not able to improve the performance of nurses in the Bali Provincial mental hospital.

6. The value of the original sample estimated work stress with performance is $-0.058$ with a significance below 5% as indicated by a statistical value of 2.583 greater than the t-table value of 1.96 and $P = 0.010 < 0.05$. The original negative sample estimate value indicates that work stress has a negative effect on nurse performance. The original negative sample estimate value indicates that work stress has a negative and significant effect on nurse performance. These results give the meaning that the decreasing stress of nurses at work is able to improve the performance of nurses in the Bali Provincial Hospital.

7. The value of the original sample estimated job satisfaction with performance is 1.062 with a significance below 5% as indicated by a statistical value of 46.575 greater than the t-table value of 1.96 and $P = 0.000 < 0.05$. The original positive sample estimate value indicates that job satisfaction has a positive and significant effect on nurse performance. These results give the meaning that the increasing job satisfaction of nurses is able to improve the performance of nurses in the Bali Provincial Mental Hospital.

Mediation variable test results that can be submitted as follows:

1. Job Satisfaction (Y1) is able to mediate positively and significantly on the influence of not directly competence (X1) on nurse performance (Y2). These results are shown from the mediation tests carried out it appears the effects of C, D and A have significant values. The results of this study determine that competence (X1) can affect performance through job satisfaction can be proven empirically. Based on these results it can be interpreted, the better the competency of nurses with good job satisfaction, the nurse's performance will also increase / better. Other information that can be delivered is that the mediating effect of the job satisfaction variable (Y1) on the indirect effect of nurse competence on nurse performance is partial. These findings provide a clue that the variable job satisfaction (Y1) is not a determining variable on the effect of competence on nurse performance.

2. Job Satisfaction (Y1) is able to mediate positively and significantly on the influence of non-direct career development (X2) on the performance of nurses (Y2). These results are shown from the mediation test conducted that the effect of A does not seem to have a significant value. The results of this study...
determine that Career development (X2) can only affect nurse performance through job satisfaction. Based on these results it can be interpreted, career development that is well done accompanied by job satisfaction which can also improve nurse performance. Other information that can be conveyed that the mediating effect of job satisfaction variables (Y1) on the indirect effect of career development (X2) on nurse performance is fully proven (fully mediated). This finding gives a clue that the job satisfaction variable (Y1) is the determining variable on the influence of career development on nurse performance.

3. Job Satisfaction (Y1) is able to mediate negatively and significantly on the influence of non-direct work stress (X3) on nurse performance (Y2). These results are shown from the mediation tests carried out it appears the effects of C, D and A have significant values. The results of this study determine that job stress (X3) can affect performance through job satisfaction can be proven empirically. Based on these results it can be interpreted, the decreasing the stress level of nurses accompanied by good job satisfaction also the nurse's performance will increase / better. Other information that can be delivered is that the mediating effect of the job satisfaction variable (Y1) on the indirect effect of job stress (X3) on nurse performance is partial. These findings give a clue that the variable job satisfaction (Y1) is not a determining variable on the effect of job stress (X3) on nurse performance.

Discussion

**Effect of Competence on Nurse Satisfaction**

Based on the analysis of the effect of competence on nurse job satisfaction at the Bali Provincial Mental Hospital, shows that competency has a significant and positive influence on nurse job satisfaction. The results of this test indicate that hypothesis 1 (H1) which states that competence has a significant and positive influence on nurse job satisfaction is accepted. This gives meaning that nurses who have competence including skills, knowledge and good behavior can increase the job satisfaction of nurses working at the Bali Provincial Mental Hospital where the most dominant indicator influencing nurse satisfaction is behavior in this case providing health education. This is because providing health education as one of the dimensions in behavior is one of the roles and functions of nurses in addition to providing nursing care. Health education is very important to be carried out by nurses to patients and families to provide information about illnesses and treatments needed by mental patients so that if nurses are able to provide health education well, they will achieve job satisfaction for nurses and in improving the quality of services provided to the community. The results of this study are in line with the theory of Mathis and Jackson (2011) which states that expertise is part of the input factors that affect job satisfaction or dissatisfaction.

**Effect of Career Development on Nurse Job Satisfaction**

Based on the results of the analysis of the influence of career development on nurse job satisfaction at the Bali Provincial Mental Hospital, shows that career development has a positive and not significant effect on nurse job satisfaction. The results of this test indicate that hypothesis 2 (H2) which states that career development has a positive and significant effect on job satisfaction of nurses is not accepted. This gives meaning that career development cannot increase nurse job satisfaction at the Bali Provincial Mental Hospital. This is because nurses have undergone good career development, so increasing career development has very little (not even) effect on nurse job satisfaction. This is in accordance with the conditions at the Bali Provincial Mental Hospital that employees, especially nurses, have a clear career path and are well implemented by management, one of which is that each nurse is given the opportunity to increase her potential by attending continuous education and training. The results of this study are consistent with research conducted by Utomo (2014).

**Effect of Job Stress on Nurse Satisfaction**

Based on the analysis of the effect of job stress on nurse job satisfaction at the Bali Provincial Mental Hospital, it shows that work stress has a negative and significant effect on nurse job satisfaction. The results of this test indicate that hypothesis 3 (H3) which states that work stress has a negative and significant effect on job satisfaction of nurses is accepted. This gives the meaning that dynamic conditions where a person is faced with an opportunity, although in general people tend to experience work stress due to resistance, but not always because there are those who actually support resistance so that work stress is positively oriented, for example they support work with more enthusiasm for work, the ability possessed to control themselves when situations, people, and events that provide excessive demands so that employees have a positive attitude to their work which ultimately has an impact on job satisfaction. The results of this study are in line with the theory of Mathis and Jackson (2011) which states that expertise is part of the input factors that affect job satisfaction or dissatisfaction.

**Effect of Competence on Nurse Performance in Applying the Professional Nursing Practice Model (MPKP)**

Based on the analysis of the effect of competence on nurse performance at the Bali Provincial Mental Hospital, shows that competence has a significant and positive influence on nurse performance. The results of this test indicate that hypothesis 4 (H4) which states that competence has a significant and positive influence on nurses is accepted. In terms of intellectual knowledge in implementing nursing care, the
availability of physical facilities, have good human relations, have personal integrity and most respondents are educated graduates namely Nursing DIV and S1 Nurse, with the competency possessed by each nurse it can be expected to run a job well and can produce good performance and patients can feel satisfied with the services available at the Bali Provincial Mental Hospital, a nurse must also improve and maintain the skills possessed in carrying out the work, and also the attitude of a nurse in serving patients must always be good so that patients feel more comfortable in the service they provide. The results of this study are in line with the theory of Ivancevich et al. (2006) suggesting that competence is an individual's ability based on his knowledge and skills shown in thinking and acting in accordance with his field of work.

Effect of Career Development on Performance in Applying Professional Nursing Practice Models (MPKP)

Based on the analysis of the effect of career development on nurse performance at the Bali Provincial Mental Hospital, it shows that career development has a positive and not significant effect on nurse performance. The results of this test indicate that hypothesis 5 (H5) which states that career development has a positive and significant effect on nurse performance is not accepted. This gives meaning that career development cannot improve the performance of nurses at the Bali Provincial Mental Hospital. This is because nurses have undergone good career development, so increasing career development has very little (not even) effect on nurse performance. This is in accordance with the conditions at the Bali Provincial Mental Hospital that employees, especially nurses, have a clear career path and are well implemented by management, one of which is that each nurse is given the opportunity to increase her potential by attending continuous education and training. The results of this study are consistent with research conducted by Saluy (2016).

Effect of Job Stress on Nurse Performance in Applying the Professional Nursing Practice Model (MPKP)

Based on the results of the analysis of the effect of work stress on nurse performance at the Bali Provincial Mental Hospital, it shows that work stress has a negative and significant effect on nurse performance. The results of this test indicate that hypothesis 6 (H6) which states that work stress has a negative and significant effect on nurse performance is accepted. This gives meaning that a high stress level will affect a person's physical and psychological condition and nurse's behavior. According to researchers if there is no stress, work challenges are also absent and performance tends to decrease. Increased stress, performance tends to rise, because stress helps nurses to direct all resources in meeting work needs. When stress becomes too great, performance will start to decline because stress interferes with the work implementation. Nurses who have mild stress can actually carry out the responsibilities they carry, and conversely nurses who have heavy stress and are inclined to work have decreased ability and poor performance, on the contrary if the stress is mild then performance tends to be good. The results of this study are in line with Anatan's theory (2009).

Effect of Job Satisfaction on Nurse Performance in Applying the Professional Nursing Practice Model (MPKP)

Based on the analysis of the effect of job satisfaction on nurses' performance at the Bali Provincial Mental Hospital, shows that job satisfaction has a significant and positive effect on nurse performance. The results of this test indicate that hypothesis 7 (H7) which states that job satisfaction has a significant and positive effect on nurse performance is accepted. This gives the meaning of a guaranteed workplace and smooth communication with fellow employees and leaders as well as the recognition and praise, friendly leadership and adequate salary make employees feel valued and a sense of job satisfaction increases and performance increases. As stated by Waluyo (2013: 131) revealed that job satisfaction involves adjusting to work conditions and situations, including wages, social conditions, physical conditions, and psychological conditions.

Effect of Competence on Nurse Performance in Applying Professional Nursing Practice Model (MPKP) Through Job Satisfaction Mediation

The results showed that competence can affect performance through job satisfaction. Based on these results it can be interpreted, the better the competency of nurses with good job satisfaction, the nurse's performance will also increase / better. Other information that can be delivered is that the mediating effect of job satisfaction variables on the indirect effect of nurse competence on nurse performance is partial. These findings provide a clue that the variable job satisfaction is not a determining variable on the effect of competence on nurse performance. Competence is needed by a nurse as an impetus to increase passion or job satisfaction. Nurse performance arises as an effective or emotional response to work assignments performed by nurses. So aspects of knowledge and skills play a very important role in influencing nurse performance. Good competence causes nurses to have knowledge and skills in work so they can apply the theory well. The simplest and most obvious effect if nurses have good competence is being able to carry out basic tasks and functions, because they understand the scope of the tasks that must be carried out, so as to increase nurse satisfaction at work which results in increased nurse performance in implementing MPKP. The results of this study are in line with the results of Manik and Wariah research. (2014).
The Effect of Career Development on Nurse Performance in Applying the Professional Nursing Practice Model (MPKP) Through Job Satisfaction Mediation

The results showed that career development cannot affect performance through job satisfaction. Based on these results can be interpreted, although career development is done well accompanied by job satisfaction which is also not good to improve nurse performance. The results of this study can be due to the career development of nurses as a State Civil Apparatus already regulated in regulations so that career development is clear and there are no obstacles experienced, other than that career development carried out in the RSJ Province of Bali has been carried out properly according to regulations is every ASN has the right to receive training at least 20 hours per year and have been carried out with internal training let alone training for nurses must be provided in accordance with the accreditation guidelines. If they feel they have sufficient ability, every employee will feel confident to participate in career development in Panca Budi, so that the development a good career that they feel is considered to be their right so it does not affect the job satisfaction of nurses so it does not affect their performance. The results of this study are in line with the results of Ameliani's research (2016).

Effect of Job Stress on Nurse Performance in Applying the Professional Nursing Practice Model (MPKP) Through Job Satisfaction Mediation

The results showed that work stress has an indirect effect on performance through job satisfaction greater than the direct effect of work stress on performance. These findings provide a clue that nurses work stress decreases when employee performance can increase or decrease influenced by many factors. Sitorus (2011) states that employee performance is good or not depends on job satisfaction, stress levels, physical conditions of work, compensation systems, job design, economic and technical aspects and other behaviors. The performance of provincial Mental Hospital nurses is influenced by job satisfaction and job stress. Nurses who are satisfied with their work will feel happy and comfortable at work so that work pressure is felt less and work stress will decrease so that performance will increase. In this study the nurses of the Bali Provincial Mental Hospital were satisfied with their work and they did not experience stress so that their performance improved, despite the stress of work but supported by high job satisfaction, the nurse's performance would be maximal at work. In accordance with the results of Sanjaya's study (2012) although employees experience work stress, employee performance remains high. employees are able to meet the targets given by the company, high employee attendance, employees are able to work together with colleagues in completing work and employees are able to appreciate the work done by coworkers improve nurse performance, but the indirect effect of work stress affects performance through mediation of job satisfaction able provide a greater impact on the performance of nurses, this indicates the decreasing work stress felt by nurses at work can provide satisfaction in work so that ultimately more improve nurse performance.

V. CONCLUSIONS AND RECOMMENDATIONS

Conclusions

Based on the results of the above research conclusions can be formulated as follows:

1. Competence has a positive and significant effect on job satisfaction. These results mean that the better the competency of nurses is able to increase nurse satisfaction with their work at the Bali Provincial Mental Hospital.
2. Career development has a significant positive effect on nurse job satisfaction. These results give the sense that the better the career development of nurses is not able to increase nurse satisfaction with their work at the Bali Provincial Mental Hospital.
3. Job stress has a negative and significant effect on nurse job satisfaction. These results give the meaning that the decreasing stress of nurses at work can increase nurses’ job satisfaction at the Bali Provincial Hospital.
4. Competence has a positive and significant effect on performance. These results give the meaning that the better the competency of nurses is able to improve the performance of nurses in the Bali Provincial Hospital. On the other hand job satisfaction is able to mediate the indirect effect of competence on nurse performance, this shows that even satisfaction in working based on good competence can improve nurse performance.
5. Career development has no significant effect on nurse performance. These results give the meaning that the better the career development of nurses is not able to improve the performance of nurses in the Bali Provincial mental hospital. On the other hand job satisfaction is able to mediate the indirect effect of career development on nurses’ performance, this shows that even job satisfaction based on good career development can improve nurse performance.
6. Job stress has a negative and significant effect on nurses’ work. This result gives the meaning that the decreasing stress of nurses at work is able to improve the performance of nurses in the Bali Provincial Hospital. On the other hand job satisfaction is able to mediate the indirect effect of job stress on nurses’ performance, this shows a nurse who is satisfied with his work will feel happy and comfortable in work so that work pressure is felt less and job stress will decrease so that performance will increase.
7. Job satisfaction has a positive and significant effect on nurse work. These results give the meaning that...
the increasing job satisfaction of nurses is able to improve the performance of nurses in the Bali Provincial Mental Hospital.

Recommendation

The results showed that competence had a positive and significant effect on nurse performance. The competence of nurses working at the Bali Provincial Mental Hospital is already good, measured by several indicators. However, the indicator of teamwork ability is the item if the work has been completed, the nurse with his own awareness of helping his friend's work gets the lowest average of other indicators, this indicates that the nurse after completing her work does not help the work of a friend. This should be addressed by improving nurses' behavior so they can work in a team, because caring for patients requires collaboration with other health teams so they can provide better services. The hospital can hold Capacity Building activities aimed at strengthening relations between workers as between subordinates and superiors.

The results showed that career development had no significant effect on nurses' performance, but could be mediated by job satisfaction variables to improve nurses' performance. Nurses' performance so it was suggested to remain consistent in implementing regulations related to nurses' career development as regulated by the Ministry of Health and continue to conduct training-internal training that has been routinely done so far. Hospitals need to continue to do fair rewards and punishments systems, this will increase nurse job satisfaction and a culture of achievement should also be developed, rewards for outstanding nurses as a form of recognition of success and ability in carrying out work, for example opportunities for promotion, not just based on seniority.

The results of the study indicate that work stress has a negative and significant effect on nurse performance. The stress of working at the Bali Provincial Mental Hospital is already mild, measured by several indicators. However, the indicator of psychological stress symptoms is that nurses express feelings of being unable to work quietly when there are family problems including symptoms often felt to get the highest average of other indicators, this indicates that nurses feel uneasy at work if they have problems with their families. This should be addressed by giving attention and counseling to nurses who are having problems with the family and conducting family gathering activities so that they can get closer to the relationship between the leadership and the family of nurses. The hospital can also make nurses feel comfortable at work by making the work environment more comfortable so that nurses feel relaxed at work.

REFERENCES


