



The Effect of Flourishing and Workload on The Performance of Inpatient Nurses at PKU Muhammadiyah Karanganyar Hospital

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ABSTRACT

Nursing care is the most common health service in the hospital, so nurses' performance can significantly impact the quality and income of the hospital. When working, nurses very easy to experience pressure and stress. Understanding the flourishing of the nurse is expected to achieve a balance in her life. This study used quantitative methods with three variables. The research focus is on inpatient nurses, sampling research with the total sampling method. The study's results found that the flourishing rate was very good at 78.8%, the performance was very good at 69.7%, and the workload was very high at 49.4%. Flourishing can affect the performance of the nurse. Flourishing is expected to help nurses cultivate positive emotions and can pass them on to patients.

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Kata kunci:

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ABSTRAK

Ashuan keperawatan merupakan pelayanan kesehatan yang paling banyak di Rumah Sakit. Sehingga kinerja perawat dapat berdampak besar pada mutu dan pendapatan Rumah Sakit. Saat bekerja perawat sangat mudah mengalami tekanan dan stress. Dengan memahami flourishing perawat diharapkan dapat mencapai keseimbangan kehidupannya. Penelitian ini menggunakan metode kuantitatif dengan tiga variabel. Fokus penelitian pada perawat rawat inap, pengambilan sampel penelitian dengan metode total sampling. Hasil penelitian menemukan bahwa tingkat flourishing sangat baik yaitu 78,8% dan kinerja sangat baik 69,7%, sedangkan beban kerja sangat tinggi 49,4%. Flourishing dapat mempengaruhi kinerja perawat. Flourishing diharapkan dapat membantu perawat menumbuhkan emosi-emosi positif dan dapat menularkannya kepada pasien.

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INTRODUCTION

Simultaneously reduce the high burnout and risk of nurse turnover and increase patient satisfaction with their care (Vahey et al, 2004). Empirical research in the health field usually addresses only one disease; many psychological studies focus only on the reduction of symptoms; Empirical studies in economics often only examine their effect on

income or production and consumption of goods and services. Suppose the main objectives of this discipline more fundamentally contribute to some broader idea of human well-being. In that case, empirical studies and the measures used should more often consider broader conceptions of well-being and development. Our etiological investigations must also examine the causes and interventions that contribute most to human development (VanderWeele, 2017). Many

empirical studies across the social and biomedical sciences focus only on very narrow outcomes such as income, or one particular disease state, or a measure of positive influence. In reality human well-being or development consists of much broader circumstances and outcomes, of course including mental and physical health, but also includes happiness and life satisfaction, meaning and purpose, character and virtue, and close social relationships (VanderWeele, 2017).

The quality of health services is highly dependent and supported by the behavior or performance of health service providers, namely health workers who are directly related as service providers to patients (Pohan, 2007). Nursing care is one of the health services in the hospital; nursing services are often used as a benchmark or barometer in assessing the quality of services of a hospital so that the performance of nurses is expected to be able to provide professional and quality nursing care according to applicable standards and quality (Wahyuni 2007; Rosa, 2018).

The results of Hafizurrachman (2009) research concluded that nurse performance is influenced by many variables, including the health status, ability, and motivation of nurses, so interventions are worth considering to improve nurse performance in hospitals. WHO defines health as something broad that is not only biologically and free from physical illness and physical disabilities but also psychologically and socially healthy. Duckworth, Steen, and Seligman (2005) put forward a theory about positive psychology to understand psychological health.

Positive psychology is the scientific study of positive experiences and positive individual traits and institutions that facilitate their development. The development of positive emotions and character-building can help, both directly and indirectly, to alleviate suffering and eliminate the root cause of an individual psychological problem (Duckworth, Steen, and Seligman 2005). Positive psychology aims for well-being by building positive emotions and strengths in the individual (Seligman, 2013).

In positive psychology, there is a concept called flourishing. Flourishing in positive psychology is a condition or condition of an individual who can develop himself optimally or optimally regarding the individual's abilities (Seligman, 2011a). Flourishing is achieving a life balance in which individuals feel good and function well in their lives (Keyes, 2010). The goal of flourishing is to achieve overall physical and mental functioning. According to Seligman (2011), there are five aspects of flourishing: positive emotion, engagement, positive relationships, meaning, and accomplishment.

Flourishing can be understood as a state in which all aspects of a person's life are good. We can also refer to such a state as the well-being of the whole person, arguably a broader concept than psychological well-being—many concepts of views on flourishing vary. However, despite the different details of understanding, most would agree that flourishing, however, understood, will or at least requires doing or being good in the following five broad domains of human life: (1) happiness and life satisfaction; (2) health, both mental and physical; (3) the purposes and objectives; (4) character and virtue; and (5) close social relations. All arguably at least part of what we mean by developing. Each of these domains arguably also meets the following two criteria: (1) Each domain is generally viewed as a destination in itself, and (2) each domain is almost universally desirable (VanderWeele, 2017).

Research by Rosa et al. (2020) found that after socialization and assessment of the flourishing of the research subjects became motivated to improve performance, the

subjects became interested in realizing flourishing or happiness, which would later affect their performance. Krisnawati, Utami, and Lasri (2017) concluded that their research showed a significant relationship between nurse performance and patient satisfaction at the Waluya Malang orphanage hospital.

METHODS

This study used the quantitative method. The purpose of using qualitative methods is to understand the phenomena of the subject under study through various research variables. Using qualitative research, the researcher can determine how many variables are used. The approach used is descriptive quantitative; the quantitative method in this study is carried out to test the research hypothesis.

This study consists of three variables of two types of variable dependent variables and independent variables. The method of sampling in this study is the total sampling method. The subjects of this study were inpatient nurses at PKU Muhammadiyah Karanganyar Hospital, totaling 96 people. Meanwhile, the study's object is the research subject's flourishing level because there has never been an assessment of the nurse's flourishing stick at the PKU Muhammadiyah Karanganyar Hospital.

This study used three questionnaires for each variable as a data collection tool. The flourishing variable using the questionnaire will contain the five pillars of PERMA flourishing adopted and translated from "Flourishing APP BOOKLET by The Human Flourishing Program at Harvard's Institute for Quantitative Social Science." At the same time, the Workload variable will be measured based on calculations using the NASA-TLX questionnaire. Performance variables will be evaluated using OPPE or On-Going Professional Practise Evaluation.

Data analysis in this study with three methods, univariate, bivariate, and multivariate analysis. The univariate analysis uses descriptive statistical methods to describe each research variable independently. Bivariate analysis of this study used a proportion difference test to test the hypothesis. If the data of this study are distributed normally, the statistical analysis used is chi-square. The statistical analysis is a fisher test if the data produced during the study is not normally distributed. The type of multivariate analysis used is multiple regression analysis.

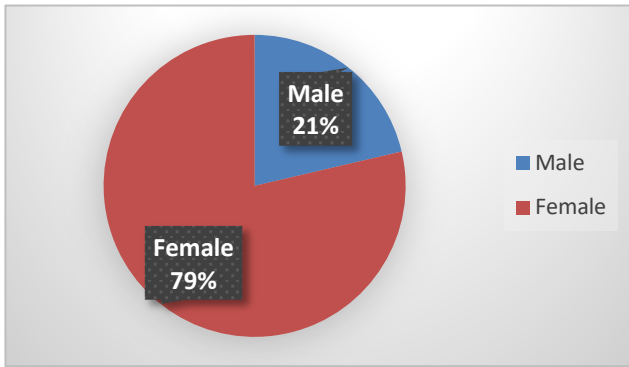
This research was conducted at PKU Muhammadiyah Karanganyar Hospital, located in Karanganyar Regency, Central Java, Indonesia. This research was conducted from 1 July 2022 to 30 August 2022.

RESULTS AND DISCUSSION

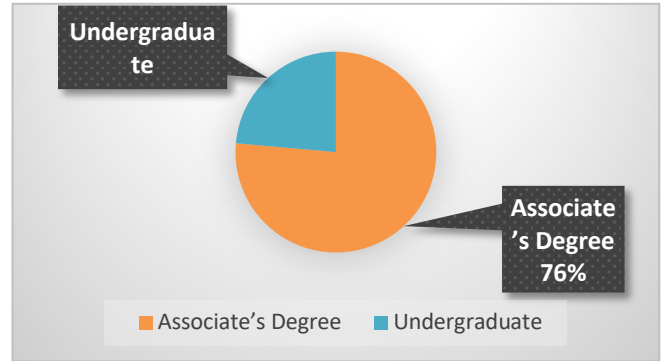
This study focused on 96 inpatient nurses at PKU Muhammadiyah Karanganyar Hospital. Respondents who were willing to fill out the questionnaire were 85.44%.

A. Univariate Analysis

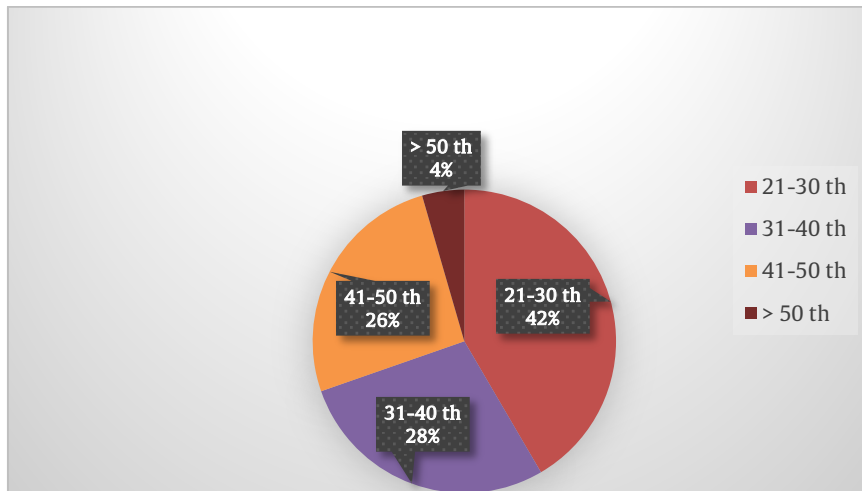
The characteristics of respondents in this study are gender, education, age, and length of work, as in the pictures and table below;



Picture 1.1 Gender



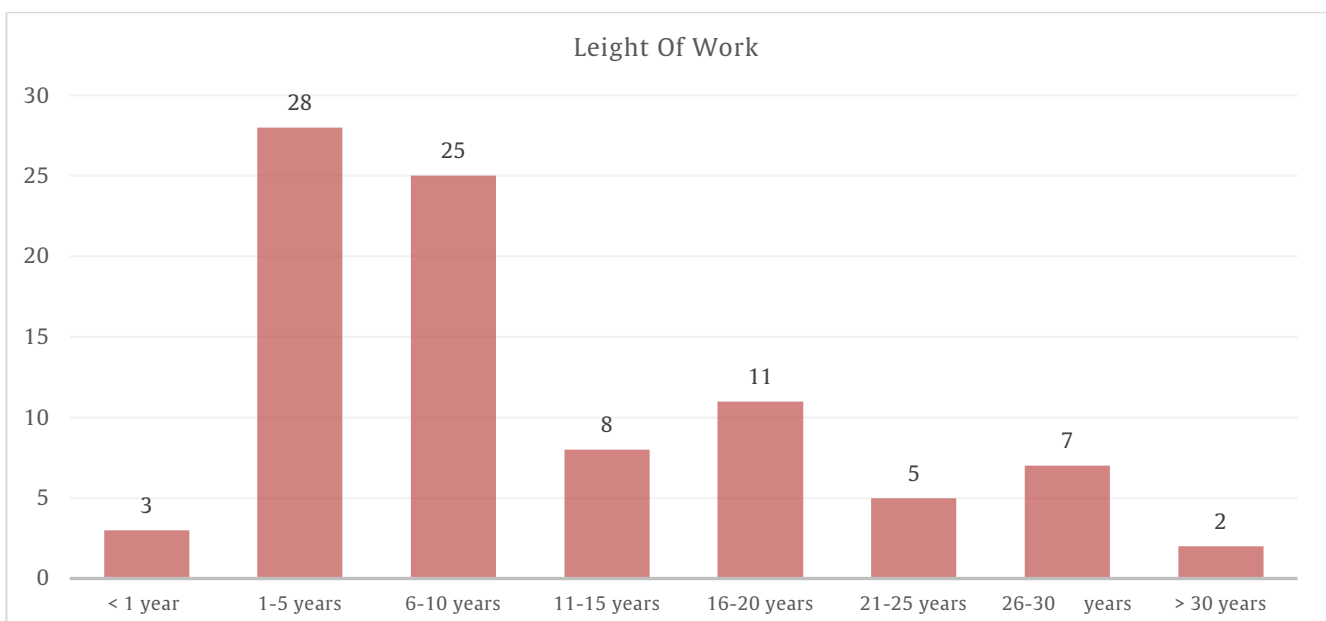
Picture 1.2 Education



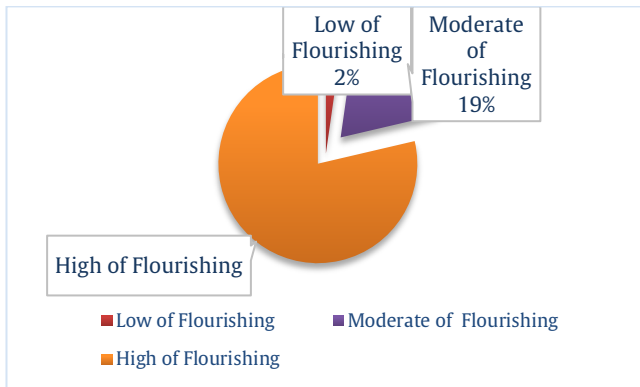
Picture 1.3 Age

The sex in this study was dominated by the female sex, as much as 76%. Meanwhile, the level of education is dominated by Associate's Degree education at 76%.

For the age group in the 21-30 age group, 42% of the total respondents were dominated. Meanwhile, the characteristics of respondents based on the length of work are dominated by categories with a length of work of 1-5 years.

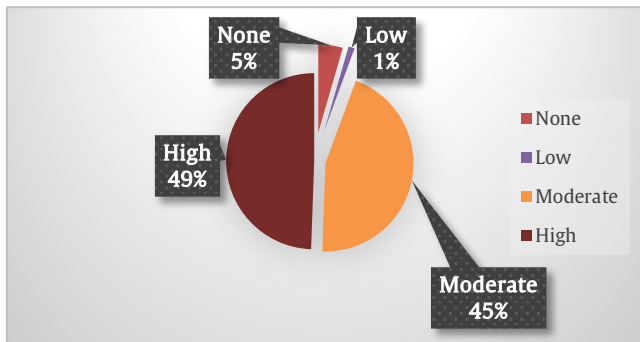


There are three research variables in this study, namely flourishing, workload, and performance. As pictures in the below;



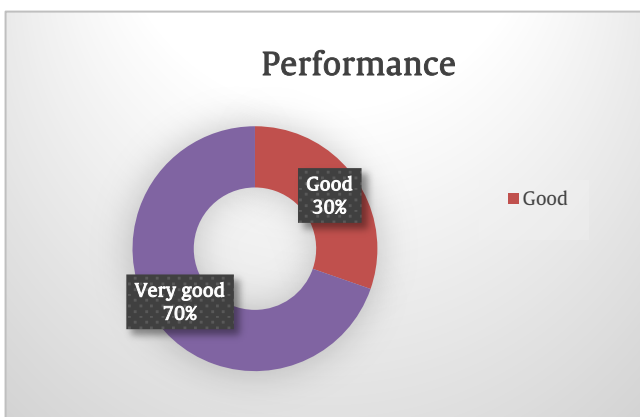
Picture 2.1 Flourishing

The highest category flourishing variable is in the very flourishing category. It can be interpreted that the flourishing of PKU Muhammadiyah Karanganyar Hospital is very good. This study categorizes the five dimensions of flourishing or well-being Seligman's theory (2011) into three categories: high, medium, and low. Three levels of categorization are obtained based on the standard classification of measuring instruments from a minimum score to a maximum score of 0 for a minimum and a score of 10 for the maximum (Effendy and Subandriyo, 2017).



Picture 2.2 Workload

The results showed that 49% of nurses at PKU Muhammadiyah Karanganyar Hospital felt that the workload was relatively high, and only 1 percent of the total respondents said the workload was low.



Picture 2.3 Performance

The performance of nurses at PKU Muhammadiyah Karanganyar Hospital is excellent; namely, 70% are in the excellent category.

B. Bivariate Analysis

The basis for the chi-square test decision: If Asymp Value. Sig. < 0.05, there is a significant relationship With the Value of Asymp. Sig.>0.05, then there is no significant relationship. Asymp. Sig Flourishing to nurse performance has a value of 0.000. Because of the value of Asymp. Sig 0.000< 0.005, it can be concluded that there is a significant relationship between the nurse's performance. Asymp. Asymp. Sig workload on the performance of the nurse has a nilai of 0.500. Since the value of Asymp. Sig is 0.500> 0.005, so it can be concluded that there is no significant relationship between workload and nurse performance .

C. Analisis Multivariat

There are three testing steps for multiple regression analysis in this study, namely; Determination; the value of the coefficient of determination (Adjusted R Square) is 0.291. This means that the influence of Flourishing and nurse workload affects nurse performance by 29.1%, while 70.9% is influenced by other variables that are not in the linear regression model. Test F; Prob value. F calculate (sig.) the value is 0.000 < 0.05 so it can be concluded that the estimated linear regression model is feasible to use to explain the influence of Flourishing and Workload on the performance of nurses at PKU Muhammadiyah Karanganyar Hospital.

D. Discussion

The results showed that the flourishing rate of PKU Muhammadiyah Karanganyar Hospital was very flourishing, namely 78.7%, the results of the performance variable given that the performance was very good at 69.7%, at the workload variable the highest score in the very high category was 49.4%. The quality of nursing care reflects the nurse; internal and external factors can influence the nurse's performance. Internal factors can be optimized with the help of the nurse's flourishing development. This study found a relationship between the performance of nurses. Diehl, Hay, and Berg, (2011) state that a relationship exists between positive emotions, age, and mental status in adult people or individuals. Well-being or flourishing in nurses will appear when they have positive goals and relationships and show the ability to control themselves because flourishing focuses on certain developments or the ability of individuals to develop/develop themselves (Seligman, 2011a). Based on this theory, nurses who can develop positive emotions will be able to enjoy their work and control themselves.

(Bolton, 2001) conducted a study of nurses working at the National Health Service in the UK and found that nurses could resist emotional demands and know the feeling they had to show during specific episodes of interaction. Bolton concluded that "they are aware that they must actively work on their emotions" (Bakker and Sanz-Vergel, 2013).

Individuals who choose nursing jobs are often drawn to nursing because of ideals and involvement. In their studies among nursing students, McCabe, Nowak, and Mullen (2005) found that the most important reasons for choosing a profession were (1) to help others, (2) to do exciting and challenging work, and (3) to work with people in need.

Emotional intelligence plays an essential role in shaping successful human relationships. Emotional is vital in

establishing a nurse-patient therapeutic relationship but carries the risk of 'fatigue' if prolonged or intense. To prevent this, nurses must adopt strategies to protect their health (McQueen, 2004).

Research by Elisabet Manuho et al. (2015) under the title of the relationship between workload and nurse performance in nursing care in the C1 Inpatient Installation of RSUP Prof. Dr.R.D Kandou Manado found that there was a relationship between workload and nurse performance of 88.9% of low nurse workload with good performance. Another study by friska Aprilia (2017), entitled the effect of workload, work stress and work motivation on the performance of nurses at the Ibnu Sina Islamic Hospital in Pekanbaru, also found a relationship between workload and nurse performance. High workloads can cause stress and be harmful to health services,

Merkusi and Aini (2020) stated the results of his research that high workloads can cause stress and can cause the condition of nurses who provide services to be unstable, so stress affects nurses' perceptions of patient safety incidents and nurse performance. The stress found in Merkusi and Aini's research is of the situational stress type.

In contrast to the findings in this study, it was found that the workload did not have a significant effect on performance. With a workload in the very high category of 49.4% but the performance of nurses is also excellent, which is 69.7%. This is related to the high level of flourishing at PKU Muhammadiyah Hospital Yogyakarta. Nurses who enjoy their work and can control emotions and pressures during work can improve their flourishing. A person's flourishing can increase if he is free from pressure; one way that can be done is to change his thoughts and feelings so that changes in his behavior can also occur from negative to positive (Carr, 2011). The 2006 diener explained his concept of engagement; what happens in professional life when working on something feels pleasure and full involvement in the thing that is done (Seligman, 2011a).

Taken together, these findings suggest that emotional demands can act as a challenge for nurses. Consistent with this view, researchers argue that emotional labor may not always be stressful but may be beneficial and create positive results (Bakker and Sanz-Vergel, 2013; Côté and Morgan, 2002; Tolich, 1993; Brotheridge and Grandey, 2002).

According to McQueen (2004), nurses enjoy the benefits of emotional labor because they are content to engage with the patient personally. Being a nurse offers the opportunity to help others and make a difference in their lives. Modern nursing demands refer to emotional intelligence skills to meet the needs of direct patient care and cooperative negotiations with multidisciplinary teams.

The concept of Diener in 2006 was revised to Five Pillars (PERMA) which is a high level of well-being known as flourishing, can spell out simply how the acceptance, purpose, and meaning of a person's life can affect the development of an individual, namely;

- (1) Positive emotions; included in this section are pleasure, cheerfulness, and happiness, which are parts of positive emotions and are the primary or essential part of well-being.
- (2) Engagement; usually occurs in professional life; when working on something feeling pleasure and full involvement is done.
- (3) Positive relationships; social relationships with other people, and improving well-being when establishing solid relationships with family, friends, and neighbors.
- (4) Meaning; that an individual's life will feel meaningful when doing great things, being dedicated and making a

significant impact on others, and the environment is not only on oneself.

- (5) Accomplishment/Achievement; the goals that individuals can achieve are small, medium goals or big goals. The achievement of the goals of the individual will make the welfare of the individual development. Individuals will prosper if they have these five pillars (Seligman, 2011).

CONCLUSIONS AND SUGGESTIONS

Understanding the flourishing of the nurse will be able to build positive psychology from within each of them so that they can behave positively while working and transmit positive energy to patients during treatment and can, reduce the pressure of work during work and have good self-control. Unlike some studies, this study found no significant relationship between workload and performance. However, some theories have revealed that workload can affect performance, but this study has a significant relationship between flourishing and performance.

This relationship between flourishing and performance can be used in the Hospital to improve performance. This study can conclude that flourishing can improve performance, and workload factors will not affect performance too much if the level of flourishing in the work environment is very high. Because flourishing affects the work of emotions, some researchers, as described in the discussion, found that emotional work does not necessarily cause stress. However, there is a possibility of being helpful and getting positive results, of course, with good emotional management as studied regarding flourishing in positive psychology.

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