

## The Relationship of Workload and Job Stress in Nurses in the Patient Room

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### ARTICLE INFO

*Keywords:* Workload, Stress, Nurses

*Received :* 12, January

*Revised :* 16, February

*Accepted:* 22, March

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### ABSTRACT

Workload from the difference between the workload of printers maximum load capacity of a person this motivated. Will result in excessive workload of the stress. Work stress refers to the feeling of strain that experienced employees feel in relation to their work. The aim of the study is to examine workload and work stress among nurses in a hospital nursing unit. The study is descriptive in nature with a cross-sectional approach. Research is a nurse at Kendal Hospital in Indonesia. The variables of this research is workload and job stress. The questionnaire workload is 13 questions with the reliability and validity of less than 0.05 0.827. The work stress questionnaire has 18 questions with validity test <0.022 and reliability test 0.760. The results of the study on the relationship between workload and work stress showed a value of 0.383 > 0.05, which means that there is no relationship between workload and stress of a nurse admitted to Kendal Hospital Room Hospital in Indonesia.

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## **INTRODUCTION**

Occupational health is a condition where it is free from pain, both physical and mental, caused by the work environment. Health risks posed over a certain period of time can cause stress, emotional or physical disorders (McKnight-Eily et al., 2021). Occupational health must be implemented in the workplace in any position that is carried out as well as possible (Robbins, Stephen, 2017). Working conditions in the form of work situations that include facilities, regulations applied, cooperative social relations between officers which can cause discomfort for workers. Working conditions in the form of work situations, including agreements, applicable regulations and cooperative social relationships between agents, which may cause discomfort to employees. Work that is not commensurate with physical abilities, skills and available time will become a source of stress (Ilyas, 2018). Factors affecting the workload of nurses include the constantly changing living conditions of patients, the average number of nursing hours required for direct care of patients exceeds individual capabilities, the desire to improve one's work, the high requirements for work and care documentation (Munandar, 2018).

He results of Supardi (2020) research showed that the occurrence of work stress was most influenced by working conditions, followed by personality type and workload. The negative consequences of increased workload include.

Nurse may experience emotions that are inconsistent with the patient's expectations. Workload is a task that requires expertise and must be completed within a specific time frame, both physically and mentally. Riggio (2018) states that workload is a stress-inducing task, such as a job that requires you to work quickly, produce something, and concentrate due to work stress. This excessive workload has a significant impact on the productivity of healthcare workers and of course nurses. Nurses believe that the number of available nurses is disproportionate to the amount of work to be done. This condition can lead to workplace stress as all patients present indirectly require effective and efficient services so that patients' problems are resolved immediately (Munandar, 2018). Stress is a reaction to situations that cause pressure, changes, emotional tension, etc. (Sunario, 2014).

Stress is any influence that affects a person's mental and physical health (Persada., 2021). Stress creates pressure that affects your physical and mental state. This pressure is a condition that can come from within or without (Cahyono, 2014). The purpose of this study is to examine the relationship between workload and work stress among nurses by providing information on the workload and work stress of nurses in hospital rooms.

## **THEORETICAL REVIEW**

Workload is a task given to nurses to be completed at a certain time using the skills and potential of the workforce. It is very important to manage the workload of each nurse to ensure that nurses are not under pressure and stress. Workload refers to the number of responsible tasks that an organization

or its unit must perform by a certain number of employees per unit of time (Haryani, 2020). The influence of excessive nursing workload can affect the productivity of health workers, especially nurses, such as physical work pressure, mental and emotional effects such as headaches, digestive problems, vomiting, irritability. If there is an imbalance between tasks and physical abilities, as well as skills and available time, this will cause work stress for nurses (Sundari, 2022). Stress can occur when a person is exposed to a burden or difficult task and is unable to cope with the task assigned to him. Then the body reacts by not being able to respond to the task and the person may suffer from stress. One way to reduce workplace stress is to motivate yourself to work at an agency (Andrianti et al., 2020).

## METHODOLOGY

The type and design of this research is included in the type of analytical survey research, namely research carried out to explore how and why this health phenomenon occurs. The approach used in this research is *cross sectional*. The population in this study was 38 respondents. Data collection techniques with total sampling. The workload questionnaire adapted from (Nursalam., 2017) consists of 13 questions with a validity test of less than 0.05 and a reliability of 0.827. Meanwhile, for the work stress questionnaire, taken from (Hidayati, 2018), there are 18 questions with a validity test of <0.022 and a reliability test of 0.760. The correlation test used was the Spearman rank test. Ethical clearance No 14/EC-LPPM/UWHS/II/2024.

## RESULTS

Table 1 Frequency Distribution of Respondent Characteristics at Kendal Hospital Indonesia, January 2024 (n=38)

Characteristics	Total	Percentage (%)
<b>Education</b>		
D3 Nursing	16	42%
Bachelor Ners	2	5%
	20	53%
<b>Gender</b>		
Male	7	18%
Female	31	82%
<b>Working Time</b>		
<3 years	6	16%
>3 years	32	84%
<b>Age</b>		
24 - 28 years old	25	65%
29 - 33 years old	9	23%
34 - 38 years old	4	12%
<b>TOTAL</b>	<b>38</b>	<b>100%</b>

Table 1. explains that more than half of nurses have a nursing professional education of 53%, the majority are female 82%, more than half of 84% have worked for more than three years, and the age of most is 24-28 years 65%.

Table 2 Frequency Distribution of Nurse Workload at Kendal Hospital Indonesia, January 2024 (n=38)

Workload	Total	Percentage (%)
Heavy Workload	0	0%
Medium Workload	16	42%
Light Workload	22	58%
<b>TOTAL</b>	<b>38</b>	<b>100%</b>

Table 2 shows that more than half of the nurses' workload is included in the light workload of 58%.

Table 3 Frequency Distribution of Nurse Workload at Kendal Hospital Indonesia, January 2024 (n=38)

Stres	Total	Percentage (%)
Severe Stress	0	0%
Moderate Stress	3	8%
Light Stress	35	92%
<b>TOTAL</b>	<b>38</b>	<b>100%</b>

Table 3 shows that the majority of nurses' work stress is included in mild stress 92%.

Table 4 Relationship between Workload and Nurse Stress at Kendal Hospital Indonesia, January 2024 (n=38)

Characteristic	Sig	Correlation
Workload and Nursing Stress	0.383	1.46

Table 4 shows that workload and work stress are shown with a value of  $0.383 > 0.05$ , which means there is no relationship between workload and work stress. The strength of this relationship is shown by a correlation value of 1.46 Included in the perfect with a positive direction which means light workload stress will make light so instead.

## DISCUSSION

### *Nurse Workload*

The workload of nurses is in the light and medium categories, but more than half in the light category. The workload is considered light or moderate, possibly for nurses assume that these activities are daily or routine activities always done by a nurse. Every day nurses carry out nursing activities physical

such as lifting a patient, examination of the patient is said not to be the case heavy because it can still be handled well and precisely. Other activities of nurses in inpatient rooms, among others escort the patient to the room, installation intravenous catheter, hecating the wound, changing the dressing as well as documenting nursing care, so that nurses don't feel a heavy workload. High workload on nurses occurred because there were no special personnel to take action non-nursing like cleaning the room like cleaning up consumable waste, cleaning medical instruments, the number of non-medical personnel on duty to transport patients to The number of rooms is also still limited (Maharani & Budianto, 2019)

The workload felt by nurses is light, also supported by the number of nurses in inpatient care being in a sufficient range to carry out every nursing action. Nurse workload standards must always be in accordance with nursing care that is oriented to patient needs. To produce effective and efficient services, efforts must be made to match the availability of nursing staff with the existing workload (Aini & Purwaningsih, 2013). Nurses feel that the workload is light because most of the nurses in the inpatient room have a nursing profession and have worked for more than three years, so the workload is not felt too heavy. According to Rahmayani *et al.*, (2022) that nurses feel that the number of nurses available is not commensurate with the amount of work that must be completed, causing work stress and vice versa (Rahmayani *et al.*, 2022).

Work load is a process carried out by a person in completing work tasks or a group of positions within a predetermined time period and carried out under normal conditions (Safitri, 2020). Workload is a task given to nurses to be completed at a certain time using the skills and potential of the workforce. Managing the workload for each nurse is very important so that nurses do not experience pressure and stress. Workload refers to the number of responsible tasks that must be completed by an organization or its unit by a certain number of workers per unit of time (Haryani, 2020). The influence of excessive nursing workload can influence and affect the productivity of health workers, especially nurses, such as physical and mental work pressure and emotional effects such as headaches, digestive problems, vomiting, irritability. If there is an imbalance between tasks and physical abilities, as well as skills and available time, this will cause work stress for nurses (Sundari, 2022).

### ***Nursing Job Stress***

The results of this study showed that the majority of respondents suffered from mild work stress and only three nurses experienced moderate work stress. This is of course influenced by the length of work or work experience of nurses in hospitals. Little work experience shows that nurses are faced with difficult conditions so they are required to make decisions immediately. So if there is a difficult problem, nurses tend to panic, causing work stress and vice versa (Fachruddin *et al.*, 2019). Nurses with more than three years of work experience seem to be able to adapt to the work environment thereby reducing stress levels. Such nurses tend to suffer from mild to moderate stress. 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 (Notoadmodjo, 2012). The stress caused could be due to factors related to the patient's condition stable. This is supported by research (Fachruddin et al., 2019) that condition of a client's critical and unstable condition can also be a stressor factor for nurses as well as the skills and knowledge of nurses who support them in caring for patients.

### ***Relationship between Workload and Job Stress***

The research results show that workload and work stress have a value of  $0.383 > 0.05$ , which means that there is no relationship between workload and work stress. The strength of this relationship is shown by the correlation value of 1.46, which correlates perfectly with a positive direction, that is, low workload causes mild stress and vice versa. This is supported by research (Dhania, 2010) which has shown that workload has no influence on work stress, meaning that the higher the workload, the higher or greater the perceived work stress may be. Bass. The same applies: the lower the workload, the more or less the perceived work stress. Because when people are confronted with stress, they are increasingly motivated to mobilize all their skills and resources to meet professional demands and needs (Dhania, 2010). Workload is not always a source of perceived stress; There are other factors that can influence stress at work. Many factors influence stress at work and also depend on the individual's perception of the problem. There are people who, when faced with a heavy workload, feel challenged to manage it, which makes them more hardworking and proactive in achieving their goals. So that these people do not feel stressed at their work but work with more enthusiasm towards achieving their goals (Dhania, 2010).

## **CONCLUSIONS AND RECOMMENDATIONS**

Most of the nurses in the inpatient wards are female have more than three years of work experience and are in the youth category. Inpatient nurses mostly experience workload and work stress in categories light. QThere is no relationship between workload and work stress, the strength of the relationship shown in perfect relationship with the positive direction which means workload light will make work stress light and vice versa. Recommendations for hospitals in order to better guarantee the well-being of the nurse, be sensitive about what can happen satisfaction for nurses.

## **FURTHER STUDY**

The limitation of this research is that it only focuses on one area, therefore the research results This is still difficult to generalize to other areas, and further research can be carried out in Other region.

## **ACKNOWLEDGMENT**

Thank you to the Chair of the LPPM and the Chancellor of Widya Husada University for this provided financial assistance to support this research. Director of Kendal Hospital Indonesia has given permission as a location for research.

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