

## The Effect of Resilience and Social Support on the Performance of Female Nurses in Mataram City Hospitals with Work Engagement as a Mediation Variable

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### **Abstract**

This study aims to analyze and determine the significant effect of resilience and social support on performance through work engagement—this research was conducted at the Mataram City Regional Hospital. The population is all-female nurses actively working at the Mataram City Regional Hospital. The population is 246 people, the sample is determined using the Slovin formula with a selection of 72 people, and the sampling technique uses simple random sampling. This type of research is causality, a data collection tool using PLS-SEM Analysis. The results of the study (1) Resilience have a significant positive effect on work engagement. (2) Social Support has a significant positive effect on work engagement. (3) Work engagement has a significant positive effect on performance. (4) Resilience has a significant positive effect on performance. (5) Social Support has a significant positive effect on performance. (6) Resilience has a significant positive effect on performance through work engagement. (7) Social Support has a significant positive effect on performance through work engagement.

**Keywords:** *Resilience; Social Support; Work Engagement; Performance*

### **Introduction**

The hospital is a health service institution that provides emergency, outpatient, and inpatient services handled by several doctors, nurses, and other health professionals. Therefore, hospitals must have a professional workforce (human resources) in the health sector and technical fields to provide optimal benefits. One of the resources that also provide services in hospitals is nurses (Muhadi & Izzati, 2020). According to Nursalam (2002), the service of nurses in hospitals is one of the determinants of the quality and image of the hospital itself.

The quality of good service from an organization cannot be separated from the quality of its resources. The quality of resources, in general, can be seen from the extent to which the level of employee performance in carrying out their duties. Indrasari (2017) reveals that performance will always be an actual issue in an organization because, whatever the organization, performance is the key to the organization's success. Therefore, qualified human resources will support a practical or successful organization.

The individual factor that can support a person's performance including one of them is resilience. Employee resilience as a psychological resource can overcome and reduce stress and negative feelings

associated with high-pressure work situations, ultimately prevent burnout at work, and encourage positive attitudes in challenging tasks, ultimately contributing to employee performance (Bardoel et al., 2014)

According to Mc Eween (2011), resilience is a person's ability to overcome every difficulty and all unpleasant events. In addition, they successfully adapt to a change or anything that cannot be predicted. Several previous studies on the effect of resilience on performance include research conducted by Suratman et al. (2021) and Hosgor (2021) that strength has a positive and significant impact on performance. On the other hand, the study results conducted by Suryaningtyas & Wilujeng (2017) and Oktafian (2021) show no influence between resilience and performance.

The profession as a nurse in improving work performance is not enough to have intrinsic psychological resilience, but other supporting factors are needed that are extrinsic. Keeping extrinsic factors that support stability in nurses with various problems faced in providing services to patients is social support. According to King (2010), providing social support in the form of advice, suggestions, instructions, or feedback from the closest people can strengthen themselves in achieving what they want.

Some previous studies that explain the effect of social support on performance include research conducted by Puspitasari (2018); Khan et al. (2019), Pelin & Osoin (2021); and Mongdong et al. (2021) revealed that social support has a positive and significant effect on performance. In contrast to the research results conducted by Rahmawati & Irwana (2020) that social support has no significant impact on performance.

On the other hand, social support has a relationship with work engagement in supporting increased performance. Ramos and Almeida (2017) state that social support and work engagement are essential keys that support one's professionalism. Khoiriyah et al. (2020) revealed that the work engagement formed in employees goes through a somewhat complex process. Feeling satisfied because internal and external needs are met simultaneously encourages the birth of happiness and subsequently fosters enthusiasm, dedication, and enjoyment in work. According to Agustina (2016), employee work engagement in an organization can support an organization that is more advanced and developing because more and more benefits will be received.

Research conducted by Ojo et al. (2021) shows that resilience significantly affects work engagement. However, different results are displayed by research conducted by Black & Whittaker (2017) that strength has no significant effect on work engagement, while Malik (2019) that resilience has a significant negative impact on work engagement.

Studies on performance, and work engagement, associated with resilience and social support based on previous research and theoretical descriptions of the variables to be studied, can be carried out at health service institutions, namely, the Mataram City Hospital, where the Mataram City Regional General Hospital is a hospital-owned by the Mataram City Government which is a health service institution consisting of emergency services, outpatient services, and also inpatient care handled by several doctors, many nurses and other technical personnel. As a health service institution, the Mataram City Hospital has the vision to become the community's preferred hospital in international standard health, education, and research services (<https://rsud.mataramkota.go.id>).

The work achievements that the Mataram City Hospital has obtained will not be separated from the participation of its employees, who are at the forefront of implementing each of the organization's programs. Without quality resources, performance, and high dedication from employees who support each process of developing a program or activity, it will undoubtedly be not easy. As an illustration of the improvement in the performance of nursing staff, who are the primary executor in the hospital health service section, as evidenced by data from the Community Satisfaction Index value carried out by the Public Relations & PKRS Customer Service Installation at the Mataram City Regional Hospital for the July-December 2020 quarter with a value of  $89 > 80\%$  belongs to category A (Excellent). The assessment

of the Community Satisfaction Index related to the quality of service at the Mataram City Regional Hospital was carried out at inpatient and outpatient installations with 1008 respondents (Source: <https://rsud.mataramkota.go.id>).

Furthermore, the researcher conducted interviews with several employees at the Mataram City Regional Hospital regarding the level of performance after the environmental situation improved from the COVID-19 pandemic case. Researchers found that after the work environment had started to improve, it greatly affected the increase in morale, motivation, enthusiasm, and employee work performance. Improved work performance is shown by employees who are increasingly disciplined at work, the better quality of work, quantity of work that is increasingly showing improvement, and completing tasks on time.

Different conditions were experienced by employees when the Pandemic was still spreading. It was revealed that they feel pressured and limited in every work activity, so it is not uncommon for employees to feel a weakened work spirit which affects their services. With the passing of the critical period due to the Pandemic, employees now say they no longer feel pressured, which is specially handled by nursing staff. As evidence of the current shift system, they live with enthusiasm as usual for nursing staff who are inpatients. The word spirit is also shown by nursing staff who are in other fields by increasingly trying to provide their best services, such as being more alert and responsive to the patient's condition and monitoring the progress of the patient's condition more intensively. Another factor that also supports the improvement of employee work performance is support from the organization through policies and empowerment programs for employees. The aims of this research are:

1. Determine the significance effect of resilience on work engagement.
2. Determine the significance effect of social support on work engagement.
3. Determine the significance effect of work engagement on performance.
4. Determine the significance effect of resilience on performance.
5. Determine the significance effect of social support on performance.
6. Determine the significance effect of resilience on performance through work engagement.
7. Determine the significance effect of social support on performance through work engagement.

## ***Literature Review***

### **Performance**

Performance is a set of results achieved and refers to the act of achieving and implementing a requested job (Indrasari 2017). Adamy (2016) suggests that employee performance is how much employees contribute to the organization. Asnawati (2019) defines performance as an activity that produces something, which is then called performance.

Based on several descriptions of the definition of performance according to these experts, it can be concluded that performance is the result of a particular job that can be measured and evaluated based on different criteria, both personally and by interested parties.

According to Gibson et al. (1996), factors that influence performance include elements from individual variables consisting of abilities and skills, background, and demographic variables. The second influencing factor is the psychological variable which consists of perception, attitude, personality, motivation, job satisfaction, and job stress. At the same time, the third factor is organizational factors comprised of leadership, compensation, conflict, power, organizational structure, job design, organizational design, and career. Finally, the three groups of variables affect the workgroup, which affects personnel performance.

The performance indicators used in this study are (1) Effectiveness; (2) Work quality; (3) Ability; (4) Accuracy; (5) Skills; (6) Order; (7) Initiative; (8) Cooperation; (9) Attitude; (10) Attendance; (11) Discipline; (12) Independence; (13) Responsibilities; (14) Loyalty; (15) Communication; (Source: Document of Performance Assessment Indicators of Mataram City Regional Hospital).

## **Resilience**

Connor and Davidson (2003) that resilience is an individual's ability to handle stress or pressure and how to deal with anxiety and depression. Furthermore, Santrock (in Ediati, 2016) states that resilience is the ability of individuals to make positive adaptations to achieve better results in terms of behavior, achievement, social relationships, and the level of individual resilience when facing adverse circumstances. Steven & Prihatsanti (2017) that resilience is the ability to survive or overcome difficulties from unpleasant events and successfully adapt to change and uncertainty.

According to Connor and Davidson (2003), resilience consists of five aspects, namely Personal Competence, Trust in one's instincts. Positive acceptance of change and secure relationships (positive acceptance of change and certain relationships), control and factors (control and factor), and spiritual influences (spiritual influences).

An aspect of Personal Competence explains the personal competence of individuals where individuals feel like people who can achieve goals even in situations of setbacks or failures. Trust is one's instincts aspect that relates to calmness in action. Calm individuals tend to be careful in taking a stand on the problems. Individuals can also cope with stress quickly and stay focused on goals even though they are experiencing pressure or problems.

Aspects of Positive acceptance of change and secure relationships relate to the ability to accept difficulties positively and, if you are in trouble, relate securely to others. The control and factor aspect is the ability to control oneself and achieve goals. Individuals have control over themselves in achieving goals and can ask for and get social support from others when experiencing a problem.

Aspects of Spiritual influences relate to the ability always to fight because he believed in God and destiny. Individuals who believe in God will assume that the problems that exist are destiny from God and must be passed with positive feelings so that individuals must continue to struggle in achieving their goals.

Dimensions in looking at the characteristics of individuals who have resilience according to Wijayani and Budi (2011) that there are five categories, namely (1) Having self-control, (2) Knowing ways to fortify yourself from stress, (3) Having positive emotions, (4) Able to make decisions in solving problems, (5) Able to learn from failure and success. Meanwhile, Praghlapati & Munawaroh (2020) suggests that the characteristics of a person who has resilience include (1) having a calmer temperament so that they can create better relationships with their family and environment, (2) Individuals who have resilience also can be able to rise from pressure, stress, and depression.

## **Social Support**

Social support from family and friends is an essential and robust component of increasing self-confidence and improving individual academics (Mohamed et al., 2012). According to Gurung (in Mohamed et al., 2012), social support refers to the experience of individuals who feel respected, valued, and loved by those around them. Social support can be interpreted as a form of support that is directly or indirectly given to someone so that they can feel feelings of care, love, and empowerment (Uraningsari & Djalali, 2016).

McCubbin & McCubbin (in Van Breda, 2001) explain the primary sources of social support, namely: (1) Environment (Neighborhoods) is the role of the environment how in assisting with problems faced between individuals. (2) Family & Kinship Networks, namely a form of social support from the nuclear family and existing family networks. (3) Intergeneration Supports are a source of satisfaction for many families. (4) Mutual Self-help Groups can be defined as an association of individuals who exchange ideas with the same problem in difficult circumstances or situations to help each other.

According to Marcinkus et al. (2007) that, social support comes from two aspects, namely work-based social help and personal social support. Work-based social support can come from organizations, supervisors, and co-workers. In contrast, emotional and social support can come from outside of work, such as spouses, parents, siblings, children, extended family, and friends. In addition, Sarafino & Smith (2011) revealed that support could be obtained from various sources, such as partners, family, friends, doctors, or community organizations.

### Work Engagement

According to Schaufeli et al. (2002), Work engagement is a positive and satisfying state of mind for organizational members related to work. Bakker (2011) states that employees who are bound by their work will carry out work responsibilities with enthusiasm, feel a close relationship with their workplace, and encourage innovation and organizational progress. Work engagement is an employee's positive mindset towards work based on confidence and dedication and focuses on the assignment given at work (Pri & Zamralita, 2018). Then, Michelle & Rostiana (2020) stated that work engagement is defined as the commitment and attachment of an employee to his organization.

According to Schaufeli & Bakker (2003), the concept of work engagement consists of three dimensions, namely Vigour, Dedication, and Absorption. The vigor in this position, an individual, is characterized by high levels of energy and mental resilience at work, willingness to invest effort in work, and persistence in the face of adversity.

Dedication refers to an individual's intense involvement in their work and experiencing feelings of significance, enthusiasm, inspiration, pride, and challenge. Absorption is characterized by complete concentration and pleasure in position so that time passes when working quickly, and individuals find it challenging to get away from work.

The conceptual framework of the research is as follows:

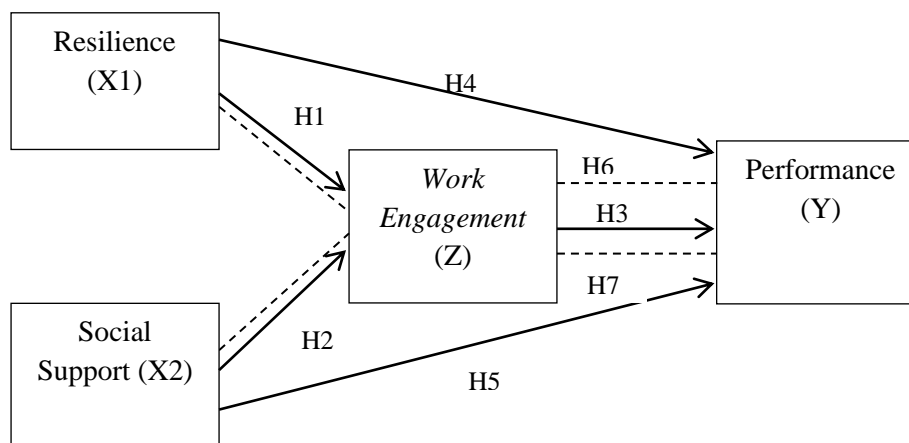


Figure 1. Conceptual Framework

Based on this framework, the hypotheses that can be formulated are as follows:

- H1: Resilience has a significant positive effect on work engagement.
- H2: Social support has a significant positive impact on work engagement.
- H3: Work engagement has a significant positive impact on performance.
- H4: Resilience has a significant positive impact on performance.
- H5: Social support has a significant positive impact on performance.
- H6: Resilience has a significant positive impact on performance through work engagement.
- H7: Social support has a significant positive impact on performance through work engagement.

### **Research Method**

This research uses a quantitative approach with a correlational explanatory. First, using the correlational descriptive method, this research aims to find a causal relationship between two or more variables at one time (Creswell, 2012). Then Morissan (2014) revealed that a descriptive study provides explanations and reasons in the form of causal relationships. The sampling technique uses probability sampling, namely simple random sampling of as many as 72 people. The data collection tool used in this study was a questionnaire. Questionnaires are several written questions used to obtain information from respondents in the sense of reports about themselves or things they know. (Arikunto, 2010).

The indicators used to measure performance in this study are performance indicators found in the Mataram City Hospital, work engagement in this study is based on work engagement indicators, namely the Utrecht Work Engagement Scale (UWES-3) scale developed by Schaufeli et al. (2019), resilience based on resilience indicators, namely The Connor-Davidson Resilience Scale (CD-RISC) developed by Connor and Davidson (2003), and social support using the scale developed by Marcinkus et al., (2007).

Researcher used Structural Equation Modeling analysis with the SmartPLS approach. Data analysis using the Structural Equation Modeling (SEM) Partial Least Square (PLS) approach through two stages of evaluation according to Gozali and Latan (2015), namely the assessment of the measurement model (outer model) and assessment of the structural model (inner model).

### **Result**

#### **Descriptive Analysis**

Descriptive analysis of the questionnaire results is intended to explain how much the respondent's perception of understanding each indicator is through questions on the questionnaire. Based on the answers to the questionnaire from each of these respondents, the distribution value of the resilience variable is in the high category. Therefore, the level of resilience of female nurses in dealing with difficult situations in carrying out their duties can be said to have supported their existence as nurses who indeed require them to have such abilities so that every task is given or personal responsibility to the profession as one of the frontlines in health management becomes a priority.

The average distribution of social support variables is in the high category. Nurses get high support from every element that exists both internally and externally in their work which can be one of the pumps of their work performance. The average distribution value on the work engagement variable is

in the very high category. This is because female nurses have a high level of attachment to their work which will also impact increasing morale and work performance in carrying out every task they carry out. The total average and respondents' responses to the performance indicator variables are in the excellent category. The leader has given a perfect assessment to his subordinates. The female nurses have done an outstanding job.

**Partial Least Square (PLS) Analysis**

**Measurement Model**

From the result output path diagram, it can be seen that the average indicator has a loading factor value > 0.50. Therefore, the hands of these variables can be analyzed in the research model.

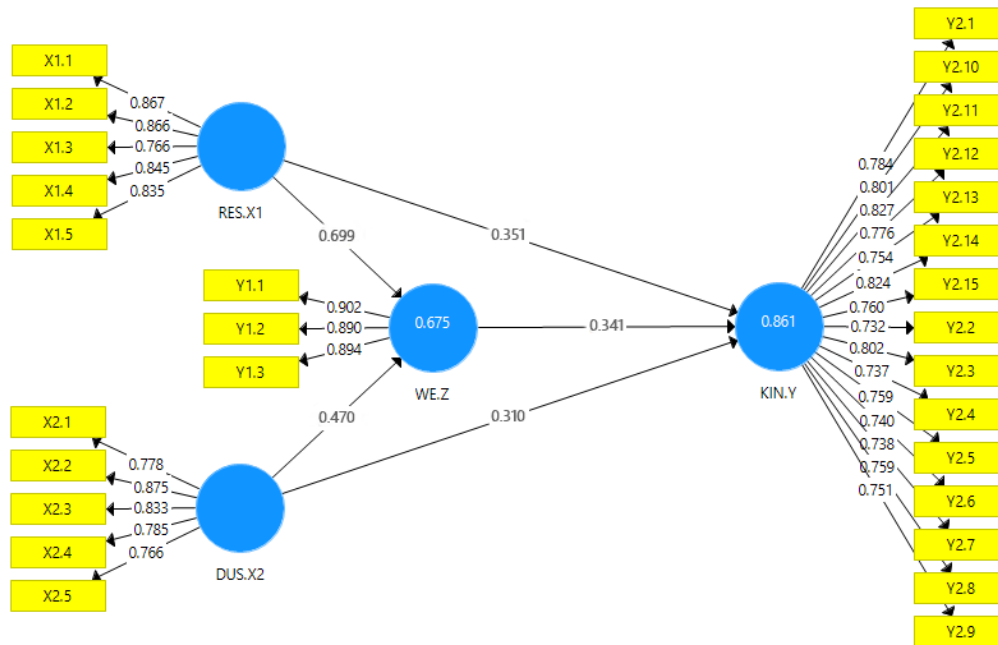


Figure 2. PLS Algorithm Output

The AVE value of each variable can be declared good because it has met the requirements with a value of more than 0.50. It shows that the latent variable can explain more than 50% of the Variance of the indicators.

Table 1. Average Variance Exacted (AVE) Value

Variable	Average Variance (AVE)
Social Support	0.653
Performance	0.593
Resilience	0.700
Work Engagement	0.801

Next, a discriminant validity test is carried out to test whether the indicators of a construct are not highly correlated with indicators from other constructs. The model has a sufficient Discriminant Validity value if the AVE root for each construct is greater than the correlation between constructs and other constructs.

Table 2. Fornell-Larcker Criteria

Variable	Social Support	Performance	Resilience	Work Engagement
Social Support	0.808			
Performance	0.770	0.880		
Resilience	0.831	0.837	0.885	
Work Engagement	0.817	0.848	0.724	0.895

All AVE root values of each construct are more significant than the correlation between constructs and other constructs. All constructs in the estimated model have met the criteria for the Discriminant Validity test.

The last thing to do in the Outer Model evaluation is a Composite Reliability test. The Composite Reliability test as a method is better than the Cronbach alpha value in testing the reliability in the SEM model.

Table 3. Composite Reliability and Cronbach's Alpha

Variable	Composite Reliability	Cronbach's Alpha
Resilience	0.921	0.892
Social Support	0.904	0.867
Work Engagement	0.924	0.876
Performance	0.956	0.951

Composite Reliability and Cronbach's Alpha values for all variables were above 0.7, so the four variables had reliable reliability because they met the Composite Reliability test criteria.

### Structural Model Evaluation

The results of the SEM-PLS analysis for the Q square ( $Q^2$ ) value obtained from the output of the blindfolding analysis are as follows:

Table 4. Value of Q Square. Test Results

Variable	SSO	SSE	$Q^2=(1- SSO/ SSE)$
Social Support	360,000	360,000	
Performance	1080,000	570,839	0.471
Resilience	360,000	360,000	
Work Engagement	216,000	104.508	0.516

The performance variable has a  $Q^2$  value of  $0.471 > 0$ , meaning the model has good predictive relevance between the variables of resilience, social support, and work engagement. Likewise, the work engagement variable has a  $Q^2$  value of  $0.516 > 0$  which also means the model has good predictive relevance between the resilience and social support variables.

### Total Direct Effect

Based on the results of the SEM-PLS analysis, the total value of the direct effect can be presented in table 5.



Table 5. Total Direct Effect Test Results

Variable	Original Sample	T-Statistics	P-Value	Criteria
Resilience→Work Engagement	0.699	4,679	0.000	Significant
Support Social→Work Engagement	0.291	2,876	0.009	Significant
Work Engagement→ Performance	0.341	3,121	0.006	Significant
Resilience→ Performance	0.400	3,366	0.001	Significant
Support Social→Performance	0.548	4,997	0.000	Significant

The significance value used in this study is (two-tailed), where the t-table is 1.96 with a significance level of 5% or 0.05 (Ghozali & Latan, 2014). If the t-statistic value is greater than the t-table, namely 1.96, the p-value is smaller than 0.05. There is a significant effect of the exogenous variable on the endogenous variable and vice versa. Suppose the t-statistic value is smaller than the t-table, namely 1.96, and the p-value more significant than 0.0. In that case, it is concluded that there is no significant effect of exogenous variables on endogenous variables.

The analysis results in table 5 show that the direct effect of resilience on work engagement is indicated by the original sample value of 0.699, t-statistics of 4.679, and p-value of 0.000, meaning that strength has a significant positive effect on work engagement. The direct impact of social support on work engagement with the original sample of 0.291, t-statistic 2.876, and p-value 0.009, which means that social support has a significant positive effect on work engagement. The direct impact of work engagement on performance with the original sample of 3.41, t-statistics of 3.121, and p-value of 0.006, meaning that work engagement has a significant positive effect on performance. The direct impact of resilience on performance with the original sample of 0.400, t-statistics of 3.366, and p-value of 0.001 means that strength has a significant positive effect on performance. Then the direct impact of social support on performance with the original sample of 0.548, t-statistic 4.997, and p-value 0.000, meaning that social support has a significant positive effect on performance.

The SEM-PLS mediation analysis was used to find out and obtain an overview of the effect of resilience (X1) and social support (X2) on performance (Y) with work engagement (Z) as a mediating variable. Based on the results of the mediation analysis between variables using SEM-PLS, it can be explained as follows:

Table 6. Value of Total Indirect Effect Test Results

Variable	Original Sample	T-Statistics	P-Value	Criteria
Resilience → Work Engagement → Performance	0.279	2,835	0.015	Partial Mediation
Support Social → Work Engagement → Performance	0.238	2,360	0.022	Partial Mediation

The effect of resilience on performance through work engagement with the original sample of 0.279, t-statistics of 2.835, and p-value of 0.015, meaning that stability has a significant positive effect on performance through work engagement. Likewise, the impact of social support on performance through work engagement with the original sample of 0.238, t-statistic 2.360, and p-value of 0.022, meaning that

social support has a significant positive effect on performance through work engagement. Work engagement can be a mediating variable between social support and performance.

## **Discussion**

### **Effect of Resilience on Work Engagement**

The results showed that resilience significantly affected work engagement (Hypothesis one was accepted). The level of stability of female nurses at the Mataram City Hospital always tries to be consistent and have a solid determination to complete work assignments as much as possible. The job duties in question are obligations carried out by female nurses mandated by the organization regarding service to patients and other professional responsibilities. Having a solid determination and consistency in carrying out these work assignments illustrates a sense of enthusiasm for work which can further strengthen the work engagement of female nurses at the Mataram City Hospital.

The results of this study strengthen the statement of Maddi and Khosaba (2005), which states that employees with high resilience can turn difficulties into opportunities for self-development, and even though they are in difficult situations, employees will still feel enthusiastic and able to complete their work. In addition, according to Bakker & Demerouti (2008), personal resources are positive self-evaluations, such as self-efficacy, optimism, hope, and resilience, that show how the individual's ability to predict a goal, motivation, and performance work and life satisfaction, and desired result. Personal resources owned by a person, especially resilience, according to Sweetman & Luthans (2010), are beneficial for increasing work engagement at work.

The results of this study support several previous studies, such as research conducted by Damayanti and Handoko (2018) and Sari & Soetjningsih (2019), that the higher the food resilience, the higher the work engagement in companies owned by employees. On the other hand, the lower the strength, the lower the work engagement in the company owned by employees. Lyu et al. (2020) and, Siliyah & Hadi (2021), Patricia and Soetjningsing (2021) that resilience has a significant positive effect on work engagement.

### **Effect of Social Support on Work Engagement**

The results showed that social support significantly affected work engagement (Hypothesis two was accepted). The existence of social support, both internal and external received, can impact increasing work engagement. For example, the increase in the work engagement of female nurses at the Mataram City Hospital is shown by their enthusiasm and enthusiasm in carrying out their duties. For example, nurses are always enthusiastic about involving themselves in organizational activities or programs such as training activities, COVID-19 vaccination, etc.

Ramos and Almeida (2017) state that social support and work engagement are essential keys that support one's professionalism. Several previous studies supported by the results of this study, such as research conducted by Septiani & Nurtjahjanti (2017) and Nasrudin et al. (2018), showed that social support has a positive relationship with work engagement. In addition, this research is supported by research conducted by Mehrizi et al. (2019), which shows that social support has a positive and significant relationship with work engagement.

### **Effect of Work Engagement on Performance**

The results showed that work engagement significantly affected performance (Hypothesis three was accepted). The feeling of pride in the work carried out by the female nurses at the Mataram City Hospital also illustrates a sense of attachment because they are happy with their work. Then the feeling of

pleasure towards work is seen in the sincerity of carrying out each task given, such as providing services to patients with focus and complete accuracy.

Mujiasih and Ratnaningsih (2012) revealed that work engagement is a business management concept that states that employees who have high engagement are employees who have total involvement and have high morale in their work and matters relating to the company activities the long term. According to Solihin (2018), engaged employees will work hard and with positive thoughts; therefore, they are faster or more likely to get things done at work. In addition, when employees are engaged, they will automatically improve their performance in line with the company's goals.

Several previous studies are supported by the results of this study, such as research conducted by Pourbarkhordari et al. (2016), Sekhar et al. (2017), and Yongxing et al. (2017), that work engagement is positively related to performance. Then this research is also supported by research by Noronha (2018) that work engagement has a significantly positive effect on performance.

### **Effect of Resilience on Performance**

The results showed that resilience had a significant positive effect on performance (Hypothesis four was accepted)—efforts to maintain good relations between fellow nurses by understanding each other's circumstances. When one coworker cannot carry out the task, the other can replace his friend's position for a while. Always trying to be consistent and have a solid determination to complete work assignments as much as possible. The female nurses at the Mataram City Hospital always try to stay calm and focused in dealing with patients. Tolerance with coworkers, strong determination, calmness, and focus in doing each task will significantly improve the performance of female nurses at the Mataram City Hospital.

Liu (2018) explains that employee resilience plays a significant role in improving individual and organizational performance. Several studies are supported by the results of this study, such as research conducted by Fatimah (2018), Handini et al. (2020), Athota et al. (2020), Walpita & Arambepola (2020), Suratman et al. (2021), Paramanandana & Kistyanto (2021) that resilience has a positive and significant effect on performance.

### **The Effect of Social Support on Performance**

The results showed that social support significantly affected performance (Hypothesis five was accepted). The social support obtained by nurses provides motivation and enthusiasm in carrying out their profession and work as a nurse. So that it will indirectly impact improving the performance of female nurses in the Mataram City Hospital.

Shamila and Sohail (2013) that sources of social support can come from family, coworkers, and superiors. A nurse who works in a hospital is expected to receive social support from supervisors, coworkers, and family. Damarsaputra & Satiningsih (2013) explained that social support is an advantage through relationships with other people individuals get. Social support can also positively impact performance, meaning that the higher the social support provided, the better the employee's performance will be (Adnyaswari and Adnyani, 2017).

Several previous studies are supported by the results of this study, such as research conducted by Adnyaswari & Adnyani (2017), Puspitasari (2018), Ramadhani (2019), and Rahmawati & Irwana (2020), Pelin & Osoin (2021), Darmanto and Arianti (2021). In addition, Mongdong et al. (2021) research results show a significant positive effect between social support and performance.

### **The Effect of Resilience on Performance through Work Engagement**

The results showed that resilience had a significant positive effect on the performance of female nurses at the Mataram City Hospital through work engagement (Hypothesis six was accepted). The female nurses at the Mataram City Hospital who show an attachment to work are always enthusiastic and involved in carrying out tasks in various situations. With nurses feeling happy about their work, it will provide space for the formation of the ability to adapt to every problem.

It is explained in the research model developed by Bakker & Demerouti (2008) that resilience as a component of personal resources can impact increasing performance through the formation of work engagement first. Bakker and Demerouti (2008) asserted that personal resources are positive self-resources related to resilience and refer to the ability of employees to control and have a positive impact on their environment. Furthermore, engagement is related to personal resources, which will ultimately show the level of performance.

Previous studies that are supported by the results of this study include research conducted by Asfiah and Kurniawati (2014), Handiani et al. (2020), and Prasetyo and Farhanindya (2021), Sholikah et al. (2021), Sentana & Wiyasa (2021.) that there is a positive and significant effect between resilience and work engagement.

### **The Effect of Social Support on Performance through Work Engagement**

The results showed that social support had a significant positive effect on the performance of female nurses at the Mataram City Hospital through work engagement (Hypothesis seven was accepted). The existence of social support from supervisors (supervisors), co-workers, family, and friends around them will affect the increase in work engagement of female nurses. The support they get will pump their enthusiasm and enthusiasm for work so that, in the end, it will have a significant effect on improving performance.

Bakker et al. (2007) explain that Job resources are physical, social, psychological, or organizational aspects of work that can (1) reduce job demands related to psychological costs (psychological costs) provided by employees; (2) Give effect to the achievement of organizational goals; (3) Stimulating the development and learning of employees in the organization. In addition, job resources significantly contribute to work engagement if job demands are also high.

Several previous studies supported by the results of this study, such as research conducted by Nasrudin et al. (2018), explained that social support has a positive relationship with work engagement. Work engagement mediates the relationship between social support and nurse performance. Then social support has a positive relationship with work engagement as a mediation on nurse performance. Research conducted by Fahdli and Syaf (2020) and Mongdong et al. (2021) showed a significant positive effect between social support and employee performance.

### **Conclusion**

Based on the research results that have been described, the conclusions from the research are that:

1. Resilience has a significant positive effect on work engagement. It means that the higher the nurse's resilience level, the higher the work engagement of female nurses in the Mataram City Hospital.
2. Social support has a significant positive effect on work engagement. It means that the higher the social support received by nurses, the higher the work engagement of female nurses in the Mataram City Hospital and vice versa.

3. work engagement has a significant positive effect on performance. It means that if the level of work engagement is higher, it will affect the performance of female nurses in the Mataram City Hospital, which is getting better.
4. Resilience has a significant positive effect on performance. It means that if the level of nurse resilience is higher, it will affect the performance of female nurses in the Mataram City Hospital, which is getting better.
5. Social support has a significant positive effect on performance. It means that if the social support received by nurses is higher, it will affect the performance of female nurses at the Mataram City Hospital, which is getting better.
6. Resilience has a significant positive effect on performance through work engagement. It means that if the level of nurse resilience through work engagement is higher, it will affect the performance of female nurses in the Mataram City Hospital, which is getting better, and vice versa.
7. Social support has a significant positive effect on performance through work engagement. It means that the higher the social support received through work engagement, the better the performance of female nurses in the Mataram City Hospital and vice versa.

### ***Recommendation***

The management of the Mataram City Hospital should pay more attention to increasing employee resilience, especially for female nurses. Social support is received mainly from internal organizations such as organizational support, leadership, and co-workers for employees, especially female nurses, to increase their work engagement (work engagement) towards organizations that are considered to affect the performance of employees, especially female nurses, so that their already good performance can be maintained. In contrast, those whose performance is not good can be further improved.

This study examines the effect of resilience and social support on the performance of female nurses in the Mataram City Hospital through work engagement. Where the influence of the resilience and social support variables on performance has been studied quite a lot, however, research by including the work engagement variable as a mediating variable among the three variables is still rarely done, so it is necessary to study more about the variables that work engagements can mediate. In addition, future researchers can consider job crafting, leader-member exchange, proactive personality, and core self-evaluation outside of the variables in this study that can affect performance.

This research is limited to only one organization. Information about the variables studied does not allow it to be generalized to other organizations and affects the accuracy of the data obtained. Future researchers are expected to be able to take a wider research area so that the variables studied can be generalized and the data obtained are more accurate.

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