Overview of Nurses' Workload in the Emergency Room (IGD) and Isolation Room During Pandemic Covid-19 Hospital Major General H.A Thalib Full River City

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ABSTRACT

Covid-19 data in Kerinci Regency, Jambi Province In 2021 from January-September positive Covid-19 patients in Kerinci Regency as many a 576 people At Mayjen H.A Thalib General Hospital in 2021 Covid-19 sufferers as many as 170 people with 45 suspected and 11 people died, while in 2021 there was an increase of 481 people wiyh 25 suspected and 85 people dying. This causes an increase in the workload of nurses. This study aims to determine the description of the workload of nurses in the Emergency Room (IGD) and Isolation Room during the Covid-19 pandemic, Mayjen H.A Thalib Hospital, Sungai Penuh City. This study uses a quantitative descriptive design. The stydy was conducted in the Emergency Room (IGD) and Isolation Room of The Mayjen H.A Thalib General Hospital, Sungai Penuh City. With a population of 19 people in the Emergency Room and 21 nurses in the Isolation Room with a sample of 40 nurses. On the physical aspect more than half (65,0%) of the respondents with the physical aspect aevere, on the psychological aspect more than half (75,0%) of respondents with psychologically severe on the aspect of time more than half (60,0%) of respondens with ou who hard working time aspect. Overview of the Workload of Nurses in the Emergency Room and Isolation Room during the Covid-19 Pandemic at the Mayjen H.A Thalib General Hospital in Sungai Penuh City show that more than half (57,5%) of respondents have a heavy workload. It is hoped that this research can be an additional consideration and study of hospital management in implementing good, efficient services in accordance with the workload of nurses at RSU Mayjen H.A Thalib.

Keywords: Nurse Workload, Emergency Room (IGD), Isolation Room, and the Covid-19 Pandemic

INTRODUCTION

The hospital is an institution that provides general health services, health that can be in the form of inpatient or outpatient care, thus the hospital can be defined as an institution providing health services in charge of conducting examinations, treatment, and care. Hospitals are one of the health facilities that carry out health efforts and improve optimal health for the community[1].

Hospitals as a subsystem of health service provision usually provide two health services, namely health services and administrative services. Health services are in the form of medical services, medical support services, medical rehabilitation services, and treatment services. For example, emergency services (IGD) inpatient, outpatient, and various other types of health. While administrative services can be in the form of personnel services (HR) such as awards, positions or ranks, financial services such as salaries, allowances, other awards and other non-medical benefits[2].

The Emergency Department (ED) is a hospital service unit that provides the first service to patients with the threat of death and disability in an integrated manner by involving as a multidisciplinary[3]. A nurse in providing nursing care in the emergency department (ED) must have the right knowledge, skills, and attitudes to handle the complexity of health care.

Without adequate knowledge, health workers or nurses will be easily exposed to Corona Virus or Covid-19 infection[4].

The Covid-19 disease outbreak is a virus that is currently a problem throughout the world. Covid-19 causes a variety of respiratory infections, ranging from the common cold to severe respiratory infections that can cause death in humans exposed to this virus[5]. The increase in Covid-19 cases that occur in the community is supported by the rapid spread of the virus, both from animals to humans and between humans. Based on the Ministry of Health RI 2021, the incidence of Covid-19 in Jambi Province was 3,322 cases, with a cumulative incidence of 96.09 per 100,000 population, 56 (1.69%) deaths, and 2,521 (75.89%) recoveries from Covid-19[6]. The highest number of cases experiencing Covid-19 was in the Jambi city area with 1,091 cases, the second highest number was in Muaro Jambi Regency with 387 cases, and the third highest number was in Batang Hari Regency with 275 cases. While the death rate of Covid-19 death rate per 100,000 population is the highest in Jambi Province, namely in Kerinci Regency with 3.72 cases[7].

Based on the Jambi Provincial Government (2020), Covid-19 data per Regency of Jambi Province in 2021 from January-September there were 576 positive Covid-19 patients in Kerinci Regency. Based on data obtained from the Major General H.A Thalib Hospital (2021) in 2020 there were 170 Covid-19 patients with 45 suspects and 11 people died, while in 2021 Covid-19 patients increased to 481 people with 25 suspects and 85 people died[8]. Workload is a number of processes or activities that must be completed by a worker within a certain period of time. If a worker is able to complete and adjust to a number of tasks given, then it does not become a workload[9]. However, if the worker is unsuccessful then the tasks and activities become a workload. Nurses are experiencing higher workloads than ever before for four main reasons: increased demand for nurses, inadequate supply of nurses, reduced staffing and increased overtime, as well as reduced length of stay[10].

Based on research conducted by Setiawan, E.A (2020) with the research title "Overview of Nurses' Workload in the Emergency Room (IGD) of Undata Hospital, Central Sulawesi Province"[11]. The results showed that direct nursing activities, namely respondents stated that 31 people (100%) were heavy, and indirect nursing activities, namely respondents stated that 31 people (100%) were heavy[12,13]. Based on research conducted by Tarigan (2020) with the research title, namely "Overview of Nurses' Perceptions of Workload During the Covid-19 Pandemic in the Covid-19 Isolation Inpatient Room at the University of North Sumatra Hospital". It was found that the majority of nurses who had perceptions of moderate workload were 29 nurses (90.6%)[14,15]. Then in research based on research conducted by Ihsan & Rosyid in (2021) with the research title "Relationship between Workload and Stress Level of Nurses in the Covid-19 Isolation Room of Salatiga City Hospital" it was found that the workload of nurses in the isolation room mostly experienced a high level of stress with a percentage of 34.1%, related to workload with stress showing a significant correlation[16].

Based on the above background, the researcher has conducted a study with the title "Overview of Nurses' Workload in the Emergency Room (IGD) and Isolation Room during the Covid-19 Pandemic at Major General H.A Thalib Hospital, Sungai Penuh City in 2021".

METHODS

This study uses a quantitative descriptive design intended to describe the workload of nurses in the emergency room (IGD) and isolation room during the Covid-19 pandemic at Major General H.A Thalib Hospital, Sungai Penuh City. In this study, the population used in this study were all nurses who carried out health service tasks in the Emergency Room as many as 19 people and nurses in the Isolation room as many as 21 people. The number of samples of this study was as many as 40 nurses who served in the emergency room and isolation room.

RESULTS

UNIVARIATE ANALYSIS

Table 1
Frequency Distribution of Respondents by Gender

Gender	F	%
Male	25	62,5
Female	15	37,5
Total	**40**	**100**

Based on the results of the frequency distribution of respondents above, it was found that the majority of respondents were male, namely 25 (62.5%).

Table 2
Frequency distribution of respondents based on education level

Education	F	%
DIII Nursing	31	77,5
S1 Nursing	9	22,5
Total	**40**	**100**

Based on the distribution of respondents with the level of education, it was found that respondents with DIII nursing education were greater with a frequency of 31 (77.5%) respondents.

Table 3
Frequency Distribution of Respondents Based on Age

Age	F	%
25-32 Years	29	72,5
33-40 Years	11	27,5
Total	**40**	**100**

Based on the results of the distribution of respondents by age in this study, it was found that respondents aged 25-32 years were greater in frequency, aged 25-32 as many as 29 (72.5%) respondents (72.5%) respondents.

Table 4
Frequency Distribution of Nurses' Workload from Physical Aspects in the Emergency Room (IGD) and Isolation Room during the Covid-19 Pandemic at Major General H.A Thalib General Hospital, Sungai Penuh City

Physical Aspects	f	%
Light	14	35,0
Heavy	26	65,0
Total	**40**	**100,0**

Based on table 4, it can be seen that the data on the workload of nurses with physical aspects in the Emergency Room (IGD) and Isolation Room during the Covid-19 Pandemic, the results of the majority of data on heavy physical aspects were obtained with a total of 26 nurses (65.0%).

Table 5
Frequency Distribution of Nurses' Workload from Psychological Aspects

Psychological Aspects	f	%
Mid	10	25,0
Severe	30	75,0
Total	**40**	**100,0**

Based on Table 5, it can be seen that the data on nurses' workload with psychological aspects in the Emergency Room (IGD) and Isolation Room during the Covid-19 Pandemic, the

results of the majority of data on psychological aspects are heavy with a total of 30 nurses (75.0%).

Table 6
Workload of Nurses from the Aspect of Working Time in the Emergency Room (IGD) and Isolation Room during the Covid-19 Pandemic at Major General H.A Thalib General Hospital, Sungai Penuh City

Working Time Aspect	f	%
Light	16	40,0
Heavy	24	60,0
Total	**40**	**100,0**

Based on Table 6, it can be seen that the data on the workload of nurses with aspects of working time in the Emergency Room (IGD) and Isolation Room during the Covid-19 Pandemic, the results of the majority of data in the aspect of heavy working time were obtained with a total of 24 nurses (60.0%).

Table 7
Frequency Distribution of Nurses' Workload in the Emergency Room (IGD) and Isolation Room during the Covid-19 Pandemic at Major General H.A Thalib Hospital, Sungai Penuh City in 2021

Nurse Workload	f	%
Light	17	42,5
Heavy	23	57,5
Total	**40**	**100,0**

Based on Table 7, it can be seen that the data on the workload of nurses in the Emergency Room (IGD) and Isolation Room during the Covid-19 Pandemic, the results of the majority of nurses' workload data are heavy with a total of 23 nurses (57.5%).

DISCUSSION
1. Physical Aspects

Based on the results of the study that the data on nurses' workload with physical aspects in the Emergency Room (IGD) and Isolation Room during the Covid-19 Pandemic, the results of the majority of data on heavy physical aspects with a total of 26 nurses (65.0%) and light physical aspects with a total of 14 nurses (35.0%).

This research is in line with research conducted by Yudi (2019) with the research title "The Relationship between Nurses' Physical Workload and the Implementation of Patient Safety in the Emergency Room and ICU of GMIM Pancaran Kasih Hospital Manado". Shows that most respondents who have a high physical workload are 17 respondents (56.7%), while those who have a moderate physical workload are 13 respondents (43.3%)[17]. Workload is determined based on the number of patients to be treated and the number of nurses on duty in a unit. The level of patient dependency is classified into 3 levels, namely minimal / light dependent level, partial / partial dependent level, and patients with full / total dependent level. The physical aspect consists of the main tasks and functions, the number of patient care compared to the number of health workers and other additional tasks concerning how much workload is borne compared to the energy owned by the staff[18].

According to the research assumption that most nurses who experience workload with heavy physical aspects, where most nurses experience too much work. Physical work activities that exceed the capacity of a nurse can reduce productivity at work, so that things that should be done to maintain patient safety are often done but not in accordance with applicable procedures.

2. Psychological Aspects

Based on the results of the study that the data on nurses' workload with psychological aspects in the Emergency Room (IGD) and Isolation Room during the Covid-19 Pandemic, the results of the majority of data on heavy psychological aspects with a total of 30 nurses (75.0%) and mild psychological aspects with a total of 10 nurses (25.0%). Another study was also conducted by Dewi et al (2020) on workload from the mental aspect of the results of 40 respondents who had a workload from high psychological aspects, namely 25 respondents (62.5%) while respondents who had a workload from moderate psychological aspects were 15 respondents (37.5%). Psychological aspects are calculated based on the relationship between individuals, with nurses and the head of the room and also between nurses and patients, which affects the performance and productive level of nurses. The result that often arises is work stress, which will reduce work motivation and reduce nurse performance.

According to the research assumption that most nurses experience workload with heavy psychological aspects caused by fear of exposure to covid-19, anxiety due to the increase in covid-19 cases and as an additional burden because in addition to getting pressure from the family and superiors nurses also often get pressure from doctors, so it is not uncommon when the patient's condition is critical but the doctor is not there and there is no clear division of labour or tasks from the head nurse, it is not uncommon for differences of understanding between nurses and there is also overlap in carrying out nursing actions.

3. Aspects of Working Time

Based on the results of the study, it can be seen that the data on the workload of nurses with aspects of working time in the Emergency Room (IGD) and Isolation Room during the Covid-19 Pandemic, the results of the majority of data on aspects of heavy work time with a total of 24 nurses (60.0%) and aspects of light work time with a total of 16 nurses (40.0%). Based on research conducted by Rahmawati et al (2020) with the research title The Relationship Between Workload, Work Shift and Physical Work Environment to Nurses' Work Stress in the Inpatient Room at UKI General Hospital, the results showed that high work time in nurses as many as 4 (10%), medium work time as many as 28 (70%), and medium work time as many as 28 (70%). working time as many as 28 (70%), and low as many as 8 (20%)[18].

Productive working time is the number of productive working hours that can be used by employees in carrying out their main duties and functions based on job descriptions and time to carry out additional tasks that are not included in their main duties[16]. Based on the research assumption that the workload in the aspect of working time is caused by the exchange of work shifts, where the work shifts that have been arranged can change suddenly. Where nurses also suddenly get morning shifts and then afternoon shifts which can make the nurse tired or tired.

4. Nurses' workload in emergency room and isolation

Based on the results of the study, it can be seen that more than half (57.5%) of respondents with heavy nurse workload in the Emergency Room (IGD) and Isolation Room during the Covid-19 Pandemic at Major General H.A Thalib General Hospital in Sungai Penuh City. Based on research conducted by Agus (2020) in the Emergency Room of Undata Hospital, Central Sulawesi Province, respondents who said the workload was heavy were 31 respondents (100%) while those who said it was not heavy did not exist. Workload that is too excessive will result in both physical and psychological work stress and emotional reactions, such as headaches, indigestion and irritability. Whereas in too little workload where workers are carried out due to repetition of movements that cause boredom. Heavy nursing workloads appear to be associated with suboptimal patient care and can lead to decreased patient satisfaction,

such as gastrointestinal infections, and hospital-acquired pneumonia. While patient safety outcomes such as failure to rescue[10].

According to the research assumption that the workload that occurs in the emergency room and isolation room is a heavy workload, this is due to the ever-changing condition of patients, the average number of hours of care needed to provide direct services to patients, as well as the many additional tasks that must be done by a nurse, so that it can interfere with the nurse's workload. so that it can interfere with the the work performance of the nurse. In addition to additional duties, a nurse's workload is also strongly influenced by her working time. If the working time that must be borne by nurses exceeds their capacity, such as a lot of overtime, it will have a negative impact on the productivity of the nurse.

Based on the results of research conducted by researchers, the heaviest workload is from the psychological aspect (75.9%), which means that the psychological aspect affects the workload of nurses. Workload from the psychological aspect of nurses can be in the form of various types of patients and diseases, time pressure in making quick and precise decisions to take action on patients and having to deal with panicked patient families. Physical or mental overload, i.e. having to do too many things is a possible source of job stress. Tasks that must be completed quickly, precisely and meticulously can lead to many mistakes or even deterioration of the individual's health condition. With a number of mental workloads faced, nurses sometimes feel tense, cannot overcome their own difficulties and are not easy to consider a matter related to their duties as a nurse. This allows nurses to experience work stress. The limited number of beds in the inpatient ward causes some patients to be temporarily admitted to the emergency room, which can lead to increased responsibilities for nurses, which will result in excessive workload. In addition, problems outside of work, such as family conflicts, can also be brought to the workplace which causes increased mental burden. Therefore, overcoming workload from the psychological aspect depends on how nurses react to problems and control their stress.

CONCLUSIONS

Based on the results of research conducted by researchers on the description of the workload of nurses in the emergency room and isolation room during the Covid-19 pandemic at Major General H.A Thalib General Hospital in Sungai Penuh City with a total research sample of 40 people, several conclusions can be drawn including the following:

More than half (65.0%) of respondents with heavy physical aspects, more than half (75.0%) of respondents with heavy psychological aspects, more than half (60.0%) of respondents with heavy work time aspects, and more than half (57.5%) of respondents with heavy workload of nurses in the Emergency Room (IGD) and Isolation Room during the Covid-19 Pandemic at Major General H.A Thalib General Hospital Sungai Penuh City.

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