The Relationship of Workload with Nurses' job stress at Bhakti Husada Hospital Cikarang

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Abstract Work stress is psychological or physical tension as a response to pressure from the work environment. Nurse work stress can occur if nurses in carrying out their duties receive a workload that exceeds their abilities so that nurses are unable to fulfill or complete their duties well. Nurses have higher stress levels than other professionals in hospitals.To determine the relationship between workload and work stress among nurses at Bhakti Husada Hospital, Cikarang. The research design uses quantitative descriptive correlation using a cross sectional approach. The population in this study were all nurses in the Bhakti Husada Cikaran Hospital inpatient room, totaling 58 people. The sampling technique uses total sampling, where the entire population is used as a research sample. Data collection was carried out using a questionnaire. The research results showed that 58.6% of nurses had a heavy workload. while the stress level of nurses was found to be 63.8% of nurses experiencing high stress. Statistical tests show that there is a significant relationship between workload and work stress (p value = 0.005). Workload is one of the factors that influences work stress in nurses. Nurses are expected to be able to provide support and motivation to each other so as to create a conducive work environment which can reduce work stress in nurses.

Keywords: Workload, Nurses, Job Stress

1. BACKGROUND

A hospital is a health facility that has the function of providing health services. The success of a hospital in carrying out its functions is determined by the quality of hospital services, where one of the influencing factors is the health personnel that the hospital has (Badri, 2020). One of the health workers who plays the most role in providing services in hospitals is the nurse. Nurses have an important role in providing health services, where they interact directly with patients and serve various patient needs (Yosiana et al., 2020).

Nurses are one part of health services who are by the patient's side for the longest time compared to other health workers. Nurses as professionals must be able to carry out their roles and functions optimally in dealing with the demands of patients, patient families, doctors and other health workers, where this has the potential to cause nurses to experience stress at work (Lubis et al., 2022). Stress is psychological or physical tension that can be caused by physical, emotional, social, economic or work conditions, events or experiences that are difficult to manage. Work stress is an unfavorable psychological condition as a response to pressure from the work environment. It is said that high levels of work stress can cause performance to decrease significantly (Robbins & Judge, 2017).

The prevalence of work stress among health workers, especially nurses, varies in each country in the world. There is data related to nurse stress in various countries, including Europe 58.2%, India 50% and Australia 44.82%, and Egypt 71% of nurses experienced high stress in 2020. In 2022 in Slovakia, out of 693 nurses, there were 75, 9% of nurses experience work stress (Riana et al., 2022). Based on the results of research on the relationship between work stress and the performance of inpatient nurses, of the 54 respondents it was found that 66.67% experienced mild work stress, 13% were in the moderate work stress category, 20.33% were in the severe stress category. Based on the results of the chi-square statistical test analysis, it was found that the value of p=0.001 < α 0.05, which indicates that there is an influence between work stress and nurse performance (Sukabumi et al., 2022). This data is supported by the results of other research related to nurse work stress in 2022, where the rate of severe work stress was found in Jakarta at 50% of nurses, in Makasar it was found at 76.5% of nurses, Semarang at 51.81% of nurses, and Padang at 48.9% of nurses (Pasang et al., 2022).

The stress experienced by nurses must be taken into account, because if nurses experience high stress it can have an impact on the quality of service. Nurses who experience stress have behavior that is irritable, restless, moody, anxious and lacks enthusiasm for work. Therefore, if a nurse experiences stress, it can have an impact on decreased performance which can ultimately lead to various complaints from patients (Riana et al., 2022).

Based on the results of an interview with one of the nurses that the researcher conducted, he said that being a nurse at Bhakti Husada Hospital Cikarang is required to obey the rules and procedures according to the SOPs in the hospital, one of which is regarding working hours and service to patients. Mastery in a low environment and high pressure in the world of nursing work will have an impact on the stress level of nurses at Bhakti Husada Hospital Cikarang. Researchers conducted a survey of 5 nurses at Bhakti Husada Hospital Cikarang using a questionnaire that had been prepared, it was found that 2 out of 5 people experienced high work stress, 3 people experienced light work stress.

The results of research conducted in Thailand show that around 4.4% of nurses want to leave the nursing profession and it is estimated that this will increase to more than 15% by 2020. In fact, previous research found that around 30% of nurses in Thai hospitals intended to leave their profession because of stress. work is caused by unconducive working conditions such as heavy workloads and low social support in the workplace (Kaewboonchoo et al., 2021).

The results of research conducted by Yosiana, et al (2020) show that the average workload of nurses has increased quite significantly. In the 2016-2018 period, nurse performance scores tended to increase, namely 7.2 (2016), 7.54 (2017), and 7.38 (2018). This

results in increased work pressure on nurses in carrying out their duties. This situation can result in nurses' workload becoming heavy so that nurses cannot carry out actions in accordance with standard operating procedures (SOP) for health services properly (Yosiana et al., 2020).

The results of research conducted by Padila & Andri (2019) showed that the majority of respondents, namely 61.3%, experienced the high workload category (Padila & Andri, 2019). Workload is too much activity which can cause tension in a person so that it can cause stress. This is due to the level of expertise required being too high, high work speed and dexterity, too much work volume and so on. The workload standard according to Gilies (1994) in Juliani (2009) is 420 minutes (7 hours) for the morning shift, 660 minutes for the afternoon shift and 660 minutes (10 hours) for the night shift. The optimal productive time for nurses to work is 80%. Therefore, Juliani (2009) concluded that a nurse's productive time is called workload. If the nurse has worked above 80% of her productive time, then it can be said that the nurse's workload is inappropriate or high and if the nurse works below 80% of her productive time then it can be said that the nurse's workload is light (Juliani, 2009). If the number of tasks is not commensurate with physical abilities, skills and time available, it will be a source of stress for nurses (Rizkianti & Haryani, 2020).

Research conducted by Sari et al, (2017) shows that there is a significant relationship between workload and work stress of nurses at Bhakti Kartini Hospital Bekasi with p-value = 0.000 (I. C. Sari & Rukayah, 2017). This is supported by other research conducted by Sari and Rayni (2020), where based on the results of statistical tests, $r = 0.534$ $\alpha = 0.019$ ($p < 0.05$), so it can be concluded that there is a significant relationship between workload and stress. working in the emergency room and ICU at RSI Nashrul Ummah Lamongan, meaning that the higher the workload level of nurses working in the emergency room and ICU, the perceived work stress will also increase (I. P. Sari & Rayni, 2020).

Based on this, the workload on nurses is one of the things that needs to be considered because work stress on nurses can affect various aspects, both on the nurses themselves and on the quality of service to patients. Based on the background above, the researcher is interested in conducting research with the title "The Relationship between Workload and Work Stress in Nurses at Bhakti Husada Hospital, Cikarang.

2. THEORETICAL STUDY

High workload is one of the factors causing work stress in nurses. A high level of patient dependency can increase the workload of nurses. Apart from that, the mismatch in the number of workers can affect nurses' workload, which can have an impact on work stress (Fachruddin et al., 2019). One factor that influences this is the patient's level of dependency. Furthermore, work stress that is not handled will have an impact on physical, psychological and emotional health. If the stress that occurs in inpatient nurses is not handled properly, it will cause physical and psychological illnesses and can affect the performance of nurses in health services. These conditions, both directly and indirectly, can influence patient satisfaction and health services in hospitals (Haryanti et al., 2013; Rizkianti & Haryani, 2020).

The emergence of stress in nurses can be influenced by several factors, namely high workload, uncertain number of patients, varying patient complaints and conditions and activities outside hospital hours. This causes some nurses to experience lack of sleep, unable to control their emotions and unable to concentrate, which causes complaints about the workload of nurses to increase. As the workload of nurses increases, the level of stress on nurses increases. Nurses are required to concentrate and act quickly in serving patients (Ponggantung et al., 2018).

The pressure and tasks given to a nurse in carrying out their work can influence work stress. In accordance with the opinion of Gul and Delice (2011) who stated that working as a nurse is considered a job with high stress, due to long working hours, leadership structure, and concerns about safety.

3. RESEARCH METHODS

This research consists of two variables, namely the dependent variable and the independent variable. An independent variable or also called a free variable is a subject characteristic that can have an impact or influence the dependent variable, while a dependent variable is a variable that is influenced by the independent variable so that it will experience changes as a result of that influence (Notoatmojo, 2018). The independent variable in this study is workload, while the dependent variable in this study is nurses' work stress.

4. RESULTS AND DISCUSSION

1. Relationship between Workload and Job Stress in Nurses

Tabel 1. Relationship between Workload and Job Stress in Nurses

Workload	Stress						95%			
	Low		Hight		Total		P Value	OR	Lower	Upper
	N	%	N	%	N	%				
Low	14	58,3	10	41,7	24	41,4				
Severe	7	20,6	27	79,4	34	58,6	0,005	5,40	1,69	17,25
Total	21	36,2	37	63,8	58	100				

Based on the table above, it is known that of the 34 people with a heavy workload, the majority (79.4%) experienced high stress and of the 24 people with a light workload, 10 people (41.7%) experienced high stress.

The results of statistical tests show that there is a significant relationship between workload and work stress in nurses at Bhakti Husada Hospital Cikarang (p value = 0.005) with an OR value of 5.40, this means that nurses with a heavy workload will be 5.4 times at risk of experiencing high stress compared to nurses with a light workload. The results of this study are in line with research (I. P. Sari & Rayni, 2020) which states that there is a significant relationship between workload and work stress of nurses in inpatient rooms. This means that a heavy workload can result in high stress for nurses and the lighter the workload, the lighter the nurse's work stress will be. This is in line with (Susiarty et al., 2019) which states that too much workload will have a bad impact on nurses, such as resulting in stress, fatigue, physical impacts such as headaches, digestive disorders and the emergence of emotional reactions. such as irritability and inability to control emotions. This of course will ultimately affect the performance of nurses and the quality of hospital services themselves.

Based on the research results, it was found that the majority of nurses (63.8%) experienced high work stress. Work-related stress is defined as a disturbing or detrimental physical and emotional response that occurs when task demands do not match the worker's capabilities, resources or desires (Kasmarani, 2012). Nurse work stress can occur if the nurse on duty receives a workload that exceeds her abilities so that the nurse is unable to fulfill or complete her duties, then the nurse is said to be experiencing work stress. This is in line with the results of this research, where 56.9% of respondents felt that the work given was more than

what it should be and 53.5% of respondents felt that there was too much work to be done in a short time. This shows that stress in nurses is due to the large amount of work assigned to them. This research shows that nurses with a heavy workload are 58.6%. Nurse workload is all activities carried out by nurses while on duty, both directly and indirectly (productive activities) in providing services to patients (Hairil Akbar et al., 2022). Nurse workload is influenced by internal and external factors. Internal factors that influence nurses' workload include age, gender, and education level (Chintya & Manumpil, 2018). Meanwhile, external factors that influence workload include job complexity, level of difficulty in the job, job responsibilities, wage system, delegation of tasks and work environment. Workload arises because of stressors that influence it, for example workplace environmental conditions, level of difficulty in working, length of time working, and relationships between fellow workers (Mahawati et al., 2021). Nurses have a heavy workload, which can be due to their work demands, such as providing patient care services based on the treatment process, carrying out treatment measures, implementing patient medical programs, communicating with patients and families, accompanying doctor visits and reporting the patient's condition to the doctor. All of these nursing duties can become a burden for nurses if the number of existing nursing staff is not proportional to the number of patients being treated (Chintya & Manumpil, 2018).

Nurses' activities are also inseparable from administrative tasks such as compiling daily reports during handover between work shifts and being involved in room management, this will increase the nurses' workload. Apart from that, the workload is felt to be heavy because many nurses have to do concurrent work outside of nursing care, namely cleaning rooms and changing patient linens, thus increasing the nurses' workload. Excessive workload will cause mental stress or emotional reactions such as headaches and irritability.

The high number of nurses with high work stress in this study could also be influenced by the characteristics of the respondents. One of the characteristics of respondents that can influence stress is gender. In this study, the majority of respondents were female, where the number of female nurses reached 87.9%. This is in line with research (Awalia et al., 2021; Rhamdani & Wartono, 2019) which states that there is a significant relationship between gender and work stress. Female nurses tend to perform better than men, but suffer from stress more quickly. The tendency for women to experience work stress is greater than men because women have emotional outbursts, besides that women are often faced with role conflicts between their roles as nurses who are tasked with caring for patients and as housewives who have to take care of their families (Rhamdani & Wartono , 2019).

Another characteristic of respondents which is the cause of the high number of nurses who experience high work stress is the nurses' work experience, where the majority of respondents (87.9%) have worked ≤5 years. This is one of the things that can influence the occurrence of work stress in female workers. In line with research (Manabung et al., 2018) which states that there is a significant relationship between work experience and work stress. The working period has an important influence in triggering work stress. Nurses with longer service periods tend to have better abilities and understanding of their work so they are able to adapt well to their work. Apart from that, stress in nurses with relatively short working periods can be caused because more senior nurses often delegate nursing care tasks to junior nurses in providing nursing actions. Excessive workload will cause mental stress or emotional reactions such as headaches and irritability

Job stress occurs when individuals feel pressured by work that is not in accordance with their knowledge and abilities. A nurse's knowledge and abilities are influenced by the nurse's own education. The research results showed that 87.9% of nurses at Bhakti Husada Hospital had a D3 Nursing education. This can influence stress in nurses. This is in line with the results of research (Lating & Soumena, 2021), where the results showed that there was a relationship between education level and nurses' work stress. Nurses with higher education will have more adequate knowledge and critical thinking skills so they will be able to complete their work well. This of course can minimize the occurrence of stress in nurses.

Another thing that can influence the high level of stress in nurses at Bhakti Huasada Hospital Cikarang is age. In this study, most of the respondents were in the 20-35 year age range, namely 94.8%. Age is a factor that can influence the occurrence of work stress. This is confirmed by research (Al Fatih et al., 2022) where it is stated that the older a worker is, the lower the possibility of suffering from work stress. This is because older workers tend to have better experience and mental health than younger workers.

Work stress that occurs in nurses needs serious attention. Work stress that is not handled properly can have an impact on reducing nurse performance. This is because nurses who experience work stress will lose the ability to think critically and make decisions which will ultimately affect their performance. Work stress can be experienced by all employees, both at the leadership and executive levels. Working conditions and environments have the potential to cause stress for nurses. Stress in the work environment cannot be avoided, what can be done is how to manage, overcome or prevent stress from occurring, so that it does not interfere with work.

5. CONCLUSIONS AND RECOMMENDATIONS

The workload of nurses with a heavy workload classification was 34 people, the majority (79.4%) experienced high stress and of the 24 people with a light workload, 10 people (41.7%) experienced high stress. The results of the chi square test obtained a correlation coefficient between workload and work stress of nurses, which obtained a P value of 0.005 < 0.05, which means there is a relationship between workload and work stress of nurses.

The research results showed that the OR was 5.40, this means that nurses with a heavy workload were 5.4 times more likely to experience high stress than nurses with a light workload.

Nurses must be able to make good use of rest time so they don't experience excessive fatigue. Apart from that, nurses need to create cooperation between colleagues to create good and enjoyable working conditions so that the workload is reduced and it is hoped that this will provide a real picture of the relationship between workload and work stress of nurses in the work environment, so that nurses can anticipate work stress by preparing physically and mentally. , participating in training and skill development, as well as creating a healthy social environment between fellow nurses to avoid excessive workload which can result in work stress

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