

## The relationship of workload with nurses' work stress at Kartini Hospital Lebak Regency year 2022

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### ABSTRACT

Background. Nurses are one of the health human resources that are considered for their existence in hospitals. However, the problem of HRK conditions is still an obstacle in hospitals. One of them is planning the number of nursing staff. If this is not addressed then the workload of nurses can increase and risk reducing the quality of service. In addition, in a company a workload that is too heavy can cause work stress. Research purposes. Describe the relationship between workload and work stress of nurses at Kartini Hospital, Lebak Regency in 2022. Research Methods. This type of research is a descriptive correlational quantitative research. The research approach used is cross sectional. The population in this study were all nurses who worked at Kartini Hospital with a total of 111 people. While the number of samples studied as many as 87 respondents with the data collection method is Consecutive Sampling. The data of this study used primary data by filling out a questionnaire. The collected data was then processed computerized and processed by the statistical technique of Kendall Tau correlation. Research results. The results showed that of the 87 respondents, most of them experienced a heavy workload, 41 (47.1%) respondents and 41 (47.1%) respondents experienced light work stress. The results of the Kendall's Tau statistical test showed that the p value = 0.006 which means it is smaller than 0.05 ( $p < 0.05$ ) so it can be concluded that there is a significant relationship between the workload and work stress of nurses with the Correlation Coefficient value of 0.271 which indicates the strength of the relationship. Workload with work stress is at a fairly strong level with a positive relationship direction. Conclusions and recommendations. There is a significant relationship between the workload and work stress of nurses with the strength of the work relationship at a fairly strong level. This research is expected to be input for hospitals in terms of planning the number of workers, especially nurses.



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## INTRODUCTION

Hospitals are health service institutions that have a role in increasing curative and rehabilitative health degrees which also function as referral health service providers (Ministry of Health RI, 2021).

Hospitals in carrying out their roles must be supported by various resources including health workers or Health Human Resources (SDMK). Planning for the needs of health workers begins with the submission of proposals from health agencies, then recapitulated by districts/cities to be submitted to the central government through the province (Law Number 36 of 2014).

Nurses are one of the health human resources that are considered to be in the hospital. The duty of a nurse is to perform nursing services which are a form of professional service and are an integral part of health services that are based on knowledge and tips

The large number of patients with the necessity of a nurse to provide fast and precise service creates a heavy workload for nurses. According to Nursalam (2020) high workload is one of the causes of unexpected events in patients. In addition, in an enterprise, too heavy a workload can cause work stress.

According to Mohammed (2019) in his research entitled Workplace stress among nurses, Work stress in nursing is related to high levels of work dissatisfaction, fatigue, absenteeism, shift changes, and stress-related diseases, and life-threatening conditions of nurses and critical patient conditions. This study was followed by 977 respondents and the majority of female respondents (99%). As many as 21% of them have worked in Saudi Arabia for more than 10 years. 70% of the participants were working in the inpatient room, while 23% in the emergency room, 54% worked a minimum of 9-10 hours per day (54%), 47% of nurses had between nine and 13 night shifts per month. Results from this study showed that most foreign nurses had symptoms of severe anxiety (33%), depression (13%), and stress (11%). The findings also validate that 36.4% of nurses were dissatisfied with their workload, 29.4% were dissatisfied with paychecks, and 12.0% were dissatisfied with teamwork.

The results of a survey from PPNI (Indonesian National Nurses Association) in 2015 showed that 51% of nurses experienced stress at work, tired, less friendly, often dizzy, lack of rest due to high workload and inadequate income (Hasbi, Fatmawati and Alfira, 2019).

Research conducted by Musdalifah and Dirdjo (2021) entitled The Relationship between Workload and Nurse Work Stress in Hospitals shows that there is a significant relationship between workload and nurse work stress in hospitals. Another study mentioned that nurses in inpatient rooms on average experience moderate workloads and experience mild work stress. However, in her research, it was stated that there is a relationship between the workload received by nurses and the work stress of nurses (Sukmawati, Yogisusanti, and Hotmaida, 2019)

Based on this background, researchers are interested in analyzing the relationship between workload and nurse work stress at Kartini Hospital, Lebak Regency in 2022.

## MATERIALS AND METHODS

This type of research is correlational descriptive quantitative research. The research approach used is cross sectional. The population in this study was all nurses who worked at Kartini Hospital with a total of 111 people. Meanwhile, the number of samples studied was 87 respondents with the data collection method was Consecutive Sampling. The data of this study used primary data by filling out a questionnaire. The collected data is then computerized and processed with Kendall Tau's correlation statistical technique.

## RESEARCH RESULTS

### 1. Distribution of respondent frequency according to nurse workload at Kartini Hospital in 2022

No	Characteristic	Frequency	(%)
<b>Workload</b>			
1.	Heavy	41	47,1
2.	Keep	32	36,8
3.	Light	14	16,1
	Total	87	100

The results of the analysis showed that of the 87 respondents, most of them experienced heavy workloads as many as 41 (47.1%) respondents.

## 2. Frequency distribution of respondents according to nurse work stress

No.	Characteristic	Frequency	(%)
<b>Work Stress</b>			
1.	Heavy	17	19,5
2.	Keep	29	33,3
3.	Light	41	47,1
	Total	87	100,0

The results of the analysis showed that of the 87 respondents, most experienced mild work stress as many as 41 (47.1%) respondents.

## 3. The relationship of workload to nurse work stress

		<b>Work Stress</b>			<b>Total</b>
		<b>Heav y</b>	<b>Keep</b>	<b>Light</b>	<b>l</b>
<b>Worklo ad</b>	<b>Heavy</b>	14	10	17	41
	<b>Keep</b>	2	18	12	32
	<b>Light</b>	1	1	12	14
	<b>Total</b>	17	29	41	87

Based on the table, it can be seen that of the 41 respondents who experienced heavy workloads, most of them experienced light work stress as many as 17 respondents and other respondents experienced heavy work stress as many as 14 respondents and moderate work stress as many as 10 respondents. Furthermore, of the 32 respondents with moderate workload, most experienced moderate work stress as many as 18 respondents and other respondents experienced light work stress as many as 12 respondents and heavy work stress as many as 2 respondents. Respondents with light workloads were 14 respondents and most experienced light work stress as many as 12 respondents and other respondents experienced moderate work stress 1 respondent and heavy work stress 1 respondent.

The results of *kendall's tau* statistical test obtained that the  $p$  value = 0.006 which means less than 0.05 ( $p < \alpha$ ) which indicates that there is a significant relationship between workload and nurse work stress. The *Correlation Coefficient* value of 0.271 indicates the strength of the workload relationship with work stress is at a fairly strong level with a positive relationship direction.

## DISCUSSION

### a. Overview of the workload of nurses at Kartini Hospital

The results of the analysis showed that of the 87 respondents, most of them experienced heavy workloads as many as 41 (47.1%) respondents. Meanwhile, other nurses experienced moderate workload as many as 32 (36.8%) respondents and light workloads as many as 14 (16.1) respondents. This study is different from the results of Retnaningtyas (2018) which was entitled the effect of workload on the work stress of nurses in the inpatient room of Siti Aisyah Hospital, Madiun City. The results showed that out of 52 respondents, most nurses experienced light workloads as many as

44% of respondents. Meanwhile, the results of the study in line with this study were conducted by Astuti (2019) which stated that out of 48 respondents as many as 27 (56.2%) respondents experienced heavy workloads.

Workload is the body's ability to accept work. From an ergonomic point of view, every workload received by a person must be appropriate and balanced against physical and psychological abilities (Vanchapo, 2020). Workload can be influenced by internal factors such as somatic factors (gender, age, body size, nutritional status, health conditions), psychic factors (motivation, perception, trust, desire and satisfaction) and external factors namely work situations, spatial planning, workplace, work tools and facilities, working conditions, work attitudes, while tasks of a mental nature such as work complexity, level of work difficulty, training or education obtained, job responsibilities, working period, rest time, rotating work, night work, wage system, organizational structure model, assignment and authority, physical work environment, biological work environment, and psychological work environment (Harini et al, 2018 in Budiasa 2021).

According to researchers, as the newest hospital in Lebak regency, Kartini Hospital began to be visited by many people in Lebak regency who wanted excellent service. The magnitude of community demands on the quality of service and basic duties as a nurse in each room is currently an external factor that affects the workload of nurses in addition to the internal factors that each individual will vary.

#### **b. Overview of work stress of nurses at Kartini Hospital**

The results of the analysis showed that of the 87 respondents, most experienced mild work stress as many as 41 (47.1%) respondents. Meanwhile, other nurses experienced moderate work stress as many as 29 (33.3%) respondents and mild work stress as many as 17 (19.5%) respondents. The results of this study are in line with Putri's research (2018) entitled the relationship of work stress levels with behavior of nurse *caring*. The results showed that out of 39 respondents, 17 respondents experienced mild stress. Meanwhile, in Astuti's research (2019) it was stated that nurses experienced more severe stress, namely 60.4% of 48 respondents.

Work stress is an emotional state that arises due to a mismatch between the workload and the individual's ability to cope with the work stress he faces (Vanchapo, 2020). Work-related stress arises when the demands and pressures of work faced do not match their abilities and knowledge. Workers who are in a state of stress will show the emotions and behaviors that occur as a step in overcoming the stress that occurs (Budiasa, 2021).

There are a number of working conditions that often cause stress for employees, including, excessive workload, pressure or insistence on time, poor quality of supervision, unsafe political climate, feedback on inadequate work implementation, insufficient authority to carry out responsibilities, role ambiguity, frustration, conflicts between individuals and between groups, differences between company and employee values and various form of change (Asih, Wishiastuti, Dewi, 2018).

Researchers argue that the results of the study are influenced by various factors. Most respondents experienced mild stress. This can be influenced by the coping mechanism of each nurse and the presence of other factors such as experience (length of work), gender, education and other things that can reduce the level of work stress of nurses.

#### **c. Bivariate Analysis Discussion**

Based on table 4.3, it can be seen that of the 41 respondents who experienced heavy workloads, most of them experienced light work stress as many as 17 respondents and other respondents experienced heavy work stress as many as 14 respondents and moderate work stress as many as 10 respondents. Furthermore, of the 32 respondents with moderate workload, most experienced moderate work stress as many as 18 respondents and other respondents experienced light work stress as many as 12 respondents and heavy work stress as many as 2 respondents. Respondents with light

workloads were 14 respondents and most experienced light work stress as many as 12 respondents and other respondents experienced moderate work stress 1 respondent and heavy work stress 1 respondent.

The results of the *kendall's tau* statistical test obtained that the value of p value = 0.006 which means smaller than 0.05 ( $p < \alpha$ ) then it can be concluded that there is a significant relationship between workload and nurse work stress. Furthermore, a *Correlation Coefficient* value of 0.271 was obtained which indicates that the strength of the relationship between workload and work stress is at a fairly strong level with a positive relationship direction.

Cashmere (2019) states that workload is a comparison between the total raw time to complete a task and work against the total standard time. Workload is defined as something that is perceived to be beyond the employee's ability to do work (Priyanto, 2018). The demands of stress-causing tasks are overload, which can occur when a person has a lot of work compared to the ability to handle it. Every worker basically doesn't want an excess or a shortage of workload because it can relate to performance.

Low task demands can cause boredom and apathy, while excess task demands can cause tension and anxiety. So that a moderate level of work stress is related to an optimal workload, as it leads to high levels of energy and motivation. Several studies were conducted to determine the relationship between workload and work stress. Sholikhah, Prasetyo and Aziz (2021) conducted a study on the Relationship of Workload with Work Stress to Nurse Performance in the Emergency Room, the results showed that there is a relationship between workload and nurse work stress in the emergency room. Another study was conducted by Hagarwatie (2016) who examined the relationship between workload and nurse work stress at the Emergency Installation of RSI Sultan Agung Semarang. The results showed that there was a relationship between workload and work stress of IGD nurses at RSI Sultan Agung Semarang.

Based on the results of the study, it can be concluded that the workload experienced by nurses can cause work stress. This is also influenced by various factors that can increase the degree of stress of nurses. So that not only because of the heavy workload, internal and external factors in each nurse determine the level of work stress experienced. In addition, the existence of coping mechanisms for workloads and work stress can also affect the level of workload and work stress experienced

## CONCLUSION

The results showed that of the 87 respondents, most of them experienced heavy workloads as many as 41 (47.1%) respondents.

The results showed that of the 87 respondents, most of them experienced mild work stress as many as 41 (47.1%) respondents.

The results of the *kendall's tau* statistical test obtained that the value of p value = 0.006 which means less than 0.05 ( $p < \alpha$ ).

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