



The Relationship Between Workload and Nurse Satisfaction During Pandemic in The Pandalungan Jember Area

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ABSTRACT

Workload is an analysis process of the time used by someone in completing a job task, a disproportionate workload will have an impact on stress and can have a negative impact, namely job dissatisfaction. Objectives in this study is to see how workload related to nursing satisfaction during a pandemic in the Pandalungan Jember area. The research design is a cross-sectional correlation description, Spearman Rho data analysis, the total population of all practicing nurses is 115 nurses with the sampling technique using the Slovin formula with a margin of error of 5% so that 112 nurses are taken as a sample (simple random sampling). The results showed that there was no relationship between workload and nurse satisfaction at the Pandalungan Jember Hospital ($p=0.067$). The majority's workload assessment was moderate (50%) where out of 112 nurse respondents, the majority of 84 nurses had worked > 5 years (75%), while in terms of education, the majority of Vocational Nursing graduates were 82 nurses (73.2%). Hospitals can increase nurse satisfaction by providing workloads for nurses according to the clinical authority and competence of each nurse so that the nurse's workload becomes lighter and nurse satisfaction can increase.

Keywords: Hospitality, Nurse Satisfaction, Workload

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I. INTRODUCTION

Nursing staff has graduated from higher education in nursing either at home or abroad, which the government recognizes following applicable laws and regulations (Law Number 38 of 2014 concerning Nursing). Nurses as health workers are at the forefront who face

patient health problems and interact with patients 24 hours continuously (Rifai et al, 2020). If nurse satisfaction is not optimal, it can affect nurse performance and risk causing burnout at work (Afandi & Ardiana, 2021).

Nurse workload can be seen from aspects such as tasks carried out based on

the main function and additional functions carried out, the number of patients treated per day, per month, and per year, the condition of the patient, the average patient treated, direct actions and indirect actions taken needed by the patient, the frequency of each action needed in acting (Nursalam, 2015). Excessive high nurse workload can cause both physical and psychological fatigue and emotional reactions (Mastini in Franco, 2019). In addition, it can also increase the occurrence of poor communication between nurses and patients, failure of collaboration between nurses and doctors, discharge of nurses and nurse job dissatisfaction, and decreased nurse work performance (Putri et al., 2022).

According to Saputra (2016) based on a five-year preliminary study in Thailand it was found that nurses in hospitals experienced a significant increase in workload caused by the rotation of work priorities between nursing and non-care tasks, the large number of nurses involved in life and death situations experienced patients and high pressure due to doing tasks that are beyond their competence. According to Sitorus (2017) who stated that in the inpatient room of RSUD Dr. R.M Djoelham Binjai City with the results of 77.6% of respondents stated high workload, 22.4% stated moderate

workload, and no respondents with low workload (0.00%) were found while high nurse satisfaction was 9.18%. According to Franco's research (2019) that the workload of nurses in the adult room of RSUD GMIM Pancaran Kasih Manado is a heavy burden 67.2% and a light workload of 32.8% while for nurse satisfaction, 51.7% expressed dissatisfaction. According to national data, many diseases are at risk, so they need to be treated as early as possible (Riskesdas, 2018).

According to Mahaayati et al (2021), the workload can affect nurse satisfaction, disproportionate workload will have an impact on feelings of stress, especially those that have exceeded a moderate level will have a negative impact, namely job dissatisfaction which will then have an impact on low motivation. Meanwhile, according to Putri et al (2021), job satisfaction is an emotional attitude that is pleasant and loves work. This attitude is reflected in work morale, discipline, and work performance. According to Purwandari (2019), job satisfaction is a feeling that supports or does not support an employee related to his work or to his condition. Staff job satisfaction can be seen from the fulfillment of physical and psychological needs, these psychological needs can be fulfilled through the

manager's role in treating his staff (Nursalam, 2015).

Efforts that can be made to reduce workload are to increase nursing staff, increase human resources with training programs according to the competencies needed, update operational standards for nursing actions according to the latest nursing practice standards, and improve work systems (Afandi et al, 2021). So the purpose of this study is to see how workload related to nursing satisfaction during a pandemic in the Pendalungan Jember area.

3. RESULTS

2. METHODS

This research method uses correlation description research using models cross-sectional namely the type of research that emphasizes the time of measurement or observation of independent and dependent variable data only once at a time.

The research objective is to determine the relationship between variables. The sample in this study was 112 respondents, and the random sampling technique used a questionnaire to collect data. The tools and materials used are paper and stationery. The place of research is the Pendalungan area hospital in Jember.

Table 1. Characteristics of Respondents (n=112)

Characteristics of Respondents	Amount (n)	Percentage (%)
Gender:		
Man	48	42,9
Woman	64	57,1
Age:		
< 25 years	4	3,6
25 - 35 years	98	87,5
36 - 45 years	10	8,9
>45 years	0	0
Education:		
Diploma of nursing	82	73.2
Ners	30	26.8
Length of work:		
< 1 year	0	0
15 years	28	25
>5 years	84	75

Table 1 shows that the distribution of the characteristics of the respondents is almost evenly distributed. In terms of gender, most of the respondents were

women with an average age of the majority 25-35 years. Most of them have vocational education and the majority of them have been working for more than 5 years.

Table 2. Distribution of workload frequencies (n = 112)

No	Workload	Frequency	Percentage (%)
1	Heavy	2	1,8
2	Currently	56	50
3	Light	54	48,2

Table 2 shows that the workload in respondents is almost similar between

moderate and light, while only a small portion is heavy.

Table 3. Distribution of workload frequencies (n = 112)

No	Information	Frequency	Percentage (%)
1	Very dissatisfied	0	0.0
2	Not satisfied	0	0.0
3	Satisfied	42	37.5
4	Very satisfied	70	62.5

Table 3 shows that the majority of respondents' satisfaction was very satisfied

and satisfied, there were no respondents who were dissatisfied and very dissatisfied.

Table 4 Cross-tabulation of workload and satisfaction

		Very dissatisfied	Not satisfied	Satisfied	Very satisfied	Total
Work load	Heavy	0	0	1	1	2
	%	0	0	50	50	100
	Currently	0	0	25	31	56
	%	0	0	44,64	55,36	100
	Light	0	0	15	39	54
	%	0	0	27,78	72,22	100

Based on table 4, it was found that the results of the cross-tabulation had the highest value, that with moderate

workloads, they stated that they were very satisfied with their performance.

4. DISCUSSIONS

Workload

Based on the results of the respondents' analysis related to workload, the majority stated that the workload was moderate as many as 56 people with a presentation of 50%, while the workload was light as many as 54 people with a percentage of 48.2%, heavy workload as many as 2 people with a percentage of 1.8%. Several nurse factors stated that the workload was moderate because based on the sex characteristics of the majority of women, namely 57.1%, the characteristics of the majority age 25-35 years 87.5% and the majority of vocational education 73.2%, age, and gender can affect workload due to family burden and psychological conditions, while for professional nurses are nurses with a minimum education of S1 Nursing by profession.

Factors that affect workload consist of excessive work, pressed or limited time, inefficient supervisory systems, inaccurate authorization in accordance with the responsibilities given, lack of feedback on work performance, unclear roles, changes in work, interpersonal and intergroup conflicts, and so on, insecure political atmosphere, frustration and differences between company values and employee values (Darmawan, 2018)

According to Purwandari et al (2022) states that nurses in hospitals have several tasks, namely providing nursing services to patients, both for healing and restoring their physical and mental status, conducting nursing education on an ongoing basis, conducting research/research to continuously improve the quality of nursing services and adapt actively in the education program for prospective nurses. In addition, the level of community education is getting higher so nurses are required to be professional or nurse education is expected to be one level higher than that of the community (Putri et al, 2020).

The high workload of nurses can affect the quality of nursing services because nurses will experience fatigue, and the risk of errors occurring in providing nursing care, and will also cause conflict as a result of effective communication that is not carried out properly. The workload of nurses can be reduced by increasing knowledge and skills, responsibilities are given according to clinical authority and nurse competence, the role of support from superiors is very helpful for implementing nurses in the process of making decisions in nursing care, good teamwork and a supportive work environment, especially in facilities and standard-compliant equipment.

Satisfaction

Based on the results of an analysis of nurse satisfaction at the hospital, 0% expressed very dissatisfaction and dissatisfaction, while 42 people expressed satisfaction with a percentage of 37.5% and 70 people expressed very satisfaction with a percentage of 62.5%. Based on correlation data on the characteristics of the length of work with nurse satisfaction with a p-value of $0.042 < 0.05$, which means that there is a relationship between the length of work and nurse satisfaction. The data is in accordance with research conducted at the Jombang Hospital, namely the level of nurse satisfaction is very satisfied 20%, satisfied 50%, dissatisfied 23.3% and very dissatisfied 6.7% (Arifin, 2017)

Indicators of nurse satisfaction include the work itself which includes responsibility, interest and growth, the quality of supervision which includes technical assistance and social support, relations with colleagues which include social harmony and respect, promotion opportunities including opportunities for further advancement and payment in the form of the adequacy of pay. and feelings of justice towards others (Nursalam, 2014).

The Relationship between Workload and Nurse Satisfaction

Based on the research results, it was found that the Spearman rho test with a significance value of $p\text{-value } 0.067 > 0.05$. This shows that there is no relationship between workload and nurse satisfaction at the Pandalungan Jember Area Hospital during a pandemic.

Factors that affect workload include excessive work, limited time, inefficient supervisory systems, inaccurate authorization, lack of performance feedback, the ambiguity of roles, changes in work, interpersonal conflict, political atmosphere, frustration, and the difference between firm and worker values (Putri et al, 2021).

From the questionnaire data processed regarding general data on 112 nurse respondents at the Pandalungan Jember Hospital, it was found that 0 nurses (0%) had a length of service of < 1 year, 28 nurses (25%) with a service period of 1-5 years and 84 nurses (75%) with > 5 years of service. Meanwhile, in terms of education, 82 nurses (73.2%) graduated from diploma of nursing and 30 nurses (26.8%) graduated from bachelor of nursing and profession (Ners).

The results of this study are in accordance with research conducted by Franco (2019) at GMIM Pancaran Kasih

Hospital Manado which shows that 51.7% of nurses are satisfied and 48.3% are unsatisfied, there is a significant relationship between the length of work and nurse satisfaction with a p-value 0.000 <0.05 using the chi-square test for a sample of 58 respondents. Things that can affect nurse job satisfaction is the length of work. Nurses in carrying out nursing activities take many actions (skills), nursing actions will be more skilled if they are often used and experience increases in dealing with problems (Wahidin & Halim, 2019).

Nurse satisfaction can be influenced by several factors such as the work environment, facilities and equipment that meet standards, support, and appreciation from superiors, attitudes, and treatment of colleagues, and good teamwork, but a sense of fairness also influences it towards duties and responsibilities as well as salary/payment. so from the results of this study, it can be used as a reference that during a pandemic or not, nurse satisfaction must be maintained so that it can affect the level of patient satisfaction and further optimize hospital services. These things are important factors in retaining employees to keep working for a long time.

5. CONCLUSIONS

The workload of nurses is an obligation that must be carried out when nurses provide services. Nurse satisfaction is also very important to improve the performance of nurses. So it needs to be an optimal relationship between workload and nurse satisfaction. However, in the results of this study, there was no relationship between workload and nurse satisfaction. Many factors can cause this to happen, so it needs to be re-examined regarding the factors that can affect workload and nurse satisfaction.

AUTHOR CONTRIBUTIONS

Substantial contributions to conception, data collection, and analysis: Alfid Tri Afandi and Prestasiana Putri. Writing and manuscript revisions: Alfid Tri Afandi.

CONFLICT OF INTEREST

The authors declared no potential conflicts of interest with respect to the research, authorship, and/or publication of this article.

DATA AVAILABILITY STATEMENT

The data are not publicly available due to privacy or ethical restrictions.

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