

Nurse Stress Level Index in Inpatient Installation at Dr Pirngadi Hospital in Medan

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Abstract: *Job stress is an emotional, physical and behavioral disorder that occurs as a result of work conditions not in accordance with ability, resources and expectations. If it is not dealt with appropriately, it will create conditions that cause a decrease in work motivation and an impact on the decline in the performance of the individual. Nurses are professions that have a high risk of being affected by work stress. This study aims to determine the index of work stress levels and analyze the contribution of stressors to the stress level index of nurses working in the Inpatient Installation of Dr Pirngadi Hospital Medan. The measurement method is done using expanded nurse stress scala (ENSS). ENSS is a work stress measurement instrument specifically for the nursing profession. The Job Stress Index is obtained by summing the total scores of each question item which is then transformed into a range of values of 100. The population of this study is nurses who are in charge of the inpatient installation of Dr Pirngadi Hospital in Medan, amounting to 250 people. Of the 150 nurses who were measured, the majority of nurses had a job stress index at the middle level. The higher the job stress index, the higher the level of stress on nurses' work. The stressors that most contribute to the work stress index are facing death and dying of patients, problems with Doctors, emotional readiness, problems with the work team, problems with bosses / head of rooms, workloads unclear management, stressors from patients and families of patients and discrimination.*

Keywords: *Job Stress, Nurse, Expanded Nurse Stress Scala, Job Stress Index*

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I. Introduction

In modern life that is increasingly complex, humans will tend to experience stress if they are less able to adapt desires to the realities that exist, both the reality that exists inside and themselves (Anoraga, 1992). Each type of stress is basically caused by a lack of understanding of human limitations. This ability to fight limitations will lead to frustration, conflict, anxiety, and guilt which are the basic types of stress. According to Anoraga (1992), stress is simply a form of a person's response, both physically and mentally, to a change in his environment that is felt to interfere and cause him to be threatened.

Job stress is a combination of sources of stress at work, individual characteristics, external stressors of the organization. Job stress occurs because of the interaction of employees with conditions and work environment. So work stress is an emotional, physical and behavioral disorder that occurs as a result of work conditions not in accordance with ability, resources and expectations.

Job stress affects employee performance. In small amounts, stress can also be beneficial in increasing individual concentration and performance. But too much stress will reduce performance and health. One symptom of chronic stress is anger that can explode at any time. The social and emotional consequences that arise from letting stress develop. If it is not handled appropriately, it will lead to conditions that cause a decrease in work motivation and have an impact on the decline in the performance of the individual.

According to the US National Association of Professional Safety (2004) in Asibbi (2013), states that among 40 professions, nursing has the highest level of work stress. High job demands make a stressor for a nurse. In connection with this, the Food and Drug Administration (FDA), after conducting research on health problems, stated that among the 130 jobs studied, the stress level of nurses was ranked 27th (Quade, 1991). With the increasing burden in the work, the more likely a nurse experiences work stress (Wahyuni, 2012). According to the National Health System (NHS), increasing demands on nursing services will lead to increased work stressors for nurses. Stress that occurs in nurses greatly affects the state of self of a nurse and will contribute to service to patients and overall health services.

The performance of a nurse can be seen from the quality of nursing care to patients. Basically the reference to assess the quality of care for nurses is to use standard nursing care. Nurse staff is the most energy

and the longest contact with patients. So that in the business of providing health services, nurses have a strategic position. With this fact, the performance of nurses in providing nursing care must be improved.

The nurse profession is vulnerable to stress (Frasser, 1997 in Najimi, 2012). A survey conducted in France found that about 74% of stress experienced by nurses, they complained about the work environment that requires physical strength and skill. The study was carried out by Mcvicar (2003), in the United Kingdom found the percentage of work stress in the nursing field, namely: 67% of respondents stated that time was insufficient to perform tasks satisfactorily, 54% stated the ratio between service and resources, 46% deadline determined by others.

According to the results of research conducted by the Indonesian National Nurses Association (2006) there were 50.9% of nurses experiencing work stress, said they were often dizzy, tired, no rest, because the workload was too high. Situations that can trigger stress conditions include high nurse workloads, risk of infection, work shifts, family factors, shelter away from hospitals, traffic congestion and hospital facilities that are still considered inadequate (Martina, 2012) .

According to Megawati (2017) one of the inhibitors of nurse performance is stress in work, where work stress can affect nurse performance where performance is a result of work achieved by someone in carrying out tasks assigned to him based on experience and sincerity and time. As a result of the influence of stress will make the nurse's performance changes. According to Kirkcaldy in Lazarus (1984) work stress can affect the decrease in nurse performance. The higher the work stress, the lower the performance experienced by nurses.

Hospitals are institutions intended to serve the community. Hospitals can be classified as institutions providing services that rely on the quality of services provided to the community. The speed of service, friendliness, effectiveness of action, and comfort for patients and visitors will be the key to success in managing the hospital.

Regional General Hospital (RSUD) Dr. Pirngadi Medan is a type B education hospital which is an advanced level health center (referral center) for services in the city of Medan in particular, even from other nearby districts and provinces. In accordance with the instructions of the Mayor of Medan, the Pirngadi Hospital in Medan is planned to be a modern house that will be built and developed into a regional health service center for the people of North Sumatra. For this reason, improving the quality of services continues to be done in order to give satisfaction to patients. To provide satisfaction to customers or users of their services, one of the missions of the Dr Pirngadi Hospital in Medan is to improve the efforts of medical, non-medical and professional care services. Therefore it is necessary to improve the quality of services through increasing and utilizing appropriate resources as optimally as possible, especially professional human resources such as doctors and nurses.

In 2017, inpatients at Dr. RSUD Pirngadi was 12,658 with 521 available beds. At Dr. Hospital Pirngadi Medan there are 240 nursing staff in the inpatient installation. According to Minister of Health Regulation Number 56 / MENKES / PER / III / 2014 that hospital B class has a ratio of nursing staff and beds of 1: 1. If you look at the data in Dr. Hospital Pirngadi Medan, the ratio between the number of nurses and beds is 240: 521. That is, when compared with the Minister of Health Regulation Number 56 / MENKES / PER / III / 2014, there is a shortage of nursing staff.

From the service quality indicator data above, it can be seen that Dr. Pirngadi Medan has not fulfilled the ideal value set by the Ministry of Health of the Republic of Indonesia (Depkes RI) in 2005. These indicators illustrate the lack of quality and quality of hospital services. One possible cause is the low performance of nurses at the Inpatient Installation of Dr Pirngadi Hospital in Medan.

From interviews conducted to people who have been treated and their families treated at Dr Pirngadi Hospital, complaining about the communication patterns of nurses who tend to be unfriendly, indifferent and easily angry when patients and families complain about the condition of the service, want to know treatment information and ask for help.

From the interviews conducted, it was found that nurses complained about the high workload where in addition to working on tasks and responsibilities in patient care (caring), nurses also had to do administrative tasks such as patient medical reports and prescriptions that also had time deadlines. This makes nurses often experience emotional disturbances when facing complaints from patients and patients' families. So they feel that patients and families of patients complain about their unfriendly attitude. The absence of recognition and appreciation for work performance makes them do work as far as the tasks assigned so that they do not have the motivation to do their best. There are even nurses who only spend their service time because they feel there are no more opportunities for their career development. The pattern of relations carried out by superiors in this case the head of the room makes it difficult for them to express their attitudes and feelings at work.

II. Theoretical Review

2.1 Nursing

Nurse is someone who has passed education both at home and abroad in accordance with the laws and regulations (Permenkes, 2010). Nursing is a form of professional health service which is an integral part of science-based health services and nursing abilities in the form of a comprehensive bio-psycho-socio-spiritual aimed at individuals, families, groups and communities both healthy and sick which covers the entire process of human life (National Nursing Workshop, 1983).

Nurses are those who have the ability and authority to carry out nursing actions based on their knowledge obtained through nursing education (Health Act No. 23 of 1992). So nurses are someone who has passed nurse education and has the ability and authority to carry out nursing actions based on the scientific field that is owned and provide health services holistically and professionally for healthy and sick individuals, nurses are obliged to meet patient needs including bio-psycho-social and spiritual.

2.2 Inpatient Installation

Inpatient installation is a non-structural service unit that provides facilities and organizes inpatient service activities. Inpatient services are a group of health services in hospitals that are a combination of several service functions. The category of patients admitted to hospitalization are patients who need intensive care or close observation because of the disease.

According to Jacobalis (1990) in Nursalam (2015) the quality of health services in inpatient hospitals can be described from several aspects, including:

1. Professional appearance regarding knowledge, attitudes and behavior
2. Efficiency and effectiveness, concerning resource utilization
3. Patient Safety, concerning patient safety and security
4. Patient Satisfaction, concerning physical, mental, and social satisfaction with the hospital environment, cleanliness, comfort, speed of service, friendliness, attention, costs needed and so on.

2.3 Job Stress

In modern life that is increasingly complex, humans will tend to experience stress if they are less able to adapt the desires with the realities that exist, both the reality that exists inside and himself (Anoraga, 1992). All forms of stress are basically caused by lack of understanding of the limitations of human beings themselves. This ability to fight limitations will lead to frustration, conflict, anxiety, and guilt which are the basic types of stress. According to Anoraga (1992), stress is simply a form of a person's response, both physically and mentally, to a change in his environment that is felt to interfere and cause him to be threatened.

Lazarus and Folkman view stress as a reciprocal and dynamic relationship between individuals and their environment, which is then seen as a concept that stress is a general and broad term for human responses to the environment that produces stressful responses, both psychological and physiological.

Selye in Kuntoro (2010) argues that stress does not always have a negative connotation. He proposed the term eustress to mention stress that is beneficial to human life events. According to Anoraga (2001), work stress is a form of someone's response, both physical and mental to a change in their environment that is felt disturbing and causes them to be threatened. Job stress is a combination of sources of stress on the job, individual characteristics, external stressors of the organization (Dharma, 2010). Job stress occurs because of the interaction of employees with conditions and work environment.

III. Materials and Method

3.1 Types of Research

The research design used in this research is descriptive quantitative which aims to determine the index of the level of work stress that occurs in nurses at the Inpatient Installation of Dr Pirngadi Hospital Medan.

3.2 Location of Research

This research was conducted at the hospital Dr. Pirngadi. Address Jalan Prof. HM. Yamin SH No.47, Sei Kera Hilir II, Medan Perjuangan, Perintis, Medan City, North Sumatra 20234.

3.3 Data Analysis Method

a) Job Stress Level Analysis

The value of the work stress index is the sum of all statement numbers, while the average work stress uses the mean, standard deviation, and minimum-maximum value. The subscale value is the sum of the score statements in the subscale, while the average value for each subscale is the mean, standard deviation, and the maximum minimum value of the subscale. Calculation of stress index based on the transformation formula of a scale value of 100.

b) Stressor contribution analysis

After the work stress level index was obtained, the stressor contribution to the job stress level index was analyzed by ranking the level of stressor contribution to the work stress index based on the mean number of each stressor item and conducting a discussion to obtain a policy that would be recommended to Dr Pringadi Hospital Medan management.

IV. Results and Discussion

4.1 Overview of Job Stress Index

1. Overview of Job Stress Index Based on Age

In general, the higher the age of a person, the more mature in managing emotions. According to Sugeng (2015), along with increasing age, the ability to make decisions, thinking rationally, getting wiser, being able to control emotions, be more tolerant and open to the opinions of others, will increase their resistance to stress. However, from the data it was found that the highest average index was at the age of 30-40 years. This can be caused at that age nurses are experiencing a period of thinking about career development. While at the age of > 40-60 years in general nurses do not think too much about career development.

2. Overview of Job Stress Index Based on Gender

According to Nursalam (2015), men have focus problem coping because men use logic rather than emotion so men are better at dealing with stressful conditions. However, the results of the study show that male nurses have a higher job stress index than female nurses. This needs special attention because of the nurses who were sampled in this study, the majority were female nurses. So that it cannot yet be concluded whether the condition is an actual picture where male nurses experience higher stress or because of the composition of the sample in this study.

3. Overview of the Job Stress Index Based on Educational Background

According to Sugeng (2015), nurses who have higher levels of education will have lower stress levels because the higher the level of education, the more mature a person's thinking will be. But the fact found in this study is that nurses who have higher levels of education, the index of work stress is getting higher. This can be caused due to the condition of the work environment which cannot provide space for nurses to explore their academic abilities because career development is not based on competency but based on class / rank which is generally determined by working period. According to Megawati (2017), lack of appreciation is one of the stressful stressors of work.

4. Overview of the Job Stress Index Based on Working Period

Working period is the process of forming knowledge and skills about work methods because of the involvement of these employees in the implementation of work tasks, so that the length of work can improve techniques and methods in work so as to reduce work stress (Tarigan, 2014). In general, the longer the nurse's working period will improve adaptability, maturity to face problems and experience. But the results obtained by nurses working in the range of > 5-10 years have the highest work stress. Based on interviews with nurses it is known that nurses experience boredom due to monotonous work conditions.

5. Overview of the Job Stress Index Based on the Period of Service at the Inpatient Installation

From the results of the study it was found that the highest average index of work stress was nurses who had served > 5 years and 10 years in the Inpatient Installation. Based on interviews conducted to several nurses about what they felt related to the activities of nurses at work. This can be caused by boredom with the rhythm of work that tends to be monotonous. Nurses are faced with the same routine every day.

6. Overview of the Job Stress Index Based on Marriage Status

Families are a source of support for dealing with stress. But families can also be a source of stress. According to Tarigan (2004), stress can be a source of stress because it is related to events related to family members. Increasing family members with the birth of children can cause stress during pregnancy, birth and care. For you, you have to think about additional income. From the results of the study it can be seen that married nurses have the highest average stress index, while married nurses have the highest average stress index.

7. Overview of the Job Stress Index Based on the Number of Children that Become Dependent

From the results of the study it was found that nurses who did not have children had the highest average stress index, while nurses who had 1-2 children had the lowest average stress index. The weight of the

workload as a nurse, plus the burden on the family will certainly add pressure to the nurse. However, the fact obtained is that nurses who do not have children actually have the highest average stress index.

8. Overview of the Job Stress Index Based on Job Shift

From the results of the study it can be seen that nurses who work at night have the highest average stress index, while nurses who work in the morning have the lowest average stress index. Working conditions on the night shift will certainly trigger stress because working at night means having to fight the nurse's biological clock which will ultimately affect the physical and psychological nurses. So it is natural that nurses who work on the night shift will be at higher risk of experiencing stress than nurses who work in the morning and evening services. This is in accordance with the results of the study which found that nurses working on the night shift had the highest average stress index. This condition should receive special attention from the management so that it does not interfere with the quality of services provided by nurses to patients.

4.2 Value of Stressor Contribution to Nurse Job Stress in Inpatient Installation at Dr Pirngadi Hospital Medan

1. Stressor's Value of Contribution Facing Death and Dying of Patients

Almost all nurses will be faced with dying and death conditions. This sub-scale has an average value of 2.7. From the results of the study it was found that the absence of a doctor when the patient died was the most stressful stressor on the nurse. This shows that the level of preparedness for emergencies and nurses' coping abilities is low. Nurses need to be prepared to deal with the conditions of death and dying because doctors certainly cannot always be present, while death is an unavoidable condition so the nurse must be able to deal with the conditions.

2. Stressor Contubution Value Problems with Doctors

From the results of the study it was found that the most stressful stressor is Making a Decision on the Condition of the Patient when the Doctor Is Not There. This shows the level of independence of nurses in making decisions regarding the treatment of low patients. The nurse feels unprepared for the risks taken if there is no doctor. This is triggered by the condition that nurses are only limited to implementing procedures in treatment and do not have the authority to make decisions in treatment procedures.

3. Value of Contributions to Stressor Emotional Readiness

The task of nurses is closely related to patients and families of patients so that emotional stamina is highly demanded in dealing with the needs of patients and families of patients. The results showed that the most stressful stressors were unpreparedness to deal with the emotions of the patient's family. This shows that nurses often feel pressured to deal with the emotions of the families of patients who are generally unstable when they see patients not recovering. Nurses are medical personnel who deal directly with patients and families of patients, so that those who will always be faced with the emotions of patients and families of patients. Emotional readiness to deal with the emotional condition of the patient and the patient's family is needed by the nurse in dealing with these emotional demands. Nurses who have a good level of emotional maturity will be able to face each patient and family condition.

4. Value of Stressor Contributions Problems with the Working Team

A healthy work environment where each nurse has space to express feelings and complaints is very necessary in working on responsibilities as a nurse. In this sub-scale, the average value is 2.1. The results showed that the stressors that most triggered stress on nurses were difficulty working together with certain coworkers who had the same work shift.

5. Value of Stressor Contributions Problems with Bosses

The leadership of a boss, in this case is the head of the room plays an important role for nurses. Appropriate guidance and guidance will greatly support nurses in carrying out their duties and responsibilities. The average value for this sub-scale is 2.2. The results showed that the most stressful stressors were not getting support / direction from the head of the room. This shows that the head of the room needs to provide direction and support for nurses in carrying out their duties and responsibilities. Even though in carrying out their duties and responsibilities as nurse nurses, nurses really need direction that will build confidence in carrying out treatment procedures.

From interviews and observations in each room it was known that the direction and support from the head of the room influenced the performance of the implementing nurse. In one of the rooms it was found that the head of the room conducted a shift at the shift shift where an evaluation of the actions taken, the patient's current

condition and what would be done next to the patient. In the room where the head of the room gives direction and evaluation at each turn of the shift helps nurses to have good planning in patient care.

6. Stressor Workload Contribution Value

Heavy workloads will contribute to the stress level of nurse work. Many tasks and irregular work shifts are stressors for nurses. In this sub-scale, the average value is 2.48. The results of the study show that the stressors that are most stressful are items that have to work without rest. Nursing care which is the duty of nurses requires nurses to always be alert when patients need it, demanding nurses must be prepared to work without rest periods.

7. Value of Stressor Contributions Unclear Status

When patients need clear treatment, sometimes bad communication occurs between nurses and doctors. In this condition the nurse is often the position to be blamed. This certainly triggers stress on nurses. From the results of the study it was found that the most stressful stressors were Doctors Not Present in Emergency Conditions. This shows that the presence of doctors is needed by nurses when facing emergencies in patients. The nurse will have difficulty making decisions regarding the treatment process if the doctor is absent. Many cases where nurses are confused in dealing with patients and their families are caused by not being able to contact a doctor when needed. Because nurses are health workers who are always dealing with patients 24 hours a day, the patient always hopes that the nurse will get information about the patient's condition. Even nurses are faced with emergencies. This condition is a pressure for nurses, which ultimately contribute to stress on nurses.

8. Value of the Contribution of Stressors to Patients and Patients' Families

The patient and family patient's requests often make no sense. Their diverse characteristics and the potential for violence both verbally and physically are the risks faced by nurses. The average value of this sub-scale is 2.47. The results of the study showed that the stressor that was most stressful was that the patient made an unreasonable request. Sometimes, patients submit requests over the rights as a patient, for example, demanding room facilities that are not in accordance with the provisions of a health facility or asking to go home even though the doctor has not given permission to go home to the patient. This certainly triggers pressure on nurses as people who are always dealing with patients.

9. Value of Contribution of Stressor Discrimination

Discriminatory treatment often occurs in the work environment, including discriminatory treatment of nurses. Discriminatory treatment often occurs because of differences in sex, ethnicity and beliefs adopted. The average value on this sub-scale is 1.57. This shows that the discriminatory treatment in the inpatient installation of the Dr Pirngadi Hospital is still low. The most stressful stressors of nurses are discrimination because of ethnic differences.

4.3 Managerial Implications

Some strategies that can be done to reduce the level of work stress of nurses are as follows:

1. Stress Management Training, which can help nurses to manage life that can minimize the impact of stress. This program is also expected to help nurses to have good stress coping.
2. Outbound, which can build good cooperation and the nature of nurse independence.
3. Evaluating nursing work designs that are expected to be able to assess workload and HR capacity so as to avoid overloading work.
4. Strengthening the philosophy of the role of nurses in health services so as to obtain nurse HR that is not limited to work but a call that will serve patients with sincerity and professionalism.
5. Consolidation of care through a briefing at the turn of the shift which includes evaluation of treatment conditions and treatment plans so as to build nurses' confidence in working on treatment procedures.
6. Build good cooperation between nurses and doctors in the treatment process so that nurses have support in the treatment procedures.

V. Conclusion and Suggestion

Conclusion

1. Job stress index of nurses at the Inpatient Installation of Dr. Hospital Pirngadi Medan is in an alarming condition because a high index of work stress will result in nurses' performance being low. Low nurse performance will cause the quality of hospital services to decline. This needs to be observed because of the service indicator data of Dr. Pirngadi Medan Hospital obtained from the Medical Record Installation, showing below the standards set by the Indonesian Ministry of Health.
2. From the average value of stressors obtained in the study it can be concluded that:

- a. Nurse coping ability in dealing with patients who face death and low dying
- b. Mastery of nursing management that is owned by nurses is low so as to cause the level of nurse confidence in carrying out low treatment procedures
- c. The nurse's ability to manage work is low so that when faced with the workload as a nurse, the nurse feels depressed.
- d. Nurses' communication skills to patients and families are still low.

VI. Suggestion

1. For RSUD Dr Pirngadi Medan

Suggestions for the Dr Pirngadi Medan Hospital are management strategies proposed by researchers based on the results obtained from the research.

- a. Follow up on Nurse Stress conditions by implementing an organizational program in the form of stress management training that can help nurses to manage stress well.
- b. Hold outbound activities on a regular basis that can build cooperation and independence in making decisions.
- c. Conduct training that helps to improve nurses 'coping skills' so that when nurses relate to patients, nurses are able to empathize but are not too deeply involved with patients' emotions.
- d. Conduct a job description evaluation in each shift turnover to make sure the nurse understands what needs to be done as a treatment measure for the patient.
- e. Evaluate workloads and energy requirements so that the workload that is brought to the nurse does not exceed the limits of the nurse's ability in accordance with nursing care
- f. Conduct interpersonal communication training so that nurses are able to communicate and relate to patients and families of patients well and be able to deal with the attitudes of patients and families of patients who may be out of bounds

2. For Nurses in the Inpatient Installation of Dr Pirngadi Hospital in Medan

- a. Learning to manage stress by managing physical and spiritual life well.
- b. Make a work journal that contains the work you want to do every day and make priorities and evaluate what is made in the journal.
- c. Trying to make variations in daily activities such as recreation and resting schedules so as to avoid physical and mental fatigue and boredom due to monotonous work activities.
- d. Arrange a self-development plan so that you will increasingly understand nursing care and be creative in working on nursing responsibilities.

3. For Doctors

Stress that occurs in nurses can be caused by conditions in which nurses are faced with the development of patient health which sometimes requires urgent decisions. But nurses do not have the authority to make decisions in treatment procedures. Therefore, it is expected that the doctor will be contacted 24 hours by the nurse.

4. For Further Researchers

1. Accompanying and monitoring all respondents during filling out the questionnaire.
2. Conducting research on work stress on nurses in special and emergency care installations so as to obtain a comparison of the Nurse Job Stress Index with different workloads.

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