



The Relationship of Nurse's Workload and Caring in Internal Disease Ward and Surgery Ward in Regional Public Hospital

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Abstrak

Merawat adalah upaya perawat untuk dekat dengan klien, mengetahui masalah klien sehingga dapat memberikan intervensi yang tepat sesuai dengan masalah yang dialami. Salah satu yang menyebabkan perilaku merawat perawat yang tidak tepat adalah beban kerja yang tidak seimbang. Tujuan dari penelitian ini adalah untuk mengetahui hubungan antara beban kerja dan perilaku merawat perawat di bangsal penyakit dalam dan bangsal bedah Rumah Sakit Umum Daerah Dr. Tjitrowardojo, Purworejo. Penelitian ini adalah penelitian kuantitatif dengan desain *cross sectional*. Populasi dalam penelitian ini adalah semua perawat yang bekerja di Bangsal Penyakit Dalam dan Bangsal Bedah di rumah sakit. Total sampel adalah 65 perawat menggunakan teknik total sampling. Instrumen penelitian untuk beban kerja adalah kuesioner NASA-TLX dan perilaku merawat perawat adalah kuesioner. Data diolah dengan uji statistik Kendall tau. Hasil penelitian menunjukkan bahwa mayoritas responden dengan beban kerja tinggi menerapkan perilaku *caring* dalam kategori cukup oleh 19 responden (29,2%), sedangkan responden dengan beban kerja sangat tinggi menerapkan perilaku *caring* dalam kategori kurang oleh 9 responden (13,8%). Analisis tau Kendall menunjukkan hasil $p = 0,000$ ($p < 0,05$) dan $r = -0,618$, yang berarti bahwa ada hubungan antara beban kerja dan perilaku merawat perawat di bangsal penyakit internal dan bangsal bedah Rumah Sakit Umum Daerah Dr. Tjitrowardojo, Purworejo dengan korelasi kuat dan korelasi negatif, artinya semakin tinggi bebannya, maka semakin rendah perilakunya. Kesimpulannya, ada hubungan antara beban kerja dan perilaku merawat perawat di bangsal penyakit dalam dan bangsal bedah Rumah Sakit Umum Daerah Dr. Tjitrowardojo, Purworejo.

Kata Kunci : beban kerja, perilaku merawat perawat

Abstract

Caring is an attempt by the nurse to be close to the client, knowing the client's problem so as to provide appropriate intervention according to the problem experienced. One that causes improper nurses' caring behaviours is their imbalanced workload. The objective of this research was to find out the correlation between workload and nurses' caring behaviours in internal disease ward and surgical ward of Dr. Tjitrowardojo Regional Public Hospital, Purworejo. This research is a quantitative research with cross sectional design. The population in this study were all of the nurses working in Internal Disease Ward and Surgical Ward in the hospital. The total sample was 65 nurses using total sampling technique. The research instruments for workload was NASA-TLX questionnaire and nurses' caring behaviours was a questionnaire. The data was processed with Kendall's tau statistical test. The results showed that the majority of respondents with a high workload implemented caring behaviours in the category of enough by 19 respondents (29.2%), while the respondents with very high workload implemented caring behaviours in the category of less by 9 respondents (13.8%). The Kendall's tau analysis showed the results of $p=0.000$ ($p<0.05$) and $r=-0.618$, meaning that there was a correlation between

workload and nurses' caring behaviours in internal disease ward and surgical ward of Dr. Tjitrowardojo Regional Public Hospital, Purworejo with strong correlation and negative correlation, meaning that the higher the workload, then the lower the caring behaviours. In conclusion, there was a correlation between workload and nurses' caring behaviours in internal disease ward and surgical ward of Dr. Tjitrowardojo Regional Public Hospital, Purworejo.

Keywords: *workload, nurses caring behaviour*

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INTRODUCTION

Health workers such as nurses are the key to the successful achievement of health development. Health workers contribute up to 80% of successful development and good health services (1). Nurses in health services are health workers who continuously provide nursing care to patients, good caring management in health services provided by nurses to patients greatly determine the quality and image of the service (2).

Caring as the essence of nursing means also the accountability of the nurse and client relationships in which the nurse helps acquire knowledge and improve health (3). Caring is an attempt by the nurse to be close to the client, knowing the client's problem so as to provide appropriate intervention according to the problem experienced. Manifestations of caring behavior include full attendance, good communication, a touch that calms the client, listens to what the client says and understanding (4). Caring behavior is indispensable in nursing services because it displayed in nursing service will cover any shortage of hospital. But the impact if caring behavior is not achieved is the decrease in the quality of nursing services that will directly affect the discontentment of clients with health services at the hospital. One of the causes of caring behavior of poor nurses is the

unbalanced workload of nurses (5). Nurse is the first health worker to meet with patients. Thus they will first know the states and complaints experienced by patients. Emotional problems of patients such as anxiety, irritability, anger and lack of concentration can occur due to pain, not knowing the diagnosis of the disease and have not received treatment therapy. Under these circumstances, the patient desperately needs the attention, sensitivity and caring attitude of the nurse to respond to her complaints. The average condition of the patients treated in the Internal and Surgical Ward varies from weakness, pain, limited space up to psychological problems due to surgery. Therefore, the caring behavior of the nurses to meet the patients' needs such as eating, drinking, bathing, reducing pain, obtaining information about the disease and treatment to be lived are very important to minimize causing anxiety (6).

Based on caring behavior research data obtained from total of 42 nurses there are 12 nurses (28.57%) gave good caring behavior, whereas 30 nurses (71.43%) gave bad behavior (7). Other studies also show that caring behavior is so little that is equal to 75% (8). Preliminary study conducted, with interviews to 4 patients, 2 patients said satisfied and 2 patients said less satisfied with caring behavior - such assistance and information given about the disease were

less clearly understood by both patients and families.

Another factor in the imbalance of the number of nurses will affect the motivation of nurses in performing their duties included in applying caring. If the number of nurses is less than the need then leads to frustration, fatigue, disappointment and dispute between individual nurses, low caring behavior can occur due to high workload so that later will decrease the performance and quality of nursing care that impact on decreasing patient satisfaction (9).

MATERIAL AND METHOD

This research type is quantitative with cross sectional design. The population in this study were all nurses in Surgery and Internal Disease Ward in Dr. Tjitrowardojo Purworejo Hospital totalling 66 nurses. Sampling in this study was taken by using total sampling. After the data collection, there was one nurse who was on leave so it was not included as the research sample. Data analysis used in this research were univariate and bivariate analysis with kendall's tau test. Independent variable of this research is work load while dependent variable is caring behavior of the nurses.

Primary data were taken by using questionnaires include workload data and caring behavior of nurses. Workload questionnaires used NASA-TLX adopted from Achmad Fandi (10). Caring behavior questionnaire was adopted from Rolita Sari research (11). The NASA-TLX workload instrument has been tested for validity at Dr. RSPAU. Hardjolukito with a score of 0.538-0.694 count with a significant level of 0.05 so that the declared statement is valid. While the validity test of caring behavior of nurses was done in PKU Muhammadiyah Unit II Hospital Yogyakarta with a score of *r* count 0.426-0.818 with significant level 0.05.

RESULT AND DISCUSSION

Respondents' Characteristics Surgical and inner disease wards

Table 1. Respondents' Distribution at Internal Disease Ward and Surgical Ward at RSUD Dr. Tjitrowardojo Purworejo

Respondents' Characteristic	F	%
Age		
20-30 Y.O.	21	32.3
31-40 Y.O.	33	50.8
>40 Y.O.	11	16.9
Sex		
Male	15	23.1
Female	50	76.9
Education		
SPK	1	1.6
Diploma	45	69.2
Bachelor	19	29.2
Working Period		
1-5 Years	21	32.3
6-10 Years	20	30.8
11-20 Years	19	29.2
>20 Years	5	7.7
Nursing task		
Main nurse (PA)	53	81.5
Primer Nurse (PP)	12	18.5
Total	65	100.0

Source: Primer Data – Year 2017

Table 1 shows that the total of 65 respondents' characteristic of most nursing age in the internal diseases and surgical wards of Dr. Tjitrowardojo Purworejo hospital that is at the productive age of 31-40 years were as many as 33 respondents (50.8%). This is in accordance with Suyanto's theory, which states that one of the factors affecting workload is age (12). Physiologically age greatly affect the work of physical muscle the older the age of someone more quickly experience fatigue and health problems (13).

Most of the nurses were female who were ups to 50 respondents (76.9%), while the male were only 15 respondents (23.1%). It shows that nurses' work is still much in demand by women over men because nursing is still synonymous with work that fits and fits the nature of a more patient, gentle and caring woman (14). This is

consistent with the theory that one of the factors affecting workload is gender (12).

The characteristics of education shows that most of the nurses' education in the Hospital are D3 45 respondents (69.2%) and at least SPK, only 1 respondent (1.6%). Education is closely related to intellectual intelligence such as nurses' knowledge and skills if the nurse has good knowledge and skill, then the optimal nursing care - included in applying caring behavior. This is in accordance with the theory that intellectual intelligence can influence a person to be able to apply caring behavior (15).

Characteristics of working period in the wards is dominated by nurses with a working period of 1-5 years, occupied by as many as 21 respondents (32.3%). Meanwhile the minority of respondents has working period more than 20 years, occupied by as many as 5 respondents (7.7%). This facts is in accordance with the theory mentioned that that the tenure is one of the factors affecting the workload (12). The period of work indicates how long a worker has for each job or occupation. Period of work is usually associated with work experience in which contribute to the determination of one's performance. The longer the work of a nurse, the skill will be better because of the adjustment to the job (16).

Characteristic of nurses' duties in the wards are as many as 53 respondents (81.5%) implementer nurses and 12 respondents (18.5%) primary care nurses. This research was supported by Simatupang, with his result of nurse duty; implementer nurses (PA) showed caring Behavior as many as 174 respondents with percentage (92.1%) and that did not show caring behavior as many as 15 respondents (7.9%) (17). This is in accordance with the theory that the nurse of the executive is a person who is authorized and assigned to provide direct services to the patient (18). Means can be analyzed that nurses who served as nurses

implementing tend to apply caring behavior in giving nursing care.

Nurses Work Load at Internal Disease and Surgical Wards

Frequency distribution of the respondents' workload in hospital and surgical wards RSUD Dr. Tjitrowardojo Purworejo is presented in Table 2.

Table 2. Frequency Distribution of Respondents' Workloads in Internal Diseases and Inner Surgery Wards, Tjitrowardojo Hospital, Purworejo

Work Load	F	%
Pretty High	17	26.2
High	34	52.3
Very High	14	21.5
Total	65	100

Source: Primer Data, year 2017

Based on Table 2, it shows that the most high category workload is 34 respondents (52.3%) and the workload is at least very high category as many as 17 respondents (21.5%). The data indicate that most of the nurse implementers feel the workload is higher than the primary nurse.

This research is not in accordance with Hidayat's research which states that the influence of the workload is the physical needs and the performance (success rate) is because in the research is one of the activities that make the nurse burdened in terms of performance that nurses are required to work quickly so that all patients can be served (19). This study is in accordance with the theory that explains that the workload of nurses is all activities or activities undertaken by nurses in a nursing service unit (20).

Nurses' Caring Behavior

The frequency distribution of nurses' caring behavior in the Internal Disease and Surgical wards, Tjitrowardojo Hospital, Purworejo is presented in Table 3.

Table 3. Frequency Distribution of Nurses' Caring Behavior

Nurses' Caring Behavior	F	%
Bad	11	16.9
Average	23	35.4
Good	31	47.7
Total	65	100

Source: Primer Data, year 2017

Caring is an attempt by the nurse to be close to the client, knowing the client's problem so as to provide appropriate intervention according to the problem experienced (4). Caring is committed to preventing the occurrence of something bad, giving attention, respecting others and human life (21). Measurement of caring behavior with reference to the development of curative factors that include the formation of humanistic and altruistic values, inculcates hopeful attitudes, sensitivities, mutual trust and relationships, enhances and accepts positive and negative feelings of expression, uses systematic problem-solving methods, improves lessons and teaching interpersonal relationships, creating a supportive physical, socio-cultural and spiritual environment, helping to meet basic human needs and developing existential-phenomenological factors.

Table 3 shows that nurses' caring behavior best category is occupied by as many as 31 respondents (47.7%) while bad caring behavior is done by 11 respondents (16.9%). The results show that the average of caring behavior is quite good and is still found in the wards. Though it was still found bad caring behavior but with a small

percentage. This is consistent with the theories of Tomey and Alligood, that caring is a moral ideal attitude that nurses must possess in fostering interpersonal relationships and developing human values (22).

The quality of nursing care provided by the nurse can be achieved if the nurse can show caring behavior to the client in providing nursing care by using skills, giving more attention to clients, having empathetic attitude, being patient sensitive, giving hope and always being beside clients. Caring behavior is very important in influencing the quality of service becomes a determinant of the image of service institutions which will be able to improve patient satisfaction and service quality (23).

Relationship between Workload and Caring Behaviour

The relationship between workload and caring behaviour in the Internal Disease and Surgical Wards of Dr. Tjitrowardojo Hospital, Purworejo is presented in Table 4.

Based on Table 4 the result of statistical test using Kendall's tau between work load and caring behavior of nurses showed that the pretty high workload nurses' caring behavior is occupied by as much as 16 respondents (24.5%), high workload nurses's caring behavior is as much as 19 respondents (29.2%) and from the very high workload nurses is as much as 9 respondents (16.9%). Test result of Kendall's tau value $p = 0,000$ ($p < 0,05$) and value $r = -0,618$ means there is relation between workload with nurses'

Table 4. Relationship between Workload and Caring behaviour in the Internal Disease and Surgical Wards of Dr. Tjitrowardojo Hospital, Purworejo

Work Load	Nurses Caring Behavior						Total	r	p	
	Less		Enough		Good					
	n	%	n	%	n	%				
Pretty High	0	0	1	1.5	16	24.6	17	26.2	-0.618	0.000
High	2	3.1	19	29.2	13	20.0	34	52.3		
Very High	9	13.8	3	4.6	2	3.1	14	21.5		
Total	11	16.9	23	35.4	31	47.7	65	100		

Source: Primer Data, year 2017

caring behavior in Internal Disease and surgery wards of RSUD Dr. Tjitrowardojo, Purworejo with the following direction; the higher the workload, the less caring behavior a nurse will perform (negative relationship) by which the relationship between the workload and the caring behavior of the nurse shows a strong relationship.

Nurses' workload in internal disease and surgical wards diseases of RSUD Dr. Tjitrowardojo Purworejo obtained nurses with a pretty high workload caring behavior as much as 16 respondents (24.6%), high workload caring behavior as much as 19 respondents (29.2%) and very high workload caring behavior is as much 9 respondents (13.8%). The data shows that there are some nurses who gave less caring behavior as many as 11 respondents (16.9%)

In the workload theory, activities undertaken by nurses in nursing services in the form of direct nursing care, where caring behavior is a manifestation of nursing services provided if the workload of high nurses can affect the application of caring behavior such as lack of humanitarian values, sensitivity, disrespect, respect and respect that results in patient dissatisfaction with nursing services (19).

CONCLUSION AND RECOMMENDATION

Based on the results of research conducted, it can be concluded that the characteristics of the majority of nurses at Internal Disease and Surgical Wards at RSUD Dr. Tjitrowardojo, Purworejo whom aged at 31-40, female gender, nursing education D3, working period 1-5 years with nurse assignment Nurse Major (PA) included in high category workload while their nursing behavior is categorized in with good category. The bivariate test showed that there was a correlation between workload and caring behavior of the nurses. The closeness of relationships which is strong with negative direction relationship means that the higher the workload, the less the nurses caring behavior quality will be.

Based on the research result, the researcher suggest the head of hospital Nursing Department to maintain caring behavior and keep doing guidance to the room which still to minimize caring less behavior, by doing routine supervision and encourage good caring behavior as their habit, entrusting the effort of service improvement, giving reward to nurse who perform good caring behavior. To all nurses, especially those who works at Internal Disease and Surgery Wards, RSUD Dr. Tjitrowardojo Purworejo, the researcher want to suggest them to maintain good caring behavior.

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