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The Effect of Stress Levels on Employee Job Performance at Hospital X

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Abstract: Stress is a physical and emotional response that occurs due to demands that are inconsistent with an individual's abilities. Job performance is the result of an employee's work over a certain period compared to predetermined standards, targets, or criteria. Continuously increasing stress to an optimal level tends to improve employee job performance. This study aims to determine the effect of stress levels on employee job performance at Hospital X. This study used a cross-sectional design in June 2022. Respondents were employees at Hospital X, taking data from the entire population. Stress was measured using the Perceived Stress Scale (PSS 10) questionnaire, and job performance using the Manurung Job Performance Questionnaire. The results of the study showed that employees working at Hospital X were predominantly health workers, female, relatively young (≤ 40 years old) and had worked for more than or equal to one year. Furthermore, 121 employees experienced moderate stress, followed by 99 employees experiencing mild stress, and only one person experiencing severe stress. Most employees had good work performance, with 212 employees experiencing poor work performance, and only nine had poor work performance. The Fisher exact test found a significant relationship between stress levels and work performance among employees at Hospital X with a p-value of 0.044.

Keyword: Stress, Job Performance, Perceived Stress Scale, Hospital Employees

INTRODUCTION

According to the National Institute of Safety and Health (NIOSH), occupational stress is a physical and emotional response that occurs when work is not commensurate with the abilities, resources, or requirements of the job (Aus M, 2013). A survey conducted by the Health and Safety Executive (HSE) in 2021/2022 showed that 914,000 workers experienced work-related stress, depression, or anxiety (Health and Safety Executive, 2020).

A study conducted at a hospital in Myanmar showed that 50.2% of nurses experienced severe stress (Lwin, 2015). A study conducted at a mental hospital in Aceh found that 61.3%

of employees experienced moderate stress. These data indicate that stress levels among hospital employees are very high, even exceeding 60% (Emilda, 2017).

The arrival of COVID-19 cases in Indonesia has impacted the workload and psychological well-being of healthcare workers on the front lines. Research on stress levels among healthcare workers at a community health center (Puskesmas) showed that 68.7% of 156 respondents experienced stress (Priyatna et al., 2021). This finding is supported by Padila et al.'s study of nurses' work stress during the COVID-19 pandemic, which found that 51.6% of respondents experienced severe stress (Padila, 2022).

Hospital workers face a high workload because the patients they serve are human beings, and even small errors can have significant consequences. Furthermore, personality clashes between employees and patients, as well as shift work assignments, can trigger stress in hospital employees. Stress exceeding an individual's optimal threshold will lead to decreased work performance (Masduki, 2014; Anggarani & Tyas, 2013). A study by Agustina et al. on healthcare workers at Aisyiah Hospital in Ponorogo, East Java, found that the average employee's work stress was low, while the average employee's work performance was high. This indicates that low work stress, or stress that does not exceed normal limits, does not reduce employee performance (Health and Safety Executive, 2020; Lwin, 2015; Agustina et al, 2021).

Work performance is the quantitative and qualitative results achieved by employees in carrying out their duties (Rulianti, 2020). Performance appraisals are important for evaluating the extent to which employees have performed their duties well and for monitoring employee progress. Furthermore, they can serve as a reference for organizations in developing performance improvement plans (Utami et al., 2021).

Hospital employees consist of healthcare and non-healthcare workers who collaborate to provide reliable, responsive, and empathetic service. Stress that exceeds optimal levels will disrupt performance, resulting in poor outcomes. This will impact patient care and communication with others. Based on these problems, the researcher aims to determine the "Influence of Stress Levels on Employee Performance at Hospital X."

METHOD

This study used a cross-sectional design. The study was conducted at Hospital X, located in West Jakarta, in June 2022. Stress levels were measured using the Perceived Stress Questionnaire.

RESULTS AND DISCUSSION

The characteristics of employees at Hospital X are predominantly female healthcare workers who are relatively young and have worked for more than or equal to one year. Measurement of stress levels based on gender shows that female employees tend to experience higher levels of stress than male employees. This occurs due to different physical abilities and menstrual cycles that affect their emotional state. Research conducted by Ansori et al. in 2017 found that female dental nurses experienced a higher percentage of stress than male employees (Ansori & Martiana, 2017).

This study shows an inverse pattern of stress levels with age, with younger employees (≤ 40 years) tending to experience more moderate to severe stress than older employees (> 40 years). This suggests that younger employees tend to be less able to manage their stress. Furthermore, older employees tend to have greater experience and a greater sense of responsibility, which allows them to better manage stressors. Research conducted by Miptahul et al. in 2021 showed no correlation between age and stress among nurses in the inpatient ward of Kwaingga Regional Hospital, where those aged 20-35 tended to be less able to control their stressors (Ansori & Mariana, 2017).

Measuring stress levels based on employee work division showed results similar to previous literature, namely that healthcare workers (Nakes) tended to experience higher levels of stress than non-healthcare workers (non-Nakes). This occurs because healthcare workers face high pressure and workloads due to direct contact with patients and are always prepared for emergencies. A 2018 study by Lolyta et al. showed that the medical division had the highest levels of stress based on severity, frequency, and stress index (Putri & Syaebani, 2018).

This study showed an inverse pattern of stress levels related to length of service: employees with more than or equal to one year tended to experience more moderate-to-severe stress levels than employees with less than one year. Longer tenure means greater workloads and responsibilities. Furthermore, monotonous work routines and a limited work environment can lead to boredom. Research conducted by Laili et al. in 2021 showed that nurses with long tenure experienced more stress than nurses with new tenure (Mahlithosikha & Wahyuningsih, 2021).

Employees with mild and moderate-severe stress levels mostly had good work performance. Of the 122 employees experiencing moderate-severe stress, only 8 (3.6%) had poor work performance. Employees at Hospital X experienced more moderate-severe stress, but their work performance tended to be good. This is because, based on the stress distribution among Hospital X employees, only one employee experienced severe stress; it is likely that the employee's stress had not yet reached fatigue levels or was still within optimal limits, resulting in good work performance. The Fisher exact test yielded a p-value of 0.044 ($p < 0.05$). This indicates the influence of stress levels on employee performance at Hospital X. These results align with David's 2018 study, which found that work stress impacts work performance among female employees at Kalisat Regional Hospital in Jember.¹⁶ Furthermore, Susianta's 2021 study showed that improving the stress management experienced by nurses at Sidoarjo General Hospital also improves their work performance (Susianta, 2021).

CONCLUSION

1. Employees at Hospital X are predominantly female healthcare workers, relatively young, and have worked for more than or equal to one year.
2. Hospital X employees experience more moderate stress, followed by mild stress, and only one individual experiences severe stress.
3. Employee performance at Hospital X is generally good.
4. There is a significant relationship between stress levels and work performance among employees at Hospital X.

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