Effect of Work Stress toward Organizational Commitment Mediated By Knowledge Regarding Covid-19 & Work Satisfaction during Covid-19 in Tabanan Hospital

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Abstract

Human resources (HR) are the most important part of an organization because they are the ones who move and develop the organization with the goals of the organization. The purpose of this study is to analyze the effect of work stress on work commitments mediated by job satisfaction and knowledge about Covid-19 during the Pandemic Covid-19 at Tabanan Bali Regional Hospital. Testing the research model of modification results from previous research was carried out by a quantitative survey method with a cross-sectional data approach. Respondents' data were taken purposive sampling with questionnaires from individuals who work in Tabanan Hospital and interact directly with Covid-19 patients, and are more than 18 years old. There are 85 samples that meet the requirements and analyzed with SPSS, and the results obtained that 1) Work stress and work satisfaction are affecting organizational commitment, 2) Job satisfaction is affecting work stress, 3) Covid-19 knowledge among healthcare workers neither affecting organizational commitment nor work stress, 4) Job satisfaction and Covid-19 knowledge do not mediate between work stress and organizational commitment.

I. Introduction

Organizational commitment is a "characteristic" for organizational success, committed employees are predicted to be more productive in their work (Sharma, 2016). According to Naghneh et al. (2017), organizational commitment is an important variable in understanding employee behavior that has the potential to have serious consequences for the overall performance of the organization, the absence of organizational commitment will harm the organization (Khalilzadeh Naghneh et al., 2017). The COVID-19 pandemic can cause changes, especially in the field of human resource management. During the COVID-19 virus pandemic, a number of health workers refused to provide services and attendance at their workplaces, including hospitals and health centers, and forgot their organizational commitment. There was a study in six hospitals in Jordan which showed a significant negative effect of work stress on organizational commitment. The results also show a fully negative mediating effect of the relationship between job stress and organizational commitment (Saadeh & Suifan, 2019).

Health workers are at risk of being exposed to various infectious diseases. Health care workers are at high risk of exposure when they come into direct contact with patients or when they care for patients or with patients' biological exposures, hence make them worry about getting infected and transmitting the infection to family members thus having a negative effect on them. Work stress and burnout among health workers is worsening during the COVID-19 pandemic outbreak. Widespread infections and deaths among health

care workers are causing social and mental stress on them which has been previously reported for SARS and MERS and now for COVID-19 disease. Based on a study conducted by a research team from the Master of Occupational Medicine Study Program, Faculty of Medicine, University of Indonesia (MKK FKUI) shows that 83% of health workers in Indonesia have experienced moderate and severe burnout syndrome which is psychologically at risk of disrupting quality of life and work productivity in services (FKUI, 2020).

Lack of knowledge has been associated with higher infection rates. Misunderstandings among health care workers have delayed control efforts to provide needed care, led to the rapid spread of infection in hospitals, and put patient lives at risk. Knowledge can affect work stress on organizational commitment of health workers. A study that took a sample of nurses at the DKI Jakarta and Banten Hospitals stated that there was a relationship between the level of nurses' knowledge about COVID-19 and work stress. The higher a person's knowledge, the possibility of experiencing stress is very low.

Job satisfaction is an affective or emotional response to various aspects of work (Sinambela & Poltak, 2012). Job satisfaction is also a very important issue for organizations because job satisfaction is a series of individual employee perceptions that will affect individual employee attitudes and behavior at work. Wu and Norman (2006) show a positive relationship between job satisfaction and organizational commitment. A study at PT "X" Sukoharjo stated that there was a negative relationship between job satisfaction and job stress (AA Fathi'ah, O Achmad Dwityanto, 2018).

The health sector in the community is trying to provide health services and treatment to the community in the midst of the COVID-19 pandemic. Health workers adhere to organizational commitments and do not refuse to provide services in case of epidemics and pandemics. Health care workers must feel responsible to their patients in the event of natural disasters, pandemics and epidemics, and adhere to their organizational commitments. Some research has been done on organizational and social commitment in clinical occupations such as doctors and nurses, but no research has been done on organizational and social commitment during pandemics of certain diseases, such as the coronavirus, among healthcare workers. In addition, there are also no studies that examine how the mediating effect by the level of knowledge about COVID-19 and work attitudes on organizational commitment. Therefore, this study aims to evaluate the effect of stressors on health workers on organizational commitment during the coronavirus pandemic from health workers in Bali.

II. Review of Literature

2.1 Organizational Commitment

According to Robbins (2005), organizational commitment is a positive correlation between commitment and the desire to remain in the organization . In this regard, Mowday provides indicators and dimensions for organizational commitment, namely; affective commitment, normative commitment, and continuance commitment. Affective commitment is the feeling that require them to stay with the company, meanwhile continuance commitment is an individual's instrumental attachment to their respective organizations, where the employee's association with the organization makes the calculation of the monetary assistance obtained. Normative commitment is the fact that the individual has responsibilities inside the commitment that make them stay.

2.2 Work Stress

According to Selye (2017) , stress is defined as a physical and psychological relationship with unwanted circumstances or influences in alliances around or around (Zehra et al., 2017). In the context of work, feelings of stress are caused by emotional imbalance or a disturbing environment, which destroys self and self-confidence. Job stress can be an obstacle to the excellence of an employee's work quality. Stress can also be the main cause of an employee's lack of efficiency (Ul Haque et al., 2016).

2.3 Knowledge of COVID-19

Health care workers are at high risk of contracting COVID-19 due to the nature of their work, which exposes them to infectious diseases on a daily basis. Around the world, many health workers have been infected with COVID-19 and have lost their lives (World Health Organization, 2021). Compared to other countries, Indonesia is one of the countries with a high mortality rate of health workers, which is 6.50% (Sudrajat et al., 2022). The absence of special attention paid to the safety of health workers from their workplaces will cause hospitals to lose health workers. Lack of knowledge about COVID-19 infection prevention behavior while working in health care facilities is the main problem causing infection in health workers. Health workers do not have personal protection when handling COVID-19 patients (Wang et al., 2020).

Job satisfaction is related to employees' positive feelings about the work that has been done, then evaluated based on the employee's point of view (Zakiy, 2019). An employee who is very satisfied at work will have positive feelings towards his work. On the other hand, dissatisfied employees tend to have negative attitudes and feelings.

2.4 Effect of Work Stress Toward Organizational Commitment

Previous research discussed the impact of stress on employees with varying levels of commitment to their organizations; Employees with low stress levels will have a higher level of commitment than employees with high stress levels (Hammad, 2011). The desire for self-development is the primary value for feelings of organizational commitment; therefore, employees with greater stress have lower commitment to their organization

2.5 Effect of Covid-19 Knowledge Toward Work Stress

Health workers who are at the forefront of handling COVID-19 have a life risk in carrying out their duties and are at risk of experiencing stress. This is due to high work pressure, low resources, and the lack of personal protective equipment (PPE). Great work stress can reduce mental health, as well as the welfare of health workers.

Until now, most studies on COVID-19 have focused on epidemiology, treatment and control, diagnosis, and treatment. There is still a lack of research on the psychological health of health workers during the pandemic. Therefore, through this research, it is hoped that it will be known whether there is a relationship between knowledge about COVID-19 and stress levels in treating COVID-19 patients.

2.6 Effect of Work Satisfaction Toward Work Stress

Job satisfaction is a subjective attitude or experience towards one's work (Miao et al., 2017). Studies show that there is a negative relationship between job stress and job satisfaction among university staff (Ahsan, 2009). One study found that job stress was negatively related to job satisfaction among university teachers in Hong Kong (Hui et al., 2011).

2.7 Effect of Work Satisfaction toward Organizational Commitment

The importance of job satisfaction in the business world stems from its potential payoff. It means; Employees who have high morale will provide further benefits to their organization. As happy workers, they will provide better results, their number of absenteeism at work will decrease and their commitment to the organization will increase (MARSA, 2015).

Jenkins and Thomlinson found a positive relationship between affective commitment and job satisfaction, and a negative relationship between continuance commitment and job satisfaction (Widyantara & Ardana, 2015). A study applied to nurses found that job satisfaction and organizational commitment in nurses were related and statistically significant (Knopp et al., 1991).

2.8 Effect of Covid-19 Knowledge toward Organizational Commitment

A study of nurses in the operating room of RSUD Dr. Moewardi Surakarta shows that 60% of nurses have good behavior in preventing nosocomial infections (Rusita & A.S, 2017).

The behavior of preventing COVID-19 infection in health workers while working in health care facilities can be influenced by several factors, one of which is predisposing factors. Predisposing factors that can facilitate a person's behavior such as knowledge and attitudes (Becker et al., 2015).

Knowledge and attitudes of health workers towards COVID-19 will affect the behavior of health workers in preventing infection in the workplace (Abdel Wahed et al., 2020). If the attitude and behavior is bad, it will directly increase the risk of being infected (Zhou et al., 2020).

2.9 Effect of Work Stress toward Organizational Commitment Mediated by Work Satisfaction

It is very important for employees to feel satisfied with their work so that they can commit to their organization (Dinç & Uluçınar, 2021). One study conducted under an Arab cultural context found that job satisfaction mediates the influence of role conflict and role ambiguity on various aspects of organizational commitment (Nyoman et al., 2021).

Job stress affects psychological health through effects mediated by job satisfaction (Ariawan & Sriathi, 2017). This is in line with previous research by Wang, which showed that job satisfaction can also play a mediating role between job stress and organizational commitment in a sample of Chinese university teachers (Wang et al., 2020)

2.10 Effect of Work Stress toward Organizational Commitment Mediated by Covid-19 Knowledge

Rulestari and Eryanto suggested that the impact of job stress is an organizational problem, which includes a decrease in the level of job satisfaction and organizational commitment. If work stress increases, the level of employee commitment will decrease, and vice versa (L.H. & Eryanto, 2013). Currently, there are no studies that reveal the effect of mediating knowledge of COVID-19 on organizational commitment during the COVID-19 period for health workers.

III. Research Methods

In this study, researchers took the object of Tabanan General Hospital, Bali, the purpose of the study was to examine and analyze the effect of work stress toward organizational commitment, mediated by knowledge regarding COVID-19 and work satisfaction during pandemic.

Research variables will be the focal point because there are obstacles that need to be found solutions that can be done by researchers. The research variable has a meaning where the information obtained from an object to be studied is so that conclusions can be drawn (Sekaran and Bougie, 2016). This research was conducted with a quantitative research method approach, using a structured, formal and specific design and has a detailed operational design

IV. Results and Discussion

Respondents in this study were 85 respondents, based on gender 30.6% were male and 69.4% were female, so that when viewed from a gender perspective, it was dominated by women. Then when viewed from the side of the age group, age 20-30 years is 27.1%, 31-40 years is 48.2% and 41-50 years old is 24.7%, so it is known for respondents in this study is mostly at the age range of 31-40 years old. Based on the length of work <5 years is 21.2%, 5-10 years is 23.5% and mostly dominated by people who work >10 years at 55.3%.

Table 1. Demographic Data

Description	Category	Numbers	Percentage (%)
Gender	Male	26	30.6
	Female	59	69.4
Age	20 – 30 years	23	27.1
	31 – 40 years	41	48.2
	41 – 50 years	21	24.7
Education	D3 / equivalent	40	47.1
	S1 / equivalent	44	51.8
	S2	1	1.2
Years of Service	<5 years	18	21.2
	5-10 years	20	23.5
	>10 years	47	55.3

4.1 Descriptive Analytic

The data mean, standard deviation, and maximum-minimum value are all used in the descriptive analysis of the latent variables or constructs of this study (Sekaran & Bougie, 2016). In this study, researchers used a Likert scale of 1-5 which is an ordinal scale that must find the average value (mean), after the data collection process using a Likert scale of 1-5 was completed.

Table 2. Likert Scale

Scale	Category
1.00-1.80	Strongly Disagree
1.81-2.60	Disagree

2.61-3.40	Neutral
3.40-4.20	Agree
4.21-5.00	Strongly Agree

The answer categories as in table 2 above become a reference in assessing the mean or mean value of filling out the questionnaire by respondents.

a. Work Stress Descriptive Statistic

Below is the result for descriptive analytic from 15 indicators of work stress.

Table 3. Work Stress Descriptive Study

Item	Indicator	Min	Max	Mean	SD	Category
SK1	Happy doing what I do	3.00	5.00	4.4824	.56929	Strongly Agree
SK2	Likes what I do	3.00	5.00	4.4588	.56806	Strongly Agree
SK3	Feel meaningful when doing my job	3.00	5.00	4.4235	.56435	Strongly Agree
SK4	My supervisor has competency to run his/her job	3.00	5.00	4.3765	.63577	Strongly Agree
SK5	My supervisor treats me with respect	3.00	5.00	4.3412	.62779	Strongly Agree
SK6	I can rely on my supervisor	3.00	5.00	4.2941	.63290	Strongly Agree
SK7	I get paid enough according to what I do	3.00	5.00	4.1529	.76385	Neutral
SK8	feel satisfied with the benefits I get from my work	3.00	5.00	4.0941	.79617	Neutral
SK9	feel my pay is proportional to my working hours	3.00	5.00	4.0706	.73660	Neutral
SK10	feel appreciated by my boss	3.00	5.00	4.0824	.72722	Neutral
SK11	feel performance evaluation provides meaningful information	3.00	5.00	4.1882	.66358	Neutral
SK12	feel appreciated by my coworkers	3.00	5.00	4.2235	.66146	Strongly Agree
SK13	can communicate well with my coworkers	3.00	5.00	4.4118	.62286	Strongly Agree
SK14	can provide input for my colleagues	3.00	5.00	4.2706	.62466	Strongly Agree
SK15	can support my coworkers	3.00	5.00	4.2824	.62890	Strongly Agree
TOTAL				**4.2768**	**Strongly Agree**	

From the data in the table it can be seen the results of each indicator. The largest standard deviation (SD) score is on the SK8 indicator of 0.79 and the smallest standard deviation is found in SK3 of 0.564 where this value is still in the range that is not much different. The mean score of the work stress variable is 4.2768 (scale 1 to 5), in this case it means that most respondents strongly agree with the statement regarding work stress. Of

the 15 indicators, the highest indicator is the SK1 indicator with a mean score of 4.48. Meanwhile, the indicator with the lowest mean is SK9 with an average value of 4.07.

b. Organizational Commitment Descriptive Study

Below is the result for descriptive study for 9 indicators from organizational commitment.

Table 4. Organizational Commitment Descriptive

Item	Indikator	Min	Max	Mean	SD	Category
K01	Feel emotionally attached to this organization	3.00	5.00	4.0353	.66273	Neutral
K02	Feel part of the family in this organization	3.00	5.00	4.1882	.58745	Neutral
K03	Trying to be more loyal to this company	3.00	5.00	4.0941	.66590	Neutral
K04	Feel my life will be disturbed if I leave this organization now	3.00	5.00	4.1190	.78241	Neutral
K05	I am at a loss if I leave this organization now	3.00	5.00	4.1765	.69310	Neutral
K06	I worry about what will happen if I quit my job without having another similar job	3.00	5.00	4.4235	.62443	Strongly Agree
K07	I will spend the rest of my career in this company	3.00	5.00	4.3059	.69047	Strongly Agree
K08	I think I will not easily become attached to other organizations like I am attached to this organization	3.00	5.00	4.1412	.72626	Neutral
K09	I feel that organizational problems are my own problems	3.00	5.00	4.0000	.78680	Neutral
TOTAL				**4,1648**	**Neutral**	

From the data in the table it can be seen the results of each indicator. While the largest standard deviation (SD) score is in the K04 indicator of 0.78 and the smallest SD is found in K02 of 0.58 where this value is still in the range that is not much different. The mean score of the organizational commitment variable is 4.1648, in this case it means that the respondents are mostly neutral with regards to statements in organizational commitment. Of the 9 indicators, the highest indicator is the K06 indicator with a mean score of 4.42. Meanwhile, the indicator with the lowest mean is k01 with an average value of 4.03.

c. Work Satisfaction Descriptive Study

Below is the result of descriptive study for 17 indicators for Work Satisfaction:

Table 5. Work Satisfaction Descriptive

Item	Indikator	Min	Max	Mean	SD	Category
KK1	I have to do a lot at my job	3.00	5.00	4.3294	.76202	Strongly Agree
KK2	I feel that my job is risky	3.00	5.00	4.4706	.62846	Strongly

						Agree
KK3	I feel my work overlaps (double job)	3.00	5.00	4.2471	.75445	Strongly Agree
KK4	I have to finish work in a hurry because it's too much work	3.00	5.00	4.3176	.71066	Strongly Agree
KK5	I was given an authority beyond my capacity	2.00	5.00	4.1765	.83347	Neutral
KK6	I often find work to replace absent coworkers	3.00	5.00	4.3059	.72413	Strongly Agree
KK7	I have to work with people I like	3.00	5.00	4.2706	.71361	Strongly Agree
KK8	I feel that some of my co-workers are trying to make me unsuccessful	3.00	5.00	4.4353	.68046	Strongly Agree
KK9	I feel that my friends want to help me solve problems	3.00	5.00	4.2235	.67922	Strongly Agree
KK10	I work in harsh conditions	3.00	5.00	4.2235	.74604	Strongly Agree
KK11	I feel my work environment is satisfactory	3.00	5.00	4.1310	.67270	Neutral
KK12	I have the opportunity to develop talent	3.00	5.00	4.0588	.82163	Neutral
KK13	I feel like I'm being put under too much pressure to be productive	3.00	5.00	4.1765	.72664	Neutral
KK14	I feel compelled to break the formal rules due to group pressure	2.00	5.00	4.3059	.67301	Strongly Agree
KK15	I don't think there is the same sanction for employees who violate the rules	3.00	5.00	4.2471	.73850	Strongly Agree
KK16	I find it difficult to adjust to group pressure and formal rules	3.00	5.00	4.1529	.73202	Neutral
KK17	I feel my goals and roles are clear	3.00	5.00	4.1294	.78359	Neutral
TOTAL				**4.2378**		**Strongly Agree**

From the data in the table it can be seen the results of each indicator. The largest standard deviation (SD) score is in the KK5 indicator of 0.83 and the smallest SD is found in the KK2 of 0.62 where this value is still in the range that is not much different. The mean score of the job satisfaction variable is 4.2378 (scale 1 to 5), in this case it means that most respondents strongly agree with the statement regarding job satisfaction.

d. Covid-19 Knowledge Descriptive Study

Below is the result from descriptive study from 9 indicators from Covid-19 knowledge

Table 6. Covid-19 Knowledge Descriptive Study

Item	Indikator	Min	Max	Mean	SD	Category
PC1	I know that the ACE-2 receptor is a method of infection with the COVID-19 virus	3.00	5.00	4.0476	.70974	Neutral
PC2	I know that the incubation period of COVID-19 is 3-10 days	3.00	5.00	4.5294	.64712	Strongly Agree
PC3	I know that COVID-19 can only be transmitted when someone talks or sneezes near you	3.00	5.00	4.3882	.67426	Strongly Agree
PC4	I know that one of the main ways to prevent COVID-19 is to decontaminate objects	3.00	5.00	4.2706	.73010	Strongly Agree
PC5	I know that in the case of COVID-19, PPE stands for tools	2.00	5.00	4.6000	.65828	Strongly Agree
PC6	I know that COVID-19 can survive on plastic surfaces for 23 hours	3.00	5.00	4.3059	.74039	Strongly Agree
PC7	I know that if there is no mask, then wool is a material that provides better protection than cotton	3.00	5.00	4.0353	.77838	Neutral
PC8	I know that COVID-19 is sensitive to UV light	3.00	5.00	4.2353	.75035	Strongly Agree
PC9	I know that COVID-19 is highly infectious, especially from asymptomatic people (OTG)	3.00	5.00	4.3882	.67426	Strongly Agree
TOTAL				**4.3111**	**Strongly Agree**	

From the data in the table it can be seen the results of each indicator. The largest standard deviation (SD) score is on the PC7 indicator of 0.77 and the smallest SD is found on PC2 of 0.64 where this value is still in the range that is not much different. The mean score of the COVID-19 knowledge variable is 4.311 (scale 1 to 5), in this case it means that most respondents strongly agree with the statement regarding COVID-19 knowledge. Of the 9 indicators, the highest indicator is the PC5 indicator with a mean score of 4.6. Meanwhile, the indicator with the lowest mean is PC7 with an average value of 4.03.

4.2 Validity and Reliability Test

Measuring tools is a research instrument that can be accepted based after reliability and validity test. The quality of research instrument is determined by its validity and reliability (Dewi & Sudaryanto, 2020).

The validity of the instrument can be proven by some evidences. These evidences include, among others, content validity, or what is known as content validity or content validity, in a constructive way or known as construct validity and criteria or known as criterion (Yusup, 2018). Validity test aims to see the accuracy of the measurement. While

the reliability test aims to determine the extent to which the instrument can be trusted. Instruments that have been standardized and reliable must still be re-tested every time they are used. This is because each different subject, location, and time will produce different results (Yusup, 2018).

Table 7. Product Moment Corelation Validity Test

Variable	Item	R number	R table	Description
Work Stress	SK1	.613[**]	0.213	Valid
	SK2	.626[**]	0.213	Valid
	SK3	.584[**]	0.213	Valid
	SK4	.695[**]	0.213	Valid
	SK5	.745[**]	0.213	Valid
	SK6	.680[**]	0.213	Valid
	SK7	.601[**]	0.213	Valid
	SK8	.540[**]	0.213	Valid
	SK9	.485[**]	0.213	Valid
	SK10	.523[**]	0.213	Valid
	SK11	.754[**]	0.213	Valid
	SK12	.639[**]	0.213	Valid
	SK13	.631[**]	0.213	Valid
	SK14	.687[**]	0.213	Valid
	SK15	.719[**]	0.213	Valid
Organizational Commitment	K01	.528[**]	0.213	Valid
	K02	.578[**]	0.213	Valid
	K03	.633[**]	0.213	Valid
	K04	.735[**]	0.213	Valid
	K05	.761[**]	0.213	Valid
	K06	.596[**]	0.213	Valid
	K07	.686[**]	0.213	Valid
	K08	.799[**]	0.213	Valid
	K09	.541[**]	0.213	Valid
Work Stress	KK1	.216[*]	0.213	Valid
	KK2	.306[**]	0.213	Valid
	KK3	.266[*]	0.213	Valid
	KK4	.578[**]	0.213	Valid
	KK5	.527[**]	0.213	Valid
	KK6	.249[*]	0.213	Valid
	KK7	.217[*]	0.213	Valid
	KK8	.537[**]	0.213	Valid
	KK9	.401[**]	0.213	Valid
	KK10	.455[**]	0.213	Valid
	KK11	.557[**]	0.213	Valid
	KK12	.488[**]	0.213	Valid
	KK13	.579[**]	0.213	Valid
	KK14	.576[**]	0.213	Valid
	KK15	.638[**]	0.213	Valid
	KK16	.470[**]	0.213	Valid
	KK17	.664[**]	0.213	Valid

	PC1	.520**	0.213	Valid
	PC2	.463**	0.213	Valid
	PC3	.601**	0.213	Valid
	PC4	.533**	0.213	Valid
Covid-19 Knowledge	PC5	.529**	0.213	Valid
	PC6	.416**	0.213	Valid
	PC7	.594**	0.213	Valid
	PC8	.442**	0.213	Valid
	PC9	.450**	0.213	Valid

*. Correlation is significant at the 0.05 level (2-tailed).

The results of the instrument are called valid if the data collected with data actually occurs in the object under study. The questionnaire is valid if the correlation value R count > R table (Sugiyono, 2017). The data in the table above shows that the indicators in each dimension have a value > R table which indicates that all variables have met the requirements and can be investigated further.

Cronbach's alpha	Internal consistency
$\alpha \geq 0.9$	Excellent (High-Stakes testing)
$0.7 \leq \alpha < 0.9$	Good (Low-Stakes testing)
$0.6 \leq \alpha < 0.7$	Acceptable
$0.5 \leq \alpha < 0.6$	Poor
$\alpha < 0.5$	Unacceptable

Source: (Sujarweni, 2014)

Table 8. Reliability Test

No	Variable	Chronbach Alpha	Coefficient Standard	Description
1	Work Stress	.890	>0,60	Strongly Reliable
2	Organizational Commitment	.834	>0,60	Strongly Reliable
3	Work Satisfaction	.764	>0,60	Strongly Reliable
4	Covid-19 Knowledge	.644	>0,60	Reliable

In this reliability test, it is considered reliable if the value is greater than 0.6 (Ghozali, Imam, 2015). The rules for determining whether the instrument is reliable or not are as follows:
a. If the Cronbach Alpha reliability score > 0.6 then the instrument is reliable, the questionnaire can be trusted and can be used.
b. If the Cronbach Alpha reliability score < 0.6 then the instrument is not reliable, the questionnaire cannot be trusted and cannot be used.

4.3 Classical Assumption Test

Ghozali states that the normality test aims to test whether in the regression model, the confounding or residual variables have a normal distribution (Imam Ghozali, 2005). The regression model that is considered good is having a normal distribution or close to normal. If the probability value is greater (>) than 0.05 then the data is normally distributed and if the probability value is less (<) than 0.05 then the data is not normally distributed.

Table 9. Normality Test

N	statistic	df	Sig.
85	0.060	3.010	0.20*

One-Sample Kolmogorov-Smirnov Test
*Significant >0.05

The regression model that is considered good is the residual from one observation to another observation which is constant or homoscedasticity or there is no heteroscedasticity. If the probability value of the independent variable is greater (>) than 0.05 then there is no heteroscedasticity and if the probability value of the independent variable is smaller (<) than 0.05 then heteroscedasticity occurs (I Ghozali, 2017).

Table 10. Heteroscedasticity Test

Variable	Sig.	Conclusion
Work Stress	.981*	There is no heteroscedasticity
Work Satisfaction	.874*	There is no heteroscedasticity
Knowledge of COVID-19	.088*	There is no heteroscedasticity

Dependen: Organizational commitment
*Significant >0.05 (Glejser)

4.4 Coefficient of Determination (R-square)

The R-square value or the coefficient of determination explains how much the dependent variable can be influenced by the independent variable. The R-square value ranges from 0 to 1, the higher the R-square value, the greater the influence of the independent variable on the dependent variable. As a rule of thumb, the value of $R^2 > 0.75$ (strong), $R^2 > 0.50$ (moderate), and $R^2 > 0.25$ (weak), but if the R square value is found above 0.9 then the model can be considered overfit (Hair, J. F., Risher, J. J., Sarstedt, M., & Ringle, 2019).

Table 11. *Coefficient of determination*

Variable	Adjusted R Square
Work stress	.125
Organizational Commitment	.451

From the table above, it is found that the adjusted R-square value for the work stress variable is 0.125, which means that the effect of job satisfaction and the level of knowledge of COVID-19 on work stress is 12.5% compared to other variables and are in the weak category and obtained the value on the adjusted R-square for the organizational commitment variable is 0.451, which means the effect of work stress, job satisfaction and the level of knowledge of COVID-19 on organizational commitment is 45.1% compared to other variables not studied and are in the weak category.

4.6. Hypothesis Test

Table 12. Hypothesis Test

Hypothesis	Standardized Coefficients Beta	T Statistics	p-value	Result
H1: Job stress → Organizational commitment	.531	6.074	.000	Supported
H2: Job Satisfaction → Organizational Commitment	.256	2.800	.006	Supported
H3: Knowledge level of COVID-19→ Organizational commitment	.050	.579	.564	Not Supported
H4: Job satisfaction → Job stress	.355	3.266	.002	Supported
H5: Knowledge level of COVID-19→ Work stress	.066	.605	.547	Not Supported

V. Conclusion

Based on the results of the analysis and discussion that have been carried out in this study, it can be concluded as follows: 1) Work stress and work satisfaction are affecting organizational commitment, 2) Job satisfaction is affecting work stress, 3) Covid-19 knowledge among healthcare workers neither affecting organizational commitment nor work stress, 4) Job satisfaction and Covid-19 knowledge do not mediate between work stress and organizational commitment. For the management of General Hospital Tabanan, it is recommended to always conduct continuous studies related to organizational commitment so that hospital operational activities always run well in providing services to the community.

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