

An Analysis Of Individual Factors, Occupational Factors, And Outstanding Factors Affecting Work Stress On Women Nurses In Inpatient Rooms Of Sibolga Public Hospital

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Abstract.

Health nursing services in hospitals are one of the most important and goal-oriented services that focus on implementing professional nursing care according to nursing standards, depending on how nurses perform in hospitals in applying nursing care standards. Job stress is a phenomenon that affects employees differently, in different work contexts. A clean work environment will make nurses work more enthusiastically and vice versa. Job stress causes nurses to lose the ability to control it. The purpose of this study was to determine the description of individual factors, work, outside work, and work stress on female nurses in the inpatient room of Sibolga Public Hospital. The type of research used is quantitative research with analytical design through a cross-sectional approach. The population and samples used were 95 female nurses who served in the inpatient ward of the Sibolga Hospital. The results showed that individual factors, work, and outside work had a significant influence on work stress on female nurses in the inpatient room at Sibolga Hospital.

Keywords: Individual, Work, Outside of work, Work stress.

I. INTRODUCTION

Health nursing services in hospitals are one of the most important services. Goal-oriented nursing services that focus on implementing professional nursing care in accordance with nursing standards. This depends on how the performance of nurses in hospitals in implementing nursing care standards (Hannani et al., 2016). According to the World Health Organization (WHO), the hospital is a center for training health workers and biosocial research. Every health care facility must provide accountability for the services that have been provided (Elizar et al., 2020). Job stress is a phenomenon that affects employees differently in different work contexts. Studying job stress in different contexts will provide an in-depth understanding of the phenomenon as a whole and find out how to minimize its negative influence on employee productivity, satisfaction, and work commitment levels (Frichilia et al., 2016).

Job stress causes nurses to lose their ability to control. The most extreme consequences are low performance, nurses losing enthusiasm for work, despair, leaving, or refusing to work to avoid stress (Elizar et al., 2020). Public Hospital Dr. Ferdinand Lumbantobing Sibolga City is a hospital owned by the Sibolga City Government whose duty is to provide health services with efforts to heal, recover, improve, prevent, provide referral services, and research and development as well as community service. Based on the results of interviews on initial observations with 10 nurses they experience discomfort at work, this is due to several factors, such as a dirty work environment and a lot of work continuously. Based on the description above, researchers are interested in conducting research on individual factors, work factors, and factors outside of work that affect work stress on female nurses in the inpatient ward of the Sibolga Public Hospital.

II. LITERATURE REVIEW

2.1. Stress

Broadly speaking, there are four views on stress, namely, stress is a stimulus, stress is a response, stress is an interaction between the individual and the environment and stress is the relationship between the individual and the stressor (Musradinur, 2015). According to Maramis, stress can occur due to frustration (disruption of psychological balance due to failure to achieve goals), conflict (disordered balance because individuals are confused about several needs that must be chosen), pressure (something that is urgent by the individual), and crisis (a situation that occurs suddenly). -sudden and which can cause balance disturbances).

The new stress is felt when the balance is disturbed. This means that a person can be said to be stressed if they have a perception of pressure from the stressor that exceeds the resistance they have to deal with the pressure (Musradinur, 2015). Stress is divided into two, namely, *eustress* where a person's response to stress is healthy, positive, and constructive (constructive), and *distress* where a person's response to stress is unhealthy, negative, and destructive (destructive) (Waluyo, 2018).

Work stress is a symptom that is felt by workers when the source of stress interacts with individual characteristics either alone or with other factors that have an impact on physiological and psychological balance disorders. Stress that lasts for a long time can cause disturbances in the cardiovascular system, mental, musculoskeletal, and other health problems. Work stress can also cause violence and accidents in the workplace that cause tension in the organization such as absenteeism, decreased work productivity, increased injury rates, and employee turnover (Herlina, 2019). Work stress cannot be avoided in the world of work, one of which is in nursing services but can be minimized, for example by getting rewards from superiors, getting leave permits, providing compensation by doing joint tours, doing outbound to build stronger teamwork, rearranging the room and add the necessary facilities to obtain conducive working conditions, as well as holding a motivator seminar to raise the motivation of nurses to be more professional in completing work (Surtini, 2020).

2.2. Factors That Cause Stress

Stress can be caused by three factors, including environmental factors (changes in economic, political, and technological uncertainty), organizational factors (task demands, roles, and interpersonal), and personal factors (problems within the family, individual economic problems, social characteristics, etc.) individual personality traits) (Herlina, 2019). Women in a gender perspective tend to experience stress more easily in the work environment than men, because women, especially married women, have multiple roles both in their roles as employees and in the household. In addition, women tend to have more sensitive feelings than men, so interpersonal conflict and respect become stressors for women. Women who occupy high positions in the company, of course, have a high responsibility towards the company because the workload is quite heavy and requires high fighting power. This can be suspected of triggering work stress (Anatan, 2019). Women's desire to carry out both roles perfectly sometimes experience obstacles that can lead to conflict. Therefore, the greater the dual role conflict in female employees, the greater the tendency of work stress (Akbar, 2017).

2.3. Nurse

Nurses are the spearhead of the quality of health services and the primary key to the success of health services. The quality or satisfaction of nursing services can not be separated from the performance of nurses. The quality of nursing services in a hospital is assessed by the satisfaction of patients who are currently or have been treated. This is related to the presence of nurses on duty 24 hours to serve patients (Sutrisno, 2017). Nurses as one of the health workers at the puskesmas carry out their duties according to their roles and functions. The Indonesian Ministry of Health emphasized that there are 12 aspects of the role of puskesmas nurses and six of them are mandatory roles carried out by puskesmas nurses including nursing care providers, case finders, health educators, coordinators, and collaborators, counselors, and as role models (Wahyudi, 2020).

III. METHODS

The type of research used is quantitative research with an analytical design used to explain the causal relationship between two variables. The study used a cross-sectional approach. The study was conducted in an inpatient room at the Sibolga Public Hospital with an implementation time of May 2021 – September 2021. The population in this study were all female nurses who served in the inpatient room of the Sibolga Public Hospital as many as 95 people. The sampling technique used was total sampling, namely all female nurses who served in the inpatient room of the Sibolga Public Hospital with inclusion criteria. The method of data collection was done through questionnaires and library studies. The data processing method is done manually with data management steps starting from editing, coding, scoring, data entry, and the last is tabulating. Prior to data analysis, data processing was carried out first with validity and reliability tests. Data

analysis was carried out with two events, namely univariate analysis to see the description of the frequency distribution and presentation of the values obtained for each question item in the questionnaire and the bivariate test to determine the relationship between the quality of nursing services and facilities with patient satisfaction through the chi-square test with 95% confidence (α . =0.05).

IV. ANALYZE AND RESULT

4.1. Univariate Analysis

4.1.1. Frequency Distribution Based on Individual Factors of Female Nurses in the Inpatient Room of Sibolga Public Hospital

Frequency distribution based on individual factors of female nurses in the inpatient room can be seen in Table 1 below.

Tables 1. Frequency Distribution Based on Individual Factors of Female Nurses in the Inpatient Room

Individual Factor	Frequency	Percentage (%)
Age		
≤30 year	43	45.3
>30 year	52	54.7
Marital status		
Married	59	62.1
Not married yet	36	37.9
Years of service		
≤2 year	44	46.3
>2 year	51	53.7

Table 1 shows that the most nurses aged >30 years were 52 people (54.7%) and 30 years were 43 people (45.3%). nurses with married status as many as 59 people (62.1%) and 36 people (37.9%). Nurses with a work period >2 years were 51 people (53.7%) and 2 years were 44 people (46.3%).

4.1.2. Frequency Distribution Based on Occupational Factors of Female Nurses in Sibolga Public Hospital Inpatient Room

The frequency distribution based on the work factors of female nurses in the inpatient room can be seen in Table 2 below.

Tables 2. Frequency Distribution Based on Occupational Factors of Female Nurses in the Inpatient Room

Job Factor	Frequency	Percentage (%)
There is a work interruption	55	57.9
No work interruptions	40	42.1
Total	95	100.0

Table 2 shows that most nurses have work disorders as many as 55 people (57.9%) and no work disorders as many as 40 people (42.1%).

4.1.3. Frequency Distribution Based on External Factors of Female Nurse Work in the Inpatient Room of Sibolga Public Hospital

The frequency distribution based on factors outside the work of female nurses in the inpatient room can be seen in Table 3 below.

Tables 3. Frequency Distribution Based on External Factors of Female Nurse Work in the Inpatient Room

Factors Outside of Work	Frequency	Percentage (%)
There is a disturbance	55	57.9
No distractions	40	42.1
Total	95	100.0

Table 3 shows that most nurses have interference outside of work as many as 55 people (57.9%) and 40 people do not experience interference (42.1%).

4.1.4. Frequency Distribution Based on Work Stress of Female Nurses in Sibolga Public Hospital Inpatient Room

The frequency distribution based on the work stress of female nurses in the inpatient room can be seen in Table 4 below.

Tables 4. Frequency Distribution Based on External Factors of Female Nurse Work in the Inpatient Room

Work Stress	Frequency	Percentage (%)
Mild stress	40	42.1
Heavy stress	55	57.9
Total	95	100.0

Table 4 shows that the most female nurses in the inpatient room of the Sibolga Public Hospital are in a state of mild stress as many as 40 people (42.1%) and severe stress as many as 55 people (57.9%).

4.2. Bivariate Analysis

4.2.1. Analysis of Individual Factors, Occupational Factors, External Factors Affecting Work Stress on Female Nurses in the Inpatient Room of Sibolga Public Hospital

Analysis of individual factors, work factors, and factors outside of work that affects work stress on female nurses in the inpatient room of the Sibolga Public Hospital can be seen in the following table.

Tables 5. Analysis of Individual Factors, Occupational Factors, External Factors Affecting Work Stress on Female Nurses in the Inpatient Room

Variable	Mild Stress N (%)	Heavy Stress N (%)	Total N (%)	OR value 95% CI	p-value
Individual Factor					
Age					
≤30 year	37 (38.9)	6 (6.3)	43 (45.3)	100,72	0.000
>30 year	3 (3.2)	49 (51.6)	52 (54.7)	(23,6-429,3)	
Status Pernikahan					
Married	39 (41.1)	20 (21.1)	59 (61.1)	68,25	0.000
Not married yet	1 (1,1)	35 (36.8)	36 (37.9)	(8.70-535.2)	
Masa Kerja					
≤2 year	30 (31.6)	14 (14.7)	44 (46.3)	8.786	0.000
>2 year	10 (10.5)	41 (43.2)	51 (53.7)	(4.43-22.45)	
Faktor Pekerjaan					
There is a disturbance	36 (37.9)	19 (20.0)	55 (57.9)	17.053	0.003
No disturbance	4 (4.2)	36 (37.9)	40 (42.1)	(5.27-55.1)	
Faktor Luar Pekerjaan					
There is a disturbance	31 (32.6)	24 (25.3)	55 (57.9)	4.449	0.001
No disturbance	9 (9.5)	31 (32.6)	40 (42.1)	(1.78-11.09)	

Based on table 5, it can be seen that the bivariate analysis was carried out using chi-square analysis and showed that individual factors included age ($p = 0.000$), marital status ($p = 0.000$), years of service ($p = 0.000$), employment factors ($p = 0.003$), and factors outside of work ($p=0.001$) had a significant effect on job stress on female nurses in the Inpatient Room of Sibolga Public Hospital. The uisa variable has the highest OR value (OR = 100,72) which means that age has 100,72 times the risk of work stress.

4.3. Discussion

4.3.1. Individual Factor

The results showed that there was a significant influence between individual factors on the incidence of nurse work stress. According to researchers, individual factors affect the occurrence of work stress in nurses. According to research (Suwarno, et.al. 2020) that work stress can also be influenced by salaries and work environments that do not support the performance of nurses. Some things such as young age due to low work experience make nurses confused in doing work in hospitals. In addition, marital status also affects this because married nurses tend to be busier than unmarried nurses. This is because married nurses have to take care of their families but also have workloads and responsibilities as nurses in hospitals.

4.3.2. Job Factor

This study shows that there is a significant relationship between work factors and the occurrence of work stress. The results of the study indicate that any changes to the workload will be followed by changes in work stress where the higher the workload, the higher the chance of heavy work stress.

4.3.3. Factors Outside of Work

The results showed that there was a significant relationship between factors outside of work and work stress. According to the researcher, the workload of nurses should receive more special attention in terms of service capacity, especially in nursing. In addition, what is no less important is maintaining the nurse-patient ratio with the workload so that the ultimate goal of each organization can be achieved without being accompanied by other serious problems such as work stress.

V. CONCLUSION

Based on the results of the study, it can be concluded that:

1. Based on individual factors, the majority of nurses were > 30 years old (54.7%), with married status (62.1%) and working period > 2 years (53.75%).
2. Based on occupational factors, the majority of nurses have work disorders (57.6%).
3. Based on factors outside of work, the majority of nurses have distractions outside of work (57.6%).
4. Individual factors, work factors, and factors outside of work have a significant influence on work stress on female nurses in the Inpatient Room of Sibolga Public Hospital.

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