Relationship of Working Stress with the Performance of ICU Nurse in Hospital Tk. II dr. Soepraen Malang

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Abstract: The nurse in the ICU office has a very high risk of being exposed to work stress, because the ICU nurse has a big duty and responsibility to keep the patient's condition with terminal condition. Nurses who experience stress will lead to poor nurse performance, especially in providing nursing action. The purpose of this study was to determine the relationship of work stress with the performance of ICU nurses at Tk.II Hospital dr. Soepraen Malang. This type of research uses correlational correlational research design using cross sectional approach. The sample will be used by all nurses at Tk Hospital. II dr. Soepraen Malang which amounted to 20 people obtained using total sampling. Data analysis used in this research is by using spearman rank correlation. Based on the research data obtained a correlation of -0,800 with a significant 0,000 so it is said there is a relationship of work stress with the performance of ICU nurses at Tk Hospital. II dr. Soepraen Malang. Coefficient value in the study of -0,800 so that the strength of work stress relationship with the performance of ICU nurses at Tk Hospital. II dr. Soepraen Malang is very strong. Coefficient value is negative so that the lower the work stress the higher the performance of the nurse. Based on the research the ICU nurse is able to cope with work stress well in order to avoid work accident especially in giving nursing action to the patient.

1 BACKGROUND

The nurse is the professional nature of the work is always in situations involving human relations, a process of interaction and mutual influence and can have an impact on every individual (Suhaemi, 2003). There are many nurses at the hospital, one of whom was a nurse in the ICU (Intensive Care Unit). Patients admitted in the intensive care unit is a patient with a life-threatening situation at any time due to failure or dysfunction of one or multiple organs and it is still possible to cure back through the treatment, monitoring and intensive treatment This can result in ICU nurses experiencing job stress.

Work stress that human reaction to external stimuli well as social, employment, environmental and psychological perceived as a threat. Work stress include emotional assessment of the perceived difference between the demands of work with a person's ability to carry out the demands of the job (Goetsch, 2008). Stress usually causes nurses to stress usually physical, physiological and psychological. Physical stress can be a cold temperature, heat or chemical agents. Physiological stressors include pain, fatigue, while psychological reaction can occur due emotions such as fear of failure (Shani and Gole 2008).

There are several factors that cause job stress are generally classified into two namely internal sources and external sources. Internal resources are factors that work stress comes from within each individual. While the external source is a factor that comes from outside the individual (Hanida, 2002). Research in Adi Husada Hospital Surabaya Undaan Wetan show, 11 people (34%) do not experience stress, 12 (38%) experienced mild stress and 9 (28%) experienced moderate stress because of the factors affect them workload and personality type.
In Indonesia based on research PPNI (2006) contained 50.9% of nurses working in four provinces experienced job stress often dizziness, fatigue, no break because the workload is too high and time-consuming, low wages and inadequate incentives. This is evidenced by research Mealer (2007) is obtained from 230 ICU nurses, there are 54 nurses (24%) who experienced Disordered Post Traumatic Stress (PTSD), while of the 121 general nurses there are 17 nurses (14%) who experienced PTSD. This is because the risk or work activities in the ICU requires great responsibility in dealing with critical patients. In Jusniar study (2012) about the image of ICU nurses work stress Dharmasis Cancer Hospital Depok obtained the data that 33 respondents nurses there are 22 nurses included in the category of work stress were.

The effects of stress a nurse for himself among other physiological effects, psychosocial effects, the effects of performance and effects on health. When nurses experience this will tend to not focus on the work that is charged to him and may affect the performance of nursing itself (Fish, 2002).

Performance of nursing or nursing practice describes the activities provided to clients through the implementation of nursing care to achieve the goal of health care services in accordance with the duties and responsibilities of nurses to meet the provisions of the code of ethics, professional standards, rights of users of health services, service standards and standardized procedures operational (health legislation No. . 36 in 2009). One of the nurses performance can be seen from the quality of nursing care provided to patients. Basically that is used as a reference in assessing the quality of health care is the standard of nursing practice.

Nurses are the most energy and the most prolonged contact with the patient, so that the nurses' performance should be improved in nursing care. Nursing care is a process or activity of nursing practice provided by nurses to patients in various health service order by using the nursing process are assessment, diagnosis, intervention, implementation, and evaluation. Nursing care is guided by the standards of nursing within the scope of authority and responsibility of nursing. It can provide good quality service as well as the patients are satisfied with the performance of nurses (Nursalam, 2007).

Nurses who are experiencing stress will degrade the performance of nurses especially in the provision of nursing care. It fits in research Luci Elnita February (2013), with the title "Relationship Stress Work With Performance Nurse IN Hospital Panti Waluya Sawahan Malang" shows that as many as 28 people (70%) nurses' performance is not good, and 5 nurses (12, 5%) nurses' performance was good, with the results of statistical spearman Rank test, showed no significant association between work stress with the performance of nurses in Hospital nursing Waluya Sawahan Malang.

Based on result a preliminary study, researchers chose Tk.II Hospital dr. Soepraoen Malang an army hospital that has a high level of discipline and strict regulations, serta majority of patients treated is a patient-ranking soldiers who on average have a high rank that will lead to job stress. The nurse agency in ICU Hospital Tk.II dr. Soepraoen Malang have moderate job stress, due to the ICU nurses have a high workload, continuous patient observation and work environment as noisy as the sounds of machines that cause stress in nurses working in the ICU and will affect the performance in providing nursing actions. based on some the above problems and relates to the importance of the performance of nurse researcher is interested to do research on work stress Relations with the performance ICU nurses at the Hospital Tk. II dr. Soepraoen Malang

2 METHODS
2.1 Research design
This research uses a correlational study design analysis using cross-sectional design, which this study aims to find the relationship between job stress and nurse's performance ICU at the Hospital Tk. II dr. Soepraoen Malang measured in the same period or the subjects were given a questionnaire only once.

2.2 Research samples
This research uses a correlational study design analysis using cross-sectional design, which this study aims to find the relationship between job stress and nurse's performance ICU at the Hospital Tk. II dr. Soepraoen Malang measured in the same period or the subjects were given a questionnaire only once. The population used in this study is that all nurses working in the ICU Hospital Tk. II dr. Soepraoen Malang, amounting to 21 nurses. The sampling technique used in this study is total sampling, which the sample used is the whole of the population in the study area. This study was conducted in March 2017 at the Hospital Tk.II dr. Soepraoen Malang.

The research instrument used in this study is a questionnaire consisting of job stress questionnaires
and questionnaires performance of nurse job stress questionnaire by 20 the number of questions the questions. Questionnaires were used consists of two parts where the first part contains the characteristics of the study sample are number of respondents, age, sex, education and long work of the respondents. The second part contains questions to determine stress the work of the respondents made in the form of positive statements (favorable) and negative (unfavorable). The answer to this questionnaire using Likert scale. Positive statements if the answer is never = 1, never 2 = often = 3, Negative statement if the answer is never = 3, ve = 2, frequently = 1.

The performance of nurses questionnaire is a questionnaire Six Demension Nurse Performance (6 DSNP) made by Schwirian (1987) in Narbiry (2010). There are 16 questions related to the performance of nurses which include; 7 questions critical care, interpersonal relationships and communication 9 questions. Questionnaires performance of nurses have tested the validity. The performance of nurses questionnaire statement made in the form of positive statements (favorable) and negative (unfavorable). The answer to the statements in this questionnaire using Likert scale with four criteria. Positive statements if the answer is always = 4, often = 3, sometimes = 2, never = 1. While a negative statement if the answer is always = 1, often = 2, sometimes = 3, never = 4. The total number of assessment of each item question of scoring the performance of nurses in the respondents.

1) Nurses Job Stress Assessment
   a. Heavy work stress = 42-52
   b. Moderate work stress = 32-41
   c. Light work stress = 22-31

2) Nurse Performance Appraisal
   a. Pood performance = 48-55
   b. Performance is quite good = 42-47
   c. Underperforming = 36-41

3 RESULTS

Of the total population of 21 nurses, researchers get respondents were 20 nurses who meet the criteria and are willing as research subjects. Results of research conducted in March 2017 will menjelaskan univariate and bivariate research.

3.1 Characteristics of Respondents

Based on the results obtained information about the characteristics of respondents include age, gender, marital status, education last, and long work. Data Characteristics of respondents can be seen in the following table:

According to the table 1 above, indicate that the data distribution characteristics of respondents by age of respondents mostly early adult aged 19-40 years by 16 nurses (80%) and a small portion medium-sized adults aged 40-65 years as many as four nurses (20%) of the total respondents, Of the sex of the respondents mostly female as many as 12 nurses (60%) and a small male sex as much as 8 nurses (40%) of the total respondents. Marital status of respondents from the majority of respondents were married as many as 16 nurses (80%) and a small percentage of unmarried by 4 nurses (20%) of the total respondents. Of recent education respondents most respondents had last D3 nursing education as much as 15 nurses (75%) and a fraction having the last S1 nursing education by 5 nurses (25%) of the total respondents. Of long working respondents most respondents have 0-5 years old working as many as 11 nurses (55%) and a small portion has a working time of> 5 years as many as nine nurses (45%).

Based on Table 2 above, data showed that of the 20 nurses who follow the study were mostly nurses have job stress in the stress category were as many as 11 nurses (55%) and a small portion in the category of light work stress as much as two nurses (10%).

Based on Table 3 above, data showed that of the 20 nurses who follow the study were mostly nurses have the performance in the category of performance quite as much as 13 nurses (65%).

Table 1: Frequency distribution characteristics of respondents

<table>
<thead>
<tr>
<th>Characteristics</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age</td>
<td></td>
</tr>
<tr>
<td>Adult Early (19-40 years old)</td>
<td>80</td>
</tr>
<tr>
<td>Medium Adults (40-65 years old)</td>
<td>20</td>
</tr>
<tr>
<td>Gender</td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>60</td>
</tr>
<tr>
<td>Female</td>
<td>40</td>
</tr>
<tr>
<td>Marital Status</td>
<td></td>
</tr>
<tr>
<td>Married</td>
<td>80</td>
</tr>
<tr>
<td>Not Married</td>
<td>40</td>
</tr>
<tr>
<td>Education</td>
<td></td>
</tr>
<tr>
<td>S1</td>
<td>25</td>
</tr>
<tr>
<td>D3</td>
<td>75</td>
</tr>
<tr>
<td>Working Period</td>
<td></td>
</tr>
<tr>
<td>0-5 years</td>
<td>55</td>
</tr>
<tr>
<td>&gt; 5 years</td>
<td>45</td>
</tr>
</tbody>
</table>
3.2 Data Analysis

This study uses a statistical test and Spearman correlation using the program SPSS 16 for Windows applications with significant value $\alpha (> 0.05)$.

<table>
<thead>
<tr>
<th>Value $\alpha$</th>
<th>Rated r</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.05</td>
<td>-0.800</td>
</tr>
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</table>

Based on Table 4 above can be seen that the Spearman Rank test results obtained significance value of $0.000$, because the significance value smaller than $\alpha (> 0.05)$. So that it can concluded that there is a real relationship (significant) between work stress with the performance of the respondents. Can be seen from the cross table indicates the higher the stress of nurses, nurses' performance would be less good.

From the test results showed that the Spearman Rank correlation coefficient is -0.800, which means job stress relationship with ICU nurses performance in the respondents included in the category of strong correlation (Arikunto, 2010). Can be due also because of work stress is not only influenced by the performance only. But also by other factors not examined by researchers such as personality factors.

4 DISCUSSION

4.1 Nurses Job Stress in ICU

Based on the results of data that most of the nurses at the Hospital of Tk. II dr. Soepraoen Malang have job stress in the category of moderate job stress, and a small portion has mild occupational stress.

Work stress has three symptoms of the physiological, psychological and behavioral. From the results of filling the questionnaire by the respondents can be seen that nurses have job stress are more likely to perceive the psychological symptoms of stress with the dominant complaint of his examples such as irritability, feeling bored, experiencing feelings of fatigue and loss of concentration. The high psychological symptoms are likely to occur due to ineffective coping in most of the respondents.

Psychological symptoms that arise due to the effectiveness of the coping lead to job dissatisfaction, increase tension, anxiety, boredom, irritability, and the like procrastination. Researchers conducted by Mealer (2007) which states that the long-term kosenkuensi job stress can influence pikologis and social disruption of mental illness or change in social behavior which can not cope coping. Case is supported by the opinion of Perry & Potter (2010) which states that the individual's age and cultural background influence the effects of coping strategies. Work stress can also be associated with age, gender, marital status, education and long work.

From the research the majority of nurses are women mostly have job stress in the category of work stress were. This is according to research Inayani (2011), gender differences had an impact on the response actions taken to deal with workplace stress nurse. Some studies have found that women are more often employees often face the stress of work because of their role in the workplace and at home. A dual role which must be either a housewife or as employees often lead to job stress.

Characteristics of age of the respondents most nurses early adult age 19-40 years most have job stress in the category of work stress were. This is according to research Siboro (2009) early adult age group is the productive age group are very stable and settling to make decisions, and have a responsibility to work in earnest.

Marital status characteristics that most nurses are married most have job stress in the category of work stress were. Nurses who are married will often distracted with thoughts outside of work which results in decreased concentrations in carrying out the work could lead to a job stress in nurses. This is supported by research Ismailaty (2011) shows that the more nurses who are married experiencing work stress compared with nurses who are not married. This can happen because the status of married more problems problems encountered in the household compared to the status yet married, so that at the
time of carrying out the work are often troubled by thoughts of outside work which resulted in a lack of concentration in performing work that may eventually lead to job stress in nurses. Marital status may affect positively or negatively affect a person's behavior, because it depends on how one judges a problem.

Characteristics of the educational status of most nurses have the last D3 nursing education mostly have job stress in the category of work stress were. This could be caused to the respondent by D3 nursing education is still lacking in the assignment of theories or concepts that will affect cope with stress. According to research Gobel (2013) level of education is one of the factors associated with job stress. The lower the level of education it will be more susceptible to the stress of work. It can be concluded that the educational status berepengaruh on work stress. the higher the education, the stress of work, the better.

Characteristics long worked most respondents have been working 0-5 years most have job stress in the category of work stress were. This is due to the lack of experience in working so the ability to resolve this problem in the job was not good. The longer the work it will be more skilled in performing their duties and can cope with the stress they face. According to research Concerned (2010) that nurses working more than 5 years has been able to adapt to where diamana it works, this is what makes the nurse familiar with the conditions of the work to be carried out daily on the premises and the same time so that nurses tend not experiencing job stress of nurses who have been working, so it can be concluded that the service life of 0-5 years still can not adjust the work environment that will lead to job stress.

4.2 Nurses Performance in ICU

Based on the results of data that most of the nurses at the Hospital of Tk. II dr. Soepraoen Malang has a nurse's performance in the category of performance is quite good and a fraction in both categories.

The performance of nurses is influenced by several factors that affect the performance of nurses as a factor of skill and team factors. of the most dominant factor affecting the performance of that skill factor. skill factors that act to the patient. From the results of filling the questionnaire by the respondents can be seen that nurses perceive oelbih performance in skills or nursing action in critically ill patients who are less performed by nurses for example, such as providing emotional support to the family when the patient's death, at the time of emergency are not implemented measures appropriate nursing actions in patients, and at the time of an emergency situation is not calm and competent, it will cause accidents that have an impact on patients.

According Wirawan (2009) The performance of nurses is influenced by several factors such as skills, work experience, job stress, communication, and roommates. Meanwhile, according to research Tika (2010) states that there are two factors that affect performance, i.e. factors related to intelligence, skills, emotional stability, the properties of a person, cover, age, sex, education and work experience.

Most respondents age characteristics of early adult age 19-40 years shows most nurses have performed quite well in the performance category. Early adulthood are of childbearing age where they are highly motivated to do the work according to their profession and able critical thinking in running their tugas.sehingga more aggressive in acting to provide services. According penelitian Primgadi (2009) as we grow older the more qualified performance by acting cautiously and have a sense of higher responsibility in performing their duties.

Characteristics of the sexes at most nurses are women mostly had a pretty good performance. The female sex is more flexible in nursing action. According to research Retno Giriwati (2011) says that women are more flexible in the nursing action that starts from the Florence Nightingale who initially as work that is based on love of a mother or a female. This situation allows women a better performance than men. It can be concluded that the female sex have the flexibility to take action and have a sense of affection for the person than the male sex.

Characteristics of the educational status of the most educated nursing D3 mostly had a pretty good performance. Education affects the performance of nurses in carrying out the action, higher education has a good knowledge in nursing actions. According Siagian (2010) suggested that the higher one's education then the greater the desire to utilize the knowledge and skills they have.

Characteristics of working long at most 0-5 years most have a pretty good performance. This is based on the wealth of experience gained during work and dexterity level higher because of habit or habit of doing the job. According to Achmad Faizin Rosidah (2010), the quality of nurses' performance not only be judged from the old one's work but also judged on the competence of the nurses in performing nursing actions. Meanwhile, according to Netty (2011) To suggest there is no significant correlation between the length of work of nurses to performance.
4.3 Work Stress Relationships with Performance ICU Nurse

Based on the results of statistical analysis using Spearman correlation test there is a significant relationship between job stress with the performance of the nurse with a P value < 0.05. It is also supported by the Spearman rank correlation coefficients were obtained, namely (-) 0.800. Koefisiean negative correlation obtained showed the lower the stress of work, the higher the performance of nurses in implementing koperawatan action.

According to the National Safety Council (2010) stressed that arise at the workplace may affect the performance of a person in doing nursing actions. In addition, according to Christian (2010) Work stress is the stress that arise due to the stimulation of the work environment or dalam the work that makes the stress and the person can not handle it, so it will cause interference which can affect the smooth in conducting the performance of nurses.

Performance somebody somewhere would also be influenced by the comfort of a conducive working environment and support them to be able to work well, so that if someone nurses feel stressed when running a job then it can cause stress crimes that could arise in the form of an attitude such as irritability, feeling depressed, feel tired, lose concentration and easily provoked emotions. Attitudes and behaviors that will affect job stress and can cause health problems, but stress can easily appear as a result of saturation arising from excessive work load.

In addition workplace stress can also be influenced by internal and external factors. Internal factors consist of education, lack of confidence, skills, motivation, interpersonal relationships, attitude and creativity in work. While external factors are characteristics of the organization and job characteristics. Stressor causes stress during the work, both physically and psychologically. While on the one hand stressors affect the performance of nurses in performing their duties. Stress caused by the work will affect the work of the nurses in their work in accordance with the nursing actions.

Recognizing that fact every job has a level of challenge and difficulty different, so every nurse in the hospital mainly Tk. II dr. Soepraoen Malang will be able to accept all the negative things that exist in the workplace without regard it as a form of pressure that can make them stress. In addition, the implementation of effective stress management work will also be able to maintain a sense of self-control in the work environment so beberaa affairs will be accepted as a challenge rather than a threat. For nurses to adapt well to stress the need for the process of coping mechanisms, so that the nurses' performance can be improved.

5 CONCLUSION

Based on the results of work stress in the Hospital ICU nurse kindergarten. II dr. Soepraoen Malang get that most nurses have job stress in the medium category.

Based on the survey results revealed that the performance of nurses in the hospital ICU Tk. II dr. Soepraoen Malang get that most nurses have a good performance.

From the results of this study concluded that there is a real relationship (significant) between work stress with the performance of the respondents.

From the results of Spearman correlation coefficient test contained a negative sign on the coefficient that indicates that there are an inverse relationship between job stress with the performance of the respondents.

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