



## The correlation between workload and nurse performance during the covid-19 pandemic at hospital

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### ABSTRACT

High work demands because the provision of nursing care is carried out 24 hours a day with patients who require special care. This activity causes the work of nurses to increase and can increase the physical workload of nurses. Based on a preliminary study of 10 nurses, it was found that as many as 8 people (80%) stated that the workload they carried out was heavy. The research objective was to determine the correlation between workload and nurse performance during the Covid 19 pandemic at the Muhammadiyah Metro Hospital. This research used a quantitative method, with a cross-sectional approach. The sample used in this study amounted to 164 respondents by taking the total sampling technique. The analysis used is Spearman Rho. The research result showed that there is a correlation between workload and nurse performance during the Covid 19 pandemic at the Muhammadiyah Hospital in Metro City P-value = 0.000 with a correlation strength of 0.475, which is included in the moderate or sufficient correlation. It is recommended for hospitals to pay attention to the workload given by nurses when patients are overloaded so, the nurses do not experience a workload that is too heavy. It can be done by increasing service capacity and human resources.

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#### Kata kunci:

Beban kerja  
Kinerja  
Masa Pandemi

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### ABSTRAK

Tuntutan kerja yang tinggi karena pemberian asuhan keperawatan dilakukan selama 24 jam setiap hari dengan pasien yang memerlukan perawatan khusus. Aktivitas inilah yang menyebabkan kerja perawat menjadi meningkat dan dapat menambah beban kerja fisik perawat. Berdasarkan studi pendahuluan dari 10 perawat diperoleh gambaran bahwa sebanyak 8 orang (80%) menyatakan bahwa beban kerja yang dilaksanakannya yaitu berat. Tujuan penelitian ini mengetahui hubungan beban kerja dengan kinerja perawat masa pandemi Covid 19 di Rumah Sakit Muhammadiyah Metro. Penelitian ini menggunakan metode kuantitatif, dengan pendekatan crosssectional sampel yang digunakan dalam penelitian ini berjumlah 164 responden dengan mengambil teknik teknik total sampling. Analisis yang digunakan menggunakan spearman rho. Hasil penelitian diketahui. Ada hubungan beban kerja dengan kinerja Perawat pada masa pandemi Covid 19 di Rumah Sakit Muhammadiyah Kota Metro P value = 0,000 dengan kekuatan korelasi sebesar 0,475 masuk dalam korelasi sedang atau cukup. Disarankan bagi rumah sakit agar memperhatikan beban kerja yang diberikan oleh perawat ketika pasien sedang overload, sehingga perawat tidak mengalami beban kerja yang terlalu berat, dengan cara menambah kapasitas pelayanan dan SDM.

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## INTRODUCTION

A novel form of coronavirus brings on an infectious condition known as Coronavirus Disease 2019 (Covid-19). The virus that causes severe acute respiratory syndrome (SARS) and Middle East Respiratory Syndrome is related to this (MERS). SARS-CoV-2 is more contagious than SARS-CoV and MERS-CoV even though they are members of the same family (Burhan, Fathiyah, et al., 2020). Early in 2020, the virus's enormous spread led the World Health Organization (WHO) to designate it as a pandemic (Burhan, Fathiyah, et al., 2020). Covid-19 has undoubtedly led to a serious crisis among several groups and communities around the globe, particularly nurses. The tasks and responsibilities that nurses must fulfill are complicated when they also need to safeguard their family, coworkers, and friends from this deadly sickness. Not all healthcare professionals have dealt with Covid-19 before. Health professionals must adjust to changing circumstances, beginning with the implementation of Covid-19 management guidelines, new guidelines that must be implemented, changes in patient-nurse interaction using Personal Protective Equipment (PPE), anxiety about contracting Covid-19 or transmitting it to family members, and new habits that are thought to have an impact on the quality of nursing services (Burhan, Fathiyah, et al., 2020). For nurses to complete their task, this may add to their workload.

According to Pujiyanto, Syaifudin, and Susi (2020), in the Covid-19 pandemic period, strong governance of high-quality nursing care is required, claim They don't all yet have any experience, rules, or standards of governance that have been tried and true. In order to provide patients, particularly those with Covid-19, with high-quality nursing care, the nursing profession faces challenges to learning, innovation, and creativity. In primary and secondary health care institutions as well as nursing tertiary education for nursing lecturers and students, quality nursing care governance education from the perspective of the Covid-19 pandemic experience must be delivered. Pujiyanto, Susi, and Syaifudin (2020).

Given that nursing services are offered continuously throughout the day in hospitals, nurses are crucial members of the medical staff. If the necessary number of nurses is available, quality, effective, and efficient nursing services can be provided. In order to acquire effective and efficient staff, it is necessary to arrange the nursing staff as effectively as possible, especially when establishing the number of staff needed (Sukardi, 2016).

According to Ilyas in Irwandi (2017), health workers, particularly nurses, where their workload analysis can be seen from aspects such as tasks performed based on their main function, as well as additional tasks performed, number of patients to be treated, work capacity in accordance with education what he gets, the working time used to carry out his duties in accordance with working hours that take place every day, as well as complete facilities that can help nurses complete their work properly.

Workload can exist for a specific amount of time; occasionally it is quite little, and other times it is enormous. This condition is prevalent among hospital employees, particularly nurses. This unsuitable circumstance may result in worry, job discontent, and a propensity to leave work (Mulyono, et al. 2013). According to Kusmiati (2016), the workload of nurses is impacted by the constantly changing patient conditions, the typical number of hours needed to provide direct care to patients, documentation of nursing care, and the number of additional tasks that must be

completed by a nurse in order to avoid performance disruption. The nurse may experience feelings that are unexpected as a result of this issue.

Given the scope of their existing job obligations, the corona virus disease (Covid-19) pandemic is a reflection of how the success of health workers should be valued. Health workers are forced to work longer hours than usual due to a lack of staff and an increase in patients, and the facilities they use to carry out their duties are still subpar. If these problems persist, they will have an adverse effect on their performance, which will lower the level of care provided. The COVID-19 pandemic caused a number of conditions that had an impact on society psychologically, especially health staff (WHO, 2020).

Nursing care was provided to patients who need specialized care around-the-clock during the Covid-19 pandemic, placing severe demands on the nurses on duty in the isolation room for Covid-19 patients. Increased exercise among nurses may result in an increase in their physical burden, which in turn may make them feel more worn out. In addition to raising the risk of accidents, nurse tiredness during Covid 19 can lower body immunity and result in poor performance (Mulyono, et al (2013).

Hospital productivity will be impacted by underperforming nurses, thus employers must pay attention to their diverse demands in order to promote staff engagement and performance (Aprilia, 2017).

A referral hospital for Covid patients, Muhammadiyah Metro Hospital employs 164 nurses to handle as many as 102 cases from January to October 2021. The quality of service, which is essential to keeping the organization's machinery in working order, and performance issues that occur at the Muhammadiyah Hospital in Metro City are inextricably linked. One of the reasons given by nurses was that they felt their performance was poor because of incompatibility at work. When asked about the suitability of their work during the Covid pandemic, 95% of the 10 nurses responded that they were consistently given tasks that were outside the scope of their nursing expertise, such as handling all administrative requirements for patients who use insurance or company guarantees, which occasionally requires nurses to give clients unclear information.

Based on the results of the pre-survey, which was conducted at Muhammadiyah Metro City Hospital by asking a number of questions, it was discovered that, out of the 10 nurses, up to 8 (or 80%) stated that the workload they undertook was heavy and up to 2 (20%) others, namely stating that the workload it undertook is light. Another phenomenon related to workload is that nurses complain about changing shifts that cannot be ascertained, even though there are scheduled working hours, but if the doctor visits when approaching the change of shift, the long shift does not work according to what was scheduled, there is almost no rest time at work due to work on reports, and a work environment that is very at risk of contracting Covid-19 patients and the available PPE is limited, the wage system is in accordance with the length of work while excess working hours have not been calculated properly, and a lack of nurses.

Based on this background, the researcher is interested in conducting research on "The Correlation between Workload and Nurse Performance during the Covid-19 Period at Muhammadiyah Metro Hospital in Lampung".

**METHODOLOGY**

The research style utilized in this study is quantitative analytics research, which uses research techniques with the primary goal of objectively describing a condition (Arikunto, 2014). The cross-sectional analytic survey strategy used in this study tries to test hypotheses and make interpretations to ascertain the degree of associations that exist. Researchers can make conclusions based on this correlation.

This research was conducted on January 10-20 2022. The sample in this study were all nurses at Muhammadiyah Hospital Metro City, totaling 164 nurses. The independent variable of this study is workload and the dependent variable is nurse performance. Data collection in this study was carried out by distributing questionnaires directly with the assistance of 2 enumerators to obtain data on the workload and performance of nurses.

There may have been a correlation between workload and nurse performance during the Covid-19 pandemic at Muhammadiyah Hospital in Metro Lampung City based on the data analysis used in this study, which used univariate analysis and bivariate analysis using the Spearman Rank Correlation Formula to obtain a p-value of 0.0001.

**RESULTS AND DISCUSSION**

Based on table 4.1 of the frequency distribution of workload, it is known that out of 164 respondents, 6 respondents (3.7%) had heavy workloads, 95 respondents (57.9%) had moderate workloads and 63 respondents (38.4%) had light workloads. It can be concluded that the workload of nurses at Muhammadiyah Hospital Metro in Lampung mostly has a moderate workload.

**Table 3**  
**The Correlation between Workload and Nurse Performance During the Covid-19 Pandemic at the Muhammadiyah Hospital Metro**

Spearman's rho	workload	workload		performance	
		Correlation Coefficient	1,000		,475**
		Sig. (2-tailed)	.		,000
		N	164		164
	performance	Correlation Coefficient	,475**	1,000	
		Sig. (2-tailed)	,000		.
		N	164		164

Based on table 4,3, the correlation between workload and nurse performance during the Covid-19 pandemic resulted in a p-value of 0.0001, so it can be interpreted that there is a correlation between workload and nurse performance during the Covid-19 pandemic at Muhammadiyah Hospital of Metro City, with a correlation strength of 0.475 means that the correlation between workload and performance is in the moderate or sufficient correlation.

The findings of this study are consistent with the idea advanced by Manuaba in Wulandari (2018), according to which workload represents the body's capacity for work. Every workload that a person receives must be appropriate for and in balance with the worker's physical and psychological capabilities (Romadhoni, 2015). According to Sulistyowati (2012), workload was one of the factors that must be taken into account to achieve harmony and high job productivity, and a nurse's workload must also be in accordance with their specific talents (Manuhu, 2015).

**Table 1**  
**Frequency Distribution of Workload at Muhammadiyah Hospital in Metro City (N=164)**

No	Workload	Total	Percentage (%)
1	Heavy	6	3,7
2	Moderate	95	57,9
3	Light	63	38,4
	Total	164	100,0

Based on table 4.1 of the frequency distribution of workload, it is known that out of 164 respondents, 6 respondents (3.7%) had heavy workloads, 95 respondents (57.9%) had moderate workloads and 63 respondents (38.4%) had light workloads. It can be concluded that the workload of nurses at Muhammadiyah Hospital Metro in Lampung mostly has a moderate workload.

**Table 2**  
**Frequency Distribution of Nurse Performance at Muhammadiyah Hospital Metro City (N=164)**

No	Nurse Performance	Total	Percentage (%)
1	Poor	53	32,3
2	Good	111	67,7
	Total	164	100,0

Out of 164 respondents, 53 respondents (32.3%) had poor performance, and 111 respondents (67.7%) had good performance, according to table 4,2 of the frequency distribution of nurse performance. Therefore, it can be said that Muhammadiyah Hospital Metro nurses generally perform well.

Workload is divided into two categories by Prihatini (2018): physical workload and mental workload. Lifting patients, giving them baths, assisting them to the restroom, pushing medical equipment, changing patients' beds, and pushing stretchers are all physical tasks. The complexity of the work, including preparing mentally and spiritually for patients and families, particularly for those who will need surgery or are in a critical condition, working with specialized patient care skills, responsibility for recovery, and having to communicate with patients, can all contribute to mental workload.

A balanced workload is necessary because employees will suffer from a burden that is either too high or too low. Significant workloads result in work stress, lack of focus, client complaints, and high absenteeism among employees. Meanwhile, a workload that is too light will result in boredom and poor focus. Too much or too little work will

ultimately result in low staff productivity (Koesomowidjojo, 2017).

Workloads that do not meet standards in the nursing field can have negative effects on patients, such as errors in reporting patient status, work weariness, leaving tasks unfinished during shifts, disruption of workflow, and prescription administration problems (McPhee, Dahinten, & Havaei, 2017).

According to the theory of performance, work achievement is the outcome of the quality and quantity of work that an employee completes while doing their duties in line with their assigned obligations. An activity that managers engage in to assess employee performance behavior and establish follow-up policies is performance appraisal (Hasibuan, 2013). The performance of nurses as the spearhead of health services is a very important issue to be studied in order to maintain and improve the quality of health services, good nurse performance is a bridge in responding to quality assurance of health services (Mulyono et al, 2013). Nurse performance is a very problem to be investigated in order to maintain and improve the quality of health services.

Performance (work achievement) is the end result of an employee's quality and amount of work completed while carrying out their obligations as assigned. An activity that managers engage in to assess employee performance behavior and establish follow-up policies is performance appraisal (Hasibuan, 2013).

Theoretically, there are three categories of factors that affect how an employee behaves and performs at work: personal, organizational, and psychological. These three categories of variables have an impact on work groups, which have an impact on employee performance. The actions taken in relation to performance are those required to carry out the duties of a job or task in order to attain its goals (Winardi, 2012).

This research is in line with Wulandari's research (2019) entitled Workload Analysis and Culture on Nurse Performance Carrying Out Patient Assessments in Improving the Quality of Nursing Care at Pasar Minggu Hospital in Jakarta and the results obtained are that there is a significant effect between workload on nurse performance where nurses have a moderate workload will produce a good performance and the lighter the workload that nurses have, the better their performance.

This research is also in line with Buanawati's research (2019) entitled The Correlation between Workload and Nurse Performance in the Inpatient Room of Islamic Hospital Siti Aisyah, Madiun City, which shows that the statistical results of nurses have a heavy workload and sufficient performance with a significance level of 0.019 and a positive coefficient value of 0.366, which means there is a significant correlation between workload and nurse performance. The existence of a significant correlation between workload and performance needs to be watched out for and prevented as early as possible.

Based on the conclusions of the researchers, nurse performance determines the quality of health services and the image of health service institutions in the eyes of the public as users of these services, so it is necessary for hospitals to review the workload of nurses/staff. High workload can affect nurse performance and good performance will affect the quality of nursing services. Therefore it is necessary to minimize the workload of nurses and the motivation of nurses in carrying out their responsibilities as well as supervision so that nurses can implement quality nursing care.

## LIMITATION OF THE STUDY

Limitations in this study were other factors that were not examined in this study such as the work culture of nurses and the distribution of questionnaires that were not distributed directly to respondents who would fill out the questionnaires, the researchers left the questionnaires and left the questionnaires for 1 week so that the research could be biased.

## CONCLUSIONS AND SUGGESTIONS

It is known that 111 respondents (67,7) have good performance, whereas 95 respondents (57,9%) have a moderate workload. At the Muhammadiyah Hospital in Metro City during the Covid-19 pandemic, there was a correlation between workload and nurse performance with a P-Value of 0.0001. It is recommended that Muhammadiyah Metro Hospital be able to examine the workload of nurses on a regular basis while paying close attention to the division of labor so that the workload may be properly accommodated and nurses can perform better when delivering nursing care. To help nurses provide better care, motivation and oversight are also necessary.

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