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THE RELATIONSHIP BETWEEN WORKLOAD AND NURSE PERFORMANCE IN NURSING CARE DOCUMENTATION

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ABSTRACT

Performance is the appearance of the work of human resources or employees both in quantity and quality. High demands from society can unconsciously cause a workload for nurses so that it can affect the performance of nurses in documenting nursing care. The purpose of this study was to determine the relationship between workload and nurse performance in documenting nursing care at the Dumai City General Hospital. The research design is a correlation description with a cross sectional approach, the number of samples is 72 people with a purposive sampling technique. Kolmogorov Smirnov data analysis. The results showed that the majority of 69.4% of the respondents' physical workload was in the light category, the majority of 62.5% of the respondents' mental workload was in the light category, the majority was 68, 1% of respondents' performance in documenting nursing care is in good category. The statistical test results showed that there was a relationship between physical ($p=0.000$) and mental ($p=0.000$) workload with the performance of nurses in documenting nursing care. It is hoped that the hospital management will pay attention to the workload of nurses so that the performance in documenting nursing care goes well.

Keywords: Workload, Nurse Performance, Nursing Care Documentation

INTRODUCTION

Nursing service is a form of professional service which is also an integral part of health services based on nursing knowledge and tips aimed at individuals, families, groups or communities, both healthy and sick (Law No. 38 of 2014). Nurses are one of the professions in hospitals that have an important role in the delivery of health services. Therefore, the hospital where nurses work always makes various efforts (Dalimunthe, 2016).

The main duties of nurses are as providers of nursing care, counselors and counselors for clients, managers of nursing services, nursing researchers, executors based on delegation of authority, and/or executors under certain limited circumstances (UU No. 38 of 2014). The main duties of a nurse can be an indicator to assess a nurse's performance.

Performance appraisal is a process of controlling the performance of nurses who are evaluated based on certain standards (Samba, 2000). In fact, in hospitals, the performance of nurses has not shown satisfactory results. Therefore, the performance of nurses continues to be the concern of various parties. The performance of a nurse can be seen from the quality of nursing care given to patients. Quality nursing care needs to be oriented towards better patient outcomes (Yesi, 2010).

Performance is the appearance of the work of HR or employees both in quantity and quality (Ilyas, 2013). According to Mangkunegara (2015) performance is the result of work in quality

and quantity achieved in carrying out the tasks and responsibilities given to him. Nurse performance is measured from the services provided to patients so that patients feel satisfied or dissatisfied (Kurniadih, 2013).

The performance of nurses in Indonesia is still low. Research by Maimun and Yelina (2016) at the Bhayangkara Hospital in Pekanbaru reported low nurse performance of 53.4%. Hidayat's research (2016) at a Surabaya hospital also showed low nurse performance of 50%. Meanwhile, research conducted by Mauliani and Dasuki (2015) at the H. Hanafie Muara Bungo Jambi Hospital also showed that nurse performance was in the unfavorable category of 47.6%. When seen from the research above, the performance of nurses is still low, close to 50%, meaning that most nurses are still not optimal in providing nursing services to patients. This shows that performance is an important element to be considered by leaders so that the nursing services provided can be of high quality.

Many factors affect employee performance including educational background that is not in accordance with work, low employee motivation, rewards given by agencies are not appropriate, low employee commitment, lack of employee discipline, employees who feel less involved in their work and high workload given the wrong agency.

High demands from society can unconsciously create a workload for nurses when carrying out their duties (Werdani, 2016). Workload is something that arises from the interaction between the demands of tasks, the work environment where it is used as a workplace, skills, behavior and perceptions of workers (Hart & Staveland, 1988 in Kasmarani 2012).

The results of research that is Runtu, Pondaag and Hamel (2018) with the title relationship between physical workload and work stress of nurses in the inpatient installation room of the General Hospital GMIM Pancaran Kasih Manado shows that there is a relationship between physical workload and work stress in the inpatient installation room of the hospital general GMIM Pancaran Kasih Manado ($P=0.000$). Stress caused by the high physical workload will affect the performance of nurses in give servicenursing. The results of research conducted by Puspitasari (2012) with the title the relationship between physical and mental workload and work stress in nurses at the Inpatient Installation at the Regional Hospital Dr. Haryoto Lumajang showed that there was a relationship between physical workload and work stress ($P=0.00$) which could directly reduce the quality of nurse performance and service in providing nursing care.

Nurses' physical workload includes lifting patients, bathing patients, helping patients to the bathroom, pushing medical equipment, tidying patient beds, pushing patient stretchers. Meanwhile, the mental workload experienced by nurses, including working shifts or taking turns, preparing the patient's and family's mental spirituality, especially for those who will carry out operations or in critical situations, working with special skills in caring for patients and having to establish communication with patients (Yudi, Tangka & Wowiling , 2019).

In addition to physical workload, nurses will also experience mental workload in providing nursing care. The mental workload experienced by nurses can be in the form of working shifts or taking turns, there are various types of patients under time pressure in making quick and appropriate decisions to take action on patients and having to deal with panicked patient families. With a number of mental workloads faced, nurses sometimes feel tense, unable to overcome difficulties on their own and it is not easy to consider things related to the task as a nurse (Kasmarani, 2012).

Several studies related to mental and physical loads that affect nurse performance. The results of research conducted by Werdani (2016) with the title the effect of nurses' mental workload on the level of patient satisfaction in Inpatient Rooms of Private Hospitals in Surabaya showed that there was a significant relationship between mental workload on the level of patient satisfaction in inpatient rooms ($P = 0.001$). The results of research by Puspitasari (2012) with the title the relationship between physical and mental workload and work stress in nurses at the Inpatient Installation at the Regional Hospital Dr. Haryoto Lumajang showed that there was a significant relationship between physical workload and work stress in the inpatient nurse at RSD Dr. Haryoto Lumajang ($P = 0.001$).

If nurses have a high mental workload and workload, they can have a major influence on the nursing services provided to patients and their families, so that the level of patient satisfaction with nursing services may decrease. The level of patient satisfaction is an indicator of the quality of a hospital service, so that if many patients/families are dissatisfied with the nursing services provided, it will have an impact on customer disloyalty, and in the long term will reduce the percentage of Bed Occupation Rate (BOR) of the hospital. (Werdani, 2016).

RESEARCH METHODS

This study uses a correlation description design with a cross sectional approach. The sampling technique in this study used purposive sampling with a total sample of 72 respondents.

Collecting data using a questionnaire consisting of a physical workload questionnaire, mental workload and a questionnaire about nurse performance in documenting nursing care. The workload questionnaire was adopted from Rahadi's (2015) questionnaire. This study was tested using the Kolmogorov Smirnov test

RESEARCH RESULT

Table 1. Frequency Distribution Based on Respondent Characteristics at City Hospitals Dumai in 2020

No	Characteristics Respondents	f	%
1	Age (Years)		
	24-30 Years	36	50
	31-37 Years	27	37.5
	38-45 Years	9	12.5
2	Gender		
	Male	14	19,4
	Female	58	80.6
3	Education		
	Low	4	5,6
	Higher	68	94.4
4	Years of service		
	< 9 years	52	72.2
	9-14 Years	15	20,8
	>14 Years	5	6,9

Based on table 1 it can be seen that, the majority of 57.5% of respondents were aged between 24-30 years, the majority of 80.6% of respondents were female, the majority of 94.4% of

respondents had low education and the majority of 72.2% of respondents had years of service under 9 year.

Table 2 Frequency Distribution of Respondents' Physical Workload at Dumai City Hospital in 2020

No	Workload Physical	f	%
1	Light	50	69,4
2	Heavy	22	30,6
Amount		72	100

Based on table 2 it can be seen that the majority of 69.4% of the respondents' physical workload is in the light category.

Table 3 Frequency Distribution of Respondents' Mental Workload at Dumai City Hospital in 2020

No	Workload Mental	f	%
1	Light	45	62.5
2	Heavy	27	37.5
Amount		72	100

Based on table 3 it can be seen that the majority of 62.5% of respondents' mental workload is in the light category.

Table 4 Frequency Distribution of Nurses' Performance in Documenting Nursing Care at Dumai City Hospital in 2020

No	Performance	f	%
1	Well	49	68,1
2	Enough	23	31,9
3	Not enough	0	0
Total		72	100

Based on table 4 it can be seen that the majority of 68.1% of the respondents' performance in documenting nursing care was in good category.

Table 5 Relationship between Physical Workload and Nurse Performance in Documenting Nursing Care at the Dumai City Hospital in 2020

No	Physical Workload	Nurse Performance in Nursing Care Documentation						Total		P values
		Well		Enough		Not enough		f	%	
		f	%	f	%	f	%			
1	Light	46	92	4	8	0	0	50	69.5	0.000
2	Heavy	3	13,6	19	86.4	0	0	22	30.5	
Amount		49	68,1	23	31,9	0	0	72	100	

Based on table 5 obtained from 50 respondents, 46 respondents (92%) with light physical workload had good performance in documenting nursing care, 3 respondents (13.6%) with heavy physical workload had good performance in documenting nursing care. The results of the statistical test with the Kolmogorov Smirnov test obtained a value of $p = 0.000 < 0.05$, which means that there is a relationship between physical workload and the performance of nurses in the inpatient room of the Dumai City Hospital

Table 6 Relationship between Mental Workload and Nurse Performance in Documenting Respondents' Nursing Care at Dumai City Hospital in 2020

No	Mental Workload	Nurse Performance at In Documenting Nursing Care						Total		P Value
		Well		Enough		Not enough		f	%	
		f	%	f	%	f	%			
1	Light	43	95.6	2	4,4	0	0	45	62.5	0.000
2	Heavy	6	22,2	21	77,8	0	0	27	37.5	
Amount		49	68,1	23	31,9	0	0	72	100	

Based on table 6 obtained from 45 respondents, 43 respondents (95.6%) with light mental workload had good performance in documenting nursing care, 6 respondents (22.2%) with heavy mental workload had good performance in documenting nursing care. The results of the statistical test with the Kolmogorov Smirnov test obtained a value of $p = 0.000 < 0.05$, there is a relationship between mental workload and the performance of nurses in the inpatient room of the Dumai City Hospital.

DISCUSSION

An overview of the Physical Workload of Nurses in Dumai City Hospital

Based on the results of the study, it was found that the majority of 69.4% of respondents had a light physical workload. This is because due to the clear division of tasks for nurses so that

there is no overlapping, good monitoring and control from the head of the room, as well as good cooperation between the nursing team in completing the assigned tasks.

This result is inversely proportional to the results of research conducted by Yudi, Tangka and Wowiling (2019) showing that respondents have a high physical workload of 56.7%. The results of research conducted by Runtu, Pondaag and Hamel (2018) show that most of the workload is heavy, namely 23 people (56.1%) and the least workload is light with 18 people (43.9%). Nurses' light workload occurs due to the distribution of tasks that are evenly distributed to all nurses. Light workload can also be caused because nurses help each other to meet needs patient.

There is Several factors affect workload, namely internal factors and external factors. Internal factors include age, gender, weight, height, nutrition, physical health, motivation, beliefs, job satisfaction and desires. While external factors include work organization activities, environmental conditions, workplace and tasks that must be done.

Workload is the body's ability to accept work. any workload received by a person must be appropriate and balanced with the physical and psychological abilities of the worker who receives the workload. Physical workload can be in the form of heavy work such as lifting, pushing and caring for. If the workload that must be borne by nurses exceeds their capacity, it will have a negative impact on the work productivity of these nurses (Manuaba, 2010).

An overview of the mental workload of nurses at the Dumai City Hospital

Based on the results of the study it was found that the majority of 62.5% of respondents had a light mental workload. This is because one nurse and another nurse supports each other and exchanges information related to the nursing care process provided. Nurses who are responsible for the process of providing nursing care do not work alone, but work based on a given team so as to reduce the mental workload they carry.

These results are in line with research conducted by Yudi, Tangka and Wowiling (2019) which shows that most respondents have a moderate workload, as much as 93.3%. The results of research conducted by Werdani (2016) show a slight difference where the majority of nurses are at a "very high" level, reaching 53%.

The workload given to workers needs to be adjusted to the psychological and physical abilities of the workers concerned. Travel conditions, travel time from and to work that is as minimal as possible and as safe as possible has an impact on working health conditions in general and work fatigue in particular. Mental coaching that takes place periodically and specifically is able to change the tendency for fatigue to occur. Work facilities and recreational facilities are positive values for workers (LS, 2011).

Nurse's workload is not static, but dynamic which can change at any time, depending on several factors. According to Kurniadi (2013) internal factors that can affect the workload of nurses are the number of patients treated per day or per month or even per year. In this study, on average, the three hospitals treated 4-5 patients per day for each nurse, with an average dependency level of total care. This condition requires nurses to perform invasive or non-invasive skills on patients quickly and precisely without errors. This often creates a mental workload, because nurses cannot make the slightest mistake in carrying out their duties. Thus these three things lead to high physical activity carried out by nurses

Description of Nurse Performance in Documenting Nursing Care at Dumai City Hospital

Based on the results of the study it was found that the majority of 68.1% of respondents had good performance, this is because nurses can focus on carrying out their duties according to the job description given. The research is in line with research conducted by Manuho, Warouw and Hamel (2015) which shows that the performance of nurses is good, namely as much as 62.5%. The results of Buanawati's research (2019) show that 70% have sufficient performance.

Research by Maimun and Yelina (2016) at the Bhayangkara Hospital in Pekanbaru reported low nurse performance of 53.4%. Hidayat's research (2016) at a Surabaya hospital also showed low nurse performance of 50%. Meanwhile, research conducted by Mauliani and Dasuki (2015) at the H. Hanafie Muara Bungo Jambi Hospital also showed that nurse performance was in the unfavorable category of 47.6%.

Nurse performance is a measure of success in achieving nursing service goals. Nursalam (2017) suggests that there are several performance indicators for nurses, namely caring, collaboration, empathy, speed of response, courtesy and sincerity.

The Relationship between Physical Workload and Nurse Performance in Documenting Nursing Care at the Dumai City Hospital

Based on the results of the study, it was shown that there was a relationship between physical workload ($p=0.000$) and the performance of nurses in documenting nursing care at the Dumai City General Hospital. The results of research by Puspitasari (2012) with the title the relationship between physical and mental workload and work stress in nurses at the Inpatient Installation at the Regional Hospital Dr. Haryoto Lumajang showed that there was a significant relationship between physical workload and work stress in the inpatient nurse at RSD Dr. Haryoto Lumajang ($P = 0.001$).

Employee performance is very necessary, because this will determine how far their ability is in carrying out the tasks assigned to them. The results of the study show that nurses must be responsible for the actions taken to patients, pay attention to patient complaints, provide good service and give trust to patients. Ilyas (2013) argues that performance is the appearance of the work results of HR or employees both in quantity and quality. This definition of performance is supported by Mangkunegara (2010) that the performance or work performance of an employee is differentiated in quality and quantity and is produced in accordance with the responsibilities given to him.

Physical work activities that exceed the capacity of a nurse can reduce her productivity at work so that things that should be done to maintain patient safety are often done but are not in accordance with applicable procedures. This is in line with research conducted by Kambuaya in 2016 concerning the relationship between nurse workload and response time for nursing services in the emergency room, where there is a relationship between the two variables. This is because the large number of patient visits and the increased length of stay in the emergency room resulted in nurses experiencing fatigue so that it had a negative impact on the services provided, namely delays in handling arriving patients.

Physical workload is closely related to nurse performance. The higher the physical workload, the lower the quality of nurse work. The amount of physical workload given, especially workload outside of nursing workload, will result in nurses not focusing on providing nursing care to patients.

The Relationship between Mental Workload and Nurse Performance in Documenting Nursing Care at the Dumai City Hospital

The results showed that there was a relationship between mental workload ($p=0.000$) and the performance of nurses in documenting nursing care at the Dumai City General Hospital. The results obtained by Werdani (2016) concerning the effect of mental workload on the level of patient satisfaction are $p = 0.000$, which means that mental workload significantly affects the level of patient satisfaction. While the variable coefficient value is 0.245, which means that mental workload has a tendency of 0.245 times to affect the level of patient satisfaction.

According to Kasmarani's research (2012) concerning the effect of physical and mental workload on work stress in nurses in the Emergency Room of Cianjur Hospital, it was found that the condition of high mental workload in the Emergency Room nurses of Cianjur Hospital was 70.1% which included variations in patient conditions and types of disease, the time demands of each action against the patient and must face the patient's family

The workload given to workers needs to be adjusted to the psychological and physical abilities of the workers concerned. Travel conditions, travel time from and to work that is as minimal as possible and as safe as possible has an impact on working health conditions in general and work fatigue in particular. If the number of patients increases along with changes in weather and disease epidemiology, it will further increase the workload of nurses, causing work fatigue that affects their work performance (Maharja, 2015). Nurse workload is the work volume of nurses in a hospital unit. While the work volume of nurses is the time needed to treat patients per day.

It is important to know the workload as a basis for knowing the work capacity of nurses so that there is a balance between nursing staff and workload (Ambarwati & Latutuva, 2014). Performance is something that is achieved, the achievements shown and the ability to work.

Performance is said to be high if a work target can be completed at the right time or does not exceed the time limit provided while performance is said to be low if it is completed beyond the time limit provided or not completed at all (Manuho, Warouw & Hamel, 2015).

According to the researchers' assumptions, mental workload is closely related to nurse performance. Mental load conditions can affect the psychology of nurses. If the psychology of the nurse experiences a problem, it will affect the performance of the nurse in providing nursing care. Nurses at the Dumai City Hospital work together in providing nursing care. The head of the room and the team leader also often provide motivation to the implementing nurses in carrying out their duties.

CONCLUSION

- a. The majority of respondents have a light physical workload, namely as many as 69.4% of respondents.
- b. The majority of respondents have a light mental workload, namely as many as 62.5% of respondents.
- c. The majority of respondents had good performance in documenting nursing care, namely 68.1% of respondents.
- d. There is a relationship between physical workload and nurse performance in Documenting Nursing Care in Dumai City Hospital ($p=0.000$).
- e. There is a relationship between mental workload and nurse performance in Documenting Nursing Care at Dumai Mental Hospital ($p=0.000$).

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