

The Influence of Workload, Work Compensation and Work Stress on Nurse Performance at The Bhayangkara Setukpa Lemdikpol Hospital Sukabumi City

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ABSTRACT

Hospital is a public health service that has the core task of providing guidance and health services to the community by providing comprehensive health services. Nursing services are one of the health service systems in hospitals that have an important role and contribution in improving hospital services. The purpose of the study was to determine whether there was an effect of workload, work compensation and on the performance of nurses at Bhayangkara Setukpa Hospital, Lemdikpol, Sukabumi City. The design used in this study was cross sectional. The instrument used is a questionnaire. The data were analyzed using simple linear regression tests and multiple linear regression. The results showed a simultaneous influence between workload, work compensation and work stress on the performance of implementing nurses at Bhayangkara Setukpa Hospital, Lemdikpol, Sukabumi City. ($p=0.000$).

INTRODUCTION

Forms of health services can be obtained at the hospital. Hospitals are public health services that have the core task of providing guidance and health services to the community. ⁽³⁷⁾ Hospitals are also training centers for health workers and medical research centers. ⁽¹⁰¹⁾ Hospitals are health care institutions that organize comprehensive individual health services that provide inpatient, outpatient, and emergency services. So the hospital is an institution that provides comprehensive social and health services including services to the community, training for health workers and also as a means of conducting scientific research.

The form of health services in hospitals is to organize comprehensive individual health services in inpatient, outpatient and emergency services. Comprehensive health services are intended as a form of health services that include promotive, preventive, curative and rehabilitative. The system of health services includes physician services, nursing services, public health services, and laboratory services ⁽¹⁰²⁾.

Nursing services are one of the health service systems in the hospital that has an important role and contribution in improving hospital services. Nursing service is a service performed by nurses in the form of nursing care. Nursing services are carried out based on guidelines and standards of nursing services. Nursing services are measured by the actions provided to clients. ⁽¹⁰⁶⁾

Nursing services are part of the health care system carried out by nurses, therefore hospitals are required to maintain the quality of services, which ultimately requires the professionalism of implementing nurses and managers to

organize activities in providing care to clients. Some of the applications of nursing services carried out by executive nurses are in providing care, providing a sense of security to clients or families and the community. ⁽⁶⁵⁾

Based on the description of the tasks that nurses must perform in providing nursing services, it is certainly not easy so that optimal nurse performance is needed. Optimal nurse performance can be seen from the activities of nurses in carrying out as well as possible an authority of duties and responsibilities that have been determined in an effort to plan to achieve the objectives of the main task of the profession in providing nursing care which is highly dependent on nurse performance. The success of nursing services is largely determined by the performance of the nurses themselves in performing their duties, this shows that the performance of executive nurses has an important role in the quality of service in the hospital. ⁽⁴⁾

One factor that greatly affects the performance of nurses is workload, workload is all activities or activities carried out by a nurse while on duty in a nursing service unit. Workload is the total amount of nursing time either directly or indirectly in providing nursing services needed by patients and the number of nurses needed to provide these services. ⁽⁴¹⁾ High nurse workload can cause fatigue, fatigue. So it needs to be managed properly by the nursing manager to maintain good service quality and qualified personnel in order to create optimal performance⁽³⁶⁾. Workload can be assessed in two aspects, both objectively and subjectively.

Another factor that affects nurse performance is work compensation. Compensation is a sensitive matter when it

is related to the feasibility of meeting needs, especially the increasing level of current needs so that the salary provided is still considered insufficient. Providing better compensation will encourage nurses to work better and more productively.⁽²⁹⁾ Compensation in the form of salary, incentives, bonuses, benefits, work and work environment is an important factor to influence employee performance improvement. The greater the compensation provided by the company to its employees, the higher the efforts of the employees to improve their performance and vice versa,

Another important factor affecting nurse performance is work stress. Work stress is the symptoms experienced by employees when getting too heavy a workload with symptoms such as physical, psychological, and behavioral stress⁽⁹⁶⁾. Nursing is a profession with various situations that have the potential to cause stress in the workplace. Sources of stress in the nursing profession can also come from interactions with patients and other health professionals.⁽⁹⁶⁾ If nurses experience stress, it will have a negative impact on a less professional work attitude towards patients or their families. In addition, stress results in unstable emotions of nurses. Emotional imbalance can lead to the emergence of unhealthy emotional urges.

Job stress in nurses can have both positive and negative effects. However, negative effects are more often seen. These negative effects can be in the form of boredom, decreased motivation, absenteeism, insomnia, irritability, errors in work that increase cannot make decisions. Meanwhile, if employees are able to manage stress optimally, the stress is able to produce a positive impact in the form of

high motivation, high energy, sharp perception, calmness⁽²²⁾.

The results of the study⁽⁷⁶⁾ show that: Workload and Work Stress have an influence on Employee Performance. The results of research⁽¹⁸⁾ show that the compensation variable has a significant effect on nurse performance, work discipline has a significant effect on nurse performance, and workload has a significant effect on nurse performance at Aisiyiah Purworejo Hospital. The results of research⁽⁶⁹⁾ show that the variables of work stress and compensation have a positive influence on employee performance. And for compensation variables have a dominant and significant effect on employee performance.

Bhayangkara Setukpa Lemdikpol Hospital is one of the hospitals owned by POLRI Sukabumi which is a General Hospital and listed as a Type C Hospital with the determination to provide professional, *modern* and reliable health services.

Most of the professions in RS Bhayangkara Setukpa Lemdikpol are DUK management, namely 141 people, while the smallest are environmental health workers, biomedical engineering, medical technicians, and training, each of which is 1 person.

Meanwhile, patient visit data for 2020 to 2021 Patient visits at Bhayangkara Setukpa Lemdikpol Hospital in 2020 amounted to 36,720 people to 60,374 people in 2021 or an increase of 39.17%. from 2020.

It can be seen that the ratio of nurses to the number of patients is still not balanced, which requires optimal nurse performance. Based on interviews conducted with the nursing committee of the hospital, it shows that there is still a need to improve the performance of nurses optimally because based on the performance evaluation that

has been carried out by the hospital, there are still nurses who are sanctioned because their performance has not met the existing standards such as less than optimal documentation and negligence in their duties. This study aims to determine whether there is an influence of workload, work compensation and work stress on the performance of nurses at Bhayangkara Setukpa Lemdikpol Hospital in Sukabumi City.

METHOD

This type of research is correlational with *cross-sectional* design. This research was conducted at Bhayangkara Setukpa Lemdikpol Hospital, Sukabumi City, from January 2022 to January 2023. The dependent variable studied was performance with independent variables namely workload, work compensation and work stress. The population was all nurses in the inpatient room of Bhayangkara Setukpa Lemdikpol Hospital, Sukabumi City, namely 82 people. The sample in this study was 73 nurses who were determined using the Slovin formula. *The sampling* technique used *total sampling* and based on the inclusion and exclusion criteria.

Data collection for all variables using questionnaires. Data analysis used simple linear regression and multiple linear regression analysis.

RESULTS AND DISCUSSION

Based on table 1 shows that most of the respondents were 20-35 years old, namely 89.1% or 65 people, while a small proportion of respondents aged 36-45 years, namely 10.9% or 8 people.

Table 1. Respondent Data Based on Age

No	Age	Frequency	Percentage (%)
1.	20-35 Years	65	89
2.	36-45 Years	8	11
Total		73	100

Based on table 2 shows that most of the respondents were female, namely 59% or 43 people, while a small proportion of respondents were male, namely 41% or 30 people.

Table 2. Respondent data based on gender

No	Gender	Frequency	Percentage (%)
1.	Male	30	41,1
2.	Female	43	58,9

Based on table 3 shows that most respondents with married marital status are 67.1% or as many as 49 people, while a small proportion of respondents with unmarried status are 32.9% or as many as 24 people.

Table 3. Respondent Data Based on Marital Status

No	Marital Status	Frequency	Percentage (%)
1.	Married	49	67,1
2.	Unmarried	24	32,9

Based on table 4. shows that most of the respondents with the last education of nursing diploma were 50.7% or 37 people, while a small proportion of respondents with the last education of nursing masters were 4.1% or 3 people.

Table 4. Respondent Data Based on Last Education

No	Last Education	Frequency	Percentage (%)
1.	Diploma in Nursing	37	50,7
2.	Bachelor of Nursing	6	8,2
3.	Nursing Profession	27	37,0
4.	Master of Nursing	3	4,1
Total		73	100

Based on table 5 shows that most of the respondents with a length of work > 5 years were 63.0% or 46 people, while a small proportion of respondents with a length of work of 1-5 years were 37.0% or 27 people.

Table 5 Respondent Data Based on Length of Work

No	Length of Work	Frequency	Percentage (%)
1.	1-5 years	27	63,0
2.	> 5 years	46	37,0

Table 6 shows that most of the respondents with non-civil servant employment status were 91.8% or 67 people, while a small proportion of respondents with non-civil servant employment status were 8.2% or 6 people.

Table 6. Respondent Data Based on Employment Status

No	Employment Status	Frequency	Percentage (%)
1.	Non civil servant	67	91,8
2.	Civil Servant	6	8,2
Total		73	100

Based on table 7, it shows that most of the respondents' salaries are $\leq 2,599,900$, namely 64.4% or 47 people, while a small proportion of respondents with salaries $\geq 2,600,000$, namely 35.6% or 26 people.

Table 7. Respondent Data Based on Salary

No	Salary	Frequency	Percentage (%)
1.	$\leq 2,599,900$	47	64,4
2.	$\geq 2,600,000$	26	35,6
Total		73	100

Based on table 8, it shows that the workload variable has a mean value of 35.60. The standard deviation value is 8.496. The minimum value is 20 as for the maximum value of 52.

Table 8. Variable Analysis of Managing Nurse Workload

Workload			
Mean	SD	Min	Max
35,60	8,496	20	52

Based on table 9 shows that the work compensation variable has a mean value of 62.00. The standard deviation value is 13.682. The minimum value is 25 as for the maximum value of 83.

Table 9. Analysis of Work Compensation Variables for Executive Nurses

Work Compensation			
Mean	SD	Min	Max
62,00	13,682	25	83

Based on table 10, it shows that the work stress variable has a mean value of 28.16. The standard deviation value is 4.586. The minimum value is 18 as for the maximum value of 36.

Table 10. Analysis of Work Stress Variables for Executive Nurses

Work Stress			
Mean	SD	Min	Max
28,16	4,586	18	36

Based on table 11 shows that the performance variable has a mean value of 131.97. The standard deviation value is 8.655. The minimum value is 106 as for the maximum value of 146.

Table 11 Analysis of Nurse Executive Performance Variables

Performance			
Mean	SD	Min	Max
131,97	8,655	106	146

Based on the results of the simple regression coefficient analysis in table 12, it can be concluded that there is a significant effect of workload on the performance of executive nurses. This is indicated by the p-value (sig.) in the regression coefficient test is 0.000, this value is less than 0.05, which means that H_0 is rejected, in other words, there is an effect of workload (X1) on the performance of executive nurses (Y). To describe the relationship of variable X1 to Y, a simple linear regression equation model is made as follows:

$$Y = 156.373 + (-0.688) X1 + \epsilon$$

Based on this equation, it can be concluded that every one unit increase in the workload variable (X1) will result in the performance of executive nurses (Y) decreasing by 0.688.

Table 12. Results of simple linear regression analysis

Model	Unsanarized Coefficients		T	Sig.
		B		
1	(Constant)	156.373	46.242	.000
	Workload	-0.688	-7.408	.000

Tabel 13.

Model	Unsanarized Coefficients		T	Sig.
		B		
1	(Constant)	111.456	4.061	.000
	Work Compensation	0.331	5.171	.000

Tabel 14

Model	Unsanarized Coefficients		T	Sig.
		B		
1	(Constant)	156.85	27.774	.000
	Work Stress	-0.884	-4.463	.000

Based on the results of the simple regression coefficient analysis in Table 13, it can be concluded that there is a significant influence between work compensation on nurse performance. This is indicated by the p-value (sig.) in the regression coefficient test is 0.000, this value is less than 0.05, which means that H₀ is rejected, in other words, there is an effect of work compensation (X₂) on nurse performance (Y). To describe the relationship of variable X₂ to Y, a simple linear regression equation model is made as follows:

$$Y = 111.456 + 0.331 X_2 + \varepsilon$$

Based on this equation, it can be concluded that every one unit increase in the work compensation variable (X₂) will result in the performance of executive nurses (Y) increasing by 0.331.

Based on the results of the simple regression coefficient analysis in table 14, it can be concluded that there is a significant effect of work stress on performance. This is indicated by the p-value (sig.) in the regression coefficient test is 0.000, this value is less than 0.05, which means that H₀ is rejected, in other words, there is an effect of work stress (X₃) on nurse performance (Y). To describe the relationship of variable X₃ to Y, a simple linear regression equation model is made as follows:

$$Y = 156.85 + (-4.463) X_3 + \varepsilon$$

Based on this equation, it can be concluded that every one unit increase in the work stress variable (X₃) will result in nurse performance (Y) decreasing by 4.463. Furthermore, model feasibility testing was carried out, with the following analysis results:

Table 15. Multiple linear analysis results

Model	Unsanarized Coefficients		T	Sig.
		B		
	(Constant)	150.883	19.010	0.000
	Workload	-0.488	-4.555	0.000
	Work Compensation	0.137	2.186	0.032
	Work Stress	-0.360	-2.015	0.048

Based on the results of multiple regression coefficient analysis in Table 15, it can be concluded that of the three variables, all variables, namely workload, work compensation and work stress significantly affect performance because they have a p-value of less than 0.05 each.

Furthermore, to describe the relationship of variables X1, X2 and X3 to Y, a multiple linear regression equation model is made as follows:

$$Y = 150.883 + (-0.488) X1 + 0.137 X2 + (-0.360) X3 \epsilon$$

To see the strength and magnitude of the influence of workload, work compensation and work stress on the performance of executive nurses, the correlation coefficient and determination analysis were carried out. The result of the correlation and determination analysis of the correlation value (R) is 0.715. Based on the interpretation of the correlation coefficient, this value is in the range of 0.60-0.80 so that the effect of workload, work compensation and work stress on the performance of executive nurses is strong and positive (unidirectional) for compensation and negative (unidirectional) for load and stress.

CONCLUSIONS AND RECOMMENDATIONS

Based on the results and discussion of the influence of workload, work compensation, work stress on the performance of executive nurses at Bhayangkara Setukpa Lemdikpol Hospital, Sukabumi City, it can be concluded that:

The description of workload variables has a maximum value of 50, a minimum value of 20, an average of 35.60 and a standard deviation of 8.496. For the description of the work compensation variable has a maximum value of 83, a minimum value of 25, an average of 62.00 and a standard deviation of 13.682. For the description of work stress variables has a maximum value of 36, a minimum value of 18, an average of 28.16 and a standard deviation of 4.586.

And for the description of the performance variable has a maximum value of 146, a minimum value of 106, an average of 131.97, and a standard deviation of 8.655.

There is an effect of workload on the performance of executive nurses at Bhayangkara Setukpa Lemdikpol Hospital, Sukabumi City.

There is an effect of work compensation on the performance of executive nurses in Bhayangkara Setukpa Lemdikpol Hospital, Sukabumi City.

There is an effect of work stress on the performance of executive nurses in Bhayangkara Setukpa Lemdikpol Hospital, Sukabumi City.

Simultaneously, workload, work compensation and work stress affect the performance of executive nurses at Bhayangkara Setukpa Lemdikpol Hospital in Sukabumi City.

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