THE INFLUENCE OF WORKLOAD ON THE WORK STRESS OF NURSES IN THE INPATIENT ROOM AT MITRA MEDIKA AMPLAS HOSPITAL

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Article Info	ABSTRACT
	Introduction: *Workload is the volume of work that is imposed on a person both physically and mentally and is his responsibility. Job stress is a condition of physical and psychological imbalance, which affects one's emotions, thought processes. Based on the results of the initial survey, nurses said that the large number of patients was not matched by the number of nurses which caused workload, a full room also resulted in workload, work stress experienced, namely patient complaints, uncooperative patient families and lack of equipment.* **Objectives:** *To identify and identify the effect of workload on nurses' work stress in inpatient rooms at Mitra Medika Hospital.* **Methods:** *This type of research uses a quantitative cross-sectional approach . The population and sample in this study used the Accidental Sampling Technique with a sample of 68 inpatient nurses.* **Results:** *Chi square test there is a significant relationship between the internal performance load variable and the work stress of nurses in the inpatient room of Mitra Medika Amplas Hospital with a p-value of 0.00 0 <0.05 and there is a significant relationship between the external performance load variable and work stress of nurses in the inpatient room of Mitra Medika Amplas Hospital with a p-value of 0.00 0 <0.05.* **Conclusion:** *Based on data analysis, there is an influence of internal and external workload on work stress experienced by nurses in the inpatient room of Mitra Medika Amplas Hospital. The advice that can be given is that it is hoped that the hospital management will pay attention to the workload of nurses again, by increasing the number of nurses in the inpatient room and conducting routine nursing performance evaluations in order to improve the quality of nursing care .*
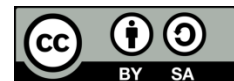
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1. INTRODUCTION

Work is an activity to get results from the effort that has been done, too much work will affect a high workload which will cause one's work stress. Workload is everything that includes the amount or difficulty of a person's work.

Job stress is a condition of physical and psychological imbalance, which affects one's emotions, thought processes, and conditions. Stress that arises and is not handled properly will certainly have an impact on psychology and attitudes, this greatly affects the quality of one's work (1). Services in hospitals are organizations engaged in the service sector, in these conditions hospital managers and human resource managers in them are required to manage it properly, and reliable health is also needed, one of which is nursing staff (2).

Nursing personnel are one of the necessary types of health workers without which hospital services cannot run (3). Therefore, nursing in a hospital must be considered for its management so that hospital services run well so that they can meet the increasingly high demands of patients. The success of the hospital in carrying out each of its roles can be seen from the quality of service (4) .

Nurses have an important role in hospitals, this is because nurses meet patients more often than doctors. Nurses in hospitals have a lot of tasks and responsibilities set by the hospital itself, so that the work done by nurses can provide a separate workload due to the many tasks and pressures that exist (1).

This workload will eventually cause pressure on nurses so that it affects the performance of nurses (5). In carrying out their duties, nurses are prone to stress. Nurses are not only related to patients, also with the work environment of nurses. What can cause stress is the limited human resources.

The number of nurses with an unequal number of patients will cause fatigue at work because the patient's need for nurse services is greater than the standard ability of nurses. This condition will have an impact on the psychological state of nurses such as fatigue, emotion, boredom, mood changes and can cause stress for nurses (2). Work stress can also be triggered if a job carried out by a nurse exceeds the limits of her abilities which in the end results in a pressure that the nurse will experience. This course will also greatly affect the performance of nurses (6).

Workload is the volume of work that is imposed on the workforce both physically and mentally and is their responsibility. Every job is a burden for the perpetrator and each workforce has its own ability to handle its workload as workload which can be physical, mental or social work. Workload is felt to be optimal for someone if the placement of the right workforce in the right job or the selection of the healthiest workforce for the healthiest job as well. The degree of a work placement includes compatibility of experience, skills, motivation and so on (7) .

Stress is a negative reaction from people who experience excessive pressure placed on them due to too many demands, obstacles or opportunities. A condition of tension that affects one's emotions, thought processes and conditions (4) . Job stress can also be interpreted as a source or work stress that causes individual reactions in the form of physiological, psychological and behavioral reactions. Work stress is all work conditions that are perceived by employees as a demand and can cause work stress. Other factors that are also related to nurse work stress include: motivation, rewards or salaries, rewards, work environment, relationships with other staff and superiors (5) .

One of the cases faced by many hospitals today is work stress experienced by nurses due to excessive workload. The more patients, the workload of nurses will increase. This results in stress which will affect performance and service to patients (6) .

Based on the results of an initial survey in the inpatient room of Mitra Medika Amplas Hospital on March 18 2022, the nurse's work system is divided into three shifts, namely morning

(07.30-14.30), afternoon (13.30-20.30), night (20.00 -08.00) with the main task of nurses in inpatient rooms, namely starting from indirect actions to patients in the form of assessments, data analysis, formulating nursing diagnoses, accompanying doctor visits , handling over patients. In addition, nurses also take direct action on patients in the form of administering drugs, wound care, care for infusion areas to help patients' daily activities.

The results of interviews conducted by researchers with 10 nurses in the inpatient room, 7 nurses said that the large number of patients was not matched by the number of nurses which caused workload. Then 3 nurses said that a full room also resulted in workload, where patients had to be transferred temporarily to other inpatient rooms, work shifts that sometimes changed, for example 1 nurse sometimes shifted 5 people, 4 people caused a fairly heavy workload where 1 nurse should handle 5 patients, whereas with an average number of patients per day of 40-45 people, 1 nurse can handle 8-9 patients in one shift. Each nurse said that the work stress experienced, namely patient complaints, uncooperative patient families, then a lack of equipment such as (Infusion Pump, Nebulizer Machine, Syringe Pump, Infusion Pole, Oxygen) causes work stress for nurses where if the tools are used are not available then the process of providing services to patients becomes hampered.

This excessive workload greatly affects the productivity of health workers and of course affects the productivity of nurses. This condition triggers the emergence of work stress, because all patients who visit indirectly demand to get effective and efficient services so that the problems faced by patients are immediately resolved. In connection with the insufficient number of staff, and research that has never been done on the effect of nurses' workload on work stress at the research site, the researcher is interested in researching it.

This study aims to determine and identify the effect of workload on nurses' work stress in inpatient rooms at Mitra Medika Amplas Hospital in 2022. This research relates to previous research conducted by Haryanti, Faridah Aini, Puji Purwaningsih at Ambarawa Hospital, found there was a relationship workload on nurses, where the result of light workload is 33.3% and heavy workload is 66.7%. The results of this study indicate that the workload of nurses at Ambarawa Hospital is high (7).

2. RESEARCH METHODE

This type of research uses quantitative research Quantitative research is research that is inferential in the sense of drawing conclusions based on the results of statistical hypothesis testing, using empirical data from the results of data collection through measurement (8) .

Cross Sectional approach where the independent variable measurement time for workload and the dependent variable regarding nurse work stress is only done once, at one time. Cross Sectional (one time) is research conducted at a certain time with one focus. This study observes population or sample data only once at the same time or collects data from many different individuals at one point in time (9) .

The location of this research was conducted at Mitra Medika Amplas Hospital. When the research was carried out starting from the initial survey in January 2022 until it was completed.

The population used as the object in this study were all inpatient nurses at Mitra Medika Amplas Hospital. The population in this study were 211 inpatient nurses. The sampling technique in this study was Accidental Sampling. The Accidental Sampling technique is a technique of determining a sample based on coincidence, that is, anyone who happens to meet a researcher can be used as a sample (10) . The sample size is determined by the slovin formula, namely 68 people.

The data analysis used in this research is unvariate and bivariate analysis. Univariate analysis is an analysis that describes a data that will be made either alone or as a group. Bivariate analysis is an analysis conducted on two variables that are suspected to be related or correlated (11).

3. RESULT AND ANALYSIS

Table 1. Frequency Distribution of Respondent Characteristics

No.	Characteristics	f	%
	Age		
1.	20-30 Years	61	89.7
2.	31-40 Years	6	8,8
3.	> 40 Years	1	1.5
	Education		
1.	D3 Nursing	53	77.9
2.	S1 Nursing	11	16,2
3.	S1 Nursing Nurse	4	5,9
	Gender		
1.	Male	2	2,9
2.	Female	66	97.1
	Years of service		
1.	<1 year	16	23.5
2.	1-2 Years	15	22,1
3.	>2 Years	37	54,4
	Amount	68	100

above, it is known that out of 68 respondents, 61 respondents (98.7%) were aged 20-30 years, 6 respondents (8.8%) were aged 31-40 years, and 1 respondent (1.5%) aged > 40 years. Regarding the educational characteristics of the respondents, it can be seen from the number of 68 respondents, 53 respondents (77.9 %) had D3 degrees in nursing, 11 respondents (16.2 %) had a bachelor's degree in nursing, and 4 respondents (5.9%) had a nurse's bachelor's degree in nursing. Regarding the gender characteristics of the respondents, it can be seen from the number of 68 respondents who were male there were 2 respondents (2.9%) and those who were female were 66 respondents (97.1%). Furthermore, for the characteristics of the respondents' tenure, it can be seen from the number of 68 respondents, 16 respondents (23.5 %) worked <1 year, 15 respondents (22.1 %) worked 1-2 years, and 37 respondents (54.4 %) worked >2 years.

Table 2 . Distribution of Respondents According to Burden Work Internals

No.	Variable	Amount	
		f	%
	Internal Workload		
1.	STS	5	7,4
2.	TS	7	10,3
3.	RR	8	11,8
4.	S	32	47,1
5.	SS	16	23.5
	External Workload		
1.	STS	6	8,8
2.	TS	6	8,8
3.	RR	16	23.5
4.	S	30	44,1
5.	SS	10	14,7
	Work stress		
1.	STS	4	5,9
2.	TS	6	8,8

3.	RR	13	19,1
4.	S	30	44,1
5.	SS	15	22,1
	Amount	68	100

Based on the table show that the opinions of respondents on internal workload variables from 68 respondents opinion very much disagree (STS) as many as 5 respondents (7.4%), disagree (TS) as many as 7 respondents (10.3%), undecided (RR) as many as 8 respondents (11.8%), agreed (S) as many as 32 respondents (47.1%), and strongly agree (SS) as many as 16 respondents (23.5%). Respondents' opinions on the external workload variable out of 68 respondents strongly disagreed (STS) were 6 respondents (8.8%), disagreed (TS) as many as 8 respondents (8.8%), undecided (RR) as many as 16 respondents (23.5) %), agree (S) as many as 30 respondents (44.1%), and strongly agree (SS) as many as 10 respondents (14.7%). Respondents' opinions on the work stress variable out of 68 respondents strongly disagreed (STS) were 4 respondents (5.9 %), disagreed (TS) as many as 6 respondents (8.8%), undecided (RR) as many as 13 respondents (19.1 %), agree (S) as many as 30 respondents (44.1%), and strongly agree (SS) as many as 15 respondents (22.1%).

Table 3 . Cross Tabulation of Internal Workload Variable Relationship with Nurse Work Stress

No	Variable	Nurse Work Stress										Total		Asymp. Sig Sided
		Heavy		Currently		Light		S		SS				
		F	%	F	%	F	%	F	%	F	%	F	%	
	Internal Workload													
1	STS	2	2,9	3	4,4	0	0.0	0	0.0	0	0.0	5	7,4	0.000<α 0.05
2	TS	2	2,9	3	4,4	2	2,9	0	0.0	0	0.0	7	10,3	
3	RR	0	0.0	0	0.0	5	7,4	1	1.5	2	2,9	8	11,8	
4	S	0	0.0	0	0.0	6	8,8	25	36,8	1	1.5	32	47,1	
5	SS	0	0.0	0	0.0	0	0.0	4	5,9	12	17,6	16	23.5	
	External Workload													
1.	STS	3	4,4	2	2,9	1	1.5	0	0.0	0	0.0	6	8,8	0.000<α 0.05
2.	TS	1	1.5	4	5,9	1	1.5	0	0.0	0	0.0	6	8,8	
3.	RR	0	0.0	0	0.0	8	11,8	6	8,8	2	2,9	16	23.5	
4.	S	0	0.0	0	0.0	2	2,9	22	32,4	8	8,8	30	44,1	
5.	SS	0	0.0	0	0.0	1	1.5	2	2,9	7	10,3	10	14,7	
	Amount	4	5,9	6	8,8	13	19,1	30	44,1	15	22,1	68	100	

Based on the table above the relationship between internal workload variables with the work stress of nurses in the inpatient room of Mitra Medika Amplas Hospital Medan in 2022, it is known that of the 68 respondents to the internal workload variable in the category of strongly disagreeing (STS), that is as many as 5 (7.4 %) respondents who strongly disagree (STS) 2 (2.9 %) respondents and disagree (TS) 3 (4.4 %) respondents. For the internal workload variable in the category of disagreeing (TS), there were 7 (10.3%) respondents, with those who strongly disagreed (STS) 2 (2.9%) respondents, disagreed (TS) 3 (4.4%) of respondents, and undecided (RR) 2 (2.9%) of respondents. For the internal workload variable with a doubtful category (RR), there are 8 (11.8%) respondents, with those who strongly disagree (STS) 0 (0.0%) respondents, disagree (TS) 0 (0, 0%) respondents, undecided (RR) 5 (7.4%) respondents, agreed (S) 1 (1.5%) respondents and strongly agreed (SS) 2 (2.9%) respondents. For internal workload variables in the agree category (S), there are 32 (47.1%) respondents, with those who strongly disagree (STS) 0 (0.0 %) respondents, disagree (TS) 0 (0.0%)) respondents, undecided (RR) 6 (8.8%) respondents,

agreed (S) 25 (36.8%) respondents and strongly agreed (SS) 1 (1.5%) respondents. While the internal workload variable with the category strongly agree (SS) is as many as 16 (23.5%) respondents, with those who disagree (TS) 0 (0.0%) respondents, agree (S) 0 (0.0%) respondents, doubtful (RR) as many as 0 (0.0) respondents, agree (S) 4 (5.9) respondents and strongly agree (SS) 12 (17.6%) respondents. From the results of the chi-square test there is a significant relationship between the internal performance load variable and the work stress of nurses with a p-value of 0.00 0 <0.05. This shows that there is a relationship between the internal performance load variable and the work stress of nurses in the inpatient room of Mitra Medika Amplas General Hospital Medan in 2022 2 .

External workload variables with the work stress of nurses in the inpatient room of Mitra Medika Amplas Hospital Medan in 2022 , it is known that of the 68 respondents on the external workload variable with the category of strongly disagree (STS) as many as 6 (8.8 %) respondents with those who strongly disagree (STS) 3 (1.5 %) respondents, disagree (TS) 2 (2.9%) respondents, doubtful -doubt (RR) 1 (1.5%) respondents, agree (S) 0 (0.0%) respondents and strongly agree (SS) 0 (0.0%) respondents. For the external workload variable in the category of disagreeing (ST), there are 6 (8.8%) respondents who strongly disagree (STS) 1 (1.5%) respondents, disagree (TS) 4 (5.9%) respondents, undecided (RR) 1 (1.5%) respondents, and agree (S) 0 (0.0%) respondents and strongly agree (SS) 0 (0.0%) respondents. For external workload variables in the doubtful category (RR), there are 16 (23.5%) respondents, with those who strongly disagree (STS) 0 (0.0 %) respondents, disagree (TS) 0 (0, 0%) respondents, undecided (RR) 8 (11.8%) respondents, agreed (S) 6 (8.8%) respondents and strongly agreed (SS) 2 (2.9%) respondents. For external workload variables in the agree category (S), there are 30 (44.1%) respondents, with those who strongly disagree (STS) 0 (0.0 %) respondents, disagree (TS) 0 (0.0%)) respondents, undecided (RR) 2 (2.9%) respondents, agreed (S) 22 (32.4%) respondents and strongly agreed (SS) 6 (8.8%) respondents. While the external workload variable is in the category of strongly agreeing (SS) as many as 10 (14.7%) respondents, strongly disagreeing (STS) 0 (0.0 %) respondents, disagreeing (TS) 0 (0.0%)) respondents, undecided (RR) 1 (1.5%) respondents, agreed (S) 2 (2.9%) respondents and strongly agreed (SS) 7 (10.3%) respondents. From the results of the chi-square test, there is a significant relationship between the external performance load variable and the work stress of nurses with a p-value of 0.00 0 <0.05. This shows that there is a relationship between the external performance load variable and the work stress of nurses in the inpatient room of Mitra Medika Amplas General Hospital Medan in 2022 2 .

DISCUSSION

Relationship between Internal Workload Variables and Nurse Work Stress in Inpatient Rooms at Mitra Medika Amplas Hospital Medan in 2022

Workload is something that arises from the interaction between the demands of tasks, the work environment where it is used as a workplace, skills, behavior and perceptions of workers. Internal factors that affect workload are factors that originate within the body as a result of external workload reactions such as in the form of age, body posture, health status (somatic factors) and motivation, satisfaction, desire, or perception (psychological factors) (12) . Stress is a physical and psychological condition caused by a person's adaptation to their environment. Work-related stress is defined as an emotional and physical response that is disruptive or detrimental that occurs when task demands do not match the capabilities, resources, or desires of the worker (14) .

Based on the assumptions of researchers, internal workload is a factor originating from within the human body as a result of a reaction from external workload. Internal factors are the driving

force from within to carry out activities in achieving goals. Internal factors include gender, age, motivation, perception and desire.

Based on the results of the study, using the chi-square test there was a significant relationship between the internal performance load variable and the work stress of nurses in the inpatient room of Mitra Medika Amplas Hospital Medan with a p-value of 0.00 0 < 0.05. This shows that there is a relationship between the internal performance load variables and the work stress of nurses in the inpatient room of Mitra Medika Amplas General Hospital Medan in 2022.

The results of this study are also in line with the research conducted by Andiny V Melo concerning the Relationship between Workload and Work Stress in Nurses at the Inpatient Unit of RSU Bethesda Tomohon. This study shows that there is a relationship between workload and work stress for nurses at Bethesda Tomohon General Hospital with a p value of 0.004. which means that the value of p<0.05 (15) .

Relationship between External Workload Variables and Nurse Work Stress in Inpatient Rooms at Mitra Medika Amplas Hospital, Medan in 2022

Expenses mean dependents that must be done as dependents for which they are responsible. Work is an activity of doing something that is done with the aim of getting work results. Too much workload can cause tension in a person, causing stress (15) . Factors that affect internal workload are the work environment, physical tasks, work organization. Sources of stress in the work environment that can cause psychological stress, namely the physical work space that is not good, the workload is too heavy, the work tempo is too fast, the work is too simple, role conflicts, relationships with superiors and co -workers are not good and the organizational climate which is less pleasant (11) .

Based on the researcher's assumptions, external workload is workload that comes from outside the worker's body, namely tasks that are physical in nature such as the workplace, work tools and facilities, working conditions, length of time worked, rest periods, and work environment.

Based on the results of the study, using the chi-square test there was a significant relationship between the external performance load variable and the work stress of nurses in the inpatient room of Mitra Medika Amplas Hospital Medan with a p-value of 0.00 0 < 0.05. This shows that there is a relationship between the external performance load variable and the work stress of nurses in the inpatient room of Mitra Medika Amplas Hospital Medan in 2022.

The results of this study are also in line with research conducted by Lea Endah Retnaningtyas at the Siti Aisyah Islamic Hospital. Research shows that direct nursing activities, namely respondents stating the weight of 31 people (100%), and indirect nursing activities, namely respondents stating the weight of 31 people (100%). With a P value of 0.014 which means <0.05 (13).

4. CONCLUSION

Based on the results of research on the Effect of Workload on Work Stress experienced by Nurses in the Inpatient Room of Mitra Medika Amplas Hospital in 2022 it can be concluded that Based on data analysis from 68 respondents on internal workload the majority of respondents' answers strongly agreed (23.5%) so that the results obtained the p-value is 0.000 <0.05, which means that there is an effect of internal workload on work stress experienced by nurses in the inpatient room of Mitra Medika Amplas Hospital in 2022. Then based on data analysis from 68 respondents on external workload, the majority of respondents' answers agreed (44 .1%) so that a p-value of 0.000 <0.05 is obtained, which means that there is an effect of external workload on

work stress experienced by nurses in the inpatient room of Mitra Medika Amplas Hospital in 2022.

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