

Analysis of the Effects of Job Stress on Nurse's Performance and Strategies to Overcome It at Prof. DR. Muhammad Ildrem Mental Hospital

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Abstract: Nurses are professions that are prone to work stress because nurses have a primary role in contact with patients and most medical actions are carried out by nurses. Job stress experienced will affect performance in the form of service to patients. This study aims to determine and analyze the effect of work stress at the individual, group level, organizational level and extra-organizational level, on the performance of nurses, and to obtain alternative policies to overcome them. This research is a descriptive study using quantitative data. The population in this study were all nurses at the Prof. Dr. Muhammad Ildrem Mental Hospital with a sample of 107 nurses. Data analysis used is validity test, reliability test, simultaneous test and partial test. The results of the study show that job stress affects performance. Job Stress at individual levels and organizational levels has a significant effect on nurses' performance at Prof. Dr. Muhammad Ildrem Mental Hospital, while job stress at the extra-organizational and group level did not have a significant effect.

Keywords: Job Stress, Work Stress, Performance

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I. Introduction

Job stress is a serious health problem, both in terms of the high incidence and impact. The World Health Organization (WHO) states stress as a 21st century world epidemic. The National Institute of Occupational Safety and Health (NIOSH) reported that around 40% of workers stated their work was full of pressure at an extreme level. Another report from Attitude in American Workplace VII states that 80% of workers feel stressed at their jobs and half need help to overcome them.

The impact of work stress is very significant. Job stress can lead to organizational strain in the form of absenteeism, decreased work performance, increased injury rates, employee turn-over and low productivity. The first thing that happens is a psychological and emotional disorder, if it continues it will cause physical disorders. The impact of stress does not only interfere with one's body, but also affects performance. According to Robbins (2015) stress has a negative impact, namely physiological symptoms such as increased blood pressure, headaches and stimulates heart disease, psychological symptoms such as dissatisfaction, boredom and tension and behavioral symptoms such as changes in diet and sleep patterns. The stress on work stress can come from heavy workloads, excessive work demands, minimal work protection, lack of support, work time, jobs that are considered excessive, and low availability of needs in accordance with expectations such as salary, job satisfaction, promotion and career path .

Professional nurses have a major role in contacting patients in a hospital. Most medical actions given to patients are carried out by nurses. Baumann (2007) notes that nurses' human resources are the most important factor in hospital services, almost every country, 80% of health services are provided by nurses. That 40-60% of human resources at the hospital are nurses.

The nurse profession is a heavy profession and high stress levels (Baumann, 2007). The survey results of the Indonesian Nurses Association (2006) support Baumann (2007) where 50.9% of Indonesian nurses have experienced work stress, with symptoms of frequent dizziness, lack of friendliness, feeling tired, lack of rest due to heavy workloads and inappropriate income. Rotational work is a stressor that can cause work stress for employees. Nurses who work outside normal working hours, ie when night watch will fight against the biological clock that is naturally in the body. Occupational Clinical Health Agency in Ontario, explains the body has a biological clock that regulates internal functions in the body for 24 hours. Health problems and social disturbances experienced by rotational work have the potential to cause work stress. Job stress arises as an interaction between a person and an environmental situation or a threatening or challenging stressor that gives rise to reactions to the physiological and psychological work.

Nursing is a profession with exposure to various situations that have the potential to cause stress in the workplace. The source of stress in the nursing profession is related to interactions with patients and other health professions. Nurses have many tasks to do compared to other professions. According to the Republic of Indonesia Ministry of Health data in 2014 the number of nurses in Indonesia reached 237,181 people, thus the incidence of work stress in nurses was quite large.

The work stress experienced by nurses will affect their performance which will ultimately have an impact on health services to patients. Nursing staff is the highest number of staff compared to other health workers and provides services to clients for 24 hours continuously. According to Gaffar, this makes nurses have a strategic position and an important role as the spearhead of health services in hospitals. Law number 8/1999 concerning consumer protection requires nurses to be able to provide quality services in accordance with established standards. Conditions that include high demands from the community plus pressure from the work environment including the leadership can cause nurses to experience work stress (Rasmun, 2009). Some studies show that there is work stress experienced by nurses working in hospitals.

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 hospital management. The condition of a health service organization needs to be considered and how this can affect work stress on nurses working in it.

Hospitals in providing services to the community are divided into two parts of the hospital, namely public hospitals (type A, B, C and D) and special hospitals (mental hospitals, leprosy hospitals, maternal and child hospitals, maternity hospitals and others).

Mental hospitals are hospitals that specialize in the treatment of serious mental disorders. Health services at mental hospitals are carried out by mental nurses. Psychiatric nurses are part of general nurses, but specifically handle mental patients and generally work in mental hospitals. There is a difference between general nurses and mental nurses, general nurses focus more on patients' biological needs (such as caring for wounds) even though their psychological needs are not forgotten, while mental nurses focus more on patients' psychological needs (such as providing therapy with doctor's instructions) without ignoring their biological needs. In addition, mental health nurses are also required to be more careful and vigilant in providing care because the patient's condition is unstable and difficult to be examined.

Prof. Dr. Muhammad Ildrem Mental Hospital is one of the mental hospitals in North Sumatra Province, where the hospital was established by the North Sumatra provincial government as a health service for people who have psychiatric disorders and dependence on illegal drugs. This hospital has a service capability classified as Class A with its specific characteristics categorized as Class B. Along with the increase in people suffering from mental disorders, Prof. Dr. Muhammad Ildrem Mental Hospital handles outpatients as many as 40-50 people per day, and 3-5 of them are new hospitalized patients. Bed Occupancy Rate (BOR) 84.16% (currently 378 people are hospitalized), and ER 4 people per day (services outside working hours).

Data shows that hospital service performance seen from the BOR and LOS values, in the overall BOR value has decreased from 2011 to 2018. BOR (Bed Occupancy Ratio) is a percentage of the average bed usage available for a period of time certain. The greater the BOR the more income the hospital will get, but the higher the BOR value means the more patients served, the busier and heavier the workload of health workers. In the end, an increase in BOR that is too high can reduce patient satisfaction, on the other hand the lower the BOR can cause difficulties in the economic income of the hospital. The recommended ideal BOR value according to the Ministry of Health in 2005 is 60% - 85% and according to the Sudra the ideal value of BOR is 75% - 85%.

The decrease in the BOR value in the data indicates a decrease in nurse service performance. According to the World Health Organization (WHO), one in four people in the world are infected with mental or neurological disorders. In Indonesia alone, the percentage of depression reaches 6 percent or around 14 million people. While the prevalence of severe mental disorders, such as schizophrenia as many as 1.7 per 1,000 residents or around 400,000 people. That number does not cover the entire family in Indonesia. As of July 7, 2018, only 13 million families have been monitored and recorded in the application. That figure only covers 20.24 percent of all families in Indonesia.

LOS (Length of Stay) is the average length of stay of a patient. This indicator in addition to providing an overview of the level of efficiency can also provide an overview of service quality, the ideal LOS value is 42 days according to the standards of mental hospital services set by the Indonesian Ministry of Health in 2008. The LOS value shows that on average patients are treated far from ideal, because patients treated are patients who experience psychiatric disorders whose recovery or healing process is quite long. LOS is also determined by the type of illness suffered by the patient.

The data shows that the number of nurses is insufficient for hospital needs which results in increasing workload on nurses that can trigger work stress on nurses. Based on the initial survey conducted, nurses stated that their nursing care was quite heavy because the patients they handled were not patients who experienced

physical health problems but psychologically. Difficulties experienced in fulfilling patient needs are difficult communication with patients and still lack of facilities and infrastructure that support the nursing process. In addition, the implementation of the work shift rotation system in the morning, afternoon and night, where the night shift 1 nurse can maintain 40 patients in one room. Nurses who are more likely to experience stress at the Mental Hospital in the workplace, this is caused by nurses at the Mental Hospital having fewer nursing staff while nursing care is carried out quite heavily because it handles patients with psychological health problems. Availability of inadequate health equipment also causes stress for nurses because it interferes with and inhibits work.

II. Theoretical Review

2.1 Job Stress

Behr and Newman (2006) define work stress as a condition that arises from the interaction between humans and work and is characterized by human change that forces them to deviate from their norm functions. In the opinion of Cooper (2014) there are 5 sources that cause a person to experience stress, namely:

1. Job Conditions

Poor working conditions have the potential to cause employees to fall sick easily, be easily stressed, have difficulty concentrating and decrease work motivation which results in work productivity. Just imagine, if the work room is not comfortable, hot, the air circulation is inadequate, the work space is too dense, the work environment is not clean, noisy, of course it has a big impact on the comfort of the work of employees. In addition, the factors that affect working conditions (things that might happen in the field) are one of them is excessive workload, work schedule, and physical danger.

2. Stress Because of Role

There is a study of job stress that most employees who work in very large companies, or who lack clear structures, experience stress due to role conflict. They are stressed because of unclear roles in work and do not know what is expected by management. This kind of reality may be experienced by workers in Indonesia, where companies or organizations do not have clear direction lines, rules of the game, vision and mission that are often not communicated to all employees. As a result, often there is a sense of job dissatisfaction, tension, decline achievement until finally there is a desire to leave work. Factors that influence stress due to role (obscurity) role, the existence of bias in distinguishing gender and stereotypes of gender roles, and sexual abuse.

3. Interpersonal Factors

Stress is determined by the individual himself, to what extent he sees the situation as stressful. Factors that affect interpersonal factors are the results of work and a system of poor social support, political competition, jealousy and anger, lack of management attention to employees.

4. Career Development

Everyone certainly has hopes when starting to work in a company or organization. The shadow of career success, becomes the focus of attention and waiting day by day. But in reality, their dreams and aspirations to achieve good achievements and careers are often not implemented. The reasons can vary such as the vagueness of career development systems and job performance assessments, the culture of nepotism in company management, or because it has been "stuck" ie there is no chance to rise to a position. Factors that influence career development, namely promotion to a position that is lower than its ability, promotion to a position that is higher than its ability, excessive ambition which results in frustration.

5. Organizational Structure

The image of Asian companies today is characterized by a lack of a clear organizational structure. One reason is because companies in Asia, including Indonesia, are still in the form of family businesses. Most family businesses and other businesses in Indonesia that are still very conventional and full of a culture of nepotism, lack of clarity of structure that explains position, role, authority and responsibility. Not only that, the rules of the game are too rigid or even unclear, supervision and unbalanced training, lack of participation in decision-making related to moods and negative behavior. Improved levels of mental and physical health.

2.2 Performance

The success of an organization is influenced by the performance (job performance) of human resources, for that each company will strive to improve employee performance in achieving organizational goals that have been set. A growing and well-maintained organizational culture will be able to spur the organization towards better development. On the other hand, the ability of leaders to mobilize and empower their employees

will affect performance. The term performance from the word job performance or actual performance (work performance or actual achievement achieved by someone). Work performance is generally influenced by the skills, skills, experience and sincerity of work of the workforce concerned. Job performance assessments can improve personnel decisions and provide feedback to employees about implementing their work.

According to Moorhead and Chung/Megginson in Robbins (2015) employee performance is influenced by several factors, namely:

1. Job quality is the level of good or bad things that work is received for an employee that can be seen in terms of accuracy and neatness of work, skills and skills.
2. Job quantity is how much the workload or a number of jobs that must be completed by an employee. Measured from the ability to quantitatively achieve the target or work results for new jobs.
3. Job knowledge is the process of placing an employee in accordance with the background of education or expertise in a job. This is in terms of the ability of employees to understand things related to the tasks they perform.
4. Team cooperation see how an employee works with other people in completing a job. Collaboration is not only limited vertically or cooperation between employees, but horizontal cooperation is an important factor in an organization's life which is where the leadership of an organization with its employees is established in a conducive and mutually beneficial relationship.
5. Creativity is the ability of an employee to complete their work with their own methods or initiatives that are considered capable of being effective and efficient and able to create new changes for the improvement and progress of the organization.
6. Innovation the ability to create new changes for the improvement and progress of the organization. This is viewed from brilliant ideas in overcoming organizational problems.
7. Initiative covers several aspects such as the ability to take the right steps in dealing with difficulties, the ability to do work without assistance, the ability to take the first stage in activities.

III. Research Methods

3.1 Types of Research

This type of research is correlational research. This research was conducted with the aim of detecting the extent to which variations in a factor are related or correlated with one or more other factors based on the correlation coefficient (Sinulingga, 2017). The type of data used is quantitative data, namely data obtained in the form of numbers that can be calculated. Research with quantitative data types based on positivist views of reality as something concrete, can be categorized according to type and behavior, unchanging and measurable / verified. In this study we will examine the relationship between work stress variables at the individual level, group level, organizational level and extra-organizational level with performance so that strategies can be developed to overcome work stress in order to improve the performance of nurses at Prof. DR. Muhammad Ildrem Mental Hospital.

3.2 Population and Samples

Population is a generalization area consisting of objects or subjects that have certain qualities and characteristics set by researchers (Sugiyono, 2016) while samples are objects or subjects that can represent the population. The population in this study were all nurses at Prof. DR. Muhammad Ildrem Mental Hospital which amounted to 147 nurses. So, the sample in this study was 107 nurses Prof. DR. Muhammad Ildrem Mental Hospital with sampling by accidental sampling. Accidental Sampling is a technique of collecting samples based on chance / accidental meeting with researchers if they are seen by the person they meet according to the data source.

3.3 Data Analysis Method

This study uses descriptive qualitative analysis method to determine the existence of relationships between dependent variables and independent using inductive statistics correlation with multiple regression analysis. The qualitative descriptive objective in this study is to provide a systematic, factual and accurate description of certain facts.

a. Descriptive Analysis

Sugiyono (2016) explains that qualitative research methods are research methods used to examine natural objects, where researchers are key instruments, while data collection techniques are conducted by interview methods, data analysis is inductive, and the results of qualitative research emphasize meaning rather than generalization.

b. Multiple Linear Regression Analysis

This analysis is conducted to see if there is a causal relationship between the two variables or examine how large one variable affects the other variables. Relationship between variables that describe the function, namely: $y = f(x)$. This function explains the relationship between the dependent variable (Y) and the free variable (X). Hypothesis testing using t test, F test, r squared test.

IV. Results and Dissucion

4.1 Descriptive Statistics Analysis

From the data it can be seen that the female respondents in this study were more than men with a percentage of 82% while men were only 18% of the total respondents. From this data it can also be seen that female nurses are compared more with male nurses at Prof. DR. Muhammad Ildrem Mental Hospital with a very significant difference in number. 51% of respondents aged 31 years - 40 years, meaning nurses at Prof. DR. Muhammad Ildrem Mental Hospital is more in the age range of 31 Years-40 Years, this age is certainly still in a very productive age. Respondents with a age range of 41 years - 50 years were 24%, then respondents aged 51 years - 60 years had a percentage of 17%, and the last were respondents with an age range of 20 years - 30 years of 8%, respondents in the age range this is the least, which means there are not many young nurses at Prof. DR. Muhammad Ildrem Mental Hospital. 44% of respondents have a working period of more than 10 years, it can be said that almost half of these respondents have a long working period at Prof. DR. Muhammad Ildrem Mental Hospital. Then respondents with a working period of > 5 years - 10 years are also fairly large, with a percentage of 41%, this number is not much different from the number of respondents who work above 10 years. The last is respondents with a working period of 2 years - 5 years, this number is fairly small compared to the others, has a percentage of 15%, this figure indicates that nurses at Prof. DR. Muhammad Ildrem Mental Hospital on average already has a long working period.

4.2 Results and Discussion

Results

1. It is known that the regression coefficient of the individual level variable is 0.189, which is positive. This means that the individual level has a positive effect on performance. It is known that the Sig value is $0.017 < 0.05$ and t count $2.422 > t$ table 1.98, then the individual level has a significant effect on performance.
2. It is known that the regression coefficient of the group level variable is 0.048, which is positive. This means that the group level has a positive effect on performance. It is known that the Sig value is $0.625 > 0.05$ and t arithmetic $0.490 < t$ table 1.98, then the group level has no significant effect on performance.
3. It is known that the regression coefficient of the organizational level variable is 0.521, which is positive. This means that the level of the organization has a positive effect on performance. It is known that the Sig 0,000 and t count $6.408 > t$ table 1.98, then the level of the organization has a significant effect on performance.
4. It is known that the regression coefficient of the extra-organizational level variable is 0.008, which is positive. This means that the organizational level has a positive effect on performance. It is known that the Sig $0.893 > 0.05$ and t count $0.135 < t$ table 1.98, then the organizational level has no significant effect on performance.
5. Based on the output of the Sig. is 0,000 and the value of Sig. below 0.05, it is concluded that the simultaneous effect of all independent variables, namely the individual level, group level, organizational level and extra-organizational level is statistically significant for performance.
6. It is known that the determination coefficient value is 0.509. This value means that all independent variables, namely the individual level, group level, organizational level and extra-organizational level simultaneously affect the performance variable by 50.9%, the remaining 49.1% is influenced by other factors.

Discussion

Based on the results of the analysis in this study, it is known that nurse work stress at the individual level, group level, organizational level and extra-organizational level has a significant effect on employee performance. Increasing work stress will reduce the performance of nurses at Prof. DR. Muhammad Ildrem Mental Hospital, on the other hand if work stress decreases the nurse's performance will increase. The following describes the results of the discussion of each indicator that affects performance.

1. Individual level

Job stress at the individual level significantly influences the performance of nurses. Based on the results of the study, nurses experience work stress when facing patients who are in difficult conditions or patients who suddenly deteriorate because these conditions can make the nurse feel tense and pounding. The more patients who get worse, it will overwhelm the nurse. This condition disturbs the concentration of nurses at work and influences the maximization of doing work.

Knowledge, ability and self-confidence possessed by each nurse can encourage him to carry out his duties well, and can increase work passion. The work passion can achieve the desired results of management with optimal and standard work results.

2. Group Level

Based on the results of the study, work stress at the group level is positive, but does not significantly influence performance. Job stress at the group level is influenced by the nurse's relationship with his coworkers. The results of the study show that the collaboration of nurses with colleagues and support from fellow nurses can be said to be good. Such conditions can create a comfortable atmosphere for nurses and make it easier for nurses to work in a team.

Conflict with coworkers can cause stress for nurses, because it provides discomfort and lowers morale, so nurses must maintain good relations with all their colleagues. Mutual respect for the work of fellow co-workers is also a matter that must be maintained to encourage fellow nurses to keep up the spirit of work.

3. Organization level

Job stress at the organizational level has a positive influence and has a significant effect on performance. Stress at this level has a greater influence on performance compared to others. Based on the results of the research, the lack of equipment and equipment in the hospital is a cause of stress for nurses, because this disrupts and inhibits the work of nurses in handling patients and other jobs. In addition, with limited equipment and hospital equipment, it will have an impact on the assessment of nurses' performance because they cannot carry out their duties to the fullest.

Clarity of duties for changes to the work system needs to be considered so that nurses can carry out their duties in accordance with hospital policies. Lack of explanation or clarity of tasks is one source of stress for nurses because it makes it difficult for them to take a position in work, this will affect the performance that is not optimal.

4. Extra-organizational level

Stress at an extra-organizational level has a positive influence on performance, but does not significantly influence the performance of nurses at Prof. DR. Muhammad Ildrem Mental Hospital. Stress at the extra level of organization has the least effect compared to stress at other levels.

From the results of the study, stress at an extra-organizational level occurs when nurses have families who do not support them to work, when nurses experience financial problems, and the limitations of nurses in the use of technology, these problems can disrupt nurses' concentration and reduce enthusiasm while working.

V. Conclusion and Recommendation

Conclusion

Based on the research that has been done, it can be concluded several things as follows:

1. Job stress at the individual, group level, organizational level and extra-organizational level has a significant effect on nurse performance. Job stress affects performance by 50.9%, while the remaining 49.1% is influenced by other factors outside of the factors used in this study.
2. Job stress at the organizational and individual level has a significant effect on employee performance. The organizational level has the most dominant influence compared to the individual level.
3. Group level work stress and extra-organizational level have positive influence but do not significantly influence nurse performance.

Recommendation

Based on the results of research conducted at the Prof. DR. Muhammad Ildrem Mental Hospital, then the suggestions given by researchers are as follows:

1. From the results of the study it was found that one of the causal factors of the work stress of nurses was at the organizational level which had a significant effect on improving employee performance. The things that need to be considered and suggested by researchers at the organizational level are the purchase of equipment and equipment that is still lacking in health support, and to replace if there are found outdated equipment and equipment to maximize nurse performance.
2. Provide socialization and explanation of the development of clear work procedures to nurses so that nurses do not experience difficulties in carrying out their work.
3. Creating pleasant working conditions with various things such as paying attention to the rights of nurses, rewarding the results of work, and providing guidance to nurses, both those indicated to experience stress and those that are not indicated, in order to prevent and increase work stress.
4. Try to communicate well at all levels, to colleagues, doctors or other health members. Still providing free time to take care of yourself can also reduce stress for nurses.
5. Providing discussion space for nurses or holding suggestion boxes is one alternative to gather information about the problems, conditions and workload experienced by nurses that can be input for hospitals to improve

performance. Involving or providing space for nurses in providing opinions, ideas and suggestions for hospital development, this can develop the ability of nurses to find new ideas to improve their performance.

6. Nurses' performance assessment needs to be carried out by the Hospital to see and improve performance and develop its supervision system.

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