



Workload and Work Stress Toward Nurses' Performance at Indonesian General Hospital

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Abstract: The aim of this research is to determine the influence of workload and work stress on nurses' performance at Indonesian General Hospital. The population of the study is nurses at Indonesian General Hospital with 392 respondents as a result of Slovin formula. Respondents were based on purposive random samplings. This research is a quantitative type of research and uses distributions of questionnaires and direct data collected from all designated respondents as a methodology. Data was collected with additional focus group discussion. All data were analyzed by using SPSS, 25. With the results such as workload has a positive and significant impact on the nurses' performance, whereas work stress and workload simultaneously have both positive impacts on the nurses' performance.

Keywords: Workload, Work Stress, Nurses' Performance

INTRODUCTION

The hospital is an agency engaged in the health sector that serves public health and is supported by quality resources. In general, hospitals will try to provide good and quality health services to public health services. The services provided by the hospital are certainly inseparable from health workers who play a very important role in carrying out their duties to achieve the goals of the hospital. Hospitals must provide good and quality health services, all of which cannot be separated from the hard work of nurses. Nurses are required to be more professional so that the quality of health services provided is increasing. In addition, nurses are also required to be on duty to be able to work quickly, precisely, disciplined, and physically and psychologically prepared in dealing with patients. Of course, there will be various kinds of obstacles faced by nurses every day. The greater and increasing tasks and work demands of nurses can affect the working conditions of nurses, one of which can be a

nurse's workload.

The workload can be a cause of decreased nurse performance, due to the many tasks and responsibilities that have been assigned by the hospital. So that the work done can be a separate workload. A high workload will have an impact on the performance provided to be less than optimal. The workload is tasks that must be done based on expertise, so if the tasks given are not by the physical abilities, skills, and time available, it will become a source of pressure. A high workload can also cause fatigue and fatigue which can interfere with nurse productivity. Several factors affect the workload of nurses at Indonesian General Hospital such as the number of patients to be treated, patient conditions that are always changing, the average number of hours of care needed to provide direct services to patients beyond the ability of nurses, related to safety. patients, the level of patient dependency, and the lack of a nursing workforce that adds to the workload. Due to the high workload resulting in work stress (Maharani, 2019).

Work stress is a feeling of pressure experienced by employees in dealing with and carrying out their work. The work stress experienced by nurses at Indonesian General Hospital is feeling depressed due to excessive workload, declining health conditions due to fatigue at work, and unstable emotions causing less than optimal work.

Based on the data obtained from the hospital, there is one cause of work stress, namely work equipment, as shown in the following table.

Table 1. Work Equipment Data for Indonesian General Hospital (2022)

Work Equipment	Condition	
	Quantity Available	Quantity Needed
Ventilator (breathing apparatus in the ICU room)	Not available in room	1/bed
Incubator (in the NICU room, a tool for babies with problems or premature birth).	2 unit	4 unit
EKG (electrocardiogram, a tool to check the patient's heart)	1 unit	2 unit
Potty	Not available in room	2/ room
Action light	1 in the delivery room	2 lights in the delivery room
Parturition set (tools to assist normal delivery)	2 unit	3 unit

Data source: Indonesian General Hospital (2022).

Based on the table regarding work equipment data at Indonesian General Hospital (2022), it can be seen that work equipment at Indonesian General Hospital is still less supportive than the amount needed. Reduced work equipment needed such as ventilators that are not always available in every bed, less than the required number of incubators, less than the required number of EKG, not always bedpans in every room, less than the required number of action lights, and less than the required number of parturition sets required. This is a problem faced by nurses at Indonesian General Hospital which increases the workload due to the lack of ventilator, incubator, and EKG equipment. The task of examining and caring for patients takes longer because the tools are used interchangeably, and the tools needed by patients such as bedpans are not always available. in each room causes the patient to become dependent on the nurse, there is only one action lamp in the delivery room causing the nurse to not be able to work effectively due to lack of lighting, and the lack of parturition sets makes the nurses' work faster which can result in loss of work concentration due to a large number of maternity patients. This is a problem that causes the nurse's performance to not be able to work optimally in treating and examining patients.

Performance is defined as an expression of the ability of knowledge based on attitudes, skills, and motivation to produce something. Performance is often interpreted as work or work performance, but actually, performance has a broader meaning, not only work but

including how the work takes place. Performance is the potential that must be owned by every employee to carry out every task and responsibility given by the organization to its employees. Nurses achieving good performance are required for professionalism in work which creates various kinds of pressure. The pressure experienced by nurses makes nurses feel uncomfortable at work, pressures resulting from excessive workload such as doing work that is not their job, a large number of patients compared to nurses, and work equipment that is still less supportive than the amount needed, and stress. work that makes nurses feel tense and anxious at work. This can cause a decrease in nurse performance so that nurses cannot work optimally in caring for patients (Jumawan, 2021), (Faeni, 2019).

THEORETICAL STUDIES

Workload

The workload is an aspect that must be considered by every organization because the workload is something that can affect performance. The workload is a condition of work where tasks must be completed within a certain time limit (Sofiana et al, 2020). The workload is something that arises from the interaction between the work environment, workplace, skills, and perceptions of workers (Sofiana et al, 2020). The workload is a condition that too much will cause tension in a person and will cause work stress (Sofiana et al, 2020). This can happen because it is caused by a high level of expertise, work speed that is too high, work volume that is too much or exceeds the limit, and so on. The workload is a task or job demands, organization, and work environment (Faeni et al, 2020).

There are several indicators in workload (Putra 2022), namely targets to be achieved, working conditions, and use of time. An institution or company hopes that the workload given is by capabilities and competencies and is not burdensome. Several factors affect workload (Sofiana et al, 2020), namely external factors and internal factors. The aspects that become workload (Astutik, 2021), namely workload as physical demands and workload as task demands.

Work Stress

Work stress is a condition in which a person feels tense because of the conditions that affect him. Work stress is a state of tension that affects one's emotions, thought processes, and conditions (Gumilar, 2022). This condition can be influenced by a person or the surrounding environment. Work stress is a condition of tension that affects one's emotions, thoughts, and conditions (Bulolo, 2021). Stress is a condition of tension that can cause physical and psychological imbalances that can affect emotions, thought processes, and employee conditions (Veithzal, 2020). Too much stress will disrupt the work performance of the employee. People who experience excessive stress will feel nervous and worry high, causing them to become more irritable and aggressive, unable to relax, or uncooperative. Work stress can be seen in unstable emotions, feeling uneasy, anxious, tense, nervous, not relaxed, and like being alone. Work stress is a feeling of pressure experienced by employees in dealing with work (Sofiana, 2020). Work stress is a condition of tension that affects the emotions, thoughts, and physical condition of a person that cannot be overcome resulting in disability a person interacts positively with his environment both at work and outside of work (Faeni, 2022). Work stress is a problem experienced by workers, which is caused by excess work, feeling uncomfortable when working, and a low sense of dissatisfaction. This will have an effect on decreased productivity at work (Faeni, 2021).

There are several indicators of work stress (Bulolo, 2021), namely workload, leadership attitude, work equipment, working environmental conditions, and work and career positions of employees in the company. There are three categories of potential stress (Robbins, 2019), namely environmental factors, organizational factors, and individual factors.

The impact of work stress on employees shows several things such as high blood pressure, irritability, difficulty making decisions, loss of appetite, stomach pain, accident proneness, and so on. These symptoms include physiological, psychological, and behavioral symptoms (Firdaus et al, 2019).

Performance

Performance is the result of work achieved by an employee in carrying out a given task based on ability and experience at work. Performance is a work result that is achieved by a person in carrying out the tasks assigned to him based on skill, experience, sincerity, and time (Septiadi et al, 2020). Performance is the result of work in quality and quantity achieved by an employee in carrying out their duties based on the responsibilities given (Siahaan et al, 2019). Performance is the result of work achieved by a person or group of people in an organization based on their respective authorities and responsibilities to achieve the goals of the organization concerned legally, not violating the law and morals or ethics (Pahlawati et al, 2022). Performance is the result achieved by a person in carrying out the assigned tasks based on skills, experience, sincerity, and time (Gumilar et al, 2022). Performance is the result of work achieved by a person based on work behavior and work activities that have been carried out (Astuti et al, 2018).

Some factors influence performance (Gibson, 2022), namely individual factors, psychological factors, and organizational factors. Following are some of the indicators used in measuring employee performance (Robbins, 2021), namely quality, quantity, timeliness, effectiveness, independence, and work commitment.

Framework of Thinking

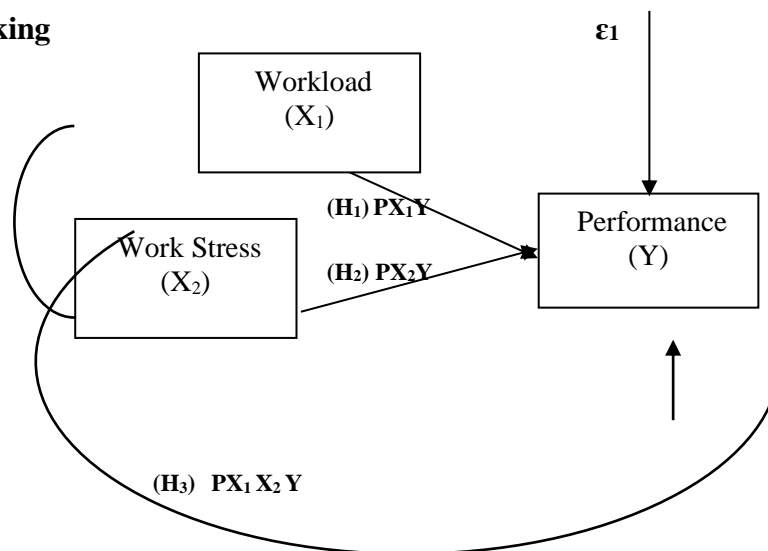


Figure 1. Research Framework

Source: Primary Data, 2022

Hypothesis

The workload is something that arises from the interaction between the work environment, workplace, skills, and perceptions of workers (Sofiana et al, 2020). The workload is a condition that too much will cause tension in a person and will cause work stress (Sofiana et al, 2020). This can happen because it is caused by a high level of expertise, work speed that is too high, work volume that is too much or exceeds the limit, and so on. The workload is a task or job demands, organization, and work environment (Faeni et al, 2020).

H1: Workload has a positive and significant effect on the performance of nurses in Indonesian General Hospital

Work stress is a condition of tension that affects the emotions, thoughts, and physical condition of a person that cannot be overcome resulting in disability a person interacts positively with his environment both at work and outside of work (Faeni, 2022). Work stress is a problem experienced by workers, which is caused by excess work, feeling uncomfortable when working, and a low sense of dissatisfaction. This will have an effect on decreased productivity at work (Faeni, 2021).

H2: Work stress has a positive and significant effect on the performance of nurses in Indonesian General Hospital.

Some factors influence performance (Gibson, 2022), namely individual factors, psychological factors, and organizational factors. Following are some of the indicators used in measuring employee performance (Robbins, 2021), namely quality, quantity, timeliness, effectiveness, independence, and work commitment. Workload and work stress may have caused fatigue and lethargic which may result on employees' performance (Faeni, 2022).

H3: Workload and work stress have a positive and significant effect on the performance of nurses in Indonesian General Hospital.

RESEARCH METHODS

This study uses a quantitative approach to the type of primary data and secondary data with the following are the stages in this research, namely the planning stage, the implementation stage, and the writing stage. The population in this study was 9360 nurses Indonesian General Hospital, and the sample in this study used a purposive random sampling, so the sample in the study were 392 nurses. Data collection techniques were carried out through observation, interviews, questionnaires, and literature study.

RESULTS AND DISCUSSION

Validity Test

Table 2. Validity Test

Between Correlation	R table	R count	Conclusion
Statement 1	0,2480	0,661	Valid
Statement 2	0,2480	0,880	Valid
Statement 3	0,2480	0,667	Valid
Statement 4	0,2480	0,822	Valid
Statement 5	0,2480	0,581	Valid

Source: Primary Data, SPSS, 2022

Table 3. Validity Test

Between Correlation	R table	R count	Conclusion
Statement 1	0,2480	0,737	Valid
Statement 2	0,2480	0,663	Valid
Statement 3	0,2480	0,535	Valid
Statement 4	0,2480	0,683	Valid
Statement 5	0,2480	0,700	Valid

Source: Source: Primary Data, SPSS, 2022

Table 4. Validity Test

Between Correlation	R table	R count	Conclusion
Statement 1	0,2480	0,849	Valid
Statement 2	0,2480	0,849	Valid
Statement 3	0,2480	0,833	Valid
Statement 4	0,2480	0,783	Valid
Statement 5	0,2480	0,507	Valid

Statement 6	0,2480	0,787	Valid
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Source: Primary Data, SPSS, 2022

Based on the validity test on the workload (X₁), work stress (X₂), and performance (Y) variables, it can be seen that the value of r count > r table is 0.2480. So it can be concluded that statements on workload (X₁), work stress (X₂), and performance (Y) variables can be declared valid. Thus, all data in the questionnaires were considered to be valid to be used for further measurements.

Reliability Test

Table 5. Reliability Test

No	Variable	Cronbach alpha	Criteria	Information
1	Workload (X ₁)	0,786	0,6	Reliable
2	Work stress (X ₂)	0,762	0,6	Reliable
3	Performance (Y)	0,791	0,6	Reliable

Source: Primary Data, SPSS 2022

Based on the reliability test, shows that the Cronbach alpha value of the workload variable is (0.786), work stress is (0.762), and nurse performance is (0.791). Based on these results it was concluded that the statements in this questionnaire were reliable because they had a Cronbach alpha value > 0.6. All analyzed data has shown larger than the criteria. Therefore, all analyzed data were considered as reliable.

**Classic Assumption Test
Normality Test**

Table 5. Normality Test One-Sample Komogorov-Smirnov Test

		Unstandardized Residual
N		63
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	3.31409828
Most Extreme Differences	Absolute	.068
	Positive	.068
	Negative	-.063
Test Statistic		.068
Asymp. Sig. (2-tailed)		.200 ^{c,d}
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		
d. This is a lower bound of the true significance.		

Source: Primary Data, SPSS. 2022

Based on the Normality Test with the Kolomogorov-Smirnov method, if the value is significant > 0.05 then the variable is normally distributed and vice versa if it is significant < 0.05 then the variable is not normally distributed. Based on the results of the table above, it can be seen that the value of Asymp.Sig. (2-tailed) of 0.200 > 0.05 this proves that the data is normally distributed.

Multicollinearity Test

Table 6. Multicollinearity Test

Independent Variable	Calculation		Information
	Tolerance	VIF	

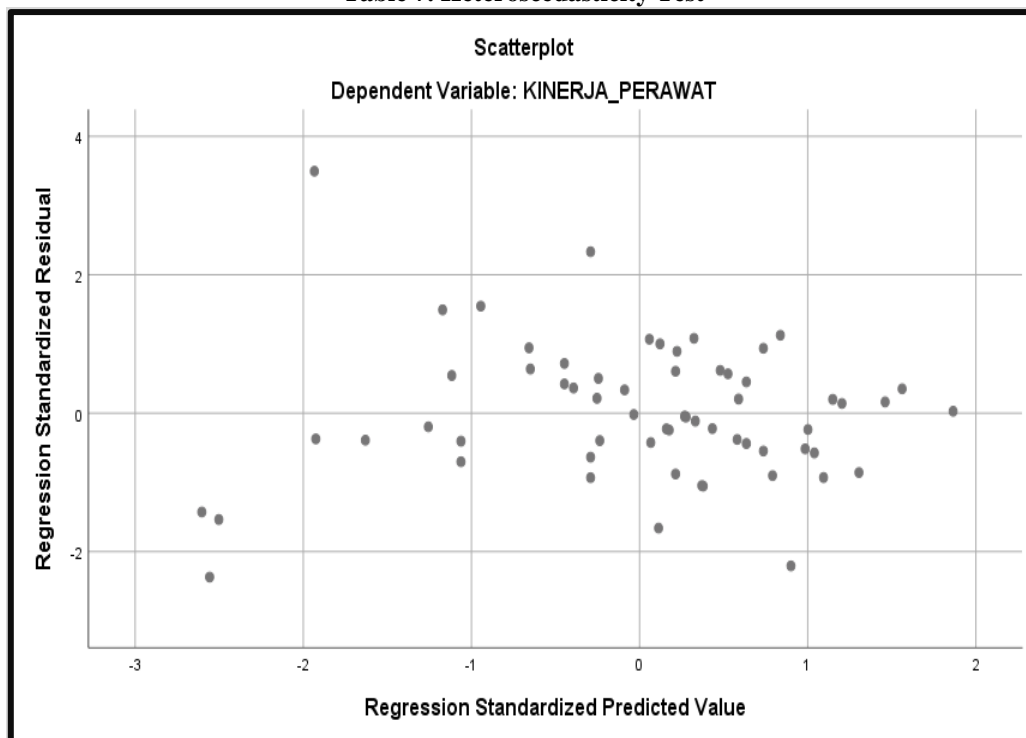
Workload	0,519	1,926	There is no multicollinearity
Work stress	0,519	1,926	There is no multicollinearity

Source: Primary Data, SPSS 2022

Based on the Multicollinearity Test, if the resulting VIF value is < 10 then multicollinearity does not occur, and if the resulting tolerance value is > 0.1 then multicollinearity does not occur. It was concluded that the tolerance value obtained from each workload and work stress variable was a VIF value of 1.926 and a tolerance value of 0.519. Based on the test results, it can be concluded that there is no multicollinearity in the multiple regression model.

Heteroscedasticity Test

Table 7. Heteroscedasticity Test



Source: Primary Data, SPSS. 2022

Based on the Heteroscedasticity Test from the scatterplot output results, it can be seen that the points do not make a clear distribution pattern and these points spread above and below the number 0 on the Y axis. It is concluded that there is no heteroscedasticity problem in the regression model.

Multiple Linear Regression Analysis Test

Table 8. Multiple Linear Regression Analysis Test

		Coefficients ^a			T	Sig.
Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta		
1	(Constant)	6.771	1.996		3.393	.001
	Workload (X ₁)	.364	.138	.321	2.647	.010
	Work stress (X ₂)	.561	.143	.476	3.925	.000

a. Dependent Variable: Performance (Y)

Source: Primary Data, SPSS. 2022

Based on Table 4.12 Multiple Linear Regression Analysis, the following regression formulation is obtained. $Y = 6.771 + 0.364X_1 + 0.561X_2$ The model equation means that:

Constant = 6.771, thus, this means that if the workload and work stress variables are assumed to be 0 (zero), then the nurse's performance has a value of 6.771. So as Workload Coefficient (X_1), Workload coefficient value (X_1) of 0.364. This means that every time there is an increase of 1 workload value, it will be followed by an increase in nurse performance of 0.364. Work Stress Coefficient (X_2), therefore the coefficient value of Work Stress (X_2) is 0.561. This means that if there is an increase of 1 in the value of work stress, it will also be followed by an increase in nurse performance of 0.561.

Coefficient of Determination Test (R^2)

Table 9. Coefficient of Determination Test (R^2)

Model Summary ^b					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	
1	.736 ^a	.542	.526	3.369	

a. Predictors: (Constant), Work Stress (X_2), Workload (X_1)

b. Dependent Variable: Performance (Y)

Source: Data processed by researchers, 2022

Based on the Coefficient of Determination Test (R^2), an R Square value of 0.542 or 54.2% is obtained. This means that 54.2% of the nurse's performance variable can be influenced by the two independent variables, namely workload and work stress. While the remaining 45.8% is influenced by other variables but not discussed in this study, such as leadership, motivation, and compensation.

Partial Test (T-Test)

Table 10. Partial Test (T-Test) Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	6.771	1.996		3.393	.001
	Workload (X_1)	.364	.138	.321	2.647	.010
	Work Stress (X_2)	.561	.143	.476	3.925	.000

a. Dependent Variable: Performance (Y)

Source: Data processed by researchers, 2022

Based on the Partial Test (T-Test) it can be seen that the Workload variable (X_1), obtained a t value of 2.647 > 1.99962 (t table) with a sig 0.010 < 0.05 or a significant value less than 0.05. It was concluded that partial Workload (X_1) has a significant effect on Nurse Performance (Y). The Work Stress variable (X_2) obtained a t value of 3.925 > 1.99962 (t table) with a sig 0.000 < 0.05 or a significant value less than 0.05. It was concluded that partial Work Stress (X_2) has a significant effect on Nurse Performance (Y).

Simultaneous Test (Test F)

Table 11. Simultaneous Test (Test F)

ANOVA^a

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	804.753	2	402.376	35.454	.000 ^b
	Residual	680.961	60	11.349		
	Total	1485.714	62			

Source: Primary Data, SPSS. 2022

- a. Dependent Variable: Performance (Y)
- b. Predictors: (Constant), Work Stress (X₂), Workload (X₁)

Based on the Simultaneous Test (F Test) it can be seen that the F count is 35.454 > 3.148 (F table) with a sig value of 0.000 < 0.05 or a significant value less than 0.05. It was concluded that simultaneously Workload (X₁) and Work Stress (X₂) had a significant effect on Nurse Performance (Y).

Discussion of Research Results

Based on the Partial Test (T-Test) above, it can be seen that for the Workload variable (X₁), a t count value of 2.647 > 1.99962 (t table) is obtained with a sig of 0.010 < 0.05 or a significant value less than 0.05. Based on that, H1 is accepted, which means that partial Workload (X₁) has a positive and significant effect on Nurse Performance (Y). Based on this, the excessive workload will affect the performance of nurses, due to the inability of nurses to examine and treat patients effectively due to the number of patients, the level of patient dependence, and the patient's condition which is always changing and the lack of work equipment of the amount needed in the Indonesia General Hospital.

Based on the results of the Partial Test (T-Test) above, it can be seen that for the Work Stress variable (X₂), the t count value is 3.925 > 1.99962 (t table) with a sig 0.000 < 0.05 or significantly less than 0.05. Based on that, H2 is accepted, which means that partial Work Stress (X₂) has a positive and significant effect on Nurse Performance (Y). Based on this, work stress experienced by nurses is caused by excessive workload, which affects the performance of nurses at Indonesian General Hospital.

Based on the results of the Simultaneous Test (F Test) above, it can be seen if an F count is 35.454 > 3.148 (F table) with a sig value of 0.000 < 0.05 or a significant value less than 0.05. Based on that, H3 is accepted, which means that simultaneously Workload (X₁) and Work Stress (X₂) have a positive and significant effect on Nurse Performance (Y). Based on this, the excessive workload will cause nurses to stress at work. Excessive workload is caused by a lack of medical equipment at Indonesian General Hospital of the amount needed, so this makes the workload increase which results in work stress and will affect the performance of nurses.

Workload and work stress both have positive impacts on the nurses' performance due to working pressures caused due to Covid condition. In the previous research, the number of casualties during Covid statistically 378 doctors and as many as 711 nurses were deceased due to high workload and work stress. A study has proven that there are correlation between high workload and work stress positively lowering their immunities.

CONCLUSION

Aside to the limitation of the studies it can be concluded that there is a positive and

significant impacts between workload and performance. There is a positive and significant effect partially between workload on performance. There is a positive and significant effect partially between work stress on performance. There is a positive and significant influence simultaneously between workload and work stress on performance. Workload and work stress have a considerable influence on performance. This is evidenced by the results of the Determination Coefficient Test. For further research extraneous variables were not included in this research can be done during post-pandemic. Further research can proceed during post pandemic, the analysis will have differed from research done previously.

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