



## RELATIONSHIP BETWEEN WORK STRESS AND WORK MOTIVATION TOWARDS NURSE PERFORMANCE

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### ARTICLE INFORMATION

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### KEYWORDS

Stress; Motivation; Nursing Performance

### ABSTRACT

**Background:** Data from the World Health Organization shows that the number of nurses in 2019 was around 19.3 million, while in Indonesia it was 147,264. The current ratio of nurses is 87.65 per 100,000 population, meaning that it is still very far from the national target of 180 per 100,000 population. The condition of nurses is still very limited, so it takes effort and motivation to improve the performance of nurses so that the nurses do not experience work stress.

**Objective:** To analyze the relationship between work stress and work motivation on the performance of nurses at Puskesmas Malili Kab. East Luwu.

**Method:** This study used a cross-sectional study design. The sampling technique in this study was to use accidental sampling on nurses at the Malili Public Health Center, East Luwu Regency.

**Result:** The results showed that there was a relationship between job stress and work motivation on nurses' performance.

**Conclusion:** Continuous efforts are needed to prevent work stress on nurses and increase motivation so that all nurses can perform well without high stress. Motivation is an important thing to pay attention to because it determines the performance of nurses. Hospital leaders are expected to instill a sense of responsibility towards nurses because their job is to serve patients.

### INTRODUCTION

Based on data from the *World Health Organization*, currently, the number of nurses is 19.3 million, while in Indonesia there are 147,264. Nationally, the ratio of nurses is 87.65 per 100,000 population, still

far from the 2019 target of 180 per 100,000 population. The phenomenon of work stress has become a problem in the world. Work stress on nurses is at the top of the list and can have the opportunity to experience minor psychiatric disorders and depression.

A nurse is one of the professions in a hospital that has an important role in the delivery of health services. Therefore, the hospital where nurses work always makes various efforts aimed at improving the quality of nurse professionalism. Nursing is an integral part of the health service system and is one of the factors that determine the quality of health services. For this reason, it is necessary to pay attention to the performance of nurses in carrying out their duties and functions in providing health services to patients (Aprilia, F., Samsir, S., & Pramadewi A, 2017).

The number of nurses currently available is not proportional to the amount of work that must be completed. This condition can trigger work stress because all inpatients need to get effective and efficient services so that the problems faced by patients can be resolved immediately. Stress is the body's non-specific response to any demands or burdens on it. Stress can arise if a person experiences a heavy burden or task where the person cannot cope with the assigned task, the body will respond incapably to the task, so that person can experience stress (Maharani, R., & Budianto, A, 2019 ).

The impact of work stress for nurses can reduce nursing performance such as poor decision making, lack of concentration, apathy, fatigue, work accidents so that the provision of nursing care is not optimal which can result in low productivity to

patients. The service provided by nurses is still often complained about by the community. The spotlight on the performance of nurses is a problem that must be addressed immediately, because nursing services determine the quality of hospital services. Poor performance will have an impact on low service, patients feel uncomfortable and dissatisfied (Aprilia, F., Samsir, S., & Pramadewi A, 2017).

Based on the results of a preliminary study at Puskesmas Malili, it was shown that nurses often complained about patients who were often restless, ran away, pulled out the IV, and did not want to take medication, especially children. This is what makes nurses feel worried, anxious, afraid, and stressed, while the nurses on duty in the morning, day, and night shifts are only one to two nurses each so that the nurses have difficulty dealing with patients.

The workload felt by nurses is quite a lot, including handing over patients during service changes, observing the patient's emotional state and behavior, accompanying each patient's activity, completing nursing documents, maintaining room cleanliness, carrying out assessments to nursing evaluations, filling in the documentation for medical records, and carry out a working system that is divided into three times.

Based on the above background, the researcher is interested in conducting a research study on the relationship between

work stress and work motivation on the performance of nurses at the Puskesmas in Puskesmas Malili, district. East Luwu.

## METHODS

This study used a descriptive-analytic survey method, namely a research design that aims to determine the relationship between work stress and work motivation on nurses' performance, with a cross-sectional study approach, which is to collect data at once at a time (point time approach).

This research was conducted at the Malili Public Health Center, East Luwu Regency from June 8 to June 30, 2020. The sampling technique in this study was to use accidental sampling. Data were analyzed through data processing using the Statistical Package for Social Science (SPSS) program version 20, with Bivariate analysis which aims to obtain the relationship of each variable.

## RESULTS

### 1. Normality Test

Based on the results of the normality test of respondent characteristics data (gender, education, years of service, training, and *response time*) using the Kolmogorov Smirnov obtained a P-value <0.001 (<0.05), so it was found that the research data were not distributed. Normal

### 2. Univariate Test

Respondent characteristics are characteristic of respondents including

age, years of service, and gender. The distribution of respondents according to respondent characteristics can be seen in the following table 1 :

**Table 1. Characteristics of Respondents at the Malili Community Health Center in 2020**

Characteristics	n	(%)
<b>Age</b>		
21-30	16	40.0
31-39	18	45.0
40-59	6	15.0
<b>Working Period</b>		
1-10	29	72.5
11-20	9	22.5
21-30	2	5.0
<b>Gender</b>		
Female	37	92.5
Male	3	7.5

*Source: Primary Data, 2020*

### 3. Bivariate Test Bivariate

Analysis was carried out to determine the relationship between independent variables and dependent variables. The test used is Chi-Square. The results of the analysis of this relationship can be seen in the table below :

**Table 2. The Relationship of Work Stress on Performance of Nurses at the Malili Community Health Center in 2020**

Job Stress	Performance		Total%	P-Value
	Good %	Less%		
Stress	5	10	15	0.000
No Stress	82.5	2.5	85	
Total	87.5	12.5	100	

*Source: Primary Data, 2020*

Based on table 2 shows that 15% of respondents experience stress, 5% of respondents whose performance is good, and 10% of respondents whose performance is

less. Meanwhile, of the 85% of respondents who did not experience stress, there were 82.5% of respondents whose performance was good and 2.5% of respondents who had underperformed.

This variable was tested using the chi-square test with the results of the statistical test with the results of  $p$  value = 0.000, at the 95% confidence level or  $\alpha = 0.05$ . Because  $p$  value  $< 0.05$ , there is a relationship between job stress and the performance of nurses at the Malili Community Health Center, Kab. East Luwu.

**Table 3. the relationship between Work Motivation and Performance of Nurses at the Malili Community Health Center in 2020**

Work Motivation	Performance		Total%	P-Value
	Good %	Less%		
Good	87.5	2.5	90	0,000
Less	0	10	10	
Total	87.5	2.5	100	

*Source: Primary Data, 2020*

Based on table 3 shows that 36 (100 %) respondents with good work motivation, 35 (97.2%) respondents with good performance, and 1 (2.8%) respondents underperformed. Meanwhile, out of 4 (100%) respondents whose work motivation was lacking, there were 0 (.0%) respondents whose performance was good and 4 (100.0%) respondents whose performance was less.

This variable was tested using the chi-square test with the results of the statistical

test with the results of  $p$  value = 0.000, at the 95% confidence level or  $\alpha = 0.05$ .

## DISCUSSION

The results of research at the Malili Public Health Center, East Luwu Regency, show that the variables of work stress and work motivation have a significant relationship with the performance of nurses.

### *Relationship between job stress and nurse performance*

Stress has the potential to encourage or interfere with work performance, depending on the level of stress. If the stress becomes too great, work performance will begin to decline, because stress interferes with work execution. Employees lose the ability to control themselves, become unable to make decisions and their behavior becomes irregular. The most extreme result is that work performance becomes zero because employees become sick or cannot work anymore, are discouraged, leave work, and maybe laid off.

Job stress is an important aspect for an organization, especially about the performance of nurses in carrying out their duties and functions. The organization must have a good/high performance, which can help the organization improve its performance. Conversely, if the performance decreases it can be detrimental to the organization, namely the decline in organizational performance and loss of

public trust. Therefore, employee performance needs to get attention, among others, by carrying out studies related to work stress variables (Mutaqillah, 2015).

In this study, the results obtained in the square test on the relationship of job stress to performance were statistically significant ( $p = 0.000$ ) at the 95% confidence level or  $\alpha = 0.005$ . Because the  $p$ -value  $< 0.005$ ,  $H_0$  was rejected, that is, there was no relationship between work stress and the performance of nurses at the Malili Community Health Center, and  $H_a$  was accepted, namely the relationship between job stress and the performance of nurses at the Malili Community Health Center and the results of an interview with one of the nurses at the Malili Community Health Center that only part of them experienced stress. and most do not experience stress. Because in the Pukesmas Malili, nurses always prioritize patient safety, and patients are handled quickly because of the good cooperation among nurses at the Malili Community Health Center.

This research is supported by Mohtaram (2015) in his research on dispositional job stress and job satisfaction on employee performance showing a negative effect. In addition, Wartono (2017) about the effect of work stress on employee performance also has a significant negative effect. According to research by Endri & Sudibia (2015) burnout has a significant negative effect on

employee performance. According to Adnyaswari (2017), the effect of social support and burnout shows a significant negative effect on the performance of inpatient nurses at Sanglah Hospital.

Wartono (2017) who examines the effect of work stress on employee performance (a study on employees of mother and baby magazines) also shows a significant negative effect. Besides, the research of Widyastuti (2015) and Julvia (2016) also shows the same thing, namely job stress has a significant negative effect on performance. The effect of work stress on performance is negative, meaning that when job stress is low, performance is high, and vice versa.

In contrast to the results of research conducted by Anggitasari et al in 2019, which showed that there was no relationship between work stress and the performance of nurses at the Anutapura General Hospital in Palu ( $p = 0.187$ ), the results of research on nurses who experienced stress with good performance were 56 respondents (81.2%), for those who experienced stress with poor performance were 13 respondents (18.8%), and for nurses who were not stressed with good performance were 7 respondents (63.6%) and for those whose performance was not good as many as 4 respondents (36.4%).

Efforts to improve performance include paying attention to work stress. The stress that appears on nurses is caused by the non-

physical environment of the hospital that is not good, such as when interacting with patients and colleagues. Nurses feel stressed when dealing with patients who are less cooperative at work. Stress on nurses here appears if there are colleagues who are not able to cooperate in doing work.

#### *Motivation Work with nurse performance*

Based on the results of the study showed that 36 (100%) respondents had good work motivation, 35 (97.2%) respondents performed well, and 1 (2.8%) respondents whose performance was less. Meanwhile, out of 4 (100%) respondents whose work motivation was lacking, there were 0 (.0%) respondents whose performance was good and 4 (100.0%) respondents whose performance was less. The results of statistical tests show that there is a relationship between work motivation and nurse performance ( $p$ value = 0.000).

Motivation is an important thing to pay attention to because it determines the performance of nurses. Managers are expected to instill a sense of responsibility towards nurses because their job is to serve patients. Adequate praise and incentives are also highly expected for the achievements made by nurses in their work so that nurses' performance will always be good and maintained.

The results of Bagiada I & Netra I in 2019 show that work motivation has a

positive and significant effect on nurse performance, this shows that the more companies motivate nurses, the nurse's performance will also improve because every employee always needs motivation while working. This supports the research that has been expressed in the research hypothesis, so it can be concluded that this study supports and clarifies the relationship between the variables of work stress, work fatigue, work motivation, and performance.

Hummayoun (2015) in his research on the impact of burnout on employee performance in the industry shows that there is a significant negative effect. Almustofa (2014), Larasati & Gilang (2014) show that work motivation has a positive and significant effect on employee performance. Widnyana, Sintaasih, & Riana (2016) also showed significant positive results on employee performance.

In contrast to the results of research conducted by Anggitasari et al. In 2019, it shows that the variables that show and for high work motivation with good performance are 35 respondents (81.4%), for poor performance are 8 respondents (18.6%). And for low motivation with good performance as many as 28 respondents (75.7%) for poor performance were 9 respondents (24.3%). The variable that shows the absence of a relationship between work motivation and nurse performance is the work relationship variable ( $p = 0.533$ ).

## CONCLUSION

Based on the results of the study, it can be concluded that

1. There is a relationship between job stress and the performance of nurses.
2. There is a relationship between job stress and performance.

## RECOMMENDATIONS

Continuous efforts are needed to prevent work stress on nurses and increase motivation so that all nurses can perform well without high stress. Motivation is an important thing to pay attention to because it determines the performance of nurses. Hospital leaders are expected to instill a sense of responsibility towards nurses because their job is to serve patients.

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