# SUMMARY

## ANALYSIS OF THE RELATIONSHIP OF WORKLOAD PERCEPTIONS AND WORK STRESS ON THE PERFORMANCE OF NURSES IN THE ERA OF THE COVID-19 PANDEMIC IN THE HOSPITALS COVID ISOLATION ROOM IN MOJOKERTO CITY

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The performance of nurses is very important for an organization because it relates to the work carried out according to or not with the initial goal. In this era of the Covid-19 pandemic, nurses who treat Covid-19 patients have a high workload due to the increase in the number of infected patients during the pandemic, which can cause work stress as a result of the increased workload. Work stress during this pandemic is also experienced by nurses who arise from an excessive workload so that it affects nurses in emotional terms. The stress level experienced by nurses is caused by three influencing factors such as characteristics, work environment and company management (Musta'in, Weri Veranita, Setianingsih, 2021). The main purpose of this study was to analyze the relationship between perceptions of workload and work stress on the performance of nurses during the COVID-19 pandemic era in the isolation room of a hospital hospital in Mojokerto City. Specific objectives (1) identify the workload of nurses during the COVID-19 pandemic era in the Covid isolation room of the Hospital in Mojokerto City. (2) Identifying the work stress of nurses in the COVID-19 pandemic era in the Covid isolation room of the Hospital in Mojokerto City. (3) Identifying the performance of nurses in the COVID-19 pandemic era in the Covid isolation room of the Hospital in Mojokerto City. (4) Analyzing the workload and work stress on the performance of nurses in the COVID-19 pandemic era in the Covid isolation room of the Hospital in Mojokerto City.

The literature review in this study consisted of the concepts of perceived workload, work stress and nurse performance. Nursalam's performance theory (2016) states that nurse performance is the application of knowledge and abilities that have been received during education as a nurse to be able to apply knowledge in providing services and have a responsibility to improve health status and serve patients according to their duties, functions and competencies. According to Gibson in Nursalam, 2014) factors that influence performance, namely individual factors (ability, skills, family background, work experience, social level and one's demographics), psychological factors (perceptions, roles, attitudes, personality, motivation and job satisfaction ) and organizational factors (organizational structure,

job design, leadership, reward system or reward system). Factors that can relate to the nurse's workload are time load, physical load, and psychological stress load. The workload should be adjusted to the standard workload that can be accepted and lived by nurses. A heavy workload will cause stress and have an impact on the performance of nurses in carrying out their duties. Work stress can mainly be recognized from the physiological, psychological, and behavioral aspects of nurses. Work stress must be managed and handled seriously, because work stress will have a negative effect on nurse performance. The nurse's performance can be measured from the behavior of nurses in carrying out their duties, professional abilities, and how nurses apply the nursing process.

This research is a type of quantitative research using a descriptive analytical research design with a cross sectional approach. The population is 67 respondents, using total sampling so as to get a sample of 67 respondents, namely the entire population is sampled. Then tested with multiple linear regression and rank spearman using spss for windows 16.0.

Spearman's Rank test of nurses' perception of workload variables was significantly related to nurse performance (p-value = 0.011 < Level of Significant = 0.05). Spearman's Rank test of nurses' work stress variables was significantly related to nurse performance (p-value = 0.029 < Level of Significant = 0.05). Based on the calculation of Multiple Regression, the perceived variable of workload and work stress of nurses is significantly related to the performance of nurses (-count = 0.392 > r-table 67-1 = 0.254).

The hospital management plays an active role in improving the performance of nurses and needs to pay attention to the conditions and work environment to be safe, comfortable, and conducive. This will help minimize the workload and stress experienced by nurses in carrying out their duties during the COVID-19 pandemic so that nurse performance can be more optimal. For further researchers, make the results of this study as a reference and authenticity of similar research or as a reference source for further research in order to add insight for students, especially those related to workload and work stress on the performance of nurses in the Covid-19 pandemic era so that research results are more valuable.

**RINGKASAN**


ANALISIS HUBUNGAN PERSEPSI BEBAN KERJA DAN STRES KERJA
TERHDAP KINERJA PERAWAT ERA PANDEMI COVID-19 DIRUANG
ISOLASI COVID RUMAH  SAKIT DI KOTA MOJOKERTO


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Kinerja perawat sangat penting bagi sebuah organisasi karena berkaitan dengan pekerjaan yang dijalankan sesuai atau tidak dengan tujuan diawal. Dalam era pandemi Covid-19 ini perawat yang merawat pasien Covid-19 memiliki beban kerja yang tinggi dikarenakan peningkatan jumlah pasien terinfeksi disaat pandemi dapat menyebabkan stres kerja akibat dari beban kerja yang meningkat. Stres kerja pada masa pandemi ini juga dialami oleh perawat yang muncul dari adanya beban kerja yang berlebih sehingga hal tersebut berpengaruh pada diri perawat dalam hal emosional. Tingkat stres yang dialami oleh perawat disebabkan oleh tiga faktor yang mempengaruhi seperti karakteristik, lingkungan kerja dan manajemen perusahaan (Musta'in, Weri Veranita, Setianingsih, 2021). Tujuan utama dari penelitian ini ialah untuk menganalisis hubungan persepsi beban kerja dan stres kerja terhadap kinerja perawat era pandemi COVID-19 di ruang isolasi RS Rumah Sakit Di Kota Mojokerto. Tujuan khusus (1) mengidentifikasi beban kerja  perawat era pandemi COVID-19 di ruang isolasi Covid Rumah Sakit Di Kota Mojokerto. (2) Mengindentifikasi stres kerja perawat era pandemi COVID-19 di ruang isolasi Covid Rumah Sakit Di Kota Mojokerto. (3) Mengidentifikasi kinerja perawat era pandemi COVID-19 di ruang isolasi Covid Rumah Sakit Di Kota Mojokerto. (4) Menganalisa beban kerja dan stres kerja terhadap kinerja perawat era pandemi COVID-19 di ruang isolasi Covid Rumah Sakit Di Kota Mojokerto.

Tinjauan pustaka dalam penelitian ini terdiri dari konsep persepsi beban kerja, stres kerja dan kinerja perawat. Teori kinerja Nursalam (2016) menyatakan bahwa kinerja perawat merupakan aplikasi pengetahuan dan kemampuan yang

telah diterima selama mengikuti pendidikan sebagai perawat untuk dapat menerapkan ilmu dalam memberikan pelayanan dan mempunyai tanggungjawab dalam meningkatkan derajat kesehatan dan melayani pasien sesuai dengan tugas, fungsi dan kompetensi yang dimiliki. Menurut Gibson dalam Nursalam, 2014) faktor yang berpengaruh terhadap kinerja, yaitu Faktor individu (kemampuan, keterampilan, latar belakang keluarga, pengalaman kerja, tingkat sosial dan demografi seseorang), faktor psikologis (persepsi, peran, sikap, kepribadian, motivasi dan kepuasan kerja) dan faktor organisasi (struktor organisasi, desain pekerjaan, kepemimpinan, sistem penghargaan atau rewerd system). Faktor yang dapat berhubungan beban kerja perawat adalah beban waktu (*time load*), beban fisik, dan beban tekanan psikologis (*psychological stress load*). Beban kerja sebaiknya disesuaikan dengan standar beban kerja mampu diterima dan dijalani oleh perawat. Beban kerja yang berat akan menimbulkan stres dan berdampak pada kinerja perawat dalam menjalankan tugasnya. Stres kerja utamanya dapat dikenali dari aspek fisiologis, psikologis, dan perilaku perawat. Stres kerja harus dikelola dan ditangani dengan serius, karena stres kerja akan memberi efek negatif pada performa perawat. Kinerja perawat ini bisa diukur dari perilaku perawat dalam menjalankan tugasnya, kemampuan profesional, dan bagaimana perawat menerapkan proses keperawatan (*nursing process*).

Penelitian ini merupakan jenis penelitian kuantitatif dengan menggunakan desain penelitian deskriptif analitik dengan pendekatan cross sectional. Populasi sebanyak 67 responden, dengan menggunakan total sampling sehingga mendapatkan sampel sebanyak 67 responden yaitu keseluruhan populasi dijadikan sampel. Kemudian diuji dengan regresi linier berganda dan rank spearman mengunakan spss for windows 16.0.

Uji Rank Spearman variabel persepsi beban kerja perawat berhubungan signifikan dengan kinerja perawat (*p-value* = 0,011 < *Level of Significant* = 0,05). Uji Rank Spearman variabel stres kerja perawat berhubungan signifikan dengan kinerja perawat (*p-value* = 0,029 < *Level of Significant* = 0,05). Berdasarkan hasil perhitungan Regresi Berganda variabel persepsi beban kerja dan stres kerja perawat berhubungan signifikan dengan kinerja perawat ($_{\text{-hitung}}$ = 0,392 > r-tabel$_{\text{n67-1}}$ = 0,254).

Pihak manajemen rumah sakit berperan aktif dalam meningkatkan kinerja perawat dan perlu memperhatikan kondisi dan lingkungan kerja agar aman, nyaman, dan kondusif. Hal ini akan membantu meminimalisasi beban dan stres kerja yang dialami perawat dalam menjalankan tugas selama masa pandemi COVID-19 sehingga kinerja perawat dapat lebih optimal. Bagi peneliti

selanjutnya    menjadikan hasil penelitian ini sebagai rujukan dan keaslian penelitian yang sejenis atau sebagai sumber rujukan untuk penelitian selanjutnya guna menambah wawasan bagi mahasiswa khususnya yang terkait dengan beban kerja dan stres kerja terhadap kinerja perawat di era pandemi Covid-19 supaya hasil penelitian lebih bernilai.