

## Relationship between Job Stress and Nurse Performance at Abdul Manap Jambi Hospital in 2022

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### ABSTRACT

*A nurse is someone who works in a hospital and plays an important role in the delivery of health services. The performance of nurses is something that can be felt by patients, if poor performance it can have an impact on decreasing the quality of service. Job stress has a negative impact on performance, because stress becomes an adaptive response that is channeled by individual differences or psychological processes, which are a consequence of any actions from outside the situation, or events that impose excessive psychological or physical exertion on a person. This study uses survey method research with an explanatory research approach or explanatory research to explain the relationship between two or more variables, namely "explaining the relationship between work stress and the performance of nurses at Abdul Manap Hospital Jambi in 2021". The population in this study were nurses who served in the operating room and emergency room at Abdul Manap Hospital Jambi 2022. In this study, the sample was taken using the Proportional Stratified Random Sampling method which aims to ensure that the samples from each group member can be divided professionally so that it can be adequate. The results of this study indicate a significant p-value of 0.015 ( $<0.05$ ) So the conclusion is that there is a relationship between work stress and the performance of nurses at Abdul Manap Hospital Jambi in 2022. It is recommended as input material in order to increase the benefits of adding reading material about work stress for health education institutions so that they can improve the quality of nursing for nurses and can apply nursing care properly and correctly.*

**Keywords:** Job Stress, Nurse Performance

### INTRODUCTION

Hospital is an institution that organizes individual health services in a comprehensive manner, which organizes inpatient, outpatient, and emergency services (Law No. 44 of 2009). Hospital services are carried out by health workers, both medical personnel, paramedics / nurses and non-medical personnel. In order to support the recovery of patients, the role of nurses is very decisive in providing care, in addition to the role of other medical personnel such as doctors. As a health service provider, the hospital operates 24 hours a day. Hospitals separate patient services, namely patient care services that require crisis, non-crisis and inpatient treatment. The handling of these services is carried out by hospital health workers. Most of the hospital health workers are nurses, about 60% of hospital health workers are covered. Nurses are one of the health workers who receive responses, information and answers, these responses, information and answers are always available in every hospital service and become the front guard of hospital health. Hospital nurses are responsible for nursing services. inpatient, outpatient or polyclinic and emergency services.

A nurse is someone who works in a hospital hospital and holds an important role in the delivery of health services. Therefore, hospitals where nurses are always working hard to improve the professional quality of nurses. Nursing is an important part of the health care system and one of the most important factors in health care delivery. Factors that determining quality of health care health services. To Therefore it is necessary to pay attention to In carrying out tasks and function of providing patient health services. According to Shinta performance nurse performance is activity nurse on carrying out as well as possible authority, duties and professional responsibilities or expertise at nurse performance evaluation means something that can be measured objectively so that it can spur

achievement to a higher level, including aspects of ability, motivation and opportunity. Make achievements.

Quoted from Laksana and Mayasari's research states that the performance of hospital employees, especially nurses in Indonesia, is still low. Maslita's research (2017) in the inpatient room of Tangerang Regency Hospital shows that the performance of nurses is still low. nurse performance is still relatively small, only around 53.7%. Research conducted by Rahmat (2018) still shows that the achievement of nurse performance is still relatively small, only about half. Then research from Maulani and Dasuki again shows the performance of nurses in the low category, which is around 47.6%. If it is observed that the results of the study show that the performance of nurses is in the low category, only around half, this shows that in general the health services provided by nurses to patients have not been maximized.

Nurse performance is something that can be felt by patients, if performance is poor, it can have an impact on reducing service quality. Factors that affect nurse performance during covid-19, in Kuong and Yen's research found that nurse performance was influenced by the work environment. Apart from work environment factors, problems that occur during a pandemic can trigger work stress which is also a factor that affects nurse performance. Mariskha's research states that employee performance is influenced by work stress.

Nurse performance is a problem that must be resolved immediately, because nursing services determine quality of hospital services. Poor performance will affect the low level of service, and patients will feel uncomfortable and dissatisfied. Performance in this case is closely related to work stress, and work pressure Job stress negatively impacts performance, due to stress being an adaptive response channeled by individual differences or psychological processes, which is the consequence of any action from outside the situation, or an event imposing psychological or physical overload on a person.

Based on previous research, work stress according to Pane (2019) is a feeling of pressure experienced by the employee in dealing with work. This work stress can be seen from a person's appearance, including unstable emotions, feelings of anxiety, solitude, difficulty sleeping, excessive smoking, inability to relax, anxiety, tension, nervousness, increased blood pressure, and indigestion.

Job stress is also a pressure due to excessive demands on workers, where the pressure comes from the work environment where the individual works. Job stress is also pressure due to an unfavorable work environment that will affect unstable emotions, thinking.

Indicators of job stress can be divided into three aspects. Indicators on psychological symptoms such as irritability, work tension, work anxiety and work boredom. Indicators of physical symptoms such as increased heart rate and blood pressure, abdominal pain and headaches. And indicators on behavioral symptoms such as excessive smoking, difficulty sleeping, increased absenteeism and speaking unquietly.

If nurses are stressed, it will have a negative impact on work attitudes. In addition, stress causes nurses' emotions to be unstable. This in turn leads to unhealthy emotions, which is a psychological symptom of work stress that can hinder nurses' careers and performance due to decreased motivation. On the other hand, nurses who are able to control their emotions are emotionally intelligent nurses.

Based on an initial survey at the Jambi Abdul Manap Hospital which is a regional public hospital in Jambi. The number of executive nurses in charge of guarding the room is a total of 15 people on average 5 people morning shift, 3-2 people afternoon shift, 3-2 people night shift. In each room is divided into 3 classes, class 1 there are 2 beds, class 2 there are 3 beds, and in class 3 there are 5 patient beds every day 5 to 10 patients every day.

Based on Dalimunthe's research (2015), it shows that there is a relationship between work stress and nurse performance at Permata Bunda Hospital, the amount of work stress and nurse performance, especially in the ER and ICU rooms with the majority of nurse performance, namely adequate performance as many as 12 people (41.4%), and work stress while as many as 18 people (62.1%).

Based on research by Nopa (2016), there is a relationship between work stress and the performance of inpatient nurses at Tanjung Pura Langkat Hospital, there is a relationship between work

stress based on physical symptoms, psychological symptoms, and behavioral symptoms with the performance of inpatient nurses. The amount of work stress of inpatient room nurses with the majority work stress score is moderate work stress as many as 31 people (49.3%), and the majority experienced moderate / unfavorable work. stress as many as 49 respondents (77.8%).

Based on the background and problems that exist at Abdul Manap Jambi Hospital to see nurse performance and work stress levels based on physical symptoms, psychological symptoms and behavioral symptoms experienced by nurses in the surgical room at Abdul Manap Hospital, where this RSUD has never done good research related to work stress experienced by nurses and nurse performance in carrying out nursing care according to SOP (Standard Functional Strategy). So the authors became interested in conducting research on "The relationship between work stress and nurse performance at Abdul Manap Jambi Hospital in 2022".

**METHODS**

The type of research used is, this study uses survey method research with an explanatory research approach or explanatory research to explain the relationship between two or more variables, namely "explaining the relationship between work stress and nurse performance at Abdul Manap Jambi Hospital in 2022". The population in this study were nurses who served in the SURGERY room and emergency room at Abdul Manap Jambi Hospital 2022. The number of samples taken in this study amounted to 30 respondents. In this study, sampling used the Proportional Stratified Random Sampling method.

**RESULTS**

**Table 1 Frequency Distribution of Respondent Characteristics (Age, Gender, Status Marital Status, Education and Length of Service)**

No.	Age	Total	%
1	≤25 Years	10	33,3
2	26-35 Years	16	53,3
3	36-45 Years	4	13,4
	<b>Total</b>	<b>30</b>	<b>100</b>

  

No.	Type Kelamin	Total	%
1	Male	12	40
2	Female	18	60
	<b>Total</b>	<b>30</b>	<b>100</b>

  

No.	Status Wedding	Total	%
1	Not yet Marry	8	26,7
2	Mating	22	73,3
	<b>Total</b>	<b>30</b>	<b>100</b>

No.	Education	Total	%
1	DIII Nursing	18	60
2	S1 Nursing	2	6,7
3	NERS	10	33,3
	<b>Total</b>	<b>30</b>	<b>100</b>

  

No.	Length of Service	Total	%
1	<1Year	10	33,3
2	1-5 Years	14	46,7
3	>5 Years	6	20
	<b>Total</b>	<b>30</b>	<b>100</b>

Based on the data above, it can be seen that the frequency distribution of respondent characteristics shows that of the 30 respondents, namely based on the characteristics of the highest age in the age group 26-35 years as many as 16 respondents (53.3%). Based on gender, the majority of respondents were female as many as 18 respondents (60.0%). Based on marital status, the majority of respondents were unmarried as many as 8 respondents (26.7%). Based on education level, the majority of respondents' education is Diploma (D3) level as many as 18 respondents (60.0%). Based on length of service, the majority of respondents' length of service in the 1 - 5 year group were 14 nurses (60.0%).

**Table 2 Frequency Distribution of Job Stress Among Respondents at Abdul Manap Hospital, Jambi City in 2022**

No.	Work Stress	Frequency	Percentage
1.	Lightweight	3	10.0
2.	Medium	18	60.0
3.	Weight	9	30.0
	<b>Total</b>	<b>30</b>	<b>100</b>

Based on table 2 above, it shows that of the 30 respondents, as many as 18 respondents (60.0%).

**Table 3 Frequency Distribution of Nurse Performance Among Respondents at Abdul Manap Hospital in 2022**

No.	Performa Nurse	Frequency	Percent
1.	Less Good	5	16.7
2.	Simply	14	46.7
3.	Good	11	36.7
	<b>Total</b>	<b>30</b>	<b>100</b>

Based on table 4.7 above shows that of the 30 respondents, 14 respondents (46.7%) with adequate nurse performance.

**Table 4 Cross tabulation and Spearman Correlation Analysis Results Between Job Stress and Nurse Performance at Abdul Manap Jambi Hospital in 2022**

No.	Work Stress	Nurse performance				Total		Sig		
		Not Good		Simply		Good				
		f	%	F	%	f	%	f	%	
1	Lightweight	0	0	0	0	3	100	3	100	
2	Medium	1	5.6	11	61.1	6	33.3	18	100	0.015
3	Weight	4	44.4	3	33.3	2	22.2	9	100	
	Total	5	16.7	14	46.7	11	36.7	30	100	

Table 4 above shows that of the 30 respondents, most of the respondents with moderate stress were 11 respondents (61.1%) with sufficient performance and 6 respondents (33.3%) with good performance. Based on statistical tests obtained a significant value of *p-value* 0.015 (<0.05) So the conclusion is that there is a relationship between work stress and nurse performance at Abdul Manap Jambi Hospital in 2022.

## DISCUSSION

Based on the results of the study, it shows that work stress variables based on physical, psychological, and behavioral symptoms are known that the majority of respondents are mostly moderate category stress. This is because nurses often experience fatigue (tired) often angry, irritable, and often experience eating disorders as a result nurses are helpless when caring for or facing patients, this is a symptom of work stress. The results of the Spearman correlation test obtained a negative coefficient value, there is a significant relationship between work between job stress based on physical symptoms, psychological symptoms, and behavioral symptoms at Abdul Manap Jambi Hospital.

This is in line with the research of Nopa (2016), stating that nurses who work in the Inpatient Room of Tanjung Pura Langkat Hospital, the majority of nurses who experience moderate work stress

with sufficient performance are physical symptoms of work stress, namely often feeling stiff muscles / stiff neck during or after work, fatigue while working and experiencing headaches while working at the hospital.

This is in line with Prihatini's research (2016), nurses who work in each Inpatient Room at Sidikalang Hospital, the majority of nurses experience moderate work stress and experience work stress based on psychological symptoms, namely nurses often sweat, skin disorders, headaches, migraines, and experience muscle tension.

The results of this study are in line with the research of Nopa (2016) which states that nurses who work in the Inpatient Room of Tanjung Pura Langkat Hospital, stated that the majority of nurses who experience stress. The moderate category of work is based on behavioral symptoms, namely nurses often have difficulty sleeping after work.

In relation to Munandar's opinion (2018), that stress is determined by the individual himself, and the demands of dual roles are generally experienced by women. Stress is determined by the individual himself, psychological, physiological reactions and forms of behavior to stress are the result of the interaction of his individual situation.

Based on the answers to the questionnaire regarding work stress, it can be seen from the 8 statements on physical symptoms that most answered always in the statement "When I face a lot of work that must be done, it makes me feel headache/dizziness" as many as 33.3% answered always. Furthermore, of the 9 statements regarding psychological symptoms, the most who answered always was in the statement regarding "I like to be absent / absent from work (absent due to illness)" as much as 36.7% answered always and of the 7 statements regarding physical symptoms, the most who answered wrongly in the statement regarding "I find it difficult to provide innovative and creative ideas about work problems" as much as 26.7% answered always. This can be seen in.

According to researchers, this is due to the number of nurses at Abdul Manap Jambi Hospital in the process of recruiting nurses, female nurses are more accepted than male nurses. Based on researcher observations, female nurses often experience psychological symptoms such as irritability, irritability while working, forgetfulness, and feeling bored and bored at work, especially female nurses who work in the emergency room always dealing with critical patients and terminal phases and also have to face complaints from patients' families. There are other factors that support work stress in women, one example is the role in the family so that the performance of male nurses is better than women. This also happens because the world of nursing is synonymous with women.

Based on the results of the study, it shows that the nurse performance variable is in the moderate category. This is because nurses often experience when many problems in the work of nurses are sometimes negligent in their work. The results of the Spearman correlation test obtained a negative coefficient value on the performance of nurses who influence nursing planning, nursing implementation, and nursing evaluation because many have low education and lack of education. work experience at Abdul Manap Jambi Hospital.

This is in accordance with Notoatmodjo (2005), stating that people who have higher education will have higher knowledge when compared to people who have low education, through education a person can increase intellectual maturity so that they can make decisions in acting and behaving better.

According to Wijono (2006), work experience shows a measure of the length of time or period of work that a person has taken to understand the tasks that must be carried out. According to Nursalam (2007), the longer the working period of nurses, the more experience nurses have in providing nursing care according to the SOP so that the behavioral symptoms of work stress can be overcome and the performance of nurses becomes better.

Based on the table, it can be seen that regarding the performance of nurses seen from 7 statements on the assessment of nurses who mostly answered always on the statement "I greet and introduce myself before conducting a nursing care assessment to patients" as many as 16 people (53.3%) answered always. Furthermore, from 4 statements Of the 6 statements regarding nursing diagnosis, the most people who answered always were in the statement regarding "Diagnoses are made based on

patient data that has been reviewed" as many as 5 people (16.7%) answered always. Furthermore, of the 6 statements regarding nursing planning, the most people answered wrongly in the statement regarding "I involve patients and their families when setting the goals of the nursing plan" as many as 8 people (26.7%) answered always. Furthermore, of the 8 statements regarding nursing implementation, the most people answered incorrectly in the statement regarding "I use cognitive abilities in clinical decision making" as many as 7 people (23.3%) answered always. And from 5 statements about And of the 5 statements regarding nursing evaluation, the most people answered incorrectly in the statement regarding "The evaluation I determine is based on the expected objectives / outcome criteria" as many as 10 people (33.3%) answered always. This in detail can be seen in.

According to researchers, this is because at Abdul Manap Hospital in placing nurses in each service room, especially the Surgical Room and Emergency Room, the majority of nurses work with a work period of 1-5 years followed by a long / period of time. Working <1 year, it can be seen that the majority of nurses have not been working for a long time so that in working nurses often delay and rarely work on nursing care standards in depth.

Based on the results of research at Abdul Manap Jambi Hospital, it shows that work stress experienced by nurses includes physical, psychological and behavioral symptoms, the majority of respondents experience moderate work stress. While the performance of nurses includes nursing care standards, where the majority of respondents have the performance of nurses in the moderate category. The results of the bivariate test using the Spearman rho correlation test between work stress and nurse performance can be obtained  $p$  - value of  $0.015 < 0.05$  (significant). This shows that there is a significant relationship between work stress and the performance of executive nurses at the Raden Mattaher Jambi Hospital in 2022.

The results of this study are in line with Dalimunthe's research (2015), where the results of research on executive nurses at RSU Permata Bunda Medan mostly experienced moderate work stress and nurse performance mostly in the sufficient category. The results of this study also show that there is a significant relationship between nurses' work stress and the performance of executive nurses in the workplace. implementing nursing care at Pemata Bunda Hospital Medan in 2015 and also has a negative coefficient value,  $r = - 0.511$  meaning that work stress has a strong relationship with nurse performance.

The results of this study are also in accordance with research Rahman (2013) shows majority nurses experience

work stress in the moderate category and the majority of nurses' performance is in the moderate category. The results of the Spearman Rho correlation test stated that there was a significant relationship between work stress and nurse performance ( $p = 0.001$  and  $r = - 0.831$ ). Based on the questionnaire table, the answers to the questionnaire regarding nurse performance seen from 7 statements on the assessment of nurses who mostly answered always on the statement "I greet and introduce myself before conducting a nursing care assessment to patients" as much as 53.3% answered always.

Furthermore, of the 4 statements regarding nursing diagnoses, the most people who answered always were in the statement regarding "Diagnoses are made based on patient that has been reviewed" as many as 16,7% answered always. Furthermore, out of 6 statements regarding nursing planning who most answered incorrectly on the statement regarding "I involve the patient and his family when planning when setting nursing plan objectives" as much as 26.7% answered always. Furthermore, of the 8 statements regarding nursing implementation, most answered incorrectly on the statement regarding "I use cognitive abilities in clinical decision making" as much as 23.3% answered always. And of the 5 statements regarding nursing evaluation, most answered incorrectly on the statement regarding "The evaluation I determine is based on the expected objectives/outcome criteria" as much as 33.3% answered always.

Based on observations and interviews, high levels of stress will affect a person's physical and psychological condition and nurse behavior. According to the researcher, if there is no stress, work challenges are also absent and performance tends to decrease. As stress increases, performance tends to

rise, because stress helps nurses to direct all resources in meeting work needs. When stress becomes too great, performance will begin to decline because stress interferes with the execution of work. Nurses who have mild stress can actually carry out the responsibilities they carry out, and conversely nurses who have severe and moderate stress tend to experience decreased ability and poor performance at work, on the other hand, if the stress is mild, performance tends to be good.

In this study, researchers are well aware of the limitations felt, including in obtaining supporting books and references related to this research. Likewise, in data collection and data processing, shortcomings may occur due to the limited ability of researchers to collect data. In collecting data, researchers used a questionnaire filled out by 30 respondents. This filling procedure also does not rule out the possibility of errors in data collection due to the non-uniformity of perceptions of the respondents themselves, besides that in the research process the researcher must wait for respondents because nurses take turns in their duty hours, and the limited time of nurses there are several rooms limited in time when collecting data, waiting for breaks the number of question items so it takes time.

## CONCLUSIONS

From the results of the research research can be drawn conclusions are as follows:

- a. Of the 30 respondents, 18 respondents (60%) with moderate work stress.
- b. Of the 30 respondents, 14 respondents (46.7%) with moderate nurse performance.
- c. The results showed a significant *p-value* of 0.015 (<0.05) So the conclusion is that there is a relationship between work stress and nurse performance at Abdul Manap Jambi Hospital in 2022.

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