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Factors That Affect the Work Stress of Nurses in the Inpatient Room at RSUD Dr. Rasidin Padang

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ABSTRACT

Work stress is a frequent problem faced by health workers, especially nurses, which can adversely affect their performance and well-being. Excessive stress can cause physical and mental fatigue, reduce the quality of health care, and increase the number of absenteeism and turnover of nurses. Purpose: the study aims to identify factors that affect the work stress of nurses in the hospital inpatient dr. Rasidin Padang. Methods: the study used quantitative descriptive design with cross-sectional approach. The samples used were 45 nurses working in the inpatient room, taken by purposive sampling technique. Data collection was conducted using questionnaires that measure the factors that cause work stress, namely workload, organizational factors, social support, and individual factors. Data analysis was conducted using descriptive statistical analysis, frequency test, and Spearman correlation test to see the relationship between variables. Results: the results showed that most nurses in the hospital inpatient dr. Rasidin Padang reported moderate levels of work stress (44.44%), with 33.33% reporting high work stress and 22.22% low work stress. Bivariate analysis revealed that high workload had a significant positive association with work stress ($r = 0.632$, $p < 0.01$), while better social support was associated with lower levels of work stress ($r = -0.408$, $p < 0.05$). In addition, individual factors associated with personal stress also showed a significant positive association with occupational stress ($r = 0.653$, $p < 0.01$). Conclusion: inpatient nursing work stress can be reduced by managing the factors that influence it more effectively.

Keywords: *Work Stress, Namely Workload, Organizational Factors, Social Support, Individual Factors*

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INTRODUCTION

Job stress is a significant problem in the world of health, especially for nurses. As healthcare workers who interact directly with patients on a daily basis, nurses often face stressful situations, both physically and psychologically. Occupational stress can affect the quality of health care provided, as well as the well-being of the nurses themselves (Dyrbye et al., 2020). Research shows that the work stress experienced by nurses can contribute to fatigue, anxiety, even depression, which in turn can negatively affect the quality of patient care (Hochschild, 2018).

High workload is often identified as one of the main factors causing stress among nurses. According to a study by Gu et al. (2022), nurses who face an excessive number of patients in a limited time tend to experience higher levels of stress, potentially reducing the effectiveness of their work. In addition, long and often unscheduled working Times also add to the psychological burden, which can lead to severe burnout (Leiter et al., 2021).

In addition to workload, organizational factors also affect the level of nurse work stress. Recent research by Zhang et al. (2021) showed that poor communication between management and nursing staff and policies that do not support the well-being of nurses are the main contributing factors to stress. In this case, role vagueness, sudden policy changes, and lack of careful planning in the distribution of tasks can exacerbate work stress.

Social support from colleagues and superiors is an important factor in reducing the stress of nursing work. Research by Ribeiro et al. (2021) mentioned that nurses who have a good social support network are less likely to experience burnout. Social support can serve as an effective coping mechanism, providing a space for nurses to share experiences and reducing the sense of isolation that often occurs in the workplace (Fletcher et al., 2020).

However, on the other hand, nurses who do not get enough social support, both from colleagues and superiors, tend to experience higher stress. This is exacerbated by interpersonal tension in the workplace, which makes nurses feel unappreciated and more prone to emotional burnout (Nancarrow et al., 2020). Therefore, the creation of a supportive work culture is essential to reduce stress levels.

Individual factors, such as personality and ability to manage stress, also play a role in a nurse's job stress levels. Research by Kim et al. (2022) showed that nurses with good coping skills, such as the ability to manage time and emotions, tend to be better able to cope with stress compared to those with low coping skills. A more open and resilient personality can also help nurses cope with challenges in the workplace.

Ongoing work stress can reduce the quality of life of nurses, both physically and psychologically. A study by Shanafelt et al. (2020) found that nurses who experience high stress have lower levels of job satisfaction, and they tend to experience more severe emotional burnout. This can lead to higher absenteeism, increased turnover, and ultimately harm the health care system as a whole.

Not only does it affect the well-being of nurses, work stress also has an impact on the quality of services provided to patients. In research by McHugh et al. (2021), it was found that

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stressed nurses are more prone to medical errors, lack focus, and have worse relationships with patients. Therefore, stress management among nurses is essential to ensure optimal quality of care.

In Indonesia, although several studies have been conducted on nurse job stress, there is still little research that comprehensively identifies the factors that influence such stress, especially in the context of government hospitals. Research by Sutanto et al. (2017) showed that high workload is a major factor in causing stress, but has not considered organizational factors and social support in depth. Further research is needed to uncover other factors that contribute to nurse stress in Indonesia.

On the other hand, research conducted by Wijayanti et al. (2015) in private hospitals showed that high workload and lack of social support played a major role in increasing nurses ' job stress. However, the study was limited to private hospitals in Jakarta and did not generalize its results to hospitals in other regions, such as Dr. Rasidin Padang, which has different characteristics and challenges.

Another study conducted by Khalil et al. (2020) showed that social support from peers can be protective against work stress. However, the results of this study were conducted in hospitals located in developed countries, so it cannot be directly applied to conditions in Indonesia, given the differences in hospital culture and organizational structure.

The urgency of this study is increasingly clear given the increasing number of patients in hospitals dr. Rashidin Padang, while the number of nurses is limited. These conditions add to the workload of nurses, which can exacerbate their stress levels (Hsieh et al., 2022). This study is important to analyze in depth the factors that affect the work stress of nurses in this hospital.

In the context of government hospitals such as RSUD dr. Rasidin Padang, organizational factors also greatly affect the stress level of nurses. Research by Dyrbye et al. (2020) showed that organizations that are less supportive of nurses ' well-being may increase their stress levels. Vagueness in communication flow, inefficient scheduling, and lack of appreciation for nurses can lead to feelings of distress and burnout.

The novelty of this study is an attempt to combine the various factors that cause nurse job stress, namely workload, social support, organizational factors, and individual factors in one comprehensive study. Most previous studies have focused on only one or two factors, while this study aimed to look at the interactions between those factors and how they affect nurse job stress simultaneously (Gu et al., 2022).

In addition, this study uses quantitative methods to objectively measure the level of stress experienced by nurses in hospitals dr. Rasidin Padang, which is expected to provide more accurate and representative results. This method is expected to dig deeper information about the level of work stress and the factors that influence it in more detail (Zhang et al., 2021).

The reason for the researchers ' interest in conducting this study is to make a real contribution to reducing the stress of nursing work in hospitals. Improving the welfare of nurses is the first step to improve the quality of health care. This study focuses on the analysis of factors affecting nurse stress, which is expected to provide a basis for managerial policies in improving

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working conditions in hospitals. Overall, this study not only has an important scientific value in understanding the factors of nurse work stress, but also provides practical contributions in efforts to reduce the stress of nurses in hospitals dr. Rasidin Padang. By knowing the factors that cause stress, it is expected that the hospital management can intervene more effectively to improve the welfare of nurses and the overall quality of hospital services.

METHODS

This study uses a quantitative descriptive design with a cross-sectional approach to describe the factors that affect the work stress of nurses in the inpatient hospital dr. Racists at a particular time. This design was chosen to identify and analyze directly the existing conditions without manipulating the variables. With this approach, the study aims to provide a clear picture of the level of occupational stress of nurses and the factors contributing to it at the time the study was conducted.

The sample consisted of 45 nurses who worked in the inpatient room at r hospital. Rasidin Padang. Sample selection is done by purposive sampling technique, where respondents are selected based on certain criteria relevant to the purpose of the study. The criteria include nurses who have worked at least one year in the hospital, because sufficient work experience is considered to provide a more accurate picture of the level of stress experienced and the factors that influence it. In this study, the main instrument used to collect data was a questionnaire prepared to measure the four main factors that cause work stress: workload, organizational factors, social support, and individual factors.

Data analysis was conducted using descriptive statistical analysis to describe the characteristics of respondents and the level of work stress experienced, as well as to identify the distribution of stress-causing factors. The frequency test is used to determine the frequency and proportion of each category present in the data. In addition, to see the relationship between variables, this study also used Spearman correlation test, which was chosen because the data used is ordinal. This correlation test will provide information on how strong and the direction of the relationship between the factors that cause work stress with the level of stress experienced by nurses.

RESULTS

In this study, the analysis was carried out in two stages: univariate to describe the distribution of the variables studied, and bivariate to see the relationship between these variables. Here are the results of both analyses.

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1. Characteristics of Respondents at RSUD dr. Rasidin Padang

Table 1. Distribution of Characteristics of Respondents at RSUD dr. Rasidin Padang

Characteristics	Frequency (n)	Percentage (%)
Gender		
Men	15	33.33
Female	30	66.67
Age		
20-29 years old	12	26.67
30-39 years old	18	40.00
40-49 years old	10	22.22
50 years and over	5	11.11
Education		
D3 In Nursing	25	55.56
S1 Accounting	20	44.44
Work Experience		
1-5 years	15	33.33
6-10 years	20	44.44
11 years and above	10	22.22

The table above illustrates the demographic characteristics of respondents. The majority of respondents were women (66.67%) and most were in the age range of 30-39 years (40%). Most nurses have a D3 nursing education background (55.56%) and work experience between 6 to 10 years (44.44%). These characteristics indicate that respondents are mostly experienced in nursing, which is expected to provide better insight into the factors that cause work stress.

2. Frequency Distribution of Work Stress, Social Support, Organizational Factors, and Individual Factors at RSUD dr. Rasidin Padang

The following is a univariate table that describes the results of research related to work stress, social support, organizational factors, and individual factors that affect the work stress of nurses in the hospital inpatient room dr. Rasidin Padang. This table presents the frequency distribution, percentage, as well as the category of each variable.

Table 2. Frequency Distribution of Work Stress, Social Support, Organizational Factors, and Individual Factors at RSUD dr. Rasidin Padang

Variable	Categories	Frequency (n)	Percentage (%)
Work Stress	Low Stress Level	10	22,22%
	Moderate Stress Level	20	44,44%

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Variable	Categories	Frequency (n)	Percentage (%)
	High Stress Level	15	33,33%
Social Support	Low Support	8	17,78%
	Medium Support	24	53,33%
	High Support	13	28,89%
Organizational Factors	High Workload	25	55,56%
	Moderate Workload	12	26,67%
	Low Workload	8	17,78%
Individual Factors	High Individual Stress	18	40,00%
	Moderate Individual Stress	22	48,89%
	Low Individual Stress	5	11,11%

The results showed a significant frequency distribution of variables related to work stress, social support, organizational factors, and individual factors among nurses in the hospital inpatient dr. Rasidin Padang. Most nurses (44.44%) reported moderate levels of work stress, followed by 33.33% who experienced high work stress, and another 22.22% felt low work stress. In terms of social support, the majority of nurses (53.33%) reported moderate social support, while 28.89% reported high social support, and 17.78% felt low social support. Related to organizational factors, more than half of nurses (55.56%) experienced high workload, while 26.67% experienced moderate workload, and 17.78% experienced low workload. On the other hand, in terms of individual factors, 48.89% of nurses experienced moderate individual stress, with 40% reporting high individual stress, and only 11.11% feeling low individual stress. These findings reflect that the vast majority of nurses face pressure both in terms of work and personal aspects, despite variations in the level of stress they experience.

3. Bivariate correlation results between workload, social support, organizational factors, individual factors, and Nurse work stress

Table 3. Bivariate correlation Between Workload, Social Support, Organizational Factors, Individual Factors, and Nurse Work Stress

Variable	Work Stress	Working Load	Social Support	Organizational Factors	Individual Factors
Work Stress	1	0,632**	-0,408*	0,521**	0,653**
Working Load	0,632**	1	-0,509*	0,724**	0,681**
Social Support	-0,408*	-0,509*	1	-0,350*	-0,369*
Organizational Factors	0,521**	0,724**	-0,350*	1	0,598**

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Variable	Work Stress	Working Load	Social Support	Organizational Factors	Individual Factors
Individual Factors	0,653**	0,681**	-0,369*	0,598**	1

The results of bivariate analysis showed that factors such as workload, social support, organizational factors, and individual factors have a significant relationship with the work stress of nurses in the hospital inpatient dr. Rasidin Padang. High workload has a significant positive correlation with work stress ($r = 0.632$, $p < 0.01$), indicating that nurses who have a heavier workload tend to experience higher stress. Conversely, better social support was associated with lower occupational stress ($r = -0.408$, $p < 0.05$), indicating that nurses who felt more supported by colleagues or superiors had better ability to manage stress. In addition, individual factors also showed a significant positive association with occupational stress ($r = 0.653$, $p < 0.01$), indicating that nurses with high personal stress tended to face greater pressure at work. Organizational factors, such as high workload and division of tasks, also exacerbate work stress ($r = 0.521$, $p < 0.01$), confirming the importance of better workload management. Social support and better management of individual factors can be solutions to reduce the stress of nursing work, while reducing workload should also be considered in stress management strategies in hospitals.

DISCUSSION

1. Frequency Distribution of Work Stress, Social Support, Organizational Factors, and Individual Factors

The results of this study showed that most of the nurses in the hospital inpatient dr. Rasidin Padang reported a moderate level of work stress (44.44%), followed by 33.33% reported high work stress and another 22.22% felt low work stress. These findings illustrate the variation in the level of stress experienced by nurses. In terms of social support, the majority of nurses (53.33%) reported moderate social support, while 28.89% reported high social support, and 17.78% felt low social support.

These findings suggest that most nurses do not feel fully supported either emotionally or practically in the workplace. Social Support theory by Cohen & Wills (1985) explains that social support has an important role in reducing the impact of work stress. Support from colleagues and superiors can act as a protector against stress, as they provide help and a sense of appreciation. Research by Mulyani et al. (2021) also showed that nurses with high levels of social support tend to have lower job stress, which indicates the importance of good social relationships in the work environment.

Related to organizational factors, more than half of nurses (55.56%) reported high workload, while 26.67% reported moderate workload, and 17.78% reported low workload. High workload is the main factor that affects the work stress of nurses. Santoso et al. (2022) in his research found that excessive workload in hospitals often leads to significant physical and psychological fatigue. This is consistent with the Effort-Reward Imbalance Theory by Siegrist

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(1996), which states that an imbalance between effort expended and rewards received can exacerbate stress. A heavy workload without adequate rewards can increase the anxiety and emotional exhaustion of the nurse.

In terms of individual stress, 48.89% of nurses experienced moderate individual stress, with 40% reporting high individual stress, and only 11.11% feeling low individual stress. These findings suggest that in addition to occupational factors, nurses also face emotional and psychological pressures related to their personal lives. Transactional Stress Theory by Lazarus & Folkman (1984) reveals that individual stress often arises from a person's inability to deal with life's pressures. Purnama et al. (2022) confirmed that high personal stress can exacerbate work stress, given that nurses experiencing personal problems often find it difficult to focus at work.

The results of this study reflect that most nurses experience stress both in terms of work and personal aspects, although there are variations in the level of stress they experience. Work stress and individual stress are two factors that interact with each other. Sari et al. (2023) showed that high individual stress can cause nurses to feel anxious and depressed, which ultimately increases job stress. Therefore, a holistic approach that combines these two factors is necessary to effectively manage work stress.

High workloads, as found in this study, not only increase work stress but also worsen the quality of life of nurses. Cohen et al. (2022) found that nurses with heavy workloads tended to experience higher levels of stress and lower quality of life than those with more balanced workloads. The Demand-Control Model by Karasek (1979) also supports this finding, in which stress increases when individuals are exposed to high-demanding jobs without sufficient control or support to deal with it.

Research by Wijayanti et al. (2021) confirmed these findings by showing that social support has an important role in reducing work stress. Nurses who get better social support from colleagues and superiors tend to have lower stress levels, as this support provides a sense of security and allows them to cope with the pressures of the job. Strong social support also helps nurses to more easily adapt in stressful situations, thereby improving the quality of care provided.

Better approaches to managing workload, such as more equitable distribution of tasks, increasing the number of nurses, as well as improving social support systems in hospitals, can help reduce overall work stress. Research by Mulyani et al. (2021) showed that good stress management in the workplace can increase job satisfaction and reduce emotional burnout. With better strategies, such as time management and workload sharing, nurse stress can be reduced, which has a positive impact on the quality of health care.

In addition, stress management should also include attention to individual factors, as unmanaged personal problems can exacerbate the stress experienced by the nurse. Purnama et al. (2022) showed that high individual stress is associated with higher levels of occupational stress. Therefore, hospitals need to provide psychological support programs for nurses to help them manage personal stress, which in turn will reduce the negative impact on work stress.

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Effective stress management will lead to an improvement in the quality of health care provided by nurses. Cohen et al. (2022) revealed that nurses who feel socially supported and can manage their stress well tend to provide better care to patients. This shows the importance of creating a work environment that not only supports the physical, but also the mental well-being of nurses to improve the quality of health care in hospitals.

2. Factors that Affect the Work Stress of Nurses in the Inpatient Room

The results of bivariate analysis in this study showed that factors such as workload, social support, organizational factors, and individual factors have a significant relationship with the work stress of nurses in the hospital inpatient dr. Rasidin Padang. These findings give an idea that the stress experienced by nurses is not only caused by heavy workload, but also influenced by social, personal, and organizational aspects. One important finding was that high workload had a significant positive correlation with occupational stress ($r = 0.632$, $p < 0.01$), meaning that nurses with higher workload tended to experience greater levels of stress. Wijayanti et al. (2021) in their research showed that excessive workload is the main factor affecting stress in nurses, as high demands, limited time and large number of patients add to the stress on nurses.

Excessive workload, as found in this study, is usually due to the high number of patients that nurses have to deal with at one time. This often leads to physical and psychological exhaustion, which contributes to higher stress. Santoso et al. (2022) in his research, he also showed that nurses who face excessive workload often feel depressed and experience a decrease in quality of life. This study underscores the importance of adjusting the workload to the capacity of nurses so that excessive stress can be minimized.

In addition, social support showed a significant negative correlation with work stress ($r = -0.408$, $p < 0.05$), meaning that nurses who felt more supported by their colleagues or superiors had better ability to manage stress. Cohen & Wills (1985) in Social Support theory explained that social support serves as a protective factor that reduces the negative impact of stress. These findings suggest that when nurses feel emotionally and practically supported, both by colleagues and by superiors, they will feel better able to cope with the demands of a demanding job. Mulyani et al. (2021) also confirmed that social support can be an important factor in reducing work stress, as nurses who have a supportive work environment tend to be better able to manage the challenges they face.

However, not only external factors play a role in managing stress. Individual factors also showed a significant positive correlation with occupational stress ($r = 0.653$, $p < 0.01$). That is, nurses who have higher levels of personal stress tend to face greater pressure at work. Lazarus & Folkman (1984) in Transactional Stress Theory explain that individual stress is strongly influenced by how a person assesses and responds to the pressure they experience. In the context of nurses, personal stressors, such as family or personal health problems, can exacerbate their job stress, as they affect the concentration and ability of nurses to manage the demands of their jobs.

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Purnama et al. (2022) also found that nurses who have high levels of personal stress tend to find it difficult to focus on work, leading to increased work stress. Therefore, it is important for hospitals to provide support related not only to work but also to the personal well-being of nurses, including attention to their personal problems. Providing counseling programs or psychological support can be an important step to reduce personal stress that affects performance at work.

Organizational factors also play a significant role in influencing work stress. In this study, it was found that organizational factors such as high workload and uneven distribution of tasks were positively associated with work stress ($r = 0.521$, $p < 0.01$). Siegrist (1996) in the theory of Effort-Reward Imbalance explains that the imbalance between the effort expended by nurses and the rewards they receive can exacerbate stress. When nurses feel that they are doing more tasks without getting appropriate rewards, then their work stress tends to increase. This creates an imbalance that can affect their performance as well as their overall well-being.

Research by Santoso et al. (2022) showed that poor workload management, such as uneven distribution of tasks, can cause nurses to feel depressed and tired, which ultimately increases stress. Therefore, hospitals need to pay attention to how they manage the duties of nurses, such as by doing a more equitable distribution of duties and prioritizing the mental and physical well-being of nurses. One solution is to introduce a task rotation system or increase the number of nurses so that the workload can be divided more evenly.

Better social support can help reduce the stress of nursing work. Research by Cohen et al. (2022) showed that social support from colleagues and superiors can provide a sense of security and help nurses better deal with their job challenges. When nurses feel supported by those around them, they feel more valued and able to manage stress more effectively. Therefore, it is important to create a supportive and shared work environment, which allows nurses to tackle challenges together.

Sari et al. (2023) in his research found that nurses who have better mental well-being tend to be better able to manage their stress, so as to improve the quality of services provided. In this case, the hospital needs to pay attention to the individual factors of the nurses and provide support to manage their personal stress. Mental wellbeing or workplace stress management programs can help nurses feel more balanced between the demands of their work and their personal lives.

In addition, a better workload management approach can also reduce stress. Santoso et al. (2022) highlighted that good workload management is critical in reducing nurses ' job stress. One way to reduce stress is by scheduling more flexible shifts and setting the number of patients more in line with the capacity of nurses. In this way, nurses can more easily manage their time, which reduces the physical and psychological stress they experience.

Purnama et al. (2022) also showed that personal stress management, in addition to external factors, plays an important role in reducing work stress. Therefore, it is important for the hospital to provide support that is not only limited to the professional aspect but also to the personal life of

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the nurse. Psychological support or counseling can help nurses to manage their personal stress, which in turn can reduce the stress they experience at work.

Overall, this study shows that the management of work stress in hospitals must pay attention to various factors, both external and internal. High workload, lack of social support, as well as poorly managed individual factors can increase the stress level of nursing work. Therefore, hospitals should consider a holistic approach that includes workload management, increased social support, and attention to the mental well-being of nurses to effectively reduce work stress.

Wijayanti et al. (2021) in his research shows that stress management strategies that include a balance between work tasks and social support are essential to reduce the stress of nursing work. By focusing on managing a fair workload and creating a supportive environment, hospitals can help nurses feel more in control and able to deal with the stress they experience.

Effective management of work stress in hospitals can improve the quality of health care, because nurses who are less stressed will be more productive and provide better services to patients. Therefore, it is important for hospital managers to create a work environment that not only prioritizes productivity, but also the well-being of nurses as the main asset in providing quality care.

CONCLUSIONS

Based on the results of univariate analysis, the majority of nurses in the hospital inpatient dr. Rasidin Padang reported a moderate level of work stress (44.44%), with 33.33% experiencing high work stress, and 22.22% feeling low work stress. The social support that most nurses receive is also at a moderate level (53.33%), while 28.89% report high social support, and 17.78% feel low social support. Most nurses also experienced high workload (55.56%), with 48.89% reporting moderate individual stress and 40% experiencing high individual stress. These findings suggest that there is a variation in the level of occupational stress experienced by nurses, which is influenced by occupational factors and personal aspects, with most nurses facing challenges both in terms of their work and personal lives.

In the bivariate analysis, it was found that workload had a significant positive correlation with occupational stress ($r = 0.632$, $p < 0.01$), indicating that nurses with higher workload tended to experience higher levels of stress. Social support had a significant negative correlation with occupational stress ($r = -0.408$, $p < 0.05$), indicating that nurses who felt more supported had a better ability to manage stress. Individual factors, such as personal stress, were also positively associated with occupational stress ($r = 0.653$, $p < 0.01$), indicating that nurses with high personal stress were more likely to face greater pressure at work. Organizational factors, especially workload management and task sharing, also exacerbate work stress ($r = 0.521$, $p < 0.01$), confirming the importance of better workload management in hospitals.

Overall, external factors such as high workload and internal factors such as nurses 'personal stress, as well as social support, have a significant influence on nurses' occupational stress levels. These quantitative results underscore the importance of a holistic approach to

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managing stress in the workplace, which includes better management of workload, improved social support, as well as attention to the mental well-being of nurses. Effective management of these factors is expected to reduce the level of work stress of nurses, which in turn can improve the quality of health care provided to patients.

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