

Effect of Workload on Nurse Work Stress at the Raja Ahmad Tabib Regional General Hospital, Riau Islands Province

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Abstract

The purpose of this study was to determine effect of workload on nurse work stress at the Raja Ahmad Tabib Regional General Hospital, Riau Islands Province. The method used in this study is an associative method with a quantitative approach. This study uses a saturated sampling method. The respondents of this study are 50 nurses at the Raja Ahmad Tabib Regional General Hospital, Riau Islands Province who specifically handled coronavirus disease 2019 (COVID-19). Collecting data using questionnaire techniques and literature study. The tool used is simple linear regression analysis, with partial test (t) and coefficient of determination test (R²). The results of this study indicate that workload has a positive and significant effect on nurse work stress with a significance value of $0.000 < 0.05$. The workload at the Raja Ahmad Tabib Regional General Hospital, Riau Islands Province effect work stress by 65.9% while the remaining 34.1% is influenced by other variables.

Keywords

workload; work stress;
nurse



I. Introduction

The recent pandemic that has hit the world has had a tremendous impact on human health. The pandemic that we know as coronavirus disease 2019 (COVID-19) originated from one of the cities in China, namely Wuhan City.

COVID-19 emerged at the end of 2019 and will continue until the middle of 2021. Since its initial entry into Indonesia, the central government has then formed a team of officers or task force for handling COVID-19 with the aim of tackling the spread of COVID-19.

Based on data obtained by the COVID-19 Handling Committee and the national economic recovery, we can see that the spread of COVID-19 that occurred in Indonesia from May 2020 to July 2020 continued to experience a significant increase. In this case, we realize that there are a lot of burdens that are felt by medical personnel who specifically handle the COVID-19 case. One thing we can see together is their workload.

The workload reflects the use of human productivity work time in a certain period of time. Too much workload of employees will cause productivity to decrease and can cause stress. Workloads or excessive work demands often cause stress which results in employees not being able to carry out their work optimally (Puspitasari et al., 2021).

The high level of work stress according to the number of cases related to work stress, depression or anxiety is medical and social work, education, public administration, and defense. While jobs that include high levels of stress, depression or anxiety are health professionals (nurses), teachers, and education professionals (Pertiwi et al., 2017).

The pandemic that hit the Riau Islands Province, especially Tanjungpinang City, also had an impact on the workload that caused work stress for nurses who specifically handled COVID-19 at the Raja Ahmad Tabib Regional General Hospital. Raja Ahmad Tabib Regional General Hospital is one of the hospitals that is a referral place for patients infected with COVID-19.

The increasing number of exposed patients has resulted in the limited capacity of the isolation room, which currently only has two rooms. This makes nurses tend to be more at risk of being exposed to COVID-19 because they treat directly even though they have worn personal protective equipment and followed company operational standards, with more work. This causes the workload of nurses to increase. In addition to having to provide services to patients who are already in the isolation room, nurses must also treat patients who exceed the available capacity.

With this COVID-19, medical personnel who treat COVID-19 patients are discriminated against, ostracized and do not get support from the surrounding community, causing nurses to become frustrated with their work. Therefore, the formation of work stress felt by nurses in carrying out their duties in the form of emotional stress, mental pressure and work pressure.

When conducting pre-research interviews with two nurses who are specifically assigned to the isolation room, namely the Rose and Jasmine rooms, the informant with the initials Y as the Rose Room nurse stated that there had indeed been an increase in the number of cases of patients exposed to COVID-19. Thus making the isolation room unable to accommodate all the patients who will be treated. This makes the nurse's workload in dealing with patients increase, when working hours are over, COVID-19 nurses must sterilize for a very long time and cause working hours to increase as well.

This indicates an increasing stress level as well. Nurses will still try to provide the best service under any conditions, but it cannot be denied that the perceived work stress also begins to make them unable to work optimally.

Then the nurse with the initials A who served in the jasmine room also said the same thing. The phenomenon of an increase in the number of positive patients is currently experiencing a very drastic increase with a shortage of special COVID-19 nurses, making hospitals and nurses in particular a little overwhelmed in handling.

The work stress that nurses experience is stress in the form of unstable emotional pressure, with unstable emotional states causing nurses to easily experience high emotions when caring for patients who do not follow the rules and violate the rules in healing.

It can be seen in the behavior of the patient's family who have been prohibited from visiting but there are still those who violate the rules for visiting, considering that the spread of COVID-19 can spread very quickly through the air. This can cause stress in the form of increased emotional nurses and can cause a commotion between nurses and the patient's family.

Table 1. Workload and Nurse Work Stress

1.	Lack of special rooms for COVID-19 patients.
2.	More at risk of exposure to COVID-19.
3.	Lack of special nurses to treat COVID-19 patients.
4.	More work to treat COVID-19 patients.
5.	Isolation and sterilization time for COVID-19 nurses is very long.
6.	Mental stress.
7.	Emotional stress.

Source: Nurse Interview (2021)

Based on Table 1, it is explained that the workload of nurses who handle COVID-19 patients when positive cases of COVID-19 increase, resulting in a lack of special rooms for COVID-19 patients, making patients and nurses crammed into rooms that are only available in hospitals so that nurses are more at risk of exposure. COVID-19. With the inadequate number of nurses to treat COVID-19 patients, so many COVID-19 nurses work more and sterilization time at the end of work also takes a very long time. This is what triggers the formation of work stress that is felt by these COVID-19 nurses in the form of mental stress and emotional stress and makes the nurse's performance decrease.

The purpose of this study was to determine effect of workload on nurse work stress at the Raja Ahmad Tabib Regional General Hospital, Riau Islands Province.

II. Review of Literature

2.1 Workload

According to Nurdin in Rizky and Afrianty (2018), workload is the number of tasks with responsibilities that must be carried out by the organization or its units in a certain amount of time and number of workers (man-hours).

Providing an effective workload, the agency can find out to what extent its employees can be given the maximum workload and the extent of its influence on the performance of the agency itself, because the workload is very important for an agency. The workload of organizational units or the workload of each official or employee should be evenly distributed so that it can be avoided that there are organizational units that have too many activities and there are organizational units that have too few activities. seems too much unemployed.

According to Nabawi (2019), workload is a process carried out by a person in completing the tasks of a job or group of positions carried out under normal circumstances within a certain period of time, all of which are related to the indicators.

According to Nabawi (2019) the workload indicators are as follows:

1. Target to be achieved.
2. Working conditions.
3. Working standard.

2.2 Work Stress

According to Hasibuan (2014), work stress is a tension that results in an imbalance in the psychological state of employees which can affect their way of thinking, emotions and conditions themselves.

According to Mangkunegara (2013), work stress is a feeling of pressure experienced by employees in dealing with work. This work stress can be seen from the symptoms, including unstable emotions, feeling uneasy, being alone, having trouble sleeping, smoking excessively, not being able to relax, being anxious, tense, nervous, increasing blood pressure, and experiencing digestive disorders.

Work stress is an important aspect for the organization, especially with regard to employee performance. Organizations must have good performance, good performance can help organizations make profits. On the other hand, if performance decreases, it can harm the organization. Therefore, employee performance needs attention, among others, by carrying out studies related to work stress variables.

Seeing the development of an increasingly advanced era requires us to be able to excel in all conditions. The workload is getting heavier, the more that you want to fulfill, the level of income that is not in line with the cost of living, intense competition and so on

can be a threat to being able to survive employees who are often faced with various problems in the office. State administrative courts are unable to meet job demands, lack of time to complete tasks, no support facilities to carry out conflicting tasks, are examples of stressors.

According to Hasibuan (2014), work stress can be measured by the following indicators:

1. Workload, measured from the respondent's perception of the workload that is felt to be excessive.
2. The attitude of the leader, measured from the respondent's perception of the attitude of the leader who is less fair in giving the task.
3. Working time, measured from the respondent's perception of excessive working time.
4. Conflict, measured by respondents' perceptions of conflicts between employees and leaders.
5. Communication, measured by respondents' perceptions of poor communication between employees.

III. Research Method

The method used in this study is an associative method with a quantitative approach. Associative method is research that aims to determine the relationship between two or more variables (Asyraini et al., 2022; Pandiangan, 2015). This research has a higher level when compared to descriptive and comparative studies (Octiva et al., 2018; Pandiangan et al., 2022).

This study uses a saturated sampling method. Saturated sampling method is a core principle used in qualitative research. It is used to determine when there is adequate data from a study to develop a robust and valid understanding of the study phenomenon. Saturation is applied to purposive (nonprobability) samples, which are commonly used in qualitative research (Octiva et al., 2021; Pandia et al., 2018).

The respondents of this study are 50 nurses at the Raja Ahmad Tabib Regional General Hospital, Riau Islands Province who specifically handled coronavirus disease 2019 (COVID-19).

The data used in this study are primary and secondary data. The primary data of this research is a questionnaire distributed to the research object, while the secondary data is in the form of supporting data such as books, literature, and readings related to the research problem (Octiva, 2018; Pandiangan et al., 2018). The secondary data is research data that has previously been gathered and can be accessed by researchers (Pandiangan, 2018; Pandiangan et al., 2021). Collecting data using questionnaire techniques and literature study.

The tool used is simple linear regression analysis, with partial test (t) and coefficient of determination test (R²). Simple linear regression analysis is used to model the relationship between two continuous variables. Often, the objective is to predict the value of an output variable (or response) based on the value of an input (or predictor) variable (Pandiangan, 2022; Tobing et al., 2018).

IV. Results and Discussion

4.1 Partial Test (t) Results

Table 1. Partial Test (t) Results Coefficients^a

Model		T	Sig.
1	Constant	1.603	.115
	Workload	9.629	.000

a. Dependent Variable: Work Stress
Source: SPSS 22 (2021)

Based on Table 1, workload has a positive and significant effect on nurse work stress with a significance value of $0.000 < 0.05$. The number of jobs that exceed capacity causes the physical condition of the nurses of the Raja Ahmad Tabib Regional General Hospital, Riau Islands Province to easily get tired and result in decreased body immunity and result in easy exposure to coronavirus disease 2019 (COVID-19), the care of patients infected with COVID-19 is very difficult and must be extra careful.

4.2 Coefficient of Determination Test (R²) Results

Table 2. Coefficient of Determination Test (R²) Results Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.812 ^a	.659	.652	4.26714

a. Predictors: (Constant), Workload
Source: SPSS 22 (2021)

Based on Table 2, workload has a positive and significant effect on nurse work stress with a significance value of $0.000 < 0.05$. The workload at the Raja Ahmad Tabib Regional General Hospital, Riau Islands Province effect work stress by 65.9% while the remaining 34.1% is influenced by other variables. It can be said in this study that the effect of workload on work stress is very significant, which means that the higher the workload, the higher the work stress experienced. Nurse work stress in this study was categorized as moderate work stress due to the influence of workload variables on work stress variables, only 65.9% did not reach 100%, it can be explained that not all nurses experience work stress during this pandemic, only some nurses are very experiencing work stress during this pandemic. However, hospital nurses continue to carry out their work wholeheartedly and with all their might in dealing with very large numbers of patients by continuing to undergo and apply the hospital standard operating procedures that have been set.

V. Conclusion

The results of this study indicate that workload has a positive and significant effect on nurse work stress with a significance value of $0.000 < 0.05$. The workload at the Raja Ahmad Tabib Regional General Hospital, Riau Islands Province effect work stress by 65.9% while the remaining 34.1% is influenced by other variables.

Based on the results of the research and the conclusions that have been made, the suggestions given by the authors in this study are:

1. Hospital directors are expected to provide more work motivation such as awarding certificates for achievements that have been achieved by nurses and are also expected to open more trainings for nurses.
2. For hospital nurses, it is hoped that they will improve their understanding of work standards so that mistakes do not occur in carrying out their duties as nurses.
3. For further researchers are expected to be able to conduct research on other variables that affect work stress.

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