The Relationship Between Interpersonal Relationships and Work Stress in Nurses at Hospital X in Banjarmasin

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ABSTRACT

Background: Hospitals must be able to provide the best health services for their patients and the general public. A competitive work environment usually makes the workforce try to take care of their situation and ignore stress factors, but these stressors affect their work and life. Work stress on nurses can affect the quality of service in hospitals. A number of factors, such as poor working conditions and poor interpersonal relationships with leaders, colleagues, or subordinates, may cause stress. Lack of social support from colleagues and poor interpersonal relationships can cause stress. **Objective:** This research aims to determine the relationship between interpersonal relationships and work stress among nurses at Hospital X in Banjarmasin. **Methods:** This type of research is observational with a *cross-sectional* design. The research sample was 97 people. The independent variable is interpersonal relationships, and the dependent variable is nurse work stress. **Results:** The results of the study show a relationship between interpersonal relationships (p=0.000) and work stress in nurses at Hospital X. **The conclusion** is that there is a relationship between interpersonal relationships and work stress. The suggestions are relaxation, managing anger and time well, providing counseling services, redesigning work to suit one's abilities, redesigning the work environment, and creating a healthy social environment to create a comfortable situation.

Keywords: Work Stress, Interpersonal Relations

INTRODUCTION

A competitive work environment usually makes the workforce try to take care of their situation and ignore stress factors, but these stressors affect their work and life. People care more about work results that can influence their behavior with others. People with high levels of work stress may be dissatisfied with their jobs, and as a result, they feel uncomfortable in the organization; this can result in some problems in communicating with co-workers or others (Ahsan et al., 2009).

Everyone has experienced stress. Stress may be caused by factors such as poor working conditions, excessive workload, shift work, long working hours, role ambiguity, role conflict, poor relationships with superiors, colleagues, or subordinates, risks, and dangers (Mojoyinola, 2008). A hospital is a health service institution providing complete individual health services, inpatient, outpatient, and emergency services. Hospitals must be able to provide the best health services for their patients and the general public. The quality of a hospital is determined by two main factors, namely, service by hospital staff.

The impact that can arise when these factors are not appropriately met is poor hospital service. Research results show that hospitals are stressful work environments. Working as a nurse is challenging because nurses are tasked with maintaining patients' health, and the number of hospitals is increasing, resulting in nurses in hospitals facing more problems in their work when management is faced with competitive pressures from home—and other pain. Hospitals certainly try to provide the best service. Every hospital implements new goals to compete with other hospitals and hospital nurses are involved with these goals; this can cause hospital nurses to face a lot of stress and, therefore, affect their satisfaction and even their physical or mental health.

Research by Fuada et al. (2017) on Surgical Room nurses in the Central Surgical Installation of KRMT Wongsonegoro Hospital, Semarang, revealed that nurses who experienced heavy work stress, mainly were experienced by nurses who had good relationships at work, namely 55%. Based on the research results show that there is no significant relationship between

relationships at work and work stress; both fellow nurses and superiors have a habit of joking and sharing work problems so that nurses become familiar with each other. Relationships at work make a small contribution to stress in operating room nurses.

Based on the description above, researchers are interested in researching the relationship between interpersonal relationships and work stress among nurses at Hospital X in Banjarmasin.

METHODS

This research is *cross-sectional* design. The sample are 97 people. The independent variable is interpersonal relationships, and the dependent variable is nurse work stress.

RESULTS

1. Work Stress _

The results of identifying the frequency of work stress can be seen in the table below:

Table 1 Frequency of work stress

Variable	Category	Frequency	%
Stress	Light	82	84.5
	Currently	15	15.5
	Total	**97**	**100.0**

Based on Table 1, Respondents in this study experienced mild to moderate work stress. Respondents had light work stress because they had become nurses, which made them feel more focused at work even though their job as nurses was to carry out caring for patients and other administrative tasks that were not light. Because there is a positive attitude to continue carrying out her duties as a nurse because it has become a professional requirement for her. However, this does not mean respondents do not experience stress because someone can also consider mild stress a stressful condition. Robbins and Judge (2017) explain that although mild to moderate stress levels may improve performance, workers still feel that stress is unpleasant.

Some respondents in this study were included in the moderate category; this could be due to excessive working hours due to additional duties and so on, having to divide their time between working as a nurse, attending meetings, and so on.

2. Interpersonal Relations

The results of identifying the frequency of interpersonal relationships can be seen in the table below:

Table 2 Frequency of interpersonal relationships

Variable	Category	Frequency	%
Interpersonal Relations	Good	78	80.4
	Pretty good	19	19.6
Total		**97**	**100.0**

Table 2 explains that research respondents have interpersonal relationships in the fairly good to good category. Transparent communication between one worker and another can lead to healthy communication so that meeting needs in the organization, especially those related to social life, can hinder the development of attitudes and thoughts between one individual and another.

3. Analysis of the relationship between interpersonal relationships and work stress

The correlation test between interpersonal relationships and work stress can be seen in the table below:

Table 3. Results of the Relationship Between Interpersonal Relationships and Work Stress

No	Independent Variable	Category	Job Stress				Total		*phi*	Sig
			Light		Currently		N	%		
			N	%	N	%	N	%		
1	Interpersonal Relations	Good	72	92.3	6	7.7	78	100		
		Pretty good	10	52.6	9	47.4	19	100	0.436	0,000
		Total					97	100		

Based on Table 3, which explains interpersonal relationships with work stress, a *phi coefficient test* was carried out; the result was 0.436 with a significance of 0.000, which means there is a significant relationship between interpersonal relationships and work stress. According to Robbins and Judge (2017), one of the causes of high work stress is an unhealthy organizational climate. Working in a closed and unhealthy organizational climate brings negative emotions and feelings; this includes dissatisfaction, psychological pressure, neglect, and indifference, and ultimately will cause employees to avoid work, which leads to job stress (Sert et al., 2014). Recent research found that organizational climate influences work

stress (Putra et al. 2014 and Sert et al. 2014). Sert et al. (2014) further found that organizational climate has a negative effect on work stress. This indicates that the healthier the climate of an organization, the lower the level of work stress. Conversely, the unhealthier an organization's climate is, the higher the level of work stress.

DISCUSSION
1. Interpersonal Relationships

The interpersonal relationships felt by respondents in this study were included in the good and quite good categories. According to Robbins and Judge (2017), poor interpersonal relationships between one worker and another can cause unhealthy communication, so fulfilling needs in the organization, especially those related to social life, can hinder the development of attitudes and thoughts between one worker and another. Apart from that, poor relationships between members of the work organization are one of the factors that generate stress in the workplace.

Respondents in this study mostly felt that their interpersonal relationships were good with fellow nurses and with leaders sharing *work-related* issues. So, the nurses become familiar with each other. Relationships at work do not make a significant contribution to stress in nurses.

2. Analysis of the Relationship between Interpersonal Relations and Job Stress

The statistical analysis results show a *p-value* of 0.000, which means ($p < 0.05$) shows a relationship between interpersonal relationships and work stress as nurses at TPT Hospital. Most nurses' interpersonal relationships are good, with a light level of work stress, but there are also interpersonal relationships in the relatively good category. Interpersonal relationships are good due to interpersonal conflicts with colleagues and superiors, which is one of the causes of work stress. Robbins and Judge (2017) explained that a lack of social support from colleagues and poor interpersonal relationships can cause stress. This shows that the better the respondent's interpersonal relationships, the less likely they are to experience work stress. A harmonious relationship between workers will produce conformity and normative and transformational social influence on one another. It can give rise to an attitude full of warmth, respect, and mutual assistance.

CONCLUSION
1. Work stress at TPT Hospital is in the mild to moderate work stress category; they have a positive attitude to continue carrying out their duties.
2. The interpersonal relationships of nurses at TPT Hospital are in the moderate to good category.
3. Interpersonal relationships are related to work stress for nurses at TPT Hospital. This shows that the better the respondent's interpersonal relationships, the less likely they are to experience work stress.

RECOMMENDATION
The suggestions that can be given in this research are as follows:
1. For Nurses at TPT Hospital
   a. Time management
      Set a schedule, make a schedule that must be prioritized first, and determine which ones can be postponed.
   b. Social support: The importance of creating good social support is always supporting colleagues and leaders in discussing problems, giving constructive suggestions, and so on.
2. Share workplace
   a. Healthy lifestyle program for stress management
   This healthy lifestyle program for stress management includes weight control, dietary advice, and an exercise program.
   b. Provision of clinical counseling services
   Leaders also need training in counseling skills, including effective (active) listening, using empathy, and knowing when to refer problems to experts for help. By helping individuals overcome work-related stress problems quickly and efficiently, work can be effective and maximize the potential of human resources.
   c. It is redesigning work to adapt one's abilities to the responsibilities that should be carried out.
   The workload must be adjusted to the worker's ability or work capacity, namely by avoiding excessive loads or loads that are too light.

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