

The Relationship Between Workload and Nurse Performance in Nursing Care Documentation: a Cross-Sectional Study

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ABSTRACT

Hospitals nowadays continue to strive to improve the performance of healthcare workers, including nurses, in enhancing the documentation of nursing care. Indirectly, the excessive workload of nurses often becomes an obstacle in documenting nursing care. This study aims to analyze the relationship between workload and nurses' performance in documenting nursing care. The type of this research is a quantitative study that is observationally analytical using a cross-sectional design. The research sample consisted of 36 nurses using a total sampling technique. Data analysis involved univariate and bivariate analysis. The results of the study obtained a p-value of 0.000, which means there is a relationship between workload and nurses' performance in documenting nursing care. The conclusion of this study is that there is a relationship between workload and nurse performance in documenting nursing care in the General Inpatient Ward of Budi Setia Langowan Hospital. The recommendation in this study is aimed at nurses to use the study results as a learning material for head nurses to manage the workload of each nurse so that it is not excessive, allowing for proper documentation of nursing care.

INTRODUCTION

The performance evaluation of nurses has become important in recent years to ensure high-quality clinical care with desired patient outcomes. Healthcare managers have focused on the best ways to maintain service quality and ensure employee satisfaction due to budget constraints imposed on healthcare services and the increasing levels of patient demand and expectations (Nnko et al., 2019). Documentation is very important for recording all findings and observations about the patient's past and present medical history and illnesses, examinations, clinical care (medical and nursing), and serves as evidence of the implementation of the patient's care plan by the nursing profession in the hospital (Wahyuningsih et al., 2021).

The World Health Organization (WHO) shows that Indonesia is among the five countries with the worst nursing performance. A minimum service standard set by the Ministry of Health of the Republic of Indonesia in 2008 stipulates that the satisfaction of healthcare service recipients should be at least 90% (Haris et al., 2019). Nurse productivity data in terms of performance has proven to decline due to the lack of work motivation among nurses. One of the factors most often experienced by every worker is the workload, which increases along with the company's progress. Based on the data obtained, the number of nurses at Budi Setia Langowan Hospital is 119 nurses. Nurses with a D3 education amount to 85 people and Ners education amounts to 34 people, with a total of 103 beds for all rooms. The BOR data reached 86%, AVLOS reached 6 days, and TOI reached 3 days (Bagian Diklit RS Budi Setia Langowan, 2024).

One of the factors affecting nurses' performance is the heavy workload (Kurniawati et al., 2023). The workload of nurses consists of numerous tasks that must be performed by nurses, exceeding their capabilities. This study found two internal and external factors affecting nurses' tasks in providing nursing care in inpatient wards. External workload comes from outside the worker, such as physical, mental, and social tasks. Internal workload comes from within the body, such as age, gender, and education level (Wahyuningsih et al., 2022). Job dissatisfaction, nurse turnover, failure of collaboration between nurses and doctors, and poor communication between nurses and patients are all results of high workload. This approach is based on the activities of nurses, both direct and indirect, which allows for estimating the amount of nursing work required in a facility or unit. To determine how much work nurses have to do, they should also be assessed in other activities they can perform (Saputera & Suhermin, 2020).

The results of interviews with 8 nurses in the inpatient ward showed that 7 nurses stated they had a heavy or high workload due to external workload factors, namely gender because they are female and age factors. Meanwhile, 1 nurse stated that they have a moderate workload, which they believe is still tolerable. This is because the respondent is also male and has high work motivation despite having a Diploma Three education. Realizing that all respondents have vocational education, they believe they must follow the

instructions from the nurse manager, who is the head of the ward. The number of implementing nurses in the General Inpatient Ward is 36 nurses.

The study from Fikri et al., (2024), shows that the mental workload and stress levels of nurses have a positive relationship, with a fairly strong correlation coefficient. The stress level related to nurses' work can be influenced by a high mental workload. The ability to manage stress well can help people reduce this effect. The conclusion is that this study shows how important mental workload is to the stress levels of nurses working in challenging hospital environments. The observed positive relationship indicates that recognizing and addressing mental workload is crucial for understanding and managing work-related stress among nurses. This study shows that healthcare institutions should prioritize strategies and interventions highly.

According to Adriani et al., (2022); Agustina & Mindiharto, (2024), there is a significant correlation between workload and nurse work stress. Hospital management must ensure that the number of available nurses and patient needs are balanced, and they should also establish mental health programs to reduce nurse work stress to improve services and patient safety. The study from Swedana (2023), stated that motivation positively and significantly affects nurses' performance, but workload and satisfaction do not affect performance. This result is expected to help the relevant parties consider ways to maintain nurses' performance.

The study by Rashed et al., (2022), stating that there is a significant positive correlation between nurses' workload and overall task and contextual job performance. The head nurse should provide support and a balanced work schedule for the nurses. The head nurse requires a training program on supervisory management. The head nurse should help head nurses improve their confidence. At El Santa central hospital, nurses demonstrate low to moderate levels in nursing task performance and contextual performance, with nurses perceiving the unit's workload, work, and nursing tasks as more than they can handle.

This study aims to analyze the relationship between workload and nurse performance in documenting nursing care in the General Inpatient Ward of Budi Setia Langowan Hospital.

THEORETICAL REVIEW

Workload and Its Dimensions

Workload refers to the physical, mental, and emotional effort required to complete tasks within a specific time frame. Theories of workload often draw from ergonomic and organizational psychology perspectives. The Job Demands-Resources (JD-R) Model suggests that workload, as a job demand, requires sustained effort and can lead to strain or burnout if not balanced with adequate resources such as support or training. Workload can be categorized into three dimensions:

1. Quantitative Workload: The volume of tasks assigned within a given time.
2. Qualitative Workload: The complexity and difficulty of tasks.
3. Emotional Workload: The emotional labor required to manage patients and families, particularly in healthcare settings.
4. In the context of nursing, excessive workload can compromise cognitive focus, leading to errors or omissions in tasks such as documentation.

Nurse Performance

Nurse performance encompasses the efficiency, accuracy, and quality of care provided, including nursing care documentation. High performance is critical for ensuring patient safety, continuity of care, and compliance with legal and professional standards. The Performance Formula (Motivation \times Ability \times Opportunity) highlights the importance of workload in influencing ability and motivation. Excessive workload may reduce performance by:

1. Causing fatigue and cognitive overload.
2. Limiting the time available for accurate documentation.
3. Increasing the likelihood of errors due to time pressure.

Nursing Care Documentation

Nursing care documentation involves recording patient assessments, interventions, and outcomes. It is a cornerstone of professional nursing practice, contributing to communication, continuity of care, and legal accountability. The Information Processing Theory emphasizes that effective documentation requires adequate cognitive resources. When workload exceeds these resources, the quality of documentation can decline, leading to incomplete or inaccurate records.

METHODOLOGY

Type of Research

Quantitative research is a type of research that is used and is descriptive-analytical in nature, employing a cross-sectional study design.

Place and Time of Research

This research was conducted in the General Inpatient Ward of Budi Setia Langowan Hospital. The research was conducted in October 2024.

Research Subject

As the subjects in this study, all nurses in the General Ward of Budi Setia Langowan Hospital, totaling 36 nurses. The sampling technique used was NPS, and the sample used was total sampling, which consisted of 36 implementing nurses. As an inclusion criterion, head nurses were not included in this study.

Instruments

The workload questionnaire consists of 13 questions with answer choices using a Likert scale, where "Always" is given a score of 4, "Often" is given a score of 3, "Sometimes" is given a score of 2, and "Never" is given a score of 1.

The highest score is 52 and the lowest score is 13. To assess the performance of nurses, an observation sheet is used that includes components of nursing care such as assessment, diagnosis, intervention, implementation, and evaluation, with a total of 30 evaluation items in the form of a checklist. The answer choices use a Likert scale: "No" is given a score of 1, "Rarely" is given a score of 2, "Sometimes" is given a score of 3, "Often" is given a score of 4, and "Always" is given a score of 5. The highest score is 150 and the lowest score is 30.

Data Analysis

The data for this research uses univariate and bivariate data. Univariate data includes respondent characteristics (age, education, length of service) as well as research variables (workload and nurse performance), while bivariate data is used to examine the relationship between independent and dependent variables and is analyzed using the Chi Square test. The data for this research is analyzed using the SPSS 27 program. The OR (Odds Ratio) value is used to assess the likelihood of the relationship between the two variables. Meanwhile, the CI (Confidence Interval) value is used as a boundary for the estimated population size from the sample with a fixed probability that has been predetermined (known as the confidence level) that the actual value range.

Etical Clearence

This research has passed the hospital ethics committee, and before being conducted, the proposal documents were reviewed for completeness and feasibility and were deemed eligible to proceed to the research stage with the number: 468/KEPK/RSBS/X/2024.

RESULT AND DISCUSSION

Based on the research results, the following data were obtained:

Respondent Characteristics

Table 1. Characteristics of Respondents and Research Variables (n=36)

Characteristic	n	%
Age		
20-30 Years old	18	50
31-40 Years old	8	22,2
>40 Years old	10	27,8
Education		
Associate's degree	21	58,3
Nursing Profession	15	41,7
Working Hours		
< 5 Years	22	61,1
> 5 Years	14	38,9

Table 1 shows that the age category of 20-30 years has 18 respondents (50%), the age category of 31-40 years has 8 respondents (22.2%), and the age category above 40 years has 10 respondents (27.8%). The highest education level among the respondents is Diploma Three with 21 respondents (58.3%) and the

education level of Nurse Profession Ners with 15 respondents (41.7%). The majority of respondents have less than 5 years of work experience with 22 respondents (61.1%) and less than 5 years with 14 respondents (38.9%).

Univariate Analysis

Table 2. Distribution of Frequency of Independent and Dependent Variables (n=36)

Independent Variable	n	%
Workload		
Light	15	41,7
Medium	13	36,1
Heavy	8	22,2
Dependent Variable	n	%
Nurse Performance		
Good	24	66,7
Not Good Enough	12	33,3

Based on Table 2, it can be explained that the variable of nurse workload consists of light, moderate, and heavy workloads. The research data shows that there are 15 respondents (41.7%) with a light workload, 13 respondents (36.1%) with a moderate workload, and 8 respondents (22.2%) with a heavy workload. Meanwhile, for the variable of nurse performance, the majority have good performance, with 24 respondents (66.7%) and 12 respondents (33.3%) with less than satisfactory performance.

Bivariate Analysis

Table 3. Cross Tabulation of Independent and Dependent Variables

Variables	Nurse Performance				Total		<i>p</i>
	Good		Not Good Enough		n	%	
Workload	n	%	n	%			n
Light	14	38,9	1	2,8	15	41,7	0,000
Medium	9	25	4	11,1	13	36,1	
Heavy	1	2,8	7	19,4	8	22,2	
Total	24	66,7	12	33,3	36	100	

The explanation of Table 3 can be described as follows: out of 15 respondents with a light workload, there are 14 respondents with good performance (38.9%) and 1 respondent with poor performance (10%). Meanwhile, out of 13 respondents with a moderate workload, there are 9 respondents with good performance (25%) and 4 respondents (11.1%). Out of 8 respondents with a heavy workload, there is 1 respondent (2.8%) with good performance and 7 respondents with poor performance (19.4%).

The results of the cross-tabulation showed a significance value of 0.000 ($\alpha=0.05$), indicating that there is a relationship between workload and nurse performance in documenting nursing care in the General Ward of Budi Setia Langowan Hospital.

Based on the research results, it shows that there is a relationship between workload and nurse performance in documenting nursing care in the General Inpatient Ward of Budi Setia Langowan Hospital. This is evidenced by the data

collection results which state that overall (41.7%), the nurses' workload is light and the nurses' performance is generally good (66.7%), thus it can be said that there is a relationship between workload and nurse performance in documenting nursing care in the General Inpatient Ward of Budi Setia Langowan Hospital.

Based on the research results, it can be analyzed regarding 15 respondents who have a light workload, but there is still 1 nurse who has poor performance. This happens because that 1 nurse does not have the initiative to improve performance due to a lack of motivation. Similarly, among the 13 respondents with a moderate workload, 9 respondents have good performance. This happens because, although their workload is classified as moderate, they have quite high motivation, support from their superiors, and encouragement from financial compensation or salaries. Meanwhile, 4 respondents had poor performance because they believed that documentation could be done at another time when they were not busy with work. In fact, this must be documented in the form of nursing care reports every time an intervention is performed. Meanwhile, among the 8 respondents with heavy workloads, there is 1 respondent who performs well. This happened because this one respondent has high work motivation, is male, has an energetic body, and is still young.

In line with the research Purwanti & Ediyono, (2022), where there is a negative correlation between the performance of community health center nurses and workload. This indicates that nurses perform better with a higher workload, while their performance will be better with a lower workload. According to Salim & Rosa, (2018), the effect of combined quantitative and qualitative workload on work performance is statistically significant, but the effect of single quantitative or qualitative workload on work performance is not statistically significant. According to Mayenti et al., (2022), so that the performance of nursing documentation can run well, hospital management must pay attention to the nurses' tasks. Researchers argue that there is a strong correlation between nurse performance and mental workload. Mental conditions can affect the psychology of nurses, which in turn affects their performance in providing nursing care. Nurses work together to provide nursing care at Dumai City Hospital. The implementing nurses are also often motivated by the head of the ward and the team leader.

In line with the research Ainun (2023), shows that the workload and fatigue of nurses at Lanto Daeng Pasewang General Hospital in Jeneponto have a statistically significant positive correlation. Additionally, the workload has a positive and significant impact on the performance of nurses at the same hospital. Fatigue, on the other hand, shows a statistically significant positive correlation with performance. Additionally, fatigue does not serve as a mediator between performance and workload. Hospital management, particularly in the nursing department, must consider the tasks performed by each nurse according to their abilities and expertise. Likewise with Wulandari et al., (2023), states that there is a relationship between workload and nurse performance at Muhammadiyah Hospital in Metro City during the COVID-19 pandemic. It is recommended that Muhammadiyah Hospital Metro conduct

regular assessments of nurse workload while considering task distribution so that the workload can be well accommodated and nurses can perform better in providing nursing care to their patients. Supervision and motivation are also necessary to help nurses provide better care (Yulia & Faridah, 2024).

The study from Rusdi et al., (2020) in their research, they stated that workload affects nurses' performance due to the physical environment, relationships among nurses, demands, and abilities. The same goes for the research Sutarto et al., (2016), nurses will carry out their responsibilities well. Organizational factors, such as the demands of the organization on employees, will affect the performance of nurses. Because the hospital wants to achieve its target of improving the quality of hospital services, RSUD Dr. Soediran Mangun RS Sumarso demands that nurses provide high-quality and professional nursing care services.

Workload is related to nurse performance. The nurse's workload should be managed well by the head nurse to avoid excessive workload that leads to a decline in the nurse's performance in documenting nursing care. Workload can be managed if nurses have high work motivation. Therefore, the head nurse must possess good management skills and effectively provide high work motivation to successfully manage nursing services and the nursing care provided by the executing nurses.

CONCLUSION AND RECOMMENDATION

The conclusion of this research is as follows:

1. The workload of nurses in the General Inpatient Ward of Budi Setia Langowan Hospital is generally light.
2. The performance of nurses in documenting nursing care in the General Inpatient Ward of Budi Setia Langowan Hospital is generally in the good category.
3. There is a relationship between workload and nurse performance in documenting nursing care in the General Ward of Budi Setia Langowan Hospital.

Some recommendations that the researchers can provide are:

1. For Academics.
Making the results of this study a learning material for nursing students to improve their knowledge and nursing performance regarding nursing care.
2. For Nurses: As a new finding that generates motivation for nurses, it is necessary to address the issue of workload in implementing nursing care as part of the nurses' performance in the inpatient ward.
3. For Researchers: The research results serve as material for researchers in providing nursing care and help nurses better understand the performance of nurses in terms of documenting nursing care.

Based on this recommendation, it is expected that all nurses will improve healthcare services, especially nursing, in developing research in the field of nursing.

FURTHER STUDY

The limitation of this research lies in the research subjects. (responden). Respondents may be busy attending to patients, not have a pen when given the questionnaire, or may not have time to fill out the questionnaire because their shift ended and they were in a hurry to return home.

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