



Original Article

Description of Work Stress of Nurses

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ABSTRACT

The emergence of work stress is very influential. The first thing that occurs is psychological and emotional disorders, if it continues it will cause physical disorders. The aim of this research was to determine the description of work stress for nurses in the Ibnu Sina Islamic Hospital Pekanbaru. This type of research is quantitative with analytical descriptive. The research was conducted in April 2023 - June 2023. The population in this study was 120 nurses or respondents using a sampling technique. The research results showed that the majority of respondents had moderate work stress, namely 50%. Meanwhile, at least 23.3% experienced work stress in the severe category. It is hoped that nurses can prevent the emergence of work stress while working, which can lead to a decline in nurses' job performance.

INTRODUCTION

The largest number of health workers in hospitals are nurses, and nurses also play a role in providing 24-hour care to patients. Health services at hospitals consist of inpatient, outpatient and emergency care. In

inpatient services, nurses are the health workers who play the most important role. Nurses in inpatient services are responsible for providing nursing care to patients in the inpatient ward and nurses are required to

always be in the room to serve patients in the inpatient ward (Jeremia, 2018).

Research from the National Institute for Occupational Safety and Health (NIOSH) determined that nursing is a profession that has a very high risk of stress, because nurses have very high duties and responsibilities for the safety of human life (Febriana, 2017). The increase in work stress is also due to the pressure to always be optimal in serving patients. The more demands at work increase, the greater the possibility of nurses experiencing work stress. Work stress among nurses is one of the problems in human resource management in hospitals (Widyasari, 2010).

Research from the American National Association for Occupational Health (ANAHO) states that out of 40 cases of work stress, nurses are at the top and nurses are also likely to experience minor psychiatric disorders and depression. Work stress in nurses is an important concern, one of which is Aiska, S. workers. (2019).

The emergence of work stress is very influential. Stress not only disrupts a person's bodily functions, but will also affect performance. According to Robbins (2015), physiological symptoms such as increased blood pressure, headaches and stimulation of heart disease, dissatisfaction, boredom and tension as well as behavioral symptoms such as changes in eating and sleeping patterns are the negative impacts of stress. Work stress also comes from a heavy workload so it also has an impact in several ways, including: excessive work demands, lack of job protection, lack of support, working hours, work that is considered excessive, and low availability of needs that meet expectations such as salary, job satisfaction, promotion, and career paths (Rice, 2016)

The Indonesian Ministry of Health (2014) recorded that the number of nurses in Indonesia reached 237,181 people. Lasima (2014) stated that 75% of nurses at Gorontalo Regional Hospital experienced severe work stress. The stress experienced by nurses will have several negative impacts on health,

such as physical and emotional fatigue. Apart from that, stress can also result in work fatigue or burnout (Zukhra, 2019).

Prolonged work stress can have an impact on aspects and systems of a person's body. Stress has an emotional, cognitive, physiological and behavioral impact. Emotional impacts include anxiety, depression, physical and psychological stress (Perry & Potter, 2016). Cognitive impacts result in decreased concentration, increased distraction, and reduced short-term memory capacity. The psychological impact results in the release of epinephrine and norepinephrine, deactivation of the digestive system, rapid breathing, increased heart rate, and constriction of blood vessels. The impact on behavior, for example, increases absenteeism from work, disrupts sleep patterns, and reduces the quality of work (Eysenck, 2018).

METHODS

The type of research used in this research is quantitative research with the research design used is analytical descriptive. The type of research method chosen is descriptive analysis, while the definition of the analytical descriptive method according to (Sugiono: 2009) is a method that functions to describe or provide

a description of the object under study through data or samples that have been collected as they are without carrying out analysis and making conclusions that apply to the general public.

In other words, analytical descriptive research takes problems or focuses attention on problems as they exist when the research is carried out, the research results are then processed and analyzed to draw conclusions. This research was carried out using a quantitative approach which aims to determine the level of work stress among nurses in the inpatient ward at Ibnu Sina Islamic Hospital Pekanbaru.

The research was conducted at the Ibnu Sina Islamic Hospital Pekanbaru from November to April 2023.

The population is the entire research object or objects being researched. The population in this study is all nurses who work in the inpatient room at the Ibnu Sina Islamic Hospital Pekanbaru, totaling 169 people. The sample in this study amounted to 129 people using a stratified random sampling technique. The instrument used for work stress is a questionnaire taken from Jurniati's book (2017) with a total of 10 questions with answers of strongly agree (4), agree (3), disagree (2), strongly disagree (1). With data Interpretation: Light if the total score is 76-100%, Medium if the total score is 56-75%, Severe if total score < 56.

RESULTS

- a. Description of respondent characteristics (Gender, age, education level, length of work and marital status)

Table 1. Frequency distribution of respondent characteristics based on gender, age, education level, length of work and marital status at Ibnu Sina Islam Hospital Pekanbaru in 2023 (n=120)

Characteristics of respondents	f	%
Gender		
Female	75	62,5
Male	35	37,5
Total	120	100
Age		
21 - 40 years	84	70
41 - 65 years	36	30
65 > Years	0	0
Total	120	100
Education Level		
Diploma III Nursing	64	53,3
Ners	56	46,7
Total	120	100
Length of Work Period		
< 5 years	53	44,2
> 5 years	67	55,8
Total	120	100
Marital status		
Not married	71	59,2
Married	49	40,8
Total	120	100

Table 1 above, it shows that of the 120 respondents based on gender, the majority

were 62.5% female respondents, the most ages ranged from 21-40 with 70% of respondents, the majority of nurses had the latest education level of D3 Nursing, namely 53.3% . showing length of service, it can be seen that 55.8% have worked the majority for more than 5 years. As many as 44.2% had worked for less than 5 years. shows that the marital status of most respondents, 59.2%, is unmarried.

- b. Description the work stress level of inpatient nurses at Ibnu Sina Hospital Pekanbaru in 2023 is as follows:

Table 2. Distribution of Respondents Based on Level of Job Stress for Inpatient Nurses in 2023 (n=120).

No.	Level of Job Stress	Frequency	(%)
1.	Low	32	26,7
2.	Midle	60	50
3.	Hight	28	23,3
Total		120	100

Table 2. regarding work stress levels, it can be seen that the majority of respondents have moderate work stress, namely 50%. Meanwhile, at least 23.3% experienced work stress in the severe category.

DISCUSSION

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Work stress can have an impact on individuals, organizations, and even society. For individuals, work stress has a negative impact on workers physical and mental health, decreased performance, lack of career development, and job loss. In severe cases, work stress can cause depressive disorders.

Stressed nurses experience poor health. Febriani (2017) shows his findings: moderate work stress was 86.2%, light work stress was up to 13.8%, and moderate psychological symptoms amounted to 87.2% mild 12.8%,

moderate showing physiological symptoms 94.7% and mild 5.3%, as well as moderate behavioral symptoms 78.7% and mild 21.3%. This may indicate an impact Work stress on the physiological, psychological and behavioral health of nurses is very large. In To provide quality care in hospitals, the role of nurses is needed in it so nurses have an important role in providing 24 hour service and offering certain benefits over other services. This requires hospitals to have nurses excellence to support hospital performance and achieve patient and family satisfaction. Efforts to improve hospital performance require healthy and productive nurses. Increasing work stress for nurses is one of the factors that reduces nurse performance (Ahmad, 2018).

For organizations, the impact of work stress such as absenteeism, losses related to workers' health (Suryani & Maha Yoga, 2018). It has been recorded that as many as 8% of cases of depression are work-related illnesses. Research conducted by the Labor Force Survey found 440,000 cases of work-related stress in England with an incidence of 1,380 cases per 100,000 workers who experienced work-related stress. As many as 35% of work-related stress is fatal and it is estimated that 43% of work days are lost. Health statistics surveys state that male workers lose around 50.8 working days and female workers lose around 58.5 working days due to work stress. (WHO, 2021).

Work stress can have a negative impact on workers and mental conditions if not dealt with. give rise to various. Stress can have a variety of detrimental impacts ranging from: a decline in health to the point of suffering from an illness. Results of a survey conducted by PPNI in Ramdani and Wartono stated that around 50.9% nurses in Indonesia experience work stress. Nurses who experience work stress complain that they often feel dizzy, tired, and unable to rest because the workload is high and consuming time (Rhamdani & Wartono, 2019).

The bad impact can be caused if a nurse experiences work stress, namely that it can interfere with their social interactions, a condition that arises as a result of interactions between the individual and their work. where characteristic discrepancies exist and unclear changes that occur in the hospital, whether with colleagues, doctors or patients. A person's work effectiveness can be disrupted, because at In general, if someone experiences stress, there will be disturbances both in their psychological and physiological conditions (Dodi Pratama et al, 2020).

CONCLUSION AND RECOMENDATION

Regarding work stress levels, it can be seen that the majority of respondents have moderate work stress, namely 50%. Meanwhile, at least 23.3% experienced work stress in the severe category. It is hoped that the hospital will pay more attention to the work stress level of nurses, especially in the inpatient room or other medical teams so that nurses can provide good service to the hospital. There is a need for training on work stress management for nursing services.

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