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Research Article

JOB STRESS OF NURSES ASSOCIATED WITH THE QUALITY OF NURSING SERVICES AT HOSPITAL EMERGENCY SERVICES

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ABSTRACT

Background: Stress in work can be prevented from occurring and can be faced without getting a negative impact. Stress management is more than just overcoming it, namely learning to overcome it adaptively and effectively. A person experiencing stress or being in a stressful condition will affect the quality of his work such as a nurse, it will affect the quality of nursing services because it is not concentrated in providing services. The purpose of this study was to determine the relationship between the work stress factors of nurses and the quality of nursing services in the Hospital Emergency Room. **Method:** the research design used was descriptive analytic with a cross sectional approach, the number of respondents was 49 people, determining the size of the sample using accidental sampling. Data collection using a questionnaire. Data processing using SPSS 21.0 computer program which is presented in the form of tables, diagrams and narratives. The analysis carried out is univariate and bivariate with a significance level of α 5 0.05. **Results:** from the results of the data obtained there is no relationship between education, work environment conditions with the quality of nursing services in the Hospital Emergency Room Installation with $p > 0.05$, and there is a relationship between workload and the quality of nursing services in the Home Emergency Room Installation Pain with $p = 0.003$. There is a relationship between the factors of interpersonal relationships with the quality of nursing services in the Hospital Emergency Room at $p = 0.004$. **Conclusion:** based on the results of this study that the work stress factors of nurses with the quality of nursing services in the Hospital Emergency Room Installation are workload factors and interpersonal relationships.

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INTRODUCTION

In Indonesia, the Health Human Resources Development and Empowerment Agency (PPSDM Kesehatan) reports that the largest number of Indonesian Professional Health Workers (TKPI) who have worked abroad from 1989 to 2003 are nurses (97.48% of a total of 2494 people). Even though the number of nurses working abroad occupies the largest percentage compared to other health workers, there are still some important points that need attention and are addressed from now on. From several reports it is known that the main obstacle faced by Indonesian nurses is the ability to speak English and lack of skills. In addition, nurses often experience work stress both nurses working abroad and domestically. Abroad nurses experience stress usually in the first year of work because of constraints in establishing interpersonal relationships with patients or colleagues. Similarly, domestic nurses often

experience work stress usually due to excessive workload (Pusdiknakes, 2007).

According to the PPNI survey, most nurses in Indonesia experience work stress around 50.9 percent of nurses who work in four provinces experience work stress, are often dizzy, tired, unable to rest because the workload is too high and time consuming, and low salaries without adequate incentives. Nurses who work in every room are still limited with an unbalanced workload that causes work stress for nurses. There are also difficulties in establishing good relationships with other nursing professions as well as allegedly causing stressful work for nurses (PPNI, 2006).

While the results of research on remote puskesmas in 10 provinces conducted by the Ministry of Health and University of Indonesia (2005) showed that 69 percent of respondents said

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that the puskesmas did not have a reward system for nurses. This can be seen from the data that 78.8 percent of nurses carry out the duties of janitors and 63.3 percent perform administrative tasks. More than 90 percent of nurses in remote puskesmas perform non-nursing tasks, such as establishing a diagnosis of illness and prescribing drugs. Only 50 percent of nurses carry out nursing care according to their functions. The poor working conditions and welfare of the nurses indicate the failure of the Ministry of Health in managing health workers. In fact, the poor management of nursing staff will have an impact on the decline in the quality of health services for the community (PPNI, 2006).

High workload According to the results of an International Council of Nurses (ICN) study, increasing the workload of nurses from four patients to six resulted in a 14 percent increase in the death of patients treated in the first 30 days of hospitalization. This shows a relationship between mortality and the number of nurses per patient in a day. Increasing the number of nurses working hours per patient decreases the frequency of falling patients and increases patient satisfaction. Nurses who work overtime continuously or work without adequate support often experience work stress, work loss and deteriorating health conditions. Therefore, health care institutions with adequate numbers of nurses and doctors use the large number of staff needed to increase the level of competence with other hospitals. (Soemantri, 2009).

Workload is closely related to the productivity of health workers and work stress, where 53.2% of the truly productive time used by direct health services and the remaining 39.9% is used for supporting activities (Gani, in Irwandy, 2007). Health workers, especially nurses, where the analysis of workload can be seen from aspects such as the tasks carried out based on their main functions, as well as additional tasks done, the number of patients who have to be treated, their work capacity in accordance with the education they get, work time used to carry out their duties according to working hours that take place every day, as well as completeness of facilities (Irwandy, 2007)

Quality health care is one of the basic needs that everyone needs. To improve the quality of health services, the first is to improve or improve the skills of nurses or health workers. Nurses or other health workers need to be equipped with sufficient skills. To improve the skills of nurses, training is carried out or by giving nurses the opportunity to continue their education (Wijono, 2003).

The results of the study (Prasetyo, 2017) that the sources of stress experienced by nurses in the Emergency Room can come from individual factors, administrative factors, facilities and infrastructure factors, Human Resources factors, and Management factors.

METHODS

The type of research used in this study is non-experimental research using analytical methods with Cross Sectional research design. The researcher measured independent variable data and was dependent only once at a time. Variables were assessed simultaneously at one time, so there was no follow-up. (Nursalam, 2003)

The population is all subjects or objects with certain characteristics set by the researcher and will be examined (Nursalam, 2003) The population in this study were all nurses who worked in Hospital Emergency Services as many as 49 people. The sample is part of the population that will be examined or part of the number of characteristics possessed by the population. Researchers use the total population that is a sample determination technique by means of all populations in the sample in accordance with those developed by researchers (Nursalam, 2003). This sample is based on inclusion and exclusion criteria. Sampling Sampling technique is a sample selection process used in research from the existing population (Notoadmojo, 2007). The sampling technique in this study is accidental sampling.

RESULTS

From the results of data analysis found that there is a relationship between educational factors with the quality of nursing services in the hospital but not meaningful. This can be seen from the respondents who are able to provide good quality nursing services, on average have SPK, D.III and S1 education. but it is able to provide good quality services, namely there are 1 respondent (2.0%) who have SPK education, D.III education as many as 25 people (51.0%), S.1 as many as 9 people (18.4%) and S.2 as many as 1 person (2.0%) while those who are less able to provide good quality services and have SPK education are 1 person (2.0%), D.III education is 11 people (22.4%), S education .1 as many as 1 person (2.0%) and no S.2 education. From the results of statistical tests using the Chi Square test is $(p) = 0.453$. The significance level of the Chi Square test is $\alpha 5 0.05$. Respondents who were able to provide nursing services at the Salos Hospital in Maros Regency had an average level of education of D.III and S.1. The SPK is 2 people and S.2 is 1 person.

From the results of data analysis, there were 2 people (14.1%) who had less workload and were less able to provide good quality nursing services. The statistical test results obtained using the Chi Square test were $p = 0.003$. The significance level of the Chi Square test is $\alpha 5 0.05$. From the results of data analysis it was found that there was a relationship between workload factors and the quality of nursing services in the hospital.

From the data obtained shows that respondents who consider the working environment conditions are good and can provide nursing services well is 23 (47.0%) while those who consider the working environment conditions are not good and have the ability to provide good quality nursing services by 13 (26.5%). Respondents who thought that their working environment conditions were poor and unable to provide nursing services were 7 (14.3%). Statistical test results obtained using the Chi Square test are $(p) = 0.265$. The significance level of the Chi Square test is $\alpha 5 0.05$.

From the results of this study indicate that respondents who have good interpersonal relationships and have the ability to provide good quality nursing services is 19 35 (71.4%) while those with less interpersonal relationships and have the ability to provide good quality nursing services only 1 people (2.0%) Respondents who have good interpersonal relationships and are less able to provide good quality nursing services is 9 people (18.4%), while those with less interpersonal relationships are

less able to provide quality nursing services good is 4 people (8.2%). The statistical test results obtained using the Chi Square test are $(p) = 0.004$. The significance level of the Chi Square test is $\alpha = 0.05$.

DISCUSSION

Based on the theoretical basis, the variables examined by researchers are factors of education, workload, work environment conditions and interpersonal relationships.

Education

Researchers argue that not always respondents or nurses who have a low level of education means that the person is unable to perform good quality nursing services and vice versa, people who have higher education are not always able to provide good quality nursing services. Sometimes even those who have a low level of education who are able to provide nursing services compared to people with a high level of education may be due to other factors such as work experience, years of service, and training that has been followed by the nurse.

Workload

Workload is a burden to work whether it is due to the amount of time at work more than it should or work that is not in accordance with one's ability. Excessive workload and too little workload is a stress generator. Workload can be further differentiated into excessive / too little "quantitative" workload, which arises as a result of too many / little assignments given to the workforce to be completed within a certain time, and qualitative overwork / too little work that is, if people feel unable to do a task, or the task is not to use the skills and / or potential of the workforce.

From the above theory, it can be concluded that the workload of nurses in providing nursing services is closely related to the quality of nursing services. The more workload that must be borne by a nurse, the stress level will increase and consequently the quality of nursing services provided to patients will decrease. Of the 49 nurses who worked in the Emergency Room at the Hospital, there were 13 people (26.6%) who had a high workload and were able to provide good quality services to patients who were treated.

Researchers argue that a person's workload / respondent has to do with the quality of nursing services provided to patients because of the high workload it will cause work stress on the nurse and will have a fatal impact on the quality of nursing services to the patient / community. If the workload is excessive and the workload is too little is a stress generator. People who are in a state of stress, they cannot work well because there is a burden of mind. In a job sometimes we are required to work more than the hours that are supposed to be or because there is a demand that the work that we do that day must be completed on time. Nurses who have a high workload and are less able to provide quality nursing services to clients are 11 people (22.4%). While nurses who have a low workload but are less able to provide good quality nursing services as many as 2 people (4.1%).

Work Environment Conditions

From the results of data analysis, there was no relationship between the factors of work environment conditions and the

quality of nursing services at the General Hospital. In this case the working environment conditions that are intended by researchers in this study are the conditions / conditions around the workplace environment. Condition of ventilation, environmental cleanliness / work room, lighting and others.

Work Environment Conditions

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Researchers argue that not always people who have good working environment conditions will be able to provide nursing services to patients well. Sometimes the work environment conditions are not good but it is able to provide nursing services to patients optimally. This can occur because of other factors that influence the ability of respondents to provide nursing services to patients. It can also be caused by the awareness and desire of the respondent / nurse itself to provide nursing services to patients optimally.

Interpersonal Relations

From the results of data analysis shows that there is no relationship between interpersonal relationships with the ability of respondents in providing good quality nursing services. This is due to the awareness of the nurse himself in carrying out his duties as a health worker who is always ready to help the community / patients who experience health problems.

Based on the results of data analysis shows that there is a relationship between the factors of interpersonal relationships with the quality of nursing services in hospitals in providing nursing services. From the information obtained by researchers from respondents who were respondents that in the Hospital Emergency Room between their health workers worked together well. It's just that sometimes there is a misunderstanding between peers or with other health workers so that those who have these problems are careless in providing services.

CONCLUSION

From the results of data processing the research that has been carried out concludes that: There is no relationship between the factors of education and the quality of care of nurses in the Hospital Emergency Room. the relationship between the factors of work conditions and the quality of care of nurses in the Hospital Emergency Room Installation, There is a relationship between the factors of interpersonal relationships with the quality of nurse services in the Hospital Emergency Room. In order to further improve understanding of the stress factors of work as a nurse in the hospital, can improve the quality of service and pay attention to the conditions experienced by each nurse in the hospital, as an information material for families, communities and nurses themselves about the stress of work experienced by nurses in the hospital.

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