

## **Analysis Of Factors Affecting Nurse Work Stress At Daha Husada General Hospital Kediri City In 2021**

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### **ABSTRACT**

As explained in Article 1 of Law No. 13 of 2003 on Employment, Labor is any person who is able to work to produce goods and/or services to meet their own needs and serve the community. According to (International Labour Organization, 2016), long working hours pose a risk to the health and safety of workers and affect a person's work stress. The design of this study used a cross sectional method in which the measurement of work stress and workload factors, conflict, responsibility, facilities and infrastructure as well as working hours that affect it is done simultaneously or at one time. This study has a population of 79 people, conducted with a quantitative approach, sampling techniques using simple random sampling and Ordinal regression analysis. This study found that there is a variable effect of workload on nurses' work stress with a value of sig 0.036 and there is a variable effect of conflict with nurses' work stress with a value of sig 0.001. While the responsibility variable has no influence on the work stress of nurses with a value of sig 0.628, variable facilities and infrastructure has no influence on the work stress of nurses with a value of sig 0.099 and variable working hours have no influence on the work stress of nurses with a value of sig 0.288. It can be concluded that there is an influence of workload and conflict factors on the work stress of nurses at Daha Husada General Hospital Kediri. While there are 3 variables that do not affect the responsibility, facilities and infrastructure as well as working hours to work stress nurses at the hospital daha Husada Kediri.

**Keywords:** Hospital, Influencing Factors, Work Stress.

### **INTRODUCTION**

As explained in Article 1 of Law No. 13 of 2003 on Employment, Labor is any person who is able to work to produce goods and/or services to meet their own needs and serve the community.

According to (International Labour Organization, 2016), long working hours pose a risk to the health and safety of workers and affect a person's work stress. Higher demands for professionalism and competition in the work environment create ongoing pressure and are potentially stressful for workers.

Handerson 1980 in (benefactor, 2013) defines about "nursing servant is (Nursing Service) is an effort to help both sick and healthy, from birth to death in the form of increased knowledge and abilities possessed so that the individual can optimally perform daily activities independently". However, nurses who work in the service are also human beings, allowing the emergence of stressful conditions in their lives and work.

The results of interviews with 5 nurses at the daha husada General Hospital which were taken incidentally on August 12, 2021 obtained data that nurses complained because there was still a lack of facilities and infrastructure at the hospital, heavy workload, lack of human resources which required them to double job, working hours, nurse responsibilities, and conflicts that occurred. Work stress



that occurs will have a direct or indirect adverse impact on physical, psychological and behavioral aspects. The assumption of the nurse researcher is likely to experience work stress. These events prompted researchers to conduct research on the factors that affect the work stress of nurses at the General Hospital of daha Husada Kediri.

## METHOD

The design of this study uses a cross sectional method in which the measurement of work stress and factors that affect it is done simultaneously or at one time. This study was conducted with a quantitative approach with the aim of knowing the factors that affect the work stress that occurs in nurses at Daha Husada Kediri Hospital in 2021.

The population in this study were all nurses on duty in each office space. The number of nurses working in the room amounted to 79 people. With a sample ssejumlah 66 people. Sampling technique in this study using simple random sampling and ordinal regression data analysis.

## RESULTS

Tabel 1. Koefisien Determinasi

Pseudo R.Square	
Nagelkerke	0,552

From the results of the coefficient of determination above Nagelkerke obtained results of 0.552 or 55.2% which means the variable factors that influence the influence on the stress of nurses by 55.2% while the rest is influenced by other factors that are not studied.

Tabel 2. Parameter Estimates

Variabel	Std.Error	Wald	Sig
Workload	0,352	4,409	0,036
Conflict	0,370	10.427	0,001
Responsibility	0,355	0,235	0,628
Facilities and infrastructure	0,514	2,725	0,099
Working Hours	0,342	1,129	0,288

The results of the Estimate Parameter test above explain that the workload variables and conflict variables are variables that have a significant influence on the work stress of nurses because these variables have a value of signifikasi  $< 0.05$  or in other words reject  $H_0$ . As for the variable responsibility, facilities and infrastructure and working hours can be said to have no effect signifikan against work stress because it has a value of signifikasi  $> 0.05$  or in other words Accept  $H_0$ .

## DISCUSSION

### A. Effect Of Workload On Work Stress Nurses At General Hospital Daha Husada Kediri

Based on the results of the study, it can be seen that most of the respondents as many as 18 people (27.3%) stated the workload of work stress on nurses is in the good category. While based on the results of analysis using Ordinal regression test can be seen that the workload has a sig of 0.036 or  $\text{sig} < 0.05$  which means reject  $H_0$ . So the workload factor is said to affect the work stress on nurses at Daha Husada Hospital Kediri city. This is in accordance with research conducted by (ilham, 2018) which states that the relationship of workload with nurse work stress is seen from several factors, such as the demands of tasks or actions taken by the nurse itself, for example too many actions taken

or the number of patients who come is not proportional to the maximum action taken by the nurse. The workload of nurses is all activities or activities carried out by a nurse while on duty in a nursing service unit (Putranto, 2013) and in accordance with (Nurazizah, 2017) argues that there is a relationship between workload and work stress nurses in the emergency room to the performance because the demands and needs of nursing care provided to patients must be prepared thoroughly and handled fundamentally and directed and earnest in the hospital and in addition to these problems also

arise other problems such as stress can arise due to limited human resources. Where the number of tasks that have not been balanced by an adequate number of nurses. Because the number of nurses with patients is not balanced can cause fatigue in the work because the patient's need for nurse services is greater than the standard ability of nurses. And the condition can cause bored tired emotions mood changes workload and stress on nurses that will have an impact on the services provided are not maximized. This shows that the workload needs to be taken seriously to minimize the occurrence of work stress on nurses. According to (Astutik, 2019) based on the results of tests that have been carried out, there is an influence of workload on work stress. Excessive workload causes an increase in the work stress of nurses in the hospital Unipdu Medika Jombang, so the more work to be completed, it is undeniable that the higher the work stress of nurses, because work stress can arise due to pressure derived from a mismatch between the ability of an individual with the amount of work handled.

#### B. Effect Of Conflict On Nurse Work Stress

Based on the results of the study, it can be seen that most of the respondents as many as 18 people (42.4%) stated conflict over work stress in nurses is in the category of less. While based on the results of analysis using Ordinal regression test can be seen that the conflict has a sig of 0.001 or sig < 0.05 which means reject H0. So that the conflict factor is said to affect the work stress on nurses at Daha Husada Hospital Kediri. This is in accordance with research conducted by (Aiska, 2014) role conflict is a situation where there is the same task on two or more individuals in the organization. The conflict between the duties he has to perform and the responsibilities he has in the form of individual values and beliefs clashes with his duties. In his perception, the tasks assigned are part of the tasks of others. Conflicting demands from superiors, colleagues, subordinates, or others who are considered important to him. This shows that conflicts need to be taken seriously to minimize the occurrence of work stress on nurses. According to (Maulina, 2019) that the results of hypothesis testing using a Partial Test (t test) obtained results that conflict (X1) has an effect on employee performance (Y). This can be seen from the significance value of the conflict variable t test (X1) of 0.000. or less than the level of significance (  $\alpha$  ) 0.05 and t count > t Table of 3.869 > 2.05. Based on the results of the study, it can be seen that most of the respondents were 18 ora. Based on this, the first hypothesis that reads "There is allegedly a partial effect of conflict on employee performance at PT Senapati Handal Perkasa" is proven to be true and can be declared acceptable. The existence of problems / conflicts faced by employees makes the increasing performance of employees because a conflict can make employees to improve their performance for the better. Terjadi conflict will cause pain among individuals so that it will add to the feeling of pressure and stress. Conflict conditions between nurses and required to be a good teamwork, it is necessary to minimize the work stress strategy (Vita, 2013).

#### C. The Influence Of Responsibility On Nurses Work Stress

Based on the results of the study, it can be seen that most of the respondents as many as 16 people (24.2%) stated that the workload of work stress on nurses is in the good category. While based on the results of analysis using Ordinal regression test can be seen that the responsibility has sig 0.628 or sig > 0.05 which means receive H0. So that the responsibility factor is said to not affect the work stress on nurses at Daha Husada Hospital Kediri. This is in accordance with research conducted by (Lutfiyah, 2011) that there is no significant between responsibility and work stress based on the results of CVA analysis has been obtained fit model with dinali p-value > 0.05 is the value of Chi-Square = 0.00, df = 0, p-value = 1.00000, RMSEA = 0.000. in addition, the correlation between responsibility testers also showed no correlation with work stress. According to Risyda Elida Shovia, if the responsibility given is too heavy, it can be a potential cause of work stress, but if employees are not given responsibility, it also causes the same thing, because employees feel untrusted to hold responsibility.

#### D. Effect Of Facilities And Infrastructure On Nurses ' Work Stress

Based on the results of the study, it can be seen that most of the respondents as many as 23 people (34.8%) stated that the facilities and infrastructure for work stress in nurses are in the good category. While based on the results of analysis using Ordinal regression test can be seen that the responsibility has sig 0.099 or sig > 0.05 which means receive H0. So that the factor of facilities and infrastructure is said to not affect the work stress on nurses at the hospital daha Husada Kediri. This is in accordance with research conducted by (Ilhamna, 2020) which states that there is no effect of infrastructure on teacher performance at SMK Palebon Semarang with a significance value of 0.672 and a partial coefficient of determination test of 0.49%. However, it is different from the research

conducted by which states that there is an influence of facilities and infrastructure on work stress at The Banjaran Nambo DTP Health Center, where the more complete the facilities and infrastructure provided will be followed by a decrease in employee work stress. And in accordance with the research Felisitas Evanjelina Manu Lena which states that the facilities or facilities and infrastructure does not significantly affect consumer satisfaction. This can be interpreted as no influence between facilities and infrastructure with consumer satisfaction that does not affect work stress.

#### E. The Effect Of Working Hours On Nurses ' Work Stress

Based on the results of the study, it can be seen that most of the respondents as many as 23 people (34.8%) stated that working hours against work stress in nurses are in the good category. While based on the results of analysis using Ordinal regression test can be seen that the responsibility has sig 0.288 or sig > 0.05 which means thank H<sub>0</sub>. So that the factor of facilities and infrastructure is said to not affect the work stress on nurses at the hospital daha Husada Kediri. This is in accordance with research conducted by (Nurazizah, 2017) the results showed that working hours do not affect the work stress, work stress research results showed homogeneous results of 91.2% according to (Putranto, 2013) homogeneous data on a variable became one of the causes of the invisible relationship between variable working hours with work stress. In contrast to the study (Ekaningtyas, 2016) which states that based on the results of the analysis that has been done, it can be concluded that the shift work system significantly affects the work stress of the operator's employees at the West Jember gas station. This is evidenced by the results of the coefficient of determination (R<sup>2</sup>) where the shift work system variable has a contribution of 0.754 or 75.4% with a positive direction affecting the work stress variable with a significance of 0.000 or < 0.05. Regulations regarding employment have been specifically formulated in law No. 13 of 2003 article 77 to Article 85. Where, Article 77 paragraph 1, Law No. 13/2003 obliges every employer to carry out the provision on working hours. The provisions of these working hours regulate 2 systems, namely :

1. 7 working hours in one day or 40 working hours in 1 Week for 6 working days in 1 week
2. 8 working hours in 1 day or 40 working hours working in 1 Week for 5 working days in 1 Week.

#### F. The Most Influential Factors On Nurse Job Stress

From the analysis using Ordinal regression test results obtained that workload and conflict can be said to siqnfikant effect on job stress. While the responsibility, facilities and infrastructure as well as working hours are variables that do not have a significant influence on the work stress of nurses. From the results of the table R Square can be seen that these factors have an influence of 55.2% on the work stress of nurses at the hospital daha Husada Kediri. While the rest is influenced by other factors not studied. This is in accordance with research conducted by (Putranto, 2013) said that job stress refers to all job characteristics that may pose a threat to the individual. (Putranto, 2013) defines work stress as negative work environment factors such as role conflict, role blurring, and excessive workload in the job. Then (Putranto, 2013) also argues that work stress is a manifestation of role blurring, role conflict and excessive workload. This shows that for workload and conflict factors should further improve policy policies that can minimize workload and conflict on nurses in hospitals.

## CONCLUSION

Based on the results of research on the analysis of factors that affect the work stress of nurses in general hospital daha HUSADA KEDIRI, it can be concluded as follows:

1. Based on the results of ordinal regression showed the value of GIS < 0.05 then reject H<sub>0</sub>, which means there is an influence between the workload of work stress on nurses at the hospital daha Husada Kediri.
2. Based on the results of ordinal regression showed the value of GIS < 0.05 then reject H<sub>0</sub>, which means there is an influence between the conflict on work stress on nurses at the General Hospital of daha Husada Kediri.
3. Based on ordinal regression results showed the value of GIS > 0.05 then receive H<sub>0</sub>, which means there is no influence between the responsibility for work stress on nurses at the General Hospital of daha Husada Kediri.

4. Based on the results of ordinal regression showed the value of  $GIS > 0.05$  then receive  $H_0$ , which means there is no influence between the facilities and infrastructure to work stress on nurses at the hospital daha Husada Kediri.

5. Based on the results of ordinal regression showed the value of  $GIS > 0.05$  then receive  $H_0$ , which means there is no influence between working hours to work stress on nurses at the hospital daha Husada Kediri.

6. Based on the results of the table R Square can be seen that the work stress factor on nurses give effect to 55.2% of the work stress of nurses at the hospital daha Husada Kediri. While the rest is influenced by other factors not studied.

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