

THE INFLUENCE OF JOB DEMANDS ON STRESS AMONG NURSES IN BANJARMASIN HOSPITAL

Ayu Prima Kartika ¹, Rendhar Putri Hilintang ²
^{1,2} Polytechnic Kesdam VI Banjarmasin, Indonesia

ABSTRACT

Background: A competitive work environment usually makes the workforce try to keep up with their situation and ignore factor stress. However, these stressors affect their work and life. Nursing is a challenging job because the nurse is one of those on duty maintaining patient health; in addition to the increasing number of hospitals increases, Nurses in hospitals may face more problems in their work when management is faced with competitive pressures from other hospitals. Job demands become a stressor and are overloaded. Overload occurs when someone has a lot of work compared to the ability to handle it, and task demands include shift work, physical workload, mental workload, and work time. **Objective:** This research aims to determine the relationship between Task demands (mental workload) and work stress on hospital nurses in Banjarmasin. **Method:** This type of research is observational with a cross-sectional design. The research sample was 97 people. The independent variable is task demands (mental workload), and the variable bound is nursing work stress. **Results:** The study shows a connection between task demands ($p=0.000$) and work stress among hospital nurses. City Banjarmasin **Conclusion:** Conclusion that there is a connection between task demands (mental workload) and work stress. Advice given is managing anger and time well, providing service counseling, redesigning work to suit one 's abilities, and redesigning the work environment.

Keywords: Work Stress, Task Demands, Mental Workload

INTRODUCTION

Work stress is stress related to work. WHO, 2007 defines job stress as people's responses when work demands and pressures do not match their knowledge and ability to cope. NIOSH and the European Commission (1998) define stress. The consequences of work are emotional, physical, cognitive, behavioral, and reaction responses to physiological aspects of work, work organization, and work environment, which are disruptive or detrimental when task demands do not match the worker's capabilities, resources, power, or desire.

Job demands become a stressor and are overloaded. Overload occurs when someone has a lot of work in comparison to the ability to handle it. Overload can be quantitative (people with too many tasks but little time to do them) or qualitative (they can't do the work). Everyone doesn't want advantages or disadvantages in performance-related workloads (Ekawarna, 2018). According to Munandar (2014), task demands include shift

work, physical workload , mental workload, and work time.

Excessive and too little workload are stress generators, where workload (quantitative) arises from too many tasks. Lots or a small amount is given to employees to be completed on time. Excessive workload or too little qualitatively, that is, if people feel unable to do a task or a task does not use the skills or potential of the workforce (Munandar, 2014).

Fuada et al. (2017) research on surgical room nurses in installations Central Surgery of KRMT Wongsonegoro Hospital, Semarang, it is known that the nurse experienced it the most heavy work stress experienced by nurses who have good relationships at work, namely as much as 55%. Job requirements include work design (level independence, task variety, level automation, working conditions, and physical work layout). Interdependence between individuals with tasks and tasks with others can cause stress. Working in a crowded room with crowded people or a work-exposed location with constant noise and distractions can increase anxiety and stress (Robbins and Judge,

2017).

Based on the description above, researchers are interested in researching the relationship between Task demands and work stress on Nurses at Hospital X in Banjarmasin.

METHOD

This type of research is observational with a cross-sectional design. The research sample was 97 people. The independent variable is task demands, and the variable bound is nursing work stress.

RESULT

1. Stress Work

Identification results of frequency Work stress can be seen in the table below:

Table 1 Frequency of work stress

Variable	Category	Frequency	%
Stress	Light	86	88.7
	Currently	11	11.3
	Total	97	100.0

Based on Table 1 R, the respondents in this research experienced light work stress compared to moderate respondents with mild work stress. After all, respondents have become nurses, thus making respondents feel more focused at work despite the respondent's duties as the nurse must carry out the task of caring for patients and other administrative functions, which are not easy because a positive attitude from oneself continues carrying out the tasks at hand as a nurse because it has become professional demands for him. But this doesn't mean that respondents did not experience stress because A person can also consider mild category stress as a stressful condition; Robbins and Judge (20 17) explain that even though level mild to moderate stress may improve performance, workers still feel that stress is an unpleasant condition for them.

There were respondents in this study who were included in the moderate category. This could be due to excessive working hours, additional tasks, and so on, which require sharing work as nurses, attending meetings, s, etc.

2. Task Demands

Identification results frequency Task demands can be seen in the table below:

Table 2 Frequency Task demands

Variable	Category	Frequency	%
Mental Workload	Light	77	79.4
	Currently	20	20.6
	Total	97	100.0

Table 2 explains that research respondents have a mental workload from light to medium.

3. Analysis of the connection between task demands and work stress

The correlation test between Task demands and work stress can be seen in the table below:

Table 3. Results of the Relationship between task demands and Job Stress

Indepe- ndent	Category	Job Stress				Total		Sig
		Light		Currently		N	%	
		N	%	N	%	N	%	
Mental workload	Light	72	93	5	7.7	77	100	0,000
	Currently	10	52	10	48	20	100	
		Total		97		97	100	

Based on table 3 explains task demands (mental workload) with job stress with a significance of 0.000, which is significant there is an essential relationship between task demands (mental workload) and work stress.

DISCUSSION

Relationship between Task Demands (Mental Workload) with Job Stress

Excessive workload gives rise to physical or mental fatigue and reactions to emotional problems such as headaches, indigestion, and irritability. Meanwhile, too little work happens because repetition motion will give rise to boredom and a sense of monotony. Boredom in daily routine work results in a lack of attention, potentially harming workers. Excessive or low workload can cause work stress (Manuaba, 2008).

Fuada et al. (2017) research on surgical room nurses in installations Central Surgery of KRMT Wongsonegoro Hospital, Semarang, is known that the nurse experienced it the most heavy work

stress experienced by nurses with high mental workload that is as much as 64.3%. Based on the results of statistical tests, it show that there is a significant relationship between mental workload and work stress. Nurses' mental workload room pressure surgery time in making quick and correct decisions to do action against the patient, must face patient families who are panicking, afraid that they will not be able to cooperate with the doctor when they are there in the room during operation, there are mandatory task demands completed quickly and precisely.

CONCLUSION

1. There is work stress for nurses at Hospital X in Banjarmasin City in the mild work stress category to moderate, and there are
2. Demands (mental workload) of nurses at Hospital X in Banjarmasin City have been in the light category until recently.
3. Demands (mental workload) are related to the work stress of nurses at Hospital X in Banjarmasin City; this shows the better the task demands (mental workload) the respondent has, the less likely they are to experience work stress.

SUGGESTION

The suggestions that can be given in this research are as follows:

1. For Nurses

Time management

Set a schedule, make a necessary schedule, prioritize first, and determine which ones can be postponed.

- a. Support Social, and it's essential to create support. Good social relations always support colleagues and leaders in discussing problems, giving constructive suggestions, etc.

2. Share workplace

A healthy lifestyle program for managing stress includes weight control, diet advice, and an exercise program.

- a. Provision service counseling clinical
Leaders also need training skills counseling; this includes practical (active) listening, using empathy, and Knowing When to Refer the problem to expert help. Helping individuals Deal with work-related stress problems quickly and efficiently can make work more accessible

and practical and maximize resource potential. Power man.

REFERENCES

- Ekawarna. (2018). Conflict and Stress Management. Jakarta: Bumi Literacy.
- Fuada N., Wahyuni I and Kurniawan B. (2017). Factors Associated with Job Stress in Surgical Room Nurses in Installations Central Surgery at KRMT Wongsonegoro Hospital, Semarang. Public Health Journal (e-Journal). Volume 5, Number 5, ISSN: 2356-3346, pages 255-263.
- Manuela. (2008). Ergonomics, Occupational Health and Safety. Surabaya: Guna Widya
- Munandar AS (2014). Psychology Industry and Organization. Jakarta: UI Press.
- National Institute for Occupational Safety and Health (NIOSH) (1998). Stress At Work. Columbia Parkway.
- Robbins S and Judge TA (2017). Behavior Organization Edition 16. Jakarta: Salemba Four .
- World Health Organization. (2007). Raising awareness of stress at work in developing countries. Retrieved August 18, 2018,