ANALYSIS OF THE RELATIONSHIP BETWEEN WORKLOAD AND WORK-LIFE BALANCE IN ER NURSES AT DR. R SOEHARSONO TK III HOSPITAL BANJARMASIN

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ABSTRACT

Background: Hospitals are a form of health facility for the community. The success of a hospital in carrying out its function of providing health services to the community is marked by an increase in the quality of hospital services. Nurses, as the providers of health services to the community, are required to serve patients quickly and accurately. A nurse's alertness at all times in handling patients and the work situation, work shifts, and existing workload make nurses experience psychological distress. Workloads that increase beyond a person's capacity will result in a decrease in work-life balance. Work-life balance is a concept that supports nurses' efforts to divide their time and energy between work and other important aspects of their lives. **Objective:** This study aims to analyze the relationship between workload and work-life balance among emergency room nurses at Dr. R Soeharsono TK III Hospital Banjarmasin. **Methods:** This type of quantitative research with a cross-sectional design. The research subjects were emergency room nurses at Dr. R Soeharsono TK III Hospital Banjarmasin. Data collection was carried out using interview and observation techniques. Data analysis was carried out using the Spearman Correlation test. **Results:** 18 people had a moderate workload of 64.3%, 15 people had a moderate Work-Life Balance of 53.6%, and the relationship between workload and Work-Life Balance had a Spearman correlation coefficient of – 0.633. **The conclusion:** The higher the workload, the lower the Work-Life Balance that the emergency room nurses at Dr. R Soeharsono TK III Hospital Banjarmasin.

Keywords: Workload, Work-Life Balance, ER Nurse

INTRODUCTION

Hospitals are a form of health facility for the community. The success of a hospital in carrying out its function of providing health services to the community is marked by an increase in the quality of hospital services. The quality of health services in hospitals is influenced by several factors, including the availability of equipment and facilities to support health services. One of the important factors in providing health services is human resources (Nur'aini, 2012).

Nurses, as the providers of health services to the community, are required to serve patients quickly and accurately. A nurse's alertness at all times in handling patients and the work situation, work shifts, and existing workload make nurses experience psychological distress (Nur'aini, 2012). Psychological distress is a broader manifestation of mental health-related problems, of which symptoms of depression and anxiety are markers, and is known to continue to show severity with stress-related problems (Liang et al., 2020).

Workload results from interactions between demands, work environment, abilities, skills, behavior, and understanding of workers (Munandar, 2014). Look at it from an ergonomics perspective. Each workload an individual receives must be appropriate and balanced for the physical abilities, knowledge, or limitations of the individual receiving it. Workload is classified into several intrinsic factors: physical and task demands. Physical demands relate to the fact that each employee must be in good health when carrying out work. Regarding task demands, this relates to shifts or night work, which often results in fatigue due to excessive workload.

Nurses have a higher workload than other health workers, such as paramedics, support staff, and doctors (Purba, 2015). Nurses in hospitals have a physical and mental workload. Physical workloads include lifting patients, installing IVs, monitoring vital signs,

administering oxygen, etc. Meanwhile, mental workload takes the form of complex work, assisting the patient or family mentally and spiritually, especially for those who are about to undergo surgery or are in critical condition, to build good and effective communication with the patient and their family (Yudi, Tangka, & Wowiling 2019).

Workloads that increase beyond a person's capacity will decrease work-life balance (Nurwahyuni, 2019). Work-life balance is a concept that supports nurses' efforts to divide their time and energy between work and other important aspects of their lives. Work-life balance can be interpreted as dividing time between personal and work activities based on priorities (Oktaviani, 2018).

Work-life balance here is meant by the condition of each working individual (nurse) being able to apply the job description when in a working position and positioning themselves to live their daily social life in society because, in this case, it is deemed necessary to organize work patterns so that nurses can comfortable and patterned in completing work without any pressure which can affect the maximization of work results. By not having a burden when working, work-life balance is expected to support balance in one's social life. Work-life balance influences many things both in life and at work; at work, employees can work comfortably according to their respective job desks and get results that they feel are satisfactory.

Inadequate work-life balance is a problem that can pose a major risk to worker welfare and organizational performance (Kamau et al., 2013). By paying attention to these things, harmony and balance will be created between the workplace, employees (nurses), and the surrounding environment. The application of work-life balance is expected to boost work effectiveness and the hospital's reputation, considering that nurses are important assets for hospitals that must pay attention to their balance in the hospital and their social environment. In this way, both the hospital and the nurses benefit (Bataineh, 2019). Based on the description above, researchers are interested in researching "Analysis of the Relationship between Workload and Work-Life Balance in Emergency Room Nurses at Dr. R Soeharsono TK III Hospital Banjarmasin.

METHODS

This type of quantitative research has a cross-sectional design. The research subjects were emergency room nurses at Dr. R Soeharsono TK III Hospital Banjarmasin. Data collection was carried out using interview and observation techniques. Data analysis was carried out using the Spearman Correlation test. This research was conducted at Dr. R Soeharsono TK III Hospital Banjarmasin, South Kalimantan. This research was conducted for one week in February 2024.

RESULTS AND DISCUSSION
Univariate Analysis
1. Workload of Emergency Room Nurses at Dr. R Soeharsono TK III Hospital Banjarmasin

From the results of the workload distribution in Table 3, it is known that most respondents are emergency room nurses at Dr. R Soeharsono TK III Hospital Banjarmasin, which has a monkey burden in the medium category (64.3%).

Table 3. Frequency Distribution of Workload for Emergency Room Nurses at Dr. R Soeharsono TK III Hospital Banjarmasin

Variable	Category	Number (n)	Percentage (%)
Workload	Low	0	0
	Moderate	18	64.3
	High	10	35.7
Total		28	100.00

2. Work – Life Balance Emergency Room Nurse at Dr. R Soeharsono TK III Hospital Banjarmasin

From the results of the work-life balance distribution in Table 4, it is known that most respondents are emergency room nurses at Dr. R Soeharsono TK III Hospital Banjarmasin works with a medium work-life balance category (53.6%). Work-life balance is moderate, indicating that most emergency room nurses at Dr. R Soeharsono TK III Hospital Banjarmasin have been able to balance their personal lives with their work lives.

Table 4. Frequency Distribution of Work-Life Balance for Emergency Room Nurses at Dr. R Soeharsono TK III Hospital Banjarmasin

Variable	Category	Number (n)	Percentage (%)
Work-life balance	Low	5	17.9
	Moderate	15	53.6
	High	8	28.5
Total		28	100.00

Bivariate Analysis

Table 5. Relationship between workload and work-life balance for emergency room nurses at Dr. R Soeharsono TK III Hospital Banjarmasin

			Work-Life Balance			Total	Correlation coefficient
			Low	Moderate	High		
Work load	Currently	n	0	10	8	18	
		%	0.0%	35.7%	28.6%	64.3%	-0.663
	High	n	5	5	0	10	
		%	17.9%	17.9%	0.0%	35.7%	
	Total	N	5	15	8	28	
		%	17.9%	53.6%	28.6%	100.0%	

Based on Table 5. above, it can be seen that all emergency room nurses at Dr. R Soeharsono TK III Hospital Banjarmasin have a low and a high work-life balance. In contrast, most employees with a medium and high work-life balance have a medium workload. Apart from that, the relationship between workload and work-life balance has a Spearman correlation coefficient of – 0.633; this shows that there is a strong relationship with the strong category between workload and the level of work-life balance of emergency room nurses at Dr. R Soeharsono TK III Hospital Banjarmasin. The negative coefficient value indicates that the direction of the opposite relationship between workload and the level of work-life balance is that the higher the workload, the lower the work-life balance possessed by emergency room nurses at Dr. R Soeharsono TK III Hospital Banjarmasin.

The Relationship between Workload and Work-Life Balance of Emergency Room Nurses at Dr. R Soeharsono TK III Hospital Banjarmasin

The research results show a strong relationship between workload and work-life balance in emergency room nurses at Dr. R Soeharsono TK III Hospital Banjarmasin. Workloads that increase beyond a person's capacity will result in a decrease in work-life balance. This is in line with research by Nurwahyuni (2019), which states that workload significantly negatively influences work-life balance. This means that the lower the employee feels the workload, the more work-life balance will increase, and vice versa. The higher the employee's workload, the lower the work-life balance. In Aprilia's research (2019) regarding the relationship between the workload of female ER nurses and work-life balance, it was found that there was a significant negative correlation between the workload of female ER nurses and work-life balance. This result is also supported by research by Makhmut (2020), where the path analysis test of the influence of workload on work-life balance shows a negative and significant coefficient; this means that high workload will reduce employee work-life balance.

Research conducted by Apriani, Nurazi, and Praningrum (2013) explains workload as the number of tasks and responsibilities an organization or its units must carry out in a certain unit of time and the number of workers. The workload aspects in this research are tasks, individual or group, time, and normal circumstances or conditions. The many problems faced when working can create a workload for workers in the mining sector. To help employees achieve work-life balance, organizations must ensure that they have programs or policies. Organizations should provide support in terms of training and development so that their employees will have the skills needed to complete their tasks or jobs with less stress.

Research conducted by Chan (2015) states that dealing with many tasks and a high workload results in poor work-life balance. Avery et al. (2010) stated that burdening employees with inappropriate workloads, such as excessive pressure, unrealistic deadlines, and unnecessary interruptions, is a form of workplace bullying or abusive supervision of line managers. Overloaded employees face a higher chance of making mistakes, feeling anger or resentment towards their superiors or

coworkers, experiencing high-stress levels, having poorer health, lower work-life balance, and the chance of turnover (Nizam, 2018).

The condition of the emergency room nurse at Dr. R Soeharsono TK III Hospital Banjarmasin regarding phenomena that occur, such as working hours that exceed the provisions of working hours, increasing numbers of patients, and demands for excellent service. These factors can reduce the work-life balance of emergency room nurses at Dr. R Soeharsono TK III Hospital Banjarmasin. A main issue that all employees and agencies need to pay attention to is work-life balance because it can be very tiring to deal with two or more competing demands to fulfill; apart from triggering stress, this condition can also reduce employee productivity. Regarding this, the most important part is how the emergency room nurse at Dr. R Soeharsono TK III Hospital Banjarmasin can balance personal and work life as well as the effectiveness of policies and practices in the work environment to support emergency room nurses in achieving the goal of creating a good work-life balance.

CONCLUSION

From the results of research conducted on emergency room nurses at Dr. R Soeharsono TK III Hospital Banjarmasin, we can conclude that:

1. From the workload distribution data that has been analyzed, it is known that of the 28 emergency room nurses at Dr. R Soeharsono TK III Hospital Banjarmasin, it can be seen that the majority of emergency room nurses at Dr. R Soeharsono TK III Hospital Banjarmasin as many as 18 people have a medium workload of 64.3%.
2. From the Work-Life Balance distribution data that has been analyzed, it is known that of the 28 emergency room nurses at Dr. R Soeharsono TK III Hospital Banjarmasin, it can be seen that the majority of emergency room nurses, 15 people have a moderate work-life balance, namely 53.6%.
3. Most emergency room nurses at Dr. R Soeharsono TK III Hospital Banjarmasin, who have medium and high levels of work-life balance, have a medium workload. Apart from that, the relationship between workload and Work-Life Balance has a Spearman correlation coefficient of – 0.633; this shows that there is a strong category relationship

between workload and the level of Work-Life Balance of emergency room nurses at Dr. R Soeharsono TK III Hospital Banjarmasin. The negative coefficient value indicates that the direction of the opposite relationship between workload and the level of Work-Life Balance is that the higher the workload, the lower the Work-Life Balance possessed by emergency room nurses at Dr. R Soeharsono TK III Hospital Banjarmasin.

RECOMMENDATIONS

Based on the results of observations and research conducted on emergency room nurses at Dr. R Soeharsono TK III Hospital Banjarmasin, the author's suggestions are as follows:

1. Management can withdraw workers or add nurses to the ER. This is done so that the nurses' workload is more evenly distributed and can create a good work-life balance.
2. Rotate nurses regularly; this is done so that ER nurses stay energized in a work environment with high stressors.
3. The management should pay more attention to the welfare level of the balanced work-life of emergency room nurses by reviewing the work shift scheduling system and preventing overtime in the workplace by creating a good system so that emergency room nurses can divide their time between work and personal life to create a work-life better balance
4. in the environment.
5. Management should pay more attention to the psychological needs or mental health of emergency room nurses by holding several programs that encourage improving the work-life balance of each individual, such as team-building or family gatherings which are held periodically; apart from that, management can create a reward system for emergency room nurses.
6. We need to provide training for emergency room nurses to improve nurses' hard skills and soft skills.

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