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THE RELATIONSHIP OF WORKLOAD WITH NURSES' WORK STRESS IN THE INPATIENT ROOM OF IBNU SINA ISLAMIC HOSPITAL PEKANBARU

¹Suci Amin, ²Tri Susilawati

¹Nursing Undergraduate Study Program/Faculty of Health, Al Insyirah Institute of Health and Technology Pekanbaru, Jl. Parit Indah No. 38 Pekanbaru

*email: suciamin@ikta.ac.id

²Nursing Undergraduate Study Program/Faculty of Health, Al Insyirah Institute of Health and Technology Pekanbaru,, Jl. Mawar Indah No. 02 Tangkerang Timur.

*email: trisusilowati546@gmail.com

ABSTRACT

Nursing staff in serving inpatients tend to have a greater workload compared to nurses in other rooms, where nurses will be in contact with patients, patient families, nursing colleagues and other health teams with the task of providing nursing care which causes a heavy workload. too much, resulting in work stress. The aim of this research was to determine the relationship between workload and work stress of nurses in the inpatient room at Ibnu Sina Islamic Hospital Pekanbaru. This type of research is quantitative with a cross-sectional research design. The research was conducted in June 2023. The population in this study was 120 nurses or respondents using a sampling technique. Data analysis using chi square test. The research results showed that 46.7% of the majority of workload levels were categorized as moderate, moderate, 48.3% of the work environment levels were categorized as good. There is a significant relationship between workload and work stress of (P Value = 0.000). It is hoped that nurses can prevent the emergence of work stress while working, which can lead to a decline in nurses' job performance.

Keywords: Workload, Job Stress, Nursing

INTRODUCTION

The quality of nursing services cannot be separated from the role of patient classification in the inpatient ward, because with this classification patients feel more respected according to their rights and it is possible to know the conditions and workload of nurses in each ward. The largest number of health workers in hospitals are nurses, and nurses also play a role in providing 24-hour care to patients. Health services at hospitals consist of inpatient, outpatient and emergency care. In inpatient services, nurses are the health workers who play the most important role. Nurses in inpatient services are responsible for providing nursing care to patients in the inpatient ward and nurses are required to always be

in the room to serve patients in the inpatient ward (Jeremia, 2018).

Research from the National Institute for Occupational Safety and Health (NIOSH) determined that nursing is a profession that has a very high risk of stress, because nurses have very high duties and responsibilities for the safety of human life (Febriana, 2017). The increase in work stress is also due to the pressure to always be optimal in serving patients. The more demands at work increase, the greater the possibility of nurses experiencing work stress. Work stress on nurses is one of the problems in human resource management in hospitals (Widyasari, 2010).

Research from the American National Association for Occupational Health

(ANAOH) states that out of 40 cases of work stress, nurses are at the top and nurses are also likely to experience minor psychiatric disorders and depression. Work stress in nurses is an important concern, one of which is Aiska, S. workers. (2019).

The emergence of work stress is very influential. The first thing that occurs is psychological and emotional disorders, if it continues it will cause physical disorders. The impact of stress not only disturbs a person's body, but also affects performance. According to Robbins (2015), stress has a negative impact, namely physiological symptoms such as increased blood pressure, headaches and stimulates heart disease, dissatisfaction, boredom and tension as well as behavioral symptoms such as changes in eating and sleeping patterns. Threats to work stress can come from heavy workloads, excessive work demands, minimal job protection, lack of support, working hours, work that is considered excessive, and low availability of needs in line with expectations such as salary, job satisfaction, promotions. and career path (Rice, 2016) According to data from the Indonesian Ministry of Health, the number of nurses in Indonesia has reached 237,181 people and will increase every year, so the incidence of work stress among nurses is quite large. Lasima (2014) stated that as many as 75% of nurses at Gorontalo Hospital experienced severe work stress. The stress experienced by nurses can have several negative impacts on their health. Excessive stress on nurses can cause physical and emotional exhaustion. In addition, the impact of ongoing stress on nurses can result in work fatigue or burnout (Zukhra, 2019).

The results of the PPNI (Indonesian National Nurses Association) survey in Prihatini (2014) showed that in 2013, around 50.9% of nurses working in four provinces in Indonesia experienced work stress, often dizzy, tired, and unable to rest because the workload was too high. and time consuming. This is in line with research on Burnout and Stress Coping among Inpatient Room Nurses at Menur Mental Hospital which

states that the main factor causing stress is work factors (43.9%) (Nugroho, et al, 2019).

Prolonged work stress can have an impact on aspects and systems of a person's body. Stress has an emotional, cognitive, physiological and behavioral impact. Emotional impacts include anxiety, depression, physical and psychological stress (Perry & Potter, 2016). Cognitive impacts result in decreased concentration, increased distraction, and reduced short-term memory capacity. The psychological impact results in the release of epinephrine and norepinephrine, deactivation of the digestive system, rapid breathing, increased heart rate, and constriction of blood vessels. The impact on behavior, for example, increases absenteeism from work, disrupts sleep patterns, and reduces the quality of work (Eysenck, 2018).

On January 9 2023, the number of nurses was 10 people with a morning shift of 5 people, afternoon: 3 people, evening: 2 people. Meanwhile, the number of patients in the Mina room consisted of 33 patients who were treated in the Mina ward and the room facilities were quite neat with 37 places. sleeping and consists of 22 rooms. A preliminary study conducted by researchers on January 9 2023 through interviews with 15 nurses in inpatient rooms found that 6 nurses said they often experienced symptoms of work stress such as dizziness, emotionality, anxiety and not being able to relax, lack of self-confidence when working.

RESEARCH METHODS

The type of research used in this research is quantitative research with the research design used being cross sectional. Cross sectional is defined as a type of observational research that analyzes sample data collected only once at a time, and studies the correlation between approaches at a certain time. This research was conducted with a quantitative approach which aims to determine the relationship between workload and work stress in nurses in Inpatient room at Ibnu Sina Islamic Hospital

Pekanbaru.

RESULTS AND DISCUSSIONS

a. Workload

The frequency distribution based on the workload level of inpatient room nurses at Ibnu Sina Hospital Pekanbaru in 2023 is as follows:

No.	Workload Level	Frekuensi	Presentase (%)
01.00	Light	43	35,8
02.00	Currently	56	46,7
03.00	Heavy	21	17,5
Total		120	100

Based on the table regarding workload levels, it can be seen that It was found that as many as 46.7% had a moderate workload level.

b. Nursing Job Stress

Work stress is a dynamic condition where an individual is faced with opportunities, limitations, or demands in accordance with expectations while the results to be achieved are in important and uncertain conditions Robbins (2017). According to Munandar (2008), work stress is closely related to workload because it increases nurses' emotions which are not in accordance with the patient's wishes. Work stress is divided into 3, namely biological stress,

psychological stress and social stress (Nursalam, 2016).

The frequency distribution based on the work stress level of inpatient nurses at Ibnu Sina Hospital Pekanbaru in 2023 is as follows:

Distribution Table of Respondents Based on Work Stress Levels of Inpatient Room Nurses (n=120).

No.	Job Stres Level	Frekuensi	Presentase (%)
01.00	Light	32	26,7
02.00	Currently	60	50
03.00	Heavy	28	23,3
Total		120	100

Based on the table regarding work stress levels, it can be seen that the majority of respondents have moderate work stress, namely 50%. Meanwhile, at least 23.3% experienced work stress in the severe category.

Analisa Bivariat

Based on research that has been carried out from the results of data collection through questionnaires and is in accordance with the indicators studied, the following is a discussion of these indicators.

Table of Relationship Between Workload Levels and Work Stress of Inpatient Room Nurses (n=120)

Workload	Work stress						Total		p value
	Light		Cur-rently		Heavy				
	f	%	f	%	F	%	f	%	
Light	21	17,5	22	18,3	6	5	49	41	0,000
Currently	13	10,8	24	20	7	5,8	44	37	
Heavy	9	7,5	10	8,3	8	6,7	27	23	
Total	43	35,8	56	46,6	21	17,5	120	100	

The relationship between workload and work stress. There are 3 classifications of work stress related to workload. 35.8% experienced mild work stress, 46.6% experienced moderate work stress, 17.5% experienced severe work stress. The results of the

chi square test showed that the p value was <0.05, which means there is a relationship between workload and work stress for inpatient nurses at Ibnu Sina Hospital in Pekanbaru. From the OR value, it can be concluded that nurses who have a heavy

workload are at risk of having a work stress level of 4.182 times compared to nurses with light work stress at the Ibnu Sina Hospital in Pekanbaru. From the OR value, it can be concluded that nurses who have a heavy workload are at risk of having work stress levels 4.012 times compared to nurses with light work stress.

DISCUSSION

Based on the research results, it was found that the majority of respondents had a moderate level of workload, 56 respondents (46.6%), the results of this research are in line with Puput Risti Kusumaningrum's (2022) research on the relationship between nurse workload and work stress in implementing nurses in the ward. Dr. Hospital inpatient Moewardi Surakarta. shows that the majority of respondents have a moderate level of workload. Nurses experience dilemmas and difficult tasks, where nurses are responsible for monitoring and managing patients in an effort to improve the provision of quality health services, therefore nurses have a tendency to experience stress in dealing with patient needs which must be timely and effective.

The results of Sri Wahyuningsih's (2021) research on factors that influence nurses' workload in providing nursing care in inpatient rooms. External workload is obtained from outside the worker's body, such as physical, mental and social work. Physical workload such as an imbalance between the number of nurses and the number of patients, additional tasks outside of nursing care, mental workload.

The results of Wiwit.C's research (2021) on the influence of workload and nurse fatigue on infusion care in class III treatment rooms at Sukoharjo Regional Hospital. Quantitative workload has a significant effect on changes in fatigue with a significance value (p) of 0.0196 (0.0196 < 0.05) and a B value of 0.367.

The results of Ida Agustiningsih's research (2020) regarding the relationship between workload and work stress for emergency room nurses on the first floor of

RSUD Dr. Soetomo Surabaya. Workload of emergency room nurses on the 1st floor of RSUD Dr. Soetomo had the highest workload with 22 respondents (49.2%). The results of the chi square test showed that the correlation coefficient between workload and work stress of nurses was 25.0 and the P value was $0.00 < 0.05$, which means that there was a relationship between workload and work stress for emergency room nurses on the 1st floor of Dr Soetomo Hospital, Surabaya.

According to the researchers' assumptions, a large workload will cause a continuous level of work stress with a large intensity of work including services to patients, preparing ATK needs, preparing medical record files, preparing linens, meetings and other activities outside nursing.

The Relationship Between Workload and Job Stress in Inpatient Nurses at Ibnu Sina Hospital

The results of this research show 3 classifications of work stress which are related to workload. 43 respondents experienced mild work stress (35.8%), 56 respondents experienced moderate work stress (46.6%), 21 respondents experienced severe work stress (17.5%). the relationship between workload and work stress level (P Value = 0.000) workload that is too large has a negative impact on inpatient nurses at Ibnu Sina Hospital. The results of this research are in line with research conducted by Puput Risti Kusumaningrum (2022) which found that there was a relationship between workload and work stress, with a value of $p=0.024$ ($p<0.05$).

This shows that the majority of respondents had a workload level with stage. moderate because apart from providing services to patients, nurses also do other work such as checking equipment readiness and cleaning special equipment such as EKG, Defilator, Bedside Monitor, Ventilator and others, preparing the need for consumables such as sterile gauze, alcohol, betadine, preparing needs ATK, preparing medical

record files, preparing linen, meetings and other activities outside of nursing. Nurses experience dilemmas and difficult tasks, where nurses are responsible for monitoring and managing patients in an effort to improve the provision of quality health services, therefore nurses have a tendency to experience stress in dealing with patient needs which must be timely and effective. Andinny V. Melo (2019), with the title research on the relationship between workload and work stress among nurses at the Bethesda Tomohon General Hospital, stated that research conducted on nurses at the Bethesda Tomohon General Hospital found that many nurses felt very stressed because they were too A lot of work is given so that nurses feel tired, tired, stiff in the neck and unable to concentrate properly and are confused in facing the work. Nurses often feel tension when dealing with patients who are in critical condition because they do not have much experience in carrying out nursing work.

According to the researcher's assumption, this is because too much workload can cause tension in a person, thus causing stress. This can be caused by the level of skill required being too high, the work speed being too high, the volume of work being too much and so on. To reduce the workload, it is necessary to reduce the workload. 24 hour polyclinic so that it can reduce the workload of inpatient nurses so that it does not result in an increase in work stress levels in nurses. Researchers hope that hospitals will transfer or rotate workplaces for nurses aged > 40 years according to productivity and workload, while nurses with work experience in the emergency room > 10 years need a new room refresh and a new working atmosphere so they don't experience work stress due to too bored working in the same room for a long time.

CONCLUSION

Based on the research results and

discussion of the influence of the level of workload on the stress of nurses in the inpatient room at Ibnu Sina Hospital, the following conclusions can be drawn: The results of the research show that there is a relationship between the level of workload of nurses in the inpatient room and the results show that the level of workload of nurses in Most of the inpatient rooms at Ibnu Sina Hospital are medium at 46.7%. There is a significant relationship between workload and work stress of (P Value = 0.000), for nurses at Ibnu Sina Hospital Pekanbaru.

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