

Factors Related to Nurses' Work Stress in the Toto Kabila Hospital

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Abstract

Stress at work can not be avoided, nurses are at risk of experiencing work stress. The purpose of this study is to find factors related to the nurse's work stress. This type of research was observational analytic using a cross-sectional study design. The sample was 96 nurses working in the Toto Kabila hospital. Data were analyzed using chi-square tests. The marital status (p-value=0.001), length of work (p-value=0.001), working conditions (p-value=0.004), social support (p-value=0.010) had significant relationship with work stress. The results of this study are expected to be used as input and consideration for nurses at Toto Kabila Hospital to maximize how to deal with stress.

Keywords: work stress, marital status, length of work, working conditions, social support

Introduction

Nurses' work routines that require speed and responsiveness to situations, especially nurses working in the emergency department, result in heavy work pressure resulting in work stress (distress). Work in the formal and informal sectors in government and non-government institutions has rules of working time, demands for good performance, and maximum productivity. This results in pressure on the workforce so that it can cause negative work stress.⁽¹⁾

In the emergency room at all times, there are cases with varying degrees of emergencies that must be served immediately. Nurses as health workers who are always in the first contact with patients must always be fast, precise, and careful to prevent death and disability.⁽²⁾

According to WHO (2014), in many countries 8% of occupational diseases are depression. Research results

in 2014 found 440,000 cases of work-related stress in the UK with an incidence of 1,380 cases per 100,000 workers experiencing work-related stress. A survey of nurses at Medan Haji Hospital found nurses' work stress to have a negative impact (distress) 32% mild stress, 62% moderate and 6% severe.⁽¹⁾ The impact of work stress experienced by nurses is the low positive image of nurses.⁽³⁾

There are 35% of work-related stress is fatal and it is estimated that working days are lost by 43%. Based on a survey of West Australian health statistics it was stated that male workers lost approximately 50.8 working days and female workers lost approximately 58.5 working days.⁽⁴⁾

The national prevalence of mental-emotional stress prevalence is 6% and is not differentiated between workers and non-workers. The survey conducted stated that 64% of workers in Indonesia experienced an increase in stress compared to 2011. As much as 1.6% of the population of Jambi Province were estimated to experience mental-emotional disorders. Health problems related to work result in economic losses of 4-6% of GDP for most countries. Stress due to work is an important occupational health problem, which will result in a significant decrease in work productivity.

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Utami (2015) states that public health does not only look at the community in general but also the working community because public health is a multidisciplinary science consisting of 7 disciplines, one of which is occupational health.⁽⁵⁾

The survey at Toto Kabila District General Hospital showed that there were 111 nurses in 2015, 111 nurses in 2016 and 132 nurses in 2017. The survey obtained from the results of the number of patients in 2015 was 8,561 patients, in 2016 there were 9,782 patients, and in 2017 there were 9,891 patients. The division of nurses' work with 3 work shifts, and divided by units namely ICU, IGD, Interna 1, Children, Neonatal Intensive Care Unit, puerperal midwifery, midwifery, Flamboyant / VIP, Surgery, and room Interna 2. Based on these data it is necessary to research work stress problems so that the formulation of this research problem is: what factors are related to nurse's work stress? The purpose of this study: to find factors related to the nurse's work stress.

Method

The design of this research was cross-sectional. The study was conducted at the Toto Kabila Hospital, Bone Bonelango District, from February to March 2018. The population was all nurses who worked at Toto Kabila Hospital in 2018 (97 people). The sampling technique was total sampling.

The dependent variable was work stress and the independent variables were: age, marital status, length of work, working conditions and social support. Data were analyzed using Chi-square test.

Findings

The characteristics of respondents such as age, sex, employment status, and education, the results are presented in the table 1.

Table 1. Distribution of characteristics of respondents

Characteristics	Frequency	Percentage
Age		
20-25	29	30.2
26-30	36	37.5
31-45	31	32.3
Gender		
Male	27	28.1
Female	69	71.9
Employment status		
Civil servants	46	47.9
Honorary	50	52.1
Education		
Diploma III	57	59.4
Bachelor	39	40.6

The majority of age was 26-30 years old; the majority of gender was female; the majority of employment was honorary; and the majority of education was diploma III.

Table 2. Factors associated with nurse's work stress

Variable	Works stress						Total		p-value
	Low		Moderate		High		N	%	
	F	%	F	%	F	%			
Age (year)									
≤40	64	79.0	11	13.6	6	7.4	81	100	0.148
>40	15	100	0	0	0	0	15	100	
Marital status									
Single	17	60.7	6	21.4	5	17.9	28	100	0.001
Married	62	91.2	5	7.4	1	1.5	68	100	
Length of work (year)									
≤5	22	66.7	5	15.2	6	18.2	33	100	0.001
>5	57	90.5	6	9.5	0	0	63	100	
Working conditions									
Less	26	72.2	9	25.0	1	2.8	36	100	0.004
Enough	53	88.3	2	3.3	5	8.3	60	100	
Social support									
Less	50	82.0	10	16.4	1	1.6	61	100	0.010
Enough	29	82.9	1	2.9	5	14.3	35	100	

Discussion

Age is the length of time of life or existing (since birth or held). Older employees tend to have a greater sense of attachment or commitment to the organization compared to the younger age so that it increases their loyalty to the organization.⁽⁷⁾ Utami (2015) elaborates that in general the discussion of variables on individual characteristics is age, gender, and ethnicity. Age groups under 40 years have a high mortality rate. Several studies describe that health, illness, and treatment are age-related.^{(5),(8)}

It was concluded that there was no significant relationship between the age of nurses and work stress. The results of this study are following research by Ibrahim et al. (2016) which states that workers under 40 years experience more stress than workers aged over 40 years. According to him, workers aged 40 years and over have good abilities in controlling work stress.⁽⁹⁾

The results of this study are in line with the results of research conducted by Mareta 2016 which was obtained

from the results of data analysis using the Chi-square Test obtained p-value = 0.908, which means there is no significant relationship between the age of nurses with work stress in the nursing room of Dr. Soehadi Prijinegoro Hospital, Sragen. One research shows that employees who get married have fewer absences, experience lower turnover, and are more satisfied with their work than bachelor coworkers.

It was concluded that there was a significant relationship between the marital status of nurses with work stress. The results of this study are not in line with the results of research conducted by Mareta 2016 where obtained from the results of data analysis using the Chi-square Test obtained P-value = 0.444, which means there is no significant relationship between work time with work stress on nurses in the room inpatient Dr. Soegiri Hospital, Lamongan.⁽⁷⁾

Length of service (length of work) is an individual experience that will determine growth in employment and occupation, work period shows how long a person

works in each job and position.⁽⁷⁾ It was concluded that there was a significant relationship between the length of time the nurse worked with work stress. The results of this study are not by previous studies, Ibrahim et al (2016) the relationship of work tenure with work stress has a p-value = 0.70 (>0.05) which means that work tenure is not related to work stress. Workers who have long years of work experience less work stress, and fewer new workers who work stress. The assumption is that the longer a person works, the greater the responsibility he receives.⁽⁹⁾ Seniority determines the greater responsibility placed on workers. Yanto & Rezeki (2017) argue that nurses are young and have no experience, but are more energetic and energetic at work. The results of his research found that the age of the nurse together with the mentoring program had a significant effect on reducing nurses' work stress.⁽¹⁰⁾

The work period provides experience for the worker, the longer he works, the more experience he gets. Contradicts previous research. Research conducted by Mareta 2016 which was obtained from the results of data analysis using the Chi-square Test obtained p-value = 0.255, which means there is no significant relationship between work time and work stress on nurses in the inpatient Dr. Soegiri Hospital, Lamongan.⁽⁷⁾

Social support is an act that is helpful by involving emotions, providing information, material assistance and positive assessment of individuals in dealing with their problems. It was concluded that there was a significant relationship between nurses' social support and work stress. Working conditions can be a motivation for workers. Purwandari (2015) research results nurses who have good work motivation, are at mild work stress levels.⁽¹¹⁾

Fuada et al (2017) examined factors related to nurse stress, one of the factors that influence work stress is career development. Nurses who experience heavy work stress are dominated by nurses who develop poor careers. This means that social support in the work environment such as no career development is the cause of the emergence of work stress. The results of this study are not in line with the results of research conducted by Hany Ummu which obtained results using multiple regression analysis with the enter method with the results of the analysis obtained values $R = 0.633$, $R^2 = 0.400$, $F = 39.050$, $P = 0.000$, shows there is a significant relationship between stress and social support for nurses.⁽¹²⁾

It was concluded that there was a significant relationship between the working conditions of nurses and work stress. Fajrillah (2016) high nurse work stress has an impact on low nurse performance.⁽¹³⁾ Working conditions are a series of conditions or working environment conditions of a company that is a place of work of the employees who work in the environment and what is meant here is a good working condition that is comfortable and supports workers to be able to carry out their activities well.⁽¹⁴⁾ Working conditions such as shift work and workload are factors that cause work stress. Previous studies found a significant relationship between work shift and work stress in nurses, due to perceived fatigue.⁽¹⁵⁾ Azizah & Nopti's research (2019) shows that there is a relationship between workload and the stress level of nurses working in Tangerang District public hospitals in the emergency department.⁽¹⁶⁾ Elizar (2020) based on the results of his research found a relationship between workload and work stress.⁽¹⁷⁾

The characteristics of the social environment become a source of stress in an organization because it can form interpersonal relationships between coworkers, superiors, and consumers that have the potential to trigger conflict.⁽¹⁸⁾ The results of this study are in line with the results of a study conducted by Mareouw in which the results obtained from the chi-square test obtained value = 0.001, which there is a significant relationship between working conditions with work stress on nurses in the medical emergency room at the Central Hospital Prof dr. R.D. Kandou, Manado.

Conclusions

Factors related to nurses' work stress at hospital Toto Kabila hospital are marital status, length of work, working conditions, social support.

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