Work Analysis Of Work Stress And Nurse Productivity In Puskesmas Ngantru Tulungagung District

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ABSTRACT

ARTICLE INFO

The work productivity of nurses at the Puskesmas house plays an important role in deciding the organization's progress. high workload that can lead to work stress and interfere with work productivity. The purpose of this research is to know the relation of work load to work stress and productivity of nurses at Ngantru health center of Tulungagung regency.

The design of this research is quantitative research using cross sectional approach with population of all nurses of Ngantru health center of Tulungagung regency number 31 people. The sample is all of the population with sampling technique in total sampling of 31 respondents. The data that have been collected is processed by ordinal regression statistic test. with significance α = 0.05. The results showed that 30 respondents, most of them had medium work load, 19 respondents (61.3%), most of them had moderate work stress, 16 respondents (51.6%) and almost half respondents have moderate work productivity, that is 15 respondents (48,4%).

The result of regression analysis of ordinal between work load and work stress is known p-value = 0,000 (<0,05) which means reject H0 and accept H1 so that there is relation of work load to nurse work stress, between work stress with work productivity known p value -value = 0,000 (<0.05) which means reject H0 and receive H1 so that there is a workload relation to the productivity of the nurse.

Efforts should be made to work and shift work effectively and efficiently to avoid workload and excessive work fluctuations resulting in the emergence of boredom and boredom that result in job stress.

BACKGROUND

Nursing services as an integral part of the health care system are expected to meet the demands and needs of health services nationally and globally both in hospitals and health centers (Achir Yani, 2013). The work productivity of nurses at home health centers / hospitals plays an important role that determines the organization's retreat. In making the workforce planning must be taken into account between the workload and the amount of labor so as not to have an impact on a high workload which can lead to work stress (Fardiansyah, 2014). Excessive stress will threaten and disrupt work productivity. Indonesian health workers currently have 50.9% experience work stress, including often feeling dizzy, tired of no rest because the burden is too high and time consuming, low salary without adequate incentives so employees experience a decrease in productivity (Prismayanti, 2012).

Job stress is directly related to acute and chronic health problems so that in the United States government report, "Job stress" was dubbed "20th century disease". According to a survey in France it was found that the percentage of stress occurrences was

around 74% experienced by nurses (Prihatini, 2013). In addition, the number of claims for worker compensation related to stress has sharply declined from figures reported a decade ago (National Safety Council, 2012). According to WHO (2012) several countries in Southeast Asia including Indonesia, found the fact that nurses who worked in hospitals underwent an increase in workload and still experienced a shortage of nurses. Nurses who work in private hospitals with salaries that are better at greater work stress than nurses who work in government hospitals with lower incomes (Prismayanti, 2012).

Based on a preliminary study conducted at the Ngantru Health Center on October 9-10, 2017, interviews with 5 nurses revealed that 3 people (60%) said they felt anxious and tense when working because they were required to complete a heavy workload, namely having to work outside of their Tupoksinya and also over working hours (overtime), while 2 other people (40%) feel normal with the work they are currently doing and work according to their duties. It is known that the average number of outpatient visits in Puskesmas Ngantru every day reaches 40-50 patients and hospitalization reaches 100-120 per month with the number of nursing staff 31, divided into 3 shifts.

Nurse workload is all activities / activities carried out by a nurse while on duty in a nursing service unit (Marquis and Huston, 2013). Manpower management that is not well planned can cause subjective complaints, increasingly heavy, ineffective and inefficient workloads that allow job dissatisfaction which ultimately results in a decline in performance and productivity and a deteriorating quality of service (Bina Diknakes, 2014).

Various concerns and workload experienced by employees more or less will cause tension or stress in carrying out daily tasks. If excessive, it will threaten and disrupt the implementation of their work. So that productivity is influenced by work stress experienced by employees. Stress can cause a person to be emotional, tense so that he cannot think well and effectively, because rational ability and reasoning are not functioning properly. This directly results in a decrease in employee performance and productivity (Saputri, 2012). The purpose of this study was to determine the relationship of workload to work stress and the productivity of nurses at the Puskesmas Ngantru Tulungagung District

RESEARCH METHODS

The design of this study is a quantitative study using a cross sectional approach with a population of all nurses at the Ngantru Health Center in Tulungagung Regency, totaling 31 people. The sample is all of the population with a total sampling sampling technique of 31 respondents. The data that has been collected is processed by an ordinal regression statistical test. with the significance of $\alpha = 0.05$.

RESULTS
Subject Characteristics
Table 1. Characteristics of respondents in this study include age, gender, education, length of working, workload, work stress and work productivity.

No	Characteristics	ΣN	Σ%
1	**Age (year)**		
	20-30	11	35,5
	31-40	13	41,9
	>40	7	22,6
2	**Gender**		
	Man	14	45,2
	Female	17	54,8
3	**Education**		

	3 year Diploma	21	37,7
	Bachelor	10	32,3
4	**length of working (year)**		
	1-5	13	41,9
	6-10	15	48,4
	>10	3	9,7
5	**Workload**		
	Light	10	32,3
	Medium	19	61,3
	Wight	2	6,4
6	**Work stress**		
	Light	13	41,9
	Medium	16	51,6
	Wight	2	6,5
7	**Work productivity**		
	Light	12	38,7
	Medium	15	48,4
	High	4	12,9
	Total	**31**	**100**

Source: Results of data analysis, 2018

Based on table 1 above of a total of 31 respondents it is known that most of the respondents aged 31-40 years are 13 respondents (41.9%), female is 17 respondents (54.8%), educated DIII which is 21 respondents (67 , 7%), has a working period of 6-10 years which is 15 respondents (48.4%), moderate workload, which is 19 respondents (61.3%), has moderate job stress, which is 16 respondents (51, 6%) and has moderate work productivity, which is 15 respondents (48.4%).

STATISTICAL TEST RESULTS

Parameter Estimates

		Estimate	Std. Error	Wald	df	Sig.	95% Confidence Interval Lower Bound	Upper Bound
Threshold	[Work Stress = 1]	-38.812	1.447	719.409	1	.000	-41.649	-35.976
	[Work Stress = 2]	-18.501	3352.783	.000	1	.996	-6589.836	6552.833
Location	Work Productivity	-.091	.677	.018	1	.893	-1.417	1.235
	[Workload=1]	-39.533	.949	1.736E3	1	.000	-41.393	-37.674
	[Workload =2]	-37.857	.000	.	1	.	-37.857	-37.857
	[Workload=3]	0[a]	.	.	0	.	.	.

Link function : Logit.

a. This parameter is set to zero because it is redundant.

Based on the statistical test table the workload with work stress is known p-value = 0,000 (<0,05) which means reject H0 and accept H1 so that there is a workload relationship to the work stress of nurses in Puskesmas Ngantru Tulungagung Regency. Based on the table of work stress statistics test with work productivity is known p-value = 0,000 (<0,05) which means reject H0 and accept H1 so that there is a workload relationship to the productivity of nurses in Ngantru health center Tulungagung Regency

DISCUSSION
Nurse Puskesmas Ngantru Tulungagung Workload Analysis
Based on the results of the research that has been done, it is known that out of 31 respondents, most of the respondents had a moderate workload, namely 19 respondents (61.3%).

Workload is the volume of work or records of work results that can indicate the volume produced by a number of employees in a particular section (Moekijat, 2013). Workload is the working volume of a unit (Gillies, 2012). So the nurse's workload is all activities / activities carried out by a nurse while on duty in a nursing service unit (Marquis and Huston, 2013).

In the opinion of the researchers, there was a moderate workload on nurses at the Ngantru health center because Ngantru health center was an inpatient health center. This is evidenced by the acquisition of a load questionnaire where the questionnaire that gets the highest answer is on questionnaire number 25 which states the respondent arrives on time during working hours, then followed by the respondent's answer that the respondent returned home according to working hours, coordinating activities, developing activities, and doing direct nursing activities in the form of communication with patients, drug administration, and so on. The lowest questionnaire answers to questionnaire number 21 where respondents rarely sleep during working hours. This acquisition proves that the workload of the respondents is in the medium level, where respondents are more direct and indirect nursing activities and rarely do non-nursing activities which are activities that focus more on the individual needs of respondents.

Stress Analysis of Nurses at Ngantru Health Center Tulungagung

Based on the results of research that has been carried out it is known that of the 31 respondents, most of the respondents had moderate job stress, namely 16 respondents (51.6%).

Anoraga (2012), states that job stress is a form of response both physically and mentally to a change in the environment that feels disturbing and causes him to be threatened. Job stress put forward by Looker and Gregson (2015) is a situation that is experienced when there is a discrepancy or imbalance between the demands received and the ability to overcome them. According to Sheridan and Radmacher in Almasitoh (2011), there are three factors that cause work stress, which are related to the environment, organization and individuals.

Based on the results of the above studies it is known that the work stress on nurses at the Ngantru health center is at a moderate level. This is in accordance with the acquisition of a questionnaire which shows that the highest answer on the questionnaire states that respondents experienced an increase in work errors / tend to make mistakes when working in the room, reduced work creativity in the room, increased pulse and breathing when doing nursing tasks, wet hands (palms) and sweating when I have finished working on nursing assignments and forgetting quickly, lack of attention to details when working. The questionnaire that obtained the lowest score was that respondents experienced interference with alcohol and smoking to relieve fatigue when they had finished working on nursing assignments. The results of the acquisition of the questionnaire proved that the respondent had a moderate level of stress with psychological and physical symptoms accompanying him.

The stress level of the respondent can be caused by several factors, including the age and sex of the respondent who is an individual who causes work stress. A person's age will affect a person's physical, mental, work ability and responsibilities. This is also in accordance with the opinion of Hasibuan (2003) which states that an employee whose age is older is less physical and has greater responsibility so that work stress is also increasing.

Nursing Work Analysis of Puskesmas Ngantru Tulungagung

Based on the results of the research that has been carried out, it is known that 31 respondents, almost half of the respondents had moderate work productivity, namely 15

respondents (48.4%). Based on cross tabulation data, the characteristics of respondents with work productivity is known that the work productivity being experienced by respondents aged 31-40 years is 12 respondents (38.7%), female is 9 respondents (29.0%), educated DIII namely 9 respondents (29.0%), had a working period of 6-10 years, namely 8 respondents (25.8%).

According to L. Greenberg in Sinungan (2013), defines productivity as a comparison between the totality of expenditure at a given time divided by the totality of inputs during that period. Productivity is also interpreted as a comparison of price measures for inputs and results, the difference between a set of expenditures and inputs expressed in a single unit. Sukamto (2015), in his book entitled Reproduction Production Management states that: "Productivity is the value of output in relation to a particular input unit. Increased productivity which means the amount of resources used with the number of goods and services produced increasing and improving ". Meanwhile, according to Moekijat (2013), productivity is "Comparison of the number of certain outputs with a certain number of inputs for a certain period of time".

Based on the results of the study it is known that the majority of respondents' work productivity is moderate as evidenced by the acquisition of questionnaires where the highest respondent's answer is in the questionnaire which states that the workplace environment conditions are very conducive and comfortable to complete the work, the respondent becomes the spirit of work and the physical condition of the place to work satisfactorily respondent. While the questionnaire with the lowest answer is the statement that states that work accidents often occur at work.

Relationship Between Workloads on Work Stress and Nurse Productivity in Puskesmas Ngantru Tulungagung District Tulungagung

Based on the statistical test table the workload with work stress is known p-value = 0,000 (<0,05) which means reject H0 and accept H1 so that there is a workload relationship to the work stress of nurses in Puskesmas Ngantru Tulungagung Regency. Based on the table of work stress statistics test with work productivity is known p-value = 0,000 (<0,05) which means reject H0 and accept H1 so that there is a workload relationship to the productivity of nurses in Ngantru health center Tulungagung Regency.

The results of the above study indicate that there is a relationship between workload and work stress and work productivity on nurses at Ngantru health center. This condition has proven that in the inpatient health center, nurses must be able to serve patients for 24 hours, so that the puskesmas has a moderate workload and moderate stress and has an effect on moderate work productivity. In the Ngantru health center, it is possible that nurses have high stressors because nurses will face daily physical aspects and a high psychosocial environment from work. So it is likely that there will be stress on the nurse because of the excessive workload. Stress can cause a person to be emotional, tense so that he cannot think well and effectively, because rational ability and reasoning are not functioning properly. This directly results in a decrease in employee performance and productivity.

CONCLUSION

1. The workload of nurses in the Ngantru health center in Tulungagung Regency, most of the respondents have a moderate workload, which is 19 respondents (61.3%).
2. The work stress of nurses in the Ngantru health center in Tulungagung Regency, most of the respondents had moderate job stress, which was 16 respondents (51.6%).
3. Nurse productivity in Ngantru health center in Tulungagung regency, almost half of the respondents have moderate work productivity, which is 15 respondents (48.4%).

4. There is a relationship between workload and work stress and the productivity of nurses at Puskesmas Ngantru, Tulungagung Regency.

SUGGESTION

1. For Puskesmas Ngantru Tulungagung District
   It is expected that Puskesmas Ngantru Tulungagung Regency pay more attention to the stress level of nurses by providing a balanced workload between nurses with each other in accordance with existing human resources.
2. For STIKES Surya Mitra Husada Kediri Institution
   It is hoped that the results of this research can be used as material or sources of subsequent research data for interested parties to conduct further research.
3. For Respondents
   It is expected that nurses are able to increase their knowledge about the influence of workload on stress levels in nurses in health centers so that respondents are able to minimize the workload they feel and reduce work stress levels and are able to increase their work productivity.
4. For Further Researchers
   It is expected that the results of this study can be a source of information and references for further research by conducting further research on differences in workload levels to the work stress of nurses in inpatient and non-hospitalized health centers.

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