

RELATIONSHIP BETWEEN WORK STRESS AND WORK PRODUCTIVITY ON NURSES DR. R. SOEHARSONO HOSPITAL BANJARMASIN

Rendhar Putri H¹, Nilam Puspitasari², Ayu Prima Kartika³

^{1,2,3}Politeknik Kesdam VI Banjarmasin, Indonesia

ABSTRACT

Background: Work stress is a condition that negatively affects emotions, causing tension in the work environment, and great responsibility can result in work stress. **Purpose:** to determine the relationship between work stress and work productivity in nurses at Dr. R. Soeharsono Class III Hospital, Banjarmasin. **Method:** This study is a quantitative method study with an observational research type. The study used a cross-sectional design. The population that the researcher has determined is all nurses at the Dr. R. Soeharsono Banjarmasin Class III Hospital. The sampling technique used in this study is random sampling. **Results:** There is a relationship between work stress and productivity levels in nurses at Dr. R. Soeharsono Banjarmasin Class III Hospital with a P-value = 0.008 < 0.05, meaning that there is a significant relationship between work stress and productivity levels in nurses at Dr. R. Soeharsono Banjarmasin Class III Hospital. **Suggestion:** Providing psychosocial support to help nurses manage work stress and facilitating debriefing sessions after stressful situations or solemn events.

Keywords: Nurses, Work Productivity, Stress

INTRODUCTION

Job stress is a condition that negatively affects emotions and causes tension in the work environment, and great responsibility can cause job stress. Inpatient services are one of the services available in the hospital. Nurses who work in the staff area permanently can receive and treat patients with immediate medical attention, including serious illnesses and traumas for which the hospital must provide 24-hour medical care (Ritonga, 2016).

Workplace stress is now a worldwide problem affecting all jobs and employees in both developed and developing countries. According to WHO figures, around 450 million people worldwide struggle with mental and behavioral disorders (Aufar, 2020).

The American National Association for Occupational Health (ANAOH, 2019) said that of the forty cases of work stress, work stress in nurses is at the top, and nurses are also at risk of experiencing minor psychiatric disorders and depression (American Association of Occupational Health Nurses, 2019). Indonesian National Nurses Association (PPNI, 2016) stated that 50.9% of Indonesian nurses who experience work stress often feel dizzy, tired, unfriendly, and lack rest due to excessive workload and inadequate income.

Based on research conducted by (Prihatini, 2008), work stress in the surgical ward is in the moderate category (66.7%), the pediatric ward is in the mild category (55.6%), the obstetric ward is in the mild category (57.1%), and nurses in the internal medicine ward are in the mild category (50.0%). Work stress can also decrease the work productivity of nurses. The work productivity of nurses in implementing nursing care at all steps of the nursing process is not in accordance with the standard; namely, 50% of assessments have not been filled in completely, 41% of patient diagnoses do not match the data, 66% of planning does not match the care standards, 72% of implementation does not match the planning, and 32% of evaluation results do not refer to the objectives (Delima, 2012).

Factors that influence work productivity are work motivation, income level, work environment, opportunities for achievement, management, and nutritional status. (Sedarmayanti, 2011). According to Sedarmayanti (2011), A good working environment and climate will encourage employees to enjoy working and increase their sense of responsibility to do their jobs well towards increasing productivity. Many additional tasks that nurses must do can interfere with their work productivity. Work productivity is not solely aimed at getting as much work as possible; the quality of performance also needs to

be considered.

Based on the existing phenomenon, the researcher wants to see whether there is a relationship between work stress and work productivity in nurses at Dr. R. Soeharsono Banjarmasin Class III Hospital.

METHODS

This research is a quantitative research method with an observational research type. The research design uses a cross-sectional design. The population that the researcher has determined is all nurses at the Dr. R. Soeharsono Banjarmasin Class III Hospital. The sampling technique used in this study is random sampling. The type of interview used in this study is a semi-structured interview. The Work Stress Questionnaire in this study uses a questionnaire that has been prepared by the Health and Safety Executive, and the Work Stress Questionnaire consists of 20 questions on work stress triggers, namely general information, physical environment, and work. The Work Productivity Questionnaire in this study uses the Behaviorally Anchored Rating Scale (BARS) questionnaire. The BARS scale is used to assess employee performance. It is an assessment mechanism that tries to integrate the benefits of narratives, critical incidents, and measurable ratings by anchoring a measurable scale with a specific description of performance ranging from satisfactory to unsatisfactory.

RESULTS

Univariate Analysis

Job Stress in Nurses of Level III Hospital Dr. R. Soeharsono Banjarmasin

Table 4.1 Distribution of Stress Levels in Nurses at Dr. R. Soeharsono Banjarmasin Level III Hospital

Job Stress	Frequency (n)	Percentage (%)
Low	7	23,3
Medium	16	53,4
High	7	23,3
Total (N)	30	100

Based on Table 4.1, it is known that the highest proportion of nurses with moderate stress levels is 16 people (53.4%).

Work Productivity of Nurses at Level III Hospital Dr. R. Soeharsono Banjarmasin

Table 4.2 Distribution of Productivity Levels in Nurses at Level III Dr. R. Soeharsono Banjarmasin Hospital

Work Productivity	Frequency (n)	Percentage (%)
Less Productive	14	46,7
Quite Productive	16	53,3
Total (N)	30	100

Based on Table 4.2, it is known that the highest proportion are nurses, with a reasonably productive level of 16 people (53.3%).

Bivariate Analysis

Relationship between Work Stress and Work Productivity in Nurses of Level III Hospital Dr. R. Soeharsono Banjarmasin

Table 4.3 Relationship between Work Stress and Work Productivity in Nurses at Dr. R. Soeharsono Banjarmasin Level III Hospital

Job Stress	Work Productivity				Total		<i>P-value</i>
	Less Productive		Quite Productive				
	n	%	n	%	N	%	
Light	2	6,7	8	26,7	10	33,4	0,008
Medium	9	30	7	23,3	16	53,3	
Heavy	4	13,3	0	0	4	13,3	

Based on table 4.3 shows that the majority of nurses at Dr. R. Soeharsono Banjarmasin Level III Hospital with mild work stress have a relatively productive level of productivity. The results of the crosstab analysis show that the highest percentage of nurses at Dr. R. Soeharsono Banjarmasin Level III Hospital have mild work stress and reasonably high levels of productivity. The results of the statistical test have a significance value of 0.008. The significance value <0.05 which means that there is a relationship between work stress and work productivity in nurses at Dr. R. Soeharsono Banjarmasin Level III Hospital.

DISCUSSION

One part of the hospital that is vulnerable to work stress is nurses. A study conducted by the National Institute for Occupational Safety and Health (NIOSH) found that hospitals and health-related jobs are more likely to experience work-related stress and depression. In addition, the American National Occupational Health Association (ANAHO) shows that stress in nurses is the peak stress for the workforce (Nainggolan, 2018).

The results of a study conducted on nurses at Dr. R. Soeharsono Banjarmasin Class III Hospital showed that more than 50% of nurses had moderate stress levels (53.3%). This is in line with research conducted by Henny et al. (2021), which showed that almost all nurses (87.5%) experienced moderate stress levels. Moderate stress lasts longer, ranging from hours to days. The response to this level of stress is digestive tract disorders such as ulcers, irregular bowel movements, muscle tension, disturbed sleep patterns, changes in menstrual cycles, and poor concentration and memory (Prihatini, 2016).

Factors causing work stress for nurses are workload, time constraints, supervision, and unclear responsibilities: role confusion and role conflict. Stress occurs when there is too much work or workload, but it is not comparable to the caregiver's ability to complete it (Siagian, 2012).

The results of the study conducted on nurses at Dr. R. Soeharsono Banjarmasin Class III Hospital showed that almost 50% of nurses had low productivity levels (46.7%). Based on the results of the bivariate analysis using the Chi-Square test showed that there was a relationship between work stress and productivity levels in nurses at Dr. R. Soeharsono Banjarmasin Class III Hospital with a P-value = 0.008 < 0.05, meaning that there was a significant relationship between work stress and productivity levels in nurses at Dr. R. Soeharsono Banjarmasin Class III Hospital. From the results of the study, the researcher assumed that work stress can affect a nurse's work productivity because the higher the stress obtained, the less good the impact on their work productivity.

The results of this study are in line with research conducted by Rafi'ah et al. (2023),

which stated that there is a relationship between work stress and work productivity in nurses at the Pekanbaru City Health Center. If a nurse experiences a job that exceeds his/her capabilities, it can result in work stress, which will affect his/her productivity. In addition, research conducted by Aufar (2020) on nurses at RSU GMIM Bethesda Tomohon also showed similar results, namely that there was a positive relationship between work stress and the work productivity of nurses in the inpatient ward of RSU GMIM Bethesda Tomohon.

According to Tawarka in Matindas (2019), work stress is one of the factors that affects work productivity. Work stress can affect a person's emotions, mentality, and daily behavior, causing them to be unable to think clearly and effectively because their rational and reasoning abilities are impaired. This has a direct impact on work performance and productivity (Amirullah, 2016). Work stress occurs due to work demands that can cause stress. Work stress is a state of tension that creates physical and psychological imbalances that affect emotions, thought processes, and conditions.

CONCLUSION

The results of the study conducted at the Dr. R. Soeharsono Banjarmasin Class III Hospital regarding the relationship between work stress and the level of work productivity in nurses can conclude that there is a relationship between work stress and the level of work productivity in nurses at the Dr. R. Soeharsono Banjarmasin Class III Hospital with a P-value = 0.008 < 0.05 meaning that there is a significant relationship between work stress and the level of work productivity in nurses at the Dr. R. Soeharsono Banjarmasin Class III Hospital.

RECOMMENDATIONS

Based on the results of research conducted at the Dr. R. Soeharsono Banjarmasin Class III Hospital regarding the relationship between work stress and work productivity levels in nurses, suggestions to the hospital are providing psychosocial support to help nurses manage work stress, providing debriefing session facilities after stressful situations or serious events, and providing additional education and training such as stress management and time management training. Stress management is

expected to help nurses cope with stress and improve well-being; workload management is expected to ensure that each nurse is given a workload according to their capacity and abilities. In addition, try to avoid giving excessive responsibility in one work shift and effective communication, especially for nurses who work in different shifts. If necessary, the hospital can provide adequate communication facilities so that the exchange of information can run smoothly.

REFERENCES

- American Association of Occupational Health Nurses. (2019). Managing Professional Risk In Occupational And Environmental Health Nursing Practice. Off J Am Assoc Occup Heal Nurses.48(7).
- Amirullah, F. (2016) *Pengaruh Stres Kerja Terhadap Produktivitas Kerja Karyawan Pada PT. Trijaya Pratama Futures Makassar*. Universitas Islam Negeri Alaudin Makassar.
- Aufar, Fildzah A, Santoso TR. (2020). Kegiatan Relaksasi Sebagai Coping Stress Di Masa Pandemi Covid-19. *Jurnal Kolaborasi Resolusi Konflik* Vol. 2.
- Delima, M. (2012). *Hubungan Motivasi Internal dan Eksternal perawat pelaksana dengan pendokumentasian Asuhan Keperawatan di RSUD Achmad Mochtar Bukit tinggi*
- Matindas, R., Suoth, L. F. dan Nelwan, J. E. (2019) 'Hubungan antara Beban Kerja Fisik dan Stres Kerja dengan Produktivitas Pekerja di PT. Adhi Karya (PERSERO) TBK', *KESMAS*, 7(5).
- Nainggolan, Vera R. (2018). Hubungan Stres Kerja dengan Kinerja Perawat Pelaksana di RSUD Bina Kasih Medan Tahun 2017.
- PPNI. (2016). *Perubahan Pedoman Pengembangan Keprofesian Berkelanjutan Perawat Indonesia*. Jakarta: Dewan Pengurus Pusat PPNI.
- Prihatini, L. dian. (2008). *Analisis Hubungan Beban Kerja Dengan Stres Kerja di Tiap Ruang Rawat Inap RSUD Sidikalang*.
- Rafi'ah, dkk (2023). Hubungan Stres Kerja dengan Produktivitas Kerja Perawat Puskesmas di Kota Pekanbaru Selama Masa Pandemi Covid-19. *Jurnal Ilmu Kedokteran dan Kesehatan Indonesia*. Vol. 3 (3).
- Ritonga, (2016). Faktor – Faktor Yang Mempengaruhi Kelelahan Kerja Perawat Baru Lulusan PSIK UIN JAKARTA.
- Sedarmayanti. (2011). *Sumber Daya Manusia Dan Produktivitas Kerja*. Cetakan Pertama, Bandung: Penerbit Mandar Maju.
- Siagian, P. S. (2012). *Manajemen Sumber Daya Manusia*. Cetakan Ketujuh belas. Jakarta: Bumi Aksara.