ANALYSIS OF OCCUPATIONAL STRESS ON NURSES IN TOTO KABILA REGIONAL GENERAL HOSPITAL

by Nur Ayini S. Lalu

ANALYSIS OF OCCUPATIONAL STRESS ON NURSES IN TOTO KABILA REGIONAL GENERAL HOSPITAL

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Abstract

Nursing is a very stressful job because a nursing service provider has a longer duration with patients and is required to provide quality services quickly, precisely, and carefully in complex circumstances or conditions. In addition, nurses are often burdened with other additional tasks and often carry out activities that are not their functions, such as handling administration, finance, and others. Nurses have higher stress levels than other professionals in hospitals. The novelty of this study is because it examines work stress on nurses at TOTO KABILA Hospital. The purpose of this study was to analyze work stress on nurses at Toto Kabila Hospital. The research design used a cross-sectional design, with a research sample of 116 nurses. Analysis of the data used is the chi-square test. The results showed that nurses who had a less heavy workload and experienced moderate work stress were 17 respondents (54.8%) and those who experienced severe work stress were 14 respondents (45.2%). At the same time, nurses with a heavy workload and moderate work stress are 22 respondents (25.9%), and among experts with serious work stress, as many as 63 respondents (74.1%). For good interpersonal relationships, 2 respondents (9.1%) experienced work stress, and 20 respondents (90.9%). Meanwhile, interpersonal relationships that experienced moderate work stress were 37 respondents (39.4%), and severe work stresses 57 respondents (60.6%). The conclusion is that there is a relationship between the workload and interpersonal relationships of nurses with the work stress of nurses at Toto Kabila Hospital, with a value of < 0.05. Suggestions are expected that the nurses of RSUD Toto Kabila can manage their working time well, use time effectively in order to complete their work on time, and can find the best solution for every problem faced so as to reduce the workload that results in work stress.

Keywords: Nurse; Workload; Work Stress.

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1. INTRODUCTION

A nurse is a very stressful job because as a nursing service provider who has a longer duration with patients and is required to provide quality services quickly, precisely, and carefully (1). In addition, nurses are often burdened with additional tasks and often carry out activities that are not their functions, for example handling administration, finance and others. The Indonesian National Nurses Association (2007) revealed that as many as 50.9% of Indonesian nurses who work experience work stress, often feel dizzy, tired, unfriendly, and lack rest due to too high workload and inadequate income (2). The results of a survey conducted in France, it was found 74% of nurses experienced stressful events. At the same time, a study conducted in Sweden showed that more than 80% of nurses are under tremendous pressure due to work. Among Indonesian nurses who work in the four provinces, 50.9% feel pressured at work because they feel dizzy and tired and do not need to rest because the workload is too heavy and burdensome. Nurse stress comes from excessive workload, insufficient number of nurses, conflicts with co-workers or doctors, lack of experience of nurses and the person in charge of the room who constantly monitors the workspace, lack of social support, diverse task demands, and not by the competence (3).

The workload of nurses in hospitals includes physical and mental workloads. Physical workload includes lifting patients, helping patients to the bathroom, carrying medical equipment, and tidying the patient's beds. While the mental workload can be in the form of working in shifts or taking turns, the complexity of the work (preparing mentally and spiritually for patients and families, especially for those who will require surgery or are in critical condition), work with special skills in caring for patients, responsibility for healing and must establish communication with patients (4). Nurses' workload can impact the emergence of work stress, affecting hospital service quality.

The results of preliminary observations that have been carried out on 10 nurses who work in the internal room at Toto Kabila Hospital, as many as 8 nurses (80%) experienced high levels of stress, while 2 other nurses (20%) experienced low levels of work stress. If nurses experience work stress and are not managed properly, it can eliminate caring for patients, increase the occurrence of errors in patient care and endanger patient safety so. That it can have an impact on the quality or quality of health services and patient safety. Therefore, it is very important to analyze the work stress on nurses at Toto Kabila Hospital.

2. RESEARCH METHODS

The type of research is categorized as descriptive research using a quantitative approach that is cross-sectional to analyze work stress seen from work shifts, workload,

and interpersonal relationships. This research was carried out from June to July 2021. The population was all nurses working at the Toto Kabila Regional General Hospital, totaling 165, and the sample in this study were 116 nurses who were divided into several rooms, namely the IGD Room, ICU, NICU, Interna, Children's Room, Surgery/ Neuro, Hemodialysis, Polyclinic, Urology Surgery, OK and VIP. The research instrument used was a questionnaire with 13 questions about work stress, 11 questions about workload, and 8 questions about interpersonal relationships.

3. RESULTS AND DISCUSSION

Table 1.   Distribution of Work Stress based on Characteristics of Respondents (n=116)

Characteristics of Respondents	Respondent n(%)	Work stress	
		Currently	Heavy
Gender			
a. Man	29 (25%)	11 (28,2%)	18 (23,4%)
b. Woman	87 (75%)	28 (71,8%)	59 (76,4%)
Age group			
a. 22-27	23 (19,8%)	5 (12,8%)	18 (23,4%)
b. 28-33	75 (64,7%)	30 (76,9%)	45 (58,4%)
c. 34-39	11 (9,5%)	4 (10,25%)	7 (9,1%)
d. 40-45	7 (6,03%)	0 (0%)	7 (9,1%)
Shift work			
a. Morning	90 (77,6%)	31 (79,5%)	59 (76,6%)
b. Afternoon	11(9,5%)	4 (10,3%)	7 (9,1%)
c. Evening	15 (12,9%)	4 (10,3%)	11 (14,2%)
Interpersonal Relations			
a. Well	22 (18,9%)	2 (5,1%)	20 (25,9%)
b. Enough	94 (81,1%)	37 (94,9%)	57 (74,1%)
Workload			
a. Not enough	31 (26,7%)	17 (43,6%)	14 (18,2%)
b. Heavy	85 (73,3%)	22 (56,4%)	63 (81,2%)

Source: Research Results, 2021

Table 2.   Bivariate Analysis of Each Independent Variable with Work Stress

Variable	Respondent n(%)	Work stress		p-Value
		Currently	Currently	
Interpersonal Relations				
a. Well	22 (18,9%)	2 (5,1%)	20 (25,9%)	0,05
b. Enough	94 (81,1%)	37 (94,9%)	57 (74,1%)	
Workload				
a. Not enough	31 (26,7%)	17 (43,6%)	14 (18,2%)	0,004
b. Heavy	85 (73,3%)	22 (56,4%)	63 (81,2%)	

Source: Research Results, 2021

The total population is 165 nurses. The total number of nurses who were there at the time of the study was 116 (sample). The age of the respondents who dominate is at the age of 28-33 years, with as many as 75 respondents (64.7%). Furthermore, for the work shift,

nurses who work the morning shift are 90 respondents (77.6%), the afternoon shift is 11 respondents (9.5%), and the night shift is 15 respondents (12.9%). For the length of work (hours/day) of nurses, the category of 6 hours/day was 70 respondents (60.3%), while 7 hours/day were 17 respondents (14.7%), and 8 hours/day were 29 respondents (25%).). Next is workload, nurses with a less heavy workload are 31 respondents (26.7%), and nurses with a heavy workload are 85 respondents (73.3%) for interpersonal relationships with the sufficient category that is 94 respondents (81%) and interpersonal relations with the good category that is 22 respondents (19%). Work stress in the medium category is 39 respondents (33.6%). Meanwhile, work stress in the heavy category is 77 respondents (66.4%).

This study aims to analyze the work stress of nurses at Toto Kabila Hospital in terms of interpersonal relationships and workload. Based on the analysis of the chi-square test, it was found that there was a relationship between the two independent variables, namely interpersonal relationships and workload, with work stress.

There were 2 respondents (9.1%) with good interpersonal relations who experienced moderate work stress and 20 respondents (90.9%). Meanwhile, interpersonal relationships that experienced moderate work

stress were 37 respondents (39.4%) and severe work stresses 57 respondents (60.6%).

Interpersonal relationships occur enough because superiors don't care about their subordinates; respondents feel offended when coworkers criticize their work, but respondents still care about coworkers even though their friends don't appreciate their work. This is because respondents still maintain good communication. For the level of severe stress, the nurses at the Toto Kabila Hospital they said the stress they experienced came from interpersonal relationships between fellow nurses, the heavy stress they got from several things, such as a fairly heavy workload, while those who said that work stress was a part of the stress of life.

Good interpersonal relationships occur in respondents who have never or had disagreements with co-workers/supervisors, then the superior's concern for their subordinates is well-established communication between friends. Even though they are very busy, respondents have enough time to hang out with their co-workers/supervisors. Good interpersonal relationships with heavy work stress occur because of interpersonal relationships between fellow nurses. They get heavy stress from several things because the workload is quite heavy. Then the factors that can cause work stress in nurses include night shifts, multiple role conflicts, lack of social support, the

conflict between work and family, diverse and inappropriate task demands, excessive workload, uncomfortable working conditions, job uncertainty, the absence of awards, over-promotion or under-promotion, and an imbalance in the ratio of the number of nurses to the number of patients. Previous research conducted by Indriyani (2017), interpersonal communication allows nurses to exchange ideas or experiences and, together with other nurses, find solutions to problems encountered at work. Often when the doctor is not on duty, the nurse must decide for herself the prompt and appropriate course of action to be given to a patient whose health is deteriorating or in critical condition. (5) With a good relationship, it is easier for nurses to ask for help and coordinate with other nurses. One of the categories of work intrinsic factors that can cause job stress is interpersonal communication among employees. This happens because between them, in communication, they often experience differences in perceptions that lead to conflict and end in stress. (6)

The existence of a relationship between interpersonal relationships and the level of stress experienced by nurses can be concluded that the better interpersonal relationships in the adult inpatient room, the stress level experienced by nurses will be better. On the other hand, the worse the interpersonal relationship, the worse the stress level experienced by nurses.(7) Interpersonal relationships can be influenced by several factors that can cause stress levels, including three factors, namely internal consisting of the need to belong and the influence of feelings, while external factors, namely proximity and physical attractiveness, and interaction factors, namely similarities and differences, reciprocal liking. Almost every interpersonal relationship, personal or not, makes the relationship effective so that stress levels do not arise, the nursing profession, every day meets various problems with colleagues has the potential to cause stress levels if not anticipated, but nurses in this work environment can anticipate before experiencing stress levels.(8)

This is in line with research conducted by Supardi (2007) that if interpersonal relationships are less comfortable, the higher the stress level will be, and vice versa. The better the interpersonal relationships, the more ideal the stress level will be. The majority of nurses fall into the category of good interpersonal relationships, and the stress level in the normal category is 42 people (80.0%). This study also found nurses who have fewer interpersonal relationships and mild stress levels are as many as 3 people (5.8%). Interpersonal relationships will have an influence on one another, or it can be said as a reciprocal relationship in the work environment, especially the services that both

serve. Someone who experiences stress in the normal category shows they can manage stress levels well by managing time and having the ability to deal with stress levels.(9)

Based on the results of the chi-square test analysis, it was found that there was a relationship between workload and work stress on nurses at Toto Kabila Hospital. Nurses who have a less heavy workload and experience moderate work stress are 17 respondents (54.8%), and those who experience severe work stress are 14 respondents (45.2%). While nurses who have a heavy workload and experience moderate work stress are 22 respondents (25.9%) and experience heavy work stress, as many as 63 respondents (74.1%). Nurses who have a moderate workload are accustomed to direct contact with patients continuously during working hours. Some respondents answered that they did not agree because they were used to it, and it was the duty of the nurse. Even though there are too many hospital regulations, respondents feel at home even though the hospital regulations are strict/strict. Then there is good communication with superiors so that they feel happy when they get guidance and support from superiors, and the workload is less heavy. As a result, the stress level of respondents is in the moderate category because respondents always concentrate at work even though they have problems in the household/family; then it does not affect respondents at work, and they

stay focused or calm in getting the job done so that family problems can be resolved afterward.

Based on the results of the study, the workload in the heavy category was 85 respondents with work stress for the heavy category as many as 63 respondents (74.1%) because respondents could not work calmly when there were family problems, then the work enthusiasm of respondents decreased when working the work done is not appreciated by the boss/company, severe stress arises when the respondent feels disappointed if he cannot complete the job on time, plus the respondent has an insufficient sleep or rest hours and is having problems at work. This triggers the occurrence of work stress on nurses and can reduce the quality of work of nurses, plus a heavy workload. Based on the results of research on workloads where respondents who experience work stress are in the moderate category, as many as 22 respondents (25.9%) because respondents think that the amount of work every day is not disturbing and remain focused on work even though it must be completed immediately and, then the respondent gets a tiring job. Thoughts and complete work with a high level of difficulty, but this is something that nurses are used to. Then respondents feel happy when they get guidance and support from their superiors, who make respondents enthusiastic about working.

Severe stress is a situation that a person feels for a long time and can last from several weeks to several months, such as family problems, problems at work, and also problems with friends at work. Meanwhile, moderate stress is a stressor that everyone faces on a regular basis, such as too much sleep, traffic jams, and criticism from superiors. Stressful situations last only minutes or hours.(10) One of the factors causing work stress is workload. Excessive workload and too little workload can cause work stress. Excessive workload arises as a result of too many tasks given to nurses to be completed within a certain time. For example, nurses must pay attention to patients based on their needs of patients, and nurses must also provide good service to patients, patients' families, and others. Too little workload, that is, if the task does not use the skills and potential of the nurse itself.(11)

Nurses are also always faced with monotonous and routine things, crowded and cramped workspaces, handling equipment in the emergency room, operations, and so on. Nurses are required to always be careful and alert and must act quickly in serving patient complaints. In addition, in relation to the work of a nurse, the greater the number of patients treated and the more diverse the disease and the high level of need of the patient will make nurses vulnerable to stress. If nurses are not able to manage their work, this can trigger work stress.

The conditions and workloads need to be known in order to determine the quantity and quality of the nursing staff needed in the room so that there is no inappropriate workload that eventually causes work stress. If the number of tasks is not proportional to the ability, both physical and expertise, and the time available, it will be a source of stress. Too much stress makes a person's performance decline and tends to be unproductive, but a little stress will help a person focus one's attention and performance.(4)

Research conducted by Intan Puri (2018) shows the results that nurses who work in the Emergency Installation of the Munyang Kuteredelong Hospital face various types of stress sources such as workloads, inadequate environments, and they also have to deal with the problem of death and to die.(12) Fachruddin (2018) states that the negative consequence of increasing workload is the possibility of nurses' emotions arising that are not as expected by the patient. This excessive workload greatly affects the productivity of health workers and, of course, affects the productivity of nurses.(4) According to Sunyoto (2013), factors that experience work stress include physical causes, temperature, and humidity, workload, nature of work, freedom, and difficulties.(13) Suma'mur (2009), every workload received by a person

must be appropriate or balanced both to the physical abilities, cognitive abilities, and limitations of humans who receive the burden. The optimum workload must be achieved if you want to get high productivity. However, if the workload is too low or too high, it will cause low productivity as well.(14)

Excessive workload causes physical or mental fatigue and emotional reactions such as headaches, indigestion, and irritability. At the same time, the work is too little, where the work that occurs due to repetition of motion will cause boredom and a sense of monotony. Boredom in daily routine work due to too few tasks or work results in a lack of attention to work. It is potentially harmful to workers.(15)

4. CONCLUSION AND RECCOMENDATION

Based on research conducted on nurses at Toto Kabila Hospital, it was found that there was a relationship between workload and nurse interpersonal relationships with nurses' work stress, with a significance value of <0.05.

Nurses at the Toto Kabila Hospital are expected to be able to manage their working time well, use time effectively in order to complete their work on time, and be able to find the best solution for any problems encountered so as to reduce the workload that results in work stress.

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