

Occupational Stress In Medical Workers at Naibonat Hospital

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Abstract. Occupational stress is a condition in which the work demands exceed the workers' capabilities, resulting in various adverse reactions to the worker's physical, psychological, and behaviour. The inability to answer these demands is very likely a trigger for work stress, that work stress is a situation where a person faces a task or job that cannot or cannot be reached by his / her abilities. The purpose of this study was to determine the work stress of health workers (nurses, midwives, and doctors) and to determine work stress based on aspects of work stress (physiological, psychological, and behavioral) in health workers at Naibonat Hospital, Kupang Regency. This type of research is quantitative research. The total sample was 110 health workers, namely 51 nurses, 49 midwives, and 10 doctors. This study, using descriptive analysis to determine the work stress between nurses, midwives, and doctors. The results of the descriptive analysis state that there is a comparison of work stress between nurses, midwives, and doctors as well as aspects of work stress in terms of aspects (physiology, psychology, and behavior) in health workers at Naibonat Hospital, Kupang Regency.

Keywords: *Occupational Stress, Nurses, Midwives, and Doctors.*

Abstrak. Stres kerja adalah suatu kondisi dimana tuntutan pekerjaan melebihi kemampuan pekerja, sehingga mengakibatkan berbagai reaksi yang merugikan terhadap fisik, psikologis, dan perilaku pekerja. Ketidakmampuan untuk menjawab tuntutan tersebut sangat mungkin menjadi pemicu terjadinya stres kerja, bahwa stres kerja adalah suatu keadaan dimana seseorang menghadapi suatu tugas atau pekerjaan yang tidak dapat atau tidak dapat dijangkau oleh kemampuannya. Tujuan penelitian ini adalah untuk mengetahui stres kerja tenaga kesehatan (perawat, bidan, dan dokter) dan untuk mengetahui stres kerja berdasarkan aspek stres kerja (fisiologis, psikologis, dan perilaku) pada tenaga kesehatan di RSUD Naibonat Kabupaten Kupang. Jenis penelitian ini adalah penelitian kuantitatif. Jumlah sampel sebanyak 110 tenaga kesehatan, yaitu 51 perawat, 49 bidan, dan 10 dokter. Penelitian ini menggunakan analisis deskriptif untuk mengetahui stres kerja antara perawat, bidan, dan dokter. Hasil analisis deskriptif menyatakan bahwa terdapat perbandingan stres kerja antara perawat, bidan dan dokter serta aspek stres kerja ditinjau dari aspek (fisiologi, psikologi dan perilaku) pada tenaga kesehatan di RSUD Naibonat Kabupaten Kupang.

Kata kunci: *Stres kerja, Perawat, Bidan, dan Dokter.*

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Introduction

One of the health service institutions that provides complete individual health services by providing inpatient, outpatient, and emergency services is called a hospital (UU RI NO.44, 2009). Capital that is expected to continue to increase, technology that continues to develop, and human resources as the driving force require effective management rules/processes to meet optimal service demands (Dewi, 2015). Hospitals also provide quality and affordable services for the community to improve the community's optimal health status (Depkes, 2009).

The quality of health services is one of the things that is closely related to the satisfaction of service users or patients. A service is said to be good or bad depending on the level of service user satisfaction based on the service's quality. So that in this case, health workers are one of the professions that have an enormous social responsibility, and health workers are tasked with facilitating and helping patients get health services (Megawati, 2010). Health workers, in this case, include nurses, midwives, and doctors who have their respective roles and duties in a particular hospital. Besides having to be skilled and educated, they must also have proficiency in performing medical procedures.

The inability to answer work demands is likely a trigger for work stress, as Ubaidillah (in Arisona, 2008) stated that stress is increased when a person faces a task or job that cannot or cannot be reached by his / her abilities. Stress at the workspace is something that workers experience almost every day. A person who experiences stress has irritable, moody, restless, anxious, and low morale behaviour. So, when a person is exposed to stress, providing nursing services will decrease; in the end, it will bring complaints from patients (Nurmalasari, 2012).

Sarafino (2012) states that stress is a condition caused by the interaction between the individual and the environment, causing a perception of distance between demands, originating from situations originating in a person's biological, psychological and social

systems. Work stress is a condition of tension that creates a physical and psychological imbalance that affects the emotions, thought processes, and conditions of an employee, Rivai (2009). The symptoms of work stress according to Terry Beehr and John Newman (in Taylor 2006) state 3 (three) symptoms of stress in individuals, namely: Psychological symptoms, physiological symptoms, and behavior.

From the interviews conducted with several health workers at the Naibonat Hospital, Kupang Regency, they have different work stresses where they have duties and responsibilities that must be fast, precise, and deft so that this is what determines the high and low work stress on health workers. Related to the phenomenon of work stress in health workers, in this case, nurses, midwives, and doctors can be seen in previous research conducted by Zulfikar (2013) with the title "Description of work stress for nurses who work in acute wards and emergency departments at home area public service agencies. Aceh government mental illness in 2013 ", the method used was quantitative methods, the research design used a descriptive design, and the results showed that job stress in terms of the organization was at a high level (53.3%). Meanwhile, in terms of intrapersonal factors, it is at a high/low level of 50%. Furthermore, when viewed based on interpersonal factors, it is at a high level (56.7%). On the background of the problems described above and looking at the results of previous studies, the authors are interested in researching "Work Stress on Health Workers at Naibonat Hospital, Kupang Regency."

Method

This research uses quantitative research, data collected through measurement procedures and processed by statistical analysis methods (Azwar, 2017). The type of research used is a comparative method to determine the differences in occupational stress on nurses, midwives, and doctors at Naibonat Hospital, Kupang Regency. The sample that was used as subjects is 52 respondents. The 50 items work stress scale used in this study was adapted from Sarafino (Sri Febriani, 2017). The Cronbach Alpha value of 0.933 indicates that the measuring instrument has high reliability.

Result

The data calculated on the descriptions of research subjects based on the occupational stress category of health workers at Naibonat Hospital, Kupang Regency, are shown in the following table:

Table 1

The category of work stress on health workers in terms of nurses midwives and doctors at Naibonat Hospital, Kupang Regency.

	low	Moderate	High	Total	Mean
Nurse	13	34	4	51	78,8431
%	25,49 %	66,67 %	7,84%		
Midwife	32	17	0	49	63,2653
%	65,31 %	34,69 %	0,00 %		
Doctor	3	7	0	10	75,3
%	30,00 %	70,00 %	0,00 %		

Based on the table above, it can be seen that health workers at Naibonat Hospital, Kupang Regency in the nursing profession have work stress in the high category, namely 7.84%, amounting to 4 people, in the moderate category, namely 66.67%, 34 people and in the low level, namely 25.49% totaled 13 people. Whereas in the midwifery profession, work stress was in a low category, namely 65.31%, amounting to 32 people, in the medium category, 34.69%, 17 people, and in the medical profession, the work stress was in the moderate category, namely 70.00%, amounting to 7 people. low category, namely 30.00% amounted to 3 people.

Table 2

Categorization based on the aspects of job stress

	Low	Moderate	high	Total	Average
Physiological	48	5	7	110	25,82727
%	43,64 %	50,00 %	6,36 %		
Psychological	48	56	6	110	26,36364
%	43,64 %	50,91 %	5,45 %		
Behavior	72	36	2	110	19,39091
%	65,45 %	32,73 %	1,82 %		

Based on table 2 it can be seen that 7 people in the physiological aspect of Naibonat Hospital in Kupang Regency are in the high category with a percentage of 6.36%, 5 people in the medium category with a percentage of 50.00%, and the low category with a percentage

of 43.645%. 48 people. In the psychological aspect of the high category with a percentage of 5.45% as many as 6 people, from the medium category with a percentage of 50.91% as many as 56 people and the low category with a percentage of 43.64% as many as 48 people. While the behavioral aspects in the high category with a percentage of 1.82% were 2 people, in the medium category with a percentage of 32.73% as many as 36 people and the low category with a percentage of 65.45% as many as 72 people.

Discussion

Occupational stress is often associated with demands, such as responsibility, pressure, obligation, and even uncertainty faced by individuals at work while resources are things or objects that individuals can use in meeting demands, someone those who experience stress due to pressure or other items have irritable, moody, restless, anxious and low moral behavior. The performance in providing nursing services will decrease. In the end, it will cause complaints by patients (Nurmalasari, 2012).

Based on the results of the descriptive analysis in table 1, it can be seen that there is work stress on health workers (nurses, midwives, and doctors) at Naibonat Hospital, Kupang Regency, where nurses are in the moderate category because of the results obtained in table 4.6, category of nurses with a percentage of 66, 67% as many as 34 people. Based on the results of an interview with one of the nurses, it was stated that in their work they are more required to carry out the appropriate duties and responsibilities if they are said to be fast, precise, and deft. So that the percentage category obtained is that nurses are in the moderate category because they have a workload so that this allows them to control any existing workload so that the work stress on nurses is in the medium category.

Similarly, doctors have work stress in the moderate category, which is 70.00%, amounting to 7 people, and in the low category, namely 30.00%, there are 3 people so that in the percentage category, doctors are in the moderate category, where doctors during their duties have the same. many pressures are faced, these pressures can cause stress and it is feared that they will hamper the doctor's performance

In contrast to the case with midwives who have work stress in the low category, namely 65.31% totaling 32 people, in the medium category, 34.69% totaled 17 people, so that

in the category the percentage of midwives was included in the low category. The results found are in line with the results of interviews and observations when collecting data in the field. There was a midwife who said that when we have done our responsibilities on patients or something else after we finish we often sit (chat) with roommates, there are also observations that I see there are many midwives who often play cellphones (gadgets) some are fell asleep on the chair. So that this makes the midwives do not have high work stress.

Based on the results of the work stress analysis on the physiological aspects in table 2, namely health workers at Naibonat Hospital, Kupang Regency, the physiological aspects are in the high category of 6.36%, 7 people, 5 people in the moderate category 50.00%, and low 43, 64% as many as 48 people. Respondents who experience moderate work stress due to pressure from outside the individual (pressure in their work). This means that health workers at Naibonat Hospital, Kupang Regency, experience physical problems such as tense neck after completing actions on the patient, shoulder pain after completing tasks and responsibilities, limbs become weak when doing a lot of work, and feel headaches when thinking about profession.

Whereas in the psychological aspect in table 2, health workers at Naibonat Hospital, Kupang Regency are in the medium category of 50.91% as many as 56 people, the high category is 5.45% as many as 6 people and the low category is 43.64% as many as 48 people. which shows that the psychology of health workers at Naibonat Hospital, Kupang Regency is like feeling depressed when facing various problems, many demands so that they often experience frustration, feel tense, and anxiety.

In the behavioral aspect of table 2, health workers at Naibonat Hospital, Kupang Regency are in the low category of 65.45% as many as 72 people, while 32.73% are 36 people and high 1.82% are 2 people. stress that shows behavioral aspects of health workers at Naibonat Hospital, Kupang Regency, such as feeling lazy when going to work, often procrastinating work, and not wanting to cooperate with colleagues.

So the conclusion based on the results of descriptive analysis obtained between job stress on nurses, midwives, doctors and the three aspects of work stress has a comparison. Where the work stress among nurses has a medium percentage category, doctors have a moderate percentage, midwives have a low percentage category, while the physiological

aspects of health workers have a medium percentage category, psychologically with a moderate percentage category of behavior with a low percentage. So there is a psychological, biological, and behavioral comparison for health workers at Naibonat Hospital because health workers (midwives, doctors, nurses) often experience anxiety, fatigue, and stress at work.

Conclusion

Based on the results of research conducted on health workers at Naibonat Hospital, Kupang Regency, it can be concluded: the results of a descriptive analysis of work stress on health workers (nurses, midwives, and doctors) At Naibonat Hospital, Kupang Regency, nurses are in the medium category, midwives are in a low category while doctors are in a low category.

It is known that work stress on health workers (nurses, midwives, and doctors) at Naibonat Hospital, Kupang Regency in terms of aspects of work stress (physiology, psychology, and behavior), namely the physiological aspects of health workers are in the medium category, psychology is in the medium category, as well as aspects of behavior with a low category.

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