



## Analysis of Work-Related Stress Among Nurses in the Inpatient Ward of RSUD So'e: A Description of Physiological, Psychological, and Behavioral Symptoms

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### ABSTRACT

**Introduction:** Work stress is a significant issue that can adversely impact both physical and mental health, particularly among healthcare professionals like nurses. It often arises from high patient demands, heavy workloads, and emergency situations requiring quick responses.

**Objective:** This study aims to describe the level of work stress experienced by nurses in the inpatient ward of So'e Regional General Hospital and to identify the associated symptoms.

**Method:** The research employed a descriptive design with a quantitative approach, utilizing a case study format. A structured questionnaire was administered to collect data, involving 115 respondents who work in the inpatient ward.

**Result:** The findings revealed that the majority of nurses experienced work stress categorized as mild, with only a small percentage reporting moderate or severe stress levels. Additionally, the data indicated that the prevalence of physiological, psychological, and behavioral symptoms among the respondents was generally low, suggesting that while stress is present, it may not be at a level that significantly affects their overall health.

**Conclusion:** This study underscores the importance of understanding work stress conditions among nurses. The results provide a foundational overview that can inform the development of targeted stress management interventions in healthcare settings. By addressing these issues, hospitals can improve nurse well-being and enhance the overall quality of healthcare services, ultimately benefiting both staff and patients.

**Keywords:** *Work stress, nurses, physiological symptoms, psychological symptoms, behavioral symptoms.*

### Introduction

Work stress is an individual's response to job demands that exceed their ability to cope. In the context of healthcare, nurses often face high-pressure situations, such as

significant demands from patients, heavy workloads, and emergencies that require quick responses. These situations can lead to stress for nurses, which, if left unaddressed, can negatively impact their mental and physical health. The consequences may include depression, anxiety, and sleep disturbances. (Aisyah & Handayani, 2023) The importance of understanding the level of work stress experienced by nurses cannot be underestimated. Prolonged stress can affect the quality of healthcare services provided and increase the risk of burnout among nurses. Research shows that high work stress can contribute to decreased job satisfaction and performance among nurses. (Rohita et al., 2024) Therefore, understanding the symptoms associated with work stress is essential for identifying nurses who need additional support.

Work-related stress among nurses can be influenced by various factors, including patient load, lack of resources, and uncertainty in decision-making. Research shows that nurses working in unsupportive environments or with insufficient collaboration among medical teams are more vulnerable to stress. (Imallah & Kurniasih, 2021) Additionally, social support from colleagues and management plays a crucial role in reducing stress levels and enhancing the mental well-being of nurses. (Akbar & Soetjningsih, 2023) Factors such as lack of training and unclear job responsibilities can also exacerbate work-related stress. Nurses who feel unprepared to meet job demands are more likely to experience higher levels of anxiety, which can impact their ability to provide quality care. (Aminulloh & Tualeka, 2024) In addition, poor working conditions, such as a lack of equipment and facilities, can exacerbate stress and affect nurses' performance. (Wulandari, 2017)

### **Objective**

The purpose of this study is to describe the level of work stress experienced by nurses in the inpatient wards of So'e Regional General Hospital, as well as to identify the associated physiological, psychological, and behavioral symptoms. With a better understanding of these stress conditions, it is hoped that more effective interventions can be developed to support the health and well-being of nurses, as well as to improve the overall quality of healthcare services.

### **Method**

This study employs a descriptive design with a quantitative approach. Data were collected through a specifically designed questionnaire aimed at measuring the level of work stress and the symptoms experienced by nurses in the inpatient wards of So'e Regional General Hospital. The population for this study consists of all nurses working in the inpatient wards of the hospital. For sampling, purposive sampling method was used, involving 115 respondents who agreed to participate in the study. Inclusion criteria for this research include nurses working in the inpatient wards, having at least six months of work experience, and being willing to participate. Exclusion criteria include nurses on leave and those unable to complete the questionnaire due to health reasons. The research instrument comprises several sections. First, there is a section collecting demographic data of the respondents, including age, gender, and work experience. Following this, a Work Stress Scale is included to measure the level of stress experienced by the respondents. Additionally, the questionnaire contains sections identifying physiological symptoms, such as headaches, fatigue, and sleep disturbances; psychological symptoms, including anxiety, depression, and emotional issues; and behavioral symptoms, which identify changes in behavior such as decreased productivity and social

interactions. Data collection was carried out by distributing the questionnaire to respondents in the inpatient wards. Each respondent was asked to complete the questionnaire independently and return it upon completion. After the data was collected, descriptive analysis was conducted using statistical software to determine the frequency and percentage of respondents based on the work stress symptoms experienced.

## Results

### Description of Respondents

Out of the total 115 respondents who participated in this study, the demographic data reveals the following characteristics:

Respondent Characteristics	Number (n)	Percentage (%)
<b>Age</b>		
20-30 years	45	39.1
31-40 years	70	60.9
<b>Gender</b>		
Female	86	75.0
Male	29	25.0
<b>Work Experience</b>		
< 1 year	20	17.4
1-5 years	60	52.2
> 5 years	35	30.4

### Results of Work Stress

This study also evaluated the levels of work stress experienced by nurses based on physiological, psychological, and behavioral symptoms. The results of the data analysis are explained as follows:

#### 1. Physiological Symptoms:

Work Stress Category	Number of Respondents (n)	Percentage (%)
Mild	63	54.8
Moderate	45	39.1
Severe	7	6.1

#### 2. Psychological Symptoms:

Work Stress Category	Number of Respondents (n)	Percentage (%)
Mild	60	52.2
Moderate	47	40.8
Severe	8	7.0

#### 3. Behavioral Symptoms:

Work Stress Category	Number of Respondents (n)	Percentage (%)
Mild	62	53.9
Moderate	43	37.4
Severe	10	8.7

These findings indicate that the majority of nurses experience work stress in the mild category, with relatively few respondents reporting severe stress levels across physiological, psychological, and behavioral dimensions. This suggests that while work stress is present, it may not be at a critical level for most nurses in the study. The results of this study support previous research indicating that nurses frequently experience work-related stress, which can negatively impact their physical and mental health. (Mariana & Ramie, 2021) Additionally, this

study also aligns with research (Rohita et al., 2024) indicates that workplace stress among nurses can disrupt their psychological well-being. Furthermore, research by (Alam et al., 2021) also found that high workloads are associated with increased stress levels among nurses. Research by (Fahmi Abu Rizal Muhajirin et al, 2024) also stated that work-related stress has a significant impact on nurses' mental health, which aligns with our findings that most respondents experience work stress in the mild category, although a significant proportion experiences moderate and severe stress. From the data collected, it can be concluded that while the majority of nurses experience work stress in the mild category, attention must be given to those in the moderate and severe categories to mitigate the negative effects of stress on their health and performance in the hospital environment.

## Discussion

The results of this study indicate that the majority of nurses at RSUD So'e experience work-related stress categorized as mild, with physiological, psychological, and behavioral symptoms also tending to be low. Although most respondents fall into the mild category, a significant proportion experience stress in the moderate and severe categories, highlighting the need for special attention to the mental and physical health of nurses.

- **Work Stress and Nurse Health**

Work-related stress among nurses is often triggered by various factors, including high patient demands, heavy workloads, and work environment conditions that are not always supportive. Menurut (Hakim & Aristawati, 2023), Prolonged stress can lead to mental health issues, such as depression and anxiety. This aligns with the findings of this study, where psychological symptoms like anxiety and emotional problems were also identified among nurses. Previous research by (Aisyah & Handayani, 2023) indicates that nurses working in high-pressure situations tend to have higher stress levels. This study underscores the importance of stress management to prevent negative impacts on nurses' health and performance. In this context, it is crucial for hospital management to consider stress reduction strategies, such as providing stress management training, psychological support, and facilitating a healthier work environment.

- **indicates that physiological symptoms such as headaches, fatigue, and sleep disturbances are part of the work-related stress experience of nurses.**

This aligns with previous studies that have found similar associations, highlighting the physical toll that work stress can take on healthcare professionals. Addressing these symptoms is essential for improving nurses' overall well-being and performance in their roles. (Alam et al., 2021; Aminulloh & Tualeka, 2024; Fahmi Abu Rizal Muhajirin et al, 2024), This indicates that work-related stress can affect the physical health of nurses. These symptoms not only impact physical health but can also affect the quality of care provided to patients. Behaviorally, the decline in productivity and social interaction is a significant concern. Reduced productivity can contribute to the quality of patient care and increase the risk of medical errors. Therefore, it is essential to create programs that support the well-being of nurses so they can provide optimal services to patients.

- **Implications for Hospital Management**

This study highlights the need for hospital management to take proactive steps in addressing work-related stress among nurses. Several measures that can be implemented include:

1. **Mental Health Support Programs:** Providing access to counseling services and psychological support for nurses experiencing stress.
2. **Stress Management Training:** Organizing training sessions to enhance nurses' stress management skills, helping them cope with work pressure more effectively.
3. **Improvement of Work Environment:** Creating a supportive work environment, including flexible scheduling and adequate facilities.

## Conclusion

Based on the results of this study, it can be concluded that although the majority of nurses experience work-related stress in the mild category, a significant proportion experiencing moderate and severe stress requires more attention. It is essential to develop stress management interventions that can enhance nurses' well-being and, in turn, improve the quality of healthcare services. Further research is needed to explore the factors influencing work-related stress and to develop more effective strategies to address this issue.

## Recommendations

- For Hospital Management: Establish psychological support programs for nurses to help them manage work-related stress more effectively.
- For Future Research: Investigate the underlying factors contributing to work-related stress in greater depth and examine its long-term effects on nurses' health.

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