



INNOVATIVE: Journal Of Social Science Research

Volume 4 Nomor 2 Tahun 2024 Page 6382-6399

E-ISSN 2807-4238 and P-ISSN 2807-4246

Website: <https://j-innovative.org/index.php/Innovative>

## Analysis of the Effects of Workload and Nurse Performance at the Inpatient Installation: a Case Study at Fathma Medika Gresik Hospital

Ainun Salsabila Agustina<sup>1✉</sup>, Sestiono Mindiharto<sup>2</sup>

Universitas Muhammadiyah Gresik

Email: [ainunagustina40@gmail.com](mailto:ainunagustina40@gmail.com)<sup>1✉</sup>

### Abstrak

Beban kerja perawat merupakan sejumlah tanggung jawab yang melebihi kapasitas perawat. Beban kerja yang tinggi akan berdampak negatif pada kinerja dan secara merugikan mempengaruhi kesehatan dan keselamatan kerja (K3), sekaligus meningkatkan produktivitas dan kualitas pelayanan kesehatan yang diberikan oleh perawat. Penelitian ini bertujuan untuk menilai hubungan antara beban kerja dan kinerja perawat di unit rawat inap RS Fathma Medika, Gresik. Penelitian ini menggunakan desain korelasional dan pendekatan potong lintang. Semua peserta dalam penelitian ini adalah perawat yang bekerja di rumah sakit, dan 32 pasien berpartisipasi sebagai sampel. Pengumpulan data dilakukan menggunakan kuesioner dan buku catatan, dan dianalisis menggunakan uji korelasi Kendall Tau. Beban kerja perawat di departemen rawat inap RS Fathma Medika Gresik tergolong sedang (59,4%). Kinerja perawat di unit rawat inap RS Fathma Medika Gresik sebagian besar baik (68,8%). Hasil uji statistik menunjukkan bahwa perawat di ruang rawat inap RS Fathma Medika Gresik memiliki beban kerja yang sedang dan kinerja yang positif dengan tingkat signifikansi sebesar 0,021 (<0,05). Oleh karena itu, dapat disimpulkan bahwa terdapat hubungan signifikan antara beban kerja dan kinerja positif di unit rawat inap. Koefisien korelasi bernilai positif sebesar 0,378, menunjukkan hubungan satu arah antara kedua variabel tersebut.

Kata Kunci: *Rumah Sakit, Perawat, Keselamatan dan Kesehatan Kerja, Beban Kerja*

## Abstract

The workload of nurses is a volume of responsibilities that goes beyond the capacity of the nurses. High workload will have a negative impact on performance and adversely affect occupational health and safety (OHS), as well as enhance the productivity and quality of healthcare provided by nurses. This study aims to assess the relationship between workload and nurse performance in the inpatient unit of Fathma Medika Hospital, Gresik. This investigation has a correlational design and utilizes a cross-sectional approach. All participants in this study are nurses who are employed in the hospital and 32 patients participate in the sample. Data collection is done using questionnaires and logbooks, and it is analyzed using the Kendall Tau correlation test. The workload of nurses in the inpatient department of RS Fathma Medika Gresik is moderate (59.4%). Nurse performance in the inpatient unit of RS Fathma Medika Gresik is mostly good (68.8%). The results of the statistical test indicate that nurses in the inpatient ward of RS Fathma Medika Gresik have a moderate workload and positive performance with a significance level of 0.021 ( $<0.05$ ). Therefore, it can be concluded that there is a significant relationship between workload and positive performance in the inpatient unit. The correlation coefficient is positively valued at 0.378, indicating a one-way relationship between the two variables.

Keywords: *Hospital, Nurse, Occupational Safety and Health, Workload*

## INTRODUCTION

Inpatient care is one form of treatment available in hospitals where patients stay and receive care for a certain period of time. Hospitals are required to strive to provide optimal service to patients. The most important factor in improving the quality of healthcare is the optimal role of nurses (Fauziah, 2022). Nurse performance can be influenced by the professionalism of nurses in providing nursing care to patients. If nurses' abilities in providing basic care are maximized, it will have a positive impact on the quality of healthcare and client satisfaction can be achieved (Sabebeben & Nainggolan, 2022). Client satisfaction can be achieved if they feel pleased and content with the services received, which are in line with their needs, expectations, and desires (Widiharti & Sari, 2021a).

Based on research on the effect of workload on the performance of inpatient nurses at RSUD Labuang Baji Makassar, it is known that the Bed Occupancy Rate (BOR), which measures occupancy, service efficiency, and hospital efficiency, has decreased (Erlina et al., 2019). The bed utilization rate in 2014 was 44.74%, then there was an increase to 46.78% in 2015, while in 2016 there was a significant decrease to 29.18%. The effectiveness of bed utilization at Labuang Baji Hospital is still not commendable. The volume of patient visits to Labuang Baji Hospital fluctuates or is inconsistent over the past three years, and the decrease in the number of patient visits to the inpatient ward is attributed to the

performance of healthcare workers such as nurses who are not competent or optimal (Wang et al., 2023).

Workload is one of the factors that affect the risk of decreased performance in nurses. Workload can increase when the number of nurses is inadequate for patient care needs. Workload can be defined as patient days or procedures for patient visits in hospitals (Erlina et al., 2019). Based on the statistical data from the Indonesian Ministry of Health in 2016, 28.3% of nurses perform non-nursing tasks, 23.5% perform administrative tasks, and only 48.2% of nurses engage in nursing tasks (Kemenkes RI, 2016). Research results on nurse workload and its relationship with the completeness of documentation of inpatient nursing care in a hospital obtained a significant value of significance, namely  $>0.0001$ , with a correlation of  $-0.492$ , indicating a relationship due to the mandatory work procedures that result in increased workload, thus affecting nurse work quality (Riski et al., 2021). Research on the effect of workload, work stress, and work motivation on nurse performance yielded significant results on nurse performance with a significance value of  $0.001 < 0.05$  (Aprilia et al., 2017). Nurse performance will be good if the workload they receive is manageable. Performance is the result of work done by an individual or a group of individuals in a company according to their authority and obligations, as well as an effort to achieve organizational goals legally and in line with morality and ethics (Alfida & Widodo, 2022) (Dewi, 2017).

The study on the "Effect of Nursing Service and Nurse Performance on Patient Satisfaction in the Sanur-Kuta Room of Sumber Kasih Hospital Cirebon" using simultaneous hypothesis testing resulted in a calculated F value of 616.976, greater than the tabulated F value of 3.10 (Fardhoni et al., 2021). This means that the quality of nursing service and nurse performance significantly influence patient satisfaction in the Sanur-Kuta Room of Sumber Kasih Hospital Cirebon. Improved quality of nursing care and nurse competence have a positive impact on patient satisfaction (Widiharti & Sari, 2021b). Research by Ferdianingsih et al., 2022 yielded significant results between workload and nurse performance with a p-value of 0.001, where workload was caused by the amount of work, fatigue during tasks, and frequent backward shift exchanges (Ferdianingsih et al., 2022).

Fathma Medika Hospital is one of the private type C hospitals located in Gresik Regency, situated at Jalan Raya Pendopo Number 45, Sembayat, Manyar Subdistrict, Gresik Regency. The inpatient unit of RS Fathma Medika has 84 beds on the 2nd and 3rd floors, with each room divided into 31 rooms, and there are 32 nurses in the inpatient department. Based on the data obtained, the number of patient visits to Fathma Medika Hospital Gresik

in 2022 was 3,600 patients. The ideal ratio of nursing staff to beds is 2:3, meaning 2 nurses for every 3 beds or patients. However, the actual ratio at Fathma Medika Hospital Gresik is 2:5, leading to an increased workload for nurses. The nursing work system is divided into three shifts: morning, afternoon, and night, each with a main role ranging from indirect actions such as assessment, data analysis, formulating nursing diagnoses, documenting care, attending doctor's visits, patient transfers, pre-post conferences, and direct patient care such as medication administration, wound care, and care for infusional areas that assist patients in their activities of daily living (ADL) (Bukata et al., 2015; Zaboli et al., 2023). The diverse range of job activities often makes nurses feel tired and burdened, especially when combined with a large number of patients and unresponsive or unsupportive family conditions.

Based on the aforementioned challenges faced by nurses, there is an intriguing research topic concerning the relationship between workload and nurse performance in the inpatient unit. Specifically, this research has not been conducted before at Fathma Medika Hospital Gresik. Therefore, this study aims to provide new data and insights regarding the relationship between workload and nurse performance in the hospital.

## RESEARCH METHOD

This study is a quantitative research type that falls under the correlational research category to determine relationships between variables. The research was conducted from August to January 2023 in the inpatient unit of Fathma Medika Hospital, Gresik. Population refers to the total number of objects or subjects with specific characteristics and qualities identified by the researcher for study and subsequent conclusions (Kaya & İşler Dalgıç, 2022). The population in this study includes all inpatient nurses at RS Fathma Medika Gresik, totaling 32 nurses. A sample is a subset or representation of the population being studied. If the population being studied is fewer than 100, the entire population can be taken as the sample. However, if the population is greater than 100, a sample can be taken ranging from 10% to 15%, 20% to 25%, or more (Bastani et al., 2021). The researcher opted for total sampling as the technique, considering that the population size in this study consists of 32 nurses. Sampling technique is the method used to select a sample to ensure that it accurately represents the entire research subject. Total sampling is used when the population size is less than 100 respondents. In this research, the researcher employed total sampling as the population size was 32 nurses.

Data used in this study are both primary and secondary. First, primary data is collected directly by the researcher regarding the target subjects. Information was gathered through questionnaires, observation, and interviews regarding nurse workload during their work, as well as through questionnaires about nurse performance in the inpatient unit of RS Fathma Medika Gresik. Second, secondary data is obtained from other entities or sources and is not created by the researcher. The researcher acquired data from the hospital, including the profile of Fathma Medika Hospital Gresik and the number of nurses in the inpatient unit. The instrument used in this study is a validated questionnaire to assess workload and performance. If the value of  $r$  is less than 0.05, the question is considered invalid. The validity of questions is determined based on the calculated  $r$  value, compared to the tabulated  $r$  value at a 5% significance level. This approach allows for the utilization of questions to collect research data. Reliability testing determines whether the instrument used is reliable. The instrument is considered reliable if it consistently produces the same results at different times, regardless of the phenomenon being measured. Reliability assessment was not conducted in this research as the researcher employed a questionnaire regarding workload and performance. Questionnaire reliability is calculated using the Cronbach's Alpha formula, with reliability of 0.60 or higher.

Data analysis methods in this study include univariate and bivariate analyses. Univariate analysis aims to define the characteristics of each research variable. Data collected from the field visits are presented in the form of frequency distribution tables and percentages to analyze the relationship between nurse workload and performance. Respondent properties in this study include gender, highest education level, age, marital status, length of service, and the number of nurses in the inpatient unit of RS Fathma Medika Gresik. Bivariate analysis is performed on two variables assumed to be related. The goal is to determine the relationship between nurse workload and performance in the inpatient unit of RS Fathma Medika Gresik. The statistical test used in this study is the Kendall-Tau Correlation Test, suitable for ordinal data with a sample size of 10 members or more. The Kendall-Tau Correlation Test can be used for data that are normally distributed or not, and it assesses the correlation between two types of ordinal data, one being ordinal and the other being nominal or ratio-based. The decision on the presence of a relationship is based on the  $p$ -value, which is then compared to the significance level  $\alpha = 5\%$  or 0.05. If the  $p$ -value is greater than  $\alpha = 5\%$ , then the null hypothesis ( $H_0$ ) is rejected. If the  $p$ -value is less than  $\alpha = 0.05$ , then the alternative hypothesis ( $H_1$ ) is accepted.

## RESULT AND DISCUSSION

The primary research data is presented in the following tables. Table 1 displays the results of the frequency distribution data for gender, indicating that almost all inpatient nurses are female (81.2%). Based on Table 2, the frequency distribution data for educational background shows that the majority of inpatient nurses hold a Diploma 3 (D3) in Nursing (59.4%).

Table 1. Frequency Distribution of Nurses Based on Gender in the Inpatient Unit of RS Fathma Medika Gresik in the Year 2022

No.	Sex	Frequency (f)	Percentage (%)
1.	Male	6	18.8 %
2.	Female	26	81.2%
	Total	32	100%

Table 2. Frequency Distribution of Nurses Based on Educational Background in the Inpatient Unit of RS Fathma Medika Gresik in the Year 2022

No.	Education	Frequency (f)	Percentage (%)
1.	D3 Nursing	19	59.4 %
2.	S1 Nursing + Nurse Profession	13	40.6%
	Total	32	100%

Furthermore, in Table 3, you can observe the frequency distribution data for age, indicating that nearly half of the inpatient nurses fall within the age range of 26-30 years (46.9%). Meanwhile, in Table 4, there is data on the frequency distribution of marital status, which shows that the majority of inpatient nurses are married (75%). The frequency distribution data for length of service demonstrates that the majority of nurses have a work experience of 1-3 years (53.1%), as displayed in Table 5. In Table 6, the data on the frequency distribution of nursing departments reveals that almost half of the nurses originate from the adult inpatient unit (40.6%).

Table 3. Frequency Distribution of Nurses Based on Age in the Inpatient Unit of RS Fathma Medika Gresik in the Year 2022

No.	Age (year)	Frequency (f)	Percentage (%)
1.	21-25	9	28.1%
2.	26-30	15	46.9%
3.	31-35	4	12.5%
4.	36-40	4	12.5%
5.	> 40	0	0%
Total		32	100%

Table 4. Frequency Distribution of Nurses Based on Marital Status in the Inpatient Unit of RS Fathma Medika Gresik in the Year 2022

No.	Marital Status	Frequency (f)	Percentage (%)
1.	Not married	8	25%
2.	Married	24	75%
Total		32	100%

Table 5. Frequency Distribution of Nurses Based on Length of Service in the Inpatient Unit of RS Fathma Medika Gresik in the Year 2022

No.	Length of Service (year)	Frequency (f)	Percentage (%)
1.	1-3	17	53.1%
2.	4-6	9	28.1%
3.	> 6	6	18.8%
Total		32	100%

Table 6. Frequency Distribution of Nurses Based on Nursing Department in the Inpatient Unit of RS Fathma Medika Gresik in the Year 2022

No.	Inpatient Unit	Frequency (f)	Percentage (%)
1.	Children unit	6	18.8%
2.	Adult unit	13	40.6%
3.	Perinatology	7	21.9%
4.	Intensive Care Unit (ICU)	6	18.7%
Total		32	100%

In Table 7, the data on the frequency distribution of nurse workload is presented, showing that the majority of nurses have a moderate workload (59.4%). Subsequently, in

Table 8, the data on the frequency distribution of nurse performance is displayed, indicating that most nurses have good performance (68.8%).

Table 7. Frequency Distribution of Nurses Based on Nurse Workload in the Inpatient Unit of RS Fathma Medika Gresik in the Year 2022

No.	Nurse Workload	Frequency (f)	Percentage (%)
1.	Heavy	6	18.8%
2.	Medium	19	59.4%
3.	Light	7	21.8%
	Total	32	100%

Table 8. Frequency Distribution of Nurses Based on Nurse Performance in the Inpatient Unit of RS Fathma Medika Gresik in the Year 2022

No.	Nurse Performance	Frequency (f)	Percentage (%)
1.	Not Good	2	6.3%
2.	Acceptable	8	25%
3.	Excellent	22	68.8%
	Total	32	100%

Table 9. Cross-tabulation of Nurse Workload and Nurse Performance in the Inpatient Unit of RS Fathma Medika Gresik in the Year 2022

Work Load	Performance							
	Not Good		Acceptable		Excellent		Total	
	F	%	F	%	F	%	F	%
Heavy	2	33%	3	50%	1	16.7%	6	100%
Medium	0	0%	4	21,1%	15	78.9%	19	100%
Light	0	0%	1	14,3%	6	85.7%	7	100%
Total	2	6.3%	8	25%	22	68.8%	32	100%
<i>P-value</i>	0.021							
Correlation coefficient	0.378							
$\alpha$	0.05							

In Table 9, it can be observed that inpatient nurses with poor performance mostly have a heavy workload (33.3%) compared to those with a light workload (0%). Inpatient nurses with fair performance mostly have a heavy workload (50%) compared to those with a light workload (14.3%). Inpatient nurses with good performance mostly have a light workload (85.7%) compared to those with a heavy workload (16.7%). The results of the statistical test

indicate that nurses in the inpatient unit of RS Fathma Medika Gresik have a moderate workload and high performance, but the significance level is 0.021 ( $<0.05$ ), and the correlation coefficient between them is 0.378.

#### Analysis of Nurse Workload in the Inpatient Ward of Fathma Medika Hospital Gresik

Based on the research findings as presented in Table 7, the analysis of nurse workload in the Inpatient Unit of RS Fathma Medika Gresik reveals that workload can be classified into three categories: heavy workload, moderate workload, and light workload. In the inpatient unit of RS Fathma Medika Gresik, nurses experience a heavy workload (18.8%), moderate workload (59.4%), and light workload (21.9%). This research aligns with a study by Khoirunnissa et al. (2019), which showed that the majority of inpatient nurses at RSUD Panembahan Senopati Bantul had a moderate workload (59.6%). Nursing responsibilities and tasks are diverse, including providing care to patients, performing procedures, addressing patient dependency, average time spent on direct and indirect care, and ensuring accurate and timely task completion. These factors contribute to the majority of nurses having a moderate workload. Additionally, the imbalance between the number of patients in the inpatient ward and the limited number of nursing staff further intensifies this workload.

Other research findings support these results. Waryantini and Maya (2020) discovered that the majority of nurses in the inpatient ward of RSUD Soreang had a moderate workload (93.4%). This can be attributed to limited nursing staff and suboptimal healthcare facilities. Gender is another factor influencing workload. With males typically having greater physical strength and muscle mass than females, gender can affect the ability to handle the demands of the workload. Education level also plays a role, as higher education levels enable individuals to find effective ways to complete tasks and think broadly for optimal results (Chintya & Manumpil, 2018). Marital status is another consideration, with married nurses accounting for 75% of the sample. Married nurses often carry a dual role as both family members and employees, leading to increased workload due to additional responsibilities.

External factors contributing to workload include the direct accumulation of tasks nurses must complete to balance the patient-nurse ratio in each ward, as well as non-nursing duties resulting from the imbalance between patient needs and patient interests. This contributes to a higher workload for nurses (Nurjanah et al., 2017). Etlidawati et al. reported that the nurse-to-bed ratio in hospitals should ideally be 2:3, where two nurses care for three patients. Imbalanced nurse-patient ratios lead to excessive workload, negatively impacting nurse productivity (Etlidawati & Arini, 2020).

According to the research findings, the majority of nurses in the inpatient unit of RS Fathma Medika Gresik experience a moderate workload (59.4%). This finding is consistent with both observation and questionnaire responses from nurses. Nurses noted various aspects contributing to their workload, including strict observation procedures, the diverse range of tasks, constant interaction with patients of varying characteristics, hospital leadership expectations, family demands for patient safety, and the limited number of nursing staff in the inpatient unit of RS Fathma Medika Gresik. The inpatient unit is divided into four sections: adult inpatient ward, pediatric inpatient ward, perinatology inpatient ward, and Intensive Care Unit (ICU). Patient visit data from 2022 indicates 1836 patients were admitted to the adult inpatient ward, 821 to the pediatric inpatient ward, 785 to the perinatology inpatient ward, and 158 to the ICU, with a Bed Occupation Rate (BOR) of 40.15%.

Observations recorded in logbooks revealed differences in nursing care and workload across different wards. The adult and pediatric inpatient wards had similar predominant nursing tasks, including physical examinations, vital sign monitoring, patient inquiries, IV injections, accompanying and documenting doctor visits, preparing and inspecting emergency equipment and medications, coordinating and consulting with other healthcare teams, medical record documentation and care planning, blood sampling, pre- and post-conference meetings, wound care, infusion site care, diet documentation, random blood glucose checks, communication with the pharmacy regarding patient medications, recording new patient admissions, telephone communication with patients, and reading patient status reports (Ameliyah & Nursapriani, 2021). The ICU requires additional nursing care actions such as oral hygiene, personal hygiene, genital hygiene, and collaborative therapies involving nutrition, intravenous medication therapy, and patient mobilization (Wundavalli et al., 2019). ICU patient care demands more intensive nursing involvement due to the critical care needs of patients, necessitating increased nurse time and attention. In the perinatology inpatient ward, predominant nursing actions include monitoring vital signs of infants and documenting their status, evaluating infant conditions, bathing infants, providing care and early breastfeeding initiation for newborns, administering injections to infants, and accompanying doctor visits. On average, nurses spend 500 minutes (34.7%) on direct patient care, 600 minutes (41%) on indirect patient care, and 350 minutes (24.3%) on non-nursing activities each day.

## Nurse Performance in the Inpatient Ward of Fathma Medika Hospital Gresik

Research Findings on Nurse Workload as Shown in Table 7 are in line with Ferdianingsih et al.'s (2022) study, which states that the performance of inpatient nurses at RSUD Kota Semarang is mostly categorized as good (76.1%) and meets the standards for providing nursing care services, including assessment, diagnosis, planning, implementation, and evaluation (Ferdianingsih et al., 2022). Another supporting study is one that reports that the majority of nurses at Stella Maris Hospital Makassar in 2019 had high performance (77.5%), possibly due to individual characteristics or other factors. Attributes considered as nursing expertise include skills, abilities, and work support or motivation (Kusumawati et al., 2019).

Research facts indicate that the majority of nurses are female (81.3%). Women are generally more dedicated to their work. The attitudes of women vary more compared to men, and this can be observed in their focus on work conditions, hours, comfort, supervision, and social aspects of work, while men tend to prioritize wages, career development, policies, and management (Liu et al., 2017; Romadhoni et al., 2015; Tseng et al., 2022). Nurses mostly fall within the age range of 26-30 (46.9%), and this age group is expected to positively impact the quality of hospital services, as they are a productive age group with potential for enhancing their performance quality (Rahma & Prayoga, 2022; Saman & Sova Evie, 2022).

The capacity of nurses to carry out assigned tasks and responsibilities needs to be considered. Therefore, performance assessment is crucial for nurses. Nurses are responsible for patient actions and providing excellent service, focusing on patient complaints and building trust. Optimal nurse performance will have a positive impact on the care patients receive, particularly in terms of meeting basic human needs. Performance is also a critical measure of success in achieving nursing service goals. The purpose of this service is to assist patients in fulfilling their responsibilities and tasks within a certain timeframe (Budhiana et al., 2022).

Based on the research findings, the majority of nurses in the inpatient unit of RS Fathma Medika Gresik have high performance (68.8%). The researcher assumes based on their observations that good performance is attributed to a comfortable physical environment, cooperative nursing colleagues, supervision from the head of the department, and the hospital's request for consistently providing excellent healthcare services. This requires nurses to continuously strive to maintain and improve service quality. However, there are still some nurses with inadequate or mediocre performance. Based on

questionnaire responses, it's evident that some nurses lack speed in delivering patient care. Hospitals are required to evaluate performance and reward nurses with high performance levels while penalizing those with low performance levels. This will motivate nurses to enhance their performance, thus boosting hospital productivity and aligning with the hospital's mission and vision. Specifically, the aim is for the hospital to provide maximum benefit to the community.

#### Relationship Between Workload and Nurse Performance in the Inpatient Ward of Fathma Medika Hospital Gresik

Based on the research findings, it is known that a significant portion of inpatient nurses carry a moderate workload (59.4%) while exhibiting high performance (68.8%). The statistical analysis using Kendall Tau yields a significance level of 0.021 ( $<0.05$ ), leading to the conclusion that there is a significant relationship between workload and nurse performance in the Inpatient Ward of Fathma Medika Hospital Gresik. The correlation between the two variables is moderate and positive, with a Kendall Tau coefficient of association at 0.378.

This research outcome is consistent with the study conducted by Kusumawati et al., 2019, which reported a p-value of 0.035 ( $<0.05$ ) in the Chi-square statistical test, indicating a significant correlation between workload and nurse performance in providing care at the Kandou Manado Inpatient Ward (Kusumawati et al., 2019). The supervision of department heads and the hospital's demand for consistent high-quality service provision significantly influences nurse motivation to excel, leading to a heavier workload. This finding is also in line with Liu et al., 2017, who reported a p-value of 0.003 (p-value  $<0.05$ ) indicating a significant relationship between workload and nurse performance in the Inpatient Ward of PMI Hospital in Bogor. The low nurse performance was attributed to the high workload (Liu et al., 2017). Another corroborating study is that of Kaya et al., 2022, which reported a statistically significant Kendall Tau test with a value of 0.019 ( $<0.05$ ) and a Kendall Tau correlation coefficient of 0.366, implying a relationship between workload and nurse performance in the Inpatient Wards (Muzdalifah, Mukta zam, and Arofah) of Siti Aisyah Hospital in Madiun (Kaya & İşler Dalgıç, 2022).

An individual's workload can be influenced by a myriad of factors categorized into two groups: internal and external. Internal factors are those originating from the nurse themselves, such as gender, age, condition, motivation, perceptions, and more (Yamin et al., 2020). External factors stem from outside sources, such as the work organization, facilities related to work, or the work environment. These factors can be studied and subsequently

modified to help employees reduce excessive workloads (Dwi Astutik et al., 2023). Optimal efforts to optimize workload can be achieved through analyzing the differences in work units and human resource categories, establishing workload standards, allocation norms, and calculating workforce needs per unit transparently. Building strong trust between employees and the company can be fostered through performance evaluation systems that consider how well tasks are completed or expected to be performed. With this trust, individuals will feel valued for their performance and encouraged to improve (Bastani et al., 2021; Qoyyimah et al., 2020).

Based on the research findings, the nursing workload in the Inpatient Ward of Fathma Medika Hospital Gresik falls within a moderate range, coupled with good performance. However, continuous evaluation is still necessary to implement a system appropriate for nurses, which will lead to a reduction in nursing workload and subsequently increase productivity and performance. Enhancing the quality of healthcare services, particularly nursing care within the hospital setting, is of utmost importance. Therefore, appropriate human resource planning is essential to ensure that nurses' responsibilities align with standards and capacities, allowing them to deliver optimal healthcare services to patients. The supervision of department heads and the hospital's demand for consistent high-quality service should be maintained, as this will motivate nurses to strive for excellence. Many previous investigations have documented significant correlations and impacts between workload and nurse performance.

Based on this research finding, it is hoped that Fathma Medika Hospital Gresik can optimize its workload by increasing the number of nurses on staff. This will subsequently enhance performance and productivity, as a nurse's success is measured by how effectively they achieve their goals in providing healthcare. Each nurse's success at Fathma Medika Hospital Gresik should be sustained to motivate other nurses to continually improve their performance and deliver outstanding nursing care. Additionally, the hospital's reputation should be elevated to increase its attractiveness and credibility among the community.

## CONCLUSION

The workload of nurses in the Inpatient Ward of Fathma Medika Hospital Gresik is predominantly recorded as moderate (59.4%). The nurse performance in the same unit is predominantly categorized as good (68.8%). The results of the statistical analysis indicate that nurses in the Inpatient Ward of Fathma Medika Hospital Gresik have a moderate workload and positive performance, with a significance level of 0.021 ( $<0.05$ ). Thus, it can

be concluded that a significant relationship exists between workload and positive performance in the inpatient unit of Fathma Medika Hospital Gresik. The correlation coefficient of 0.378 is positive, signifying a one-way relationship between the two variables. As a recommendation, it would be advisable for the hospital administration to regularly assess the workload and periodically examine the nurses' workload to minimize it. This action could lead to an improvement in nurse performance and productivity, ultimately benefiting the hospital's future development.

#### REFERENCES

- Alfida, R., & Widodo, S. (2022). Pengaruh Beban Kerja Dan Lingkungan Kerja Terhadap Kinerja Perawat Ruang Isolasi RSAU Dr. Esanawan Antariksa Halim Perdana Kusuma. *Jurnal Ilmiah Manajemen Surya Pasca Scienta*, 11(1).
- Ameliyah, A. R., & Nursapriani, N. (2021). Hubungan Kinerja Perawat terhadap Implementasi Penerapan Keselamatan Pasien di Masa Pandemi Covid-19. *Poltekita: Jurnal Ilmu Kesehatan*, 15(3), 288–294. <https://doi.org/10.33860/jik.v15i3.674>
- Aprilia, F., Samsir, S., & Pramadewi, A. (2017). Pengaruh Beban Kerja, Stres Kerja Dan Motivasi Kerja Terhadap Kinerja Perawat Rumah Sakit Islam Ibnu Sina Pekanbaru. *Jurnal Online Mahasiswa Fakultas Ekonomi Universitas Riau*, 4(1), 87–100.
- Bastani, P., Mohammadpour, M., Bahmaei, J., Ravangard, R., & Mehralian, G. (2021). Hospital management by health services management graduates: the change paradigm in Iran. *Heliyon*, 7(11), e08414. <https://doi.org/10.1016/j.heliyon.2021.e08414>
- Budhiana, J., Affandi, T. N. R., & Ede, A. R. La. (2022). Hubungan Kepuasan Kerja Dengan Kinerja Perawat Pelaksana Di Rumah Sakit Umum Daerah Al – Mulk Kota Sukabumi. *Journal of Nursing Practice and Education*, 2(02), 69–79. <https://doi.org/10.34305/jnpe.v2i2.452>
- Bukata, L., Šůcha, P., & Hanzálek, Z. (2015). Solving the Resource Constrained Project Scheduling Problem using the parallel Tabu Search designed for the CUDA platform. *Journal of Parallel and Distributed Computing*, 77, 58–68. <https://doi.org/10.1016/j.jpdc.2014.11.005>
- Chintya, Y., & Manumpil, E. (2018). Hubungan Beban Kerja Dengan Kinerja Perawat Di Ruang Rawat Inap RSU Pancaran Kasih GMIM Manado. *Journal Of Community & Emergency*, 6(2).
- Dewi, D. S. (2017). Faktor-Faktor Yang Berhubungan Dengan Penerapan Prinsip Etik

- Perawat Pelaksana Dalam Asuhan Keperawatan Di RSUD dr.Rasidin Padang Tahun 2016. In *Skripsi*. Universitas Andalas Padang.
- Dwi Astutik, N., Rozi, F., & Sholikhah, D. U. (2023). Hubungan Beban Kerja Dengan Tingkat Stress Kerja Perawat Dalam Menangani Pasien Covid 19 Di Rs Husada Utama Surabaya. *Prima Wiyata Health*, 4 (1), 1–11. <https://e-journal.shj.ac.id/ojs/index.php/PWH/article/view/32>
- Erlina, E., Arifin, A., & Salamah, A. U. (2019). PENGARUH BEBAN KERJA TERHADAP KINERJA PERAWAT DI INSTALASI RAWAT INAP RSUD LABUANG BAJI MAKASSAR. *Jurnal Kesehatan Masyarakat Maritim*, 1(3). <https://doi.org/10.30597/jkmm.v1i3.8825>
- Etlidawati, & Arini, U. (2020). Hubungan Beban Kerja Perawat Dengan Kelengkapan Pengisian Dokumentasi Asuhan Keperawatan. *Jurnal Perawatan Manusia*, 5(2).
- Fardhoni, Sedjati, R. S., & Permana, I. S. (2021). Pengaruh Pelayanan Keperawatan, dan Kinerja Perawat Terhadap Kepuasan Pasien di Ruang Sanur-Kuta Rumah Sakit Sumber Kasih Cirebon. *Jurnal Keperawatan*, 9(1).
- Fauziah, H. S. (2022). Beban Kerja Yang Tinggi Dapat Menurunkan Kinerja Perawat Di Unit Rawat Inap RSUD Leuwiliang Tahun 2021. *Jurnal Ilmiah Indonesia Ilmu Keperawatan Dan Kebidanan*, 1(10).
- Ferdianingsih, T., Efendi, D., & Widiastuti, I. A. K. S. (2022). Factors influencing nurse compliance in maintaining aseptic technique in the insertion of peripheral intravenous access in neonates. *Journal of Neonatal Nursing*. <https://doi.org/10.1016/j.jnn.2022.11.003>
- Kaya, A., & İşler Dalgıç, A. (2022). Evaluating workload and manpower planning among pediatric emergency department nurses in Turkey during COVID-19: A cross-sectional, multicenter study. *Journal of Pediatric Nursing*, 65, 69–74. <https://doi.org/10.1016/j.pedn.2022.03.014>
- Kemenkes RI. (2016). *Ministry of Health Indonesia*.
- Khoirunnissa, D., Prayogi, A. S., & Arini, T. (2019). Beban Kerja Perawat Berhubungan Dengan Kelengkapan Pendokumentasian Asuhan Keperawatan Rawat Inap RSUD Panembahan Senopati Bantul. *Jurnal Teknologi Kesehatan*, 15(1).
- Kusumawati, A. S., Handiyani, H., & Rachmi, S. F. (2019). Patient safety culture and nurses' attitude on incident reporting in Indonesia. *Enfermería Clínica*, 29, 47–52. <https://doi.org/10.1016/j.enfcli.2019.04.007>
- Liu, C.-Y., Lin, C.-Y., Yang, C.-C. Y., Chien, J.-T., & Hsieh, M.-H. (2017). The workloads and job satisfaction of a fracture liaison nurse. *Osteoporosis and Sarcopenia*, 3(3), S25–

S26. <https://doi.org/10.1016/j.afos.2017.08.047>

- Nurjanah, S., Sakka, A., & Paridah. (2017). Analisis Beban Kerja Tenaga Perawat Di Instalasi Rawat Inap Rumah Sakit Umum Daerah (Rsud) Kota Kendari Tahun 2016. *Jurnal Ilmiah Mahasiswa Kesehatan Masyarakat*, 2(5).
- Qoyyimah, M., Abrianto, T. H., & Chamidah, S. (2020). Pengaruh Beban Kerja, Stres Kerja dan Lingkungan Kerja Terhadap Kinerja Karyawan Bagian Produksi PT. INKA Multi Solusi Madiun. *ASSET: Jurnal Manajemen Dan Bisnis*, 2(1). <https://doi.org/10.24269/asset.v2i1.2548>
- Rahma, D. A., & Prayoga, D. (2022). Faktor Yang Berpengaruh Terhadap Loyalitas Pasien Rawat Inap di Rumah Sakit: Scoping Review. *Poltekita : Jurnal Ilmu Kesehatan*, 16(3), 384–391. <https://doi.org/10.33860/jik.v16i3.967>
- Riski, A., Razak, A., & Ahri, R. A. (2021). Determinan Beban Kerja Fisik Dan Mental Perawat Dengan Penerapan Pasien Safety Pada Masa Pandemi Covid 19 di RSUD Labuang Baji Makassar. *An Idea Health Journal*, 1(02), 112–117. <https://doi.org/10.53690/ihj.v1i02.52>
- Romadhoni, L. C., Asmony, T., & Suryatni, M. (2015). Pengaruh Beban Kerja, Lingkungan Kerja, dan Dukungan Sosial Terhadap Burnout Pustakawan Di Kota Mataram. *Khazanah Al-Hikmah : Jurnal Ilmu Perpustakaan, Informasi, Dan Kearsipan*, 3(2), 124–145. <https://doi.org/10.24252/kah.v3i2a3>
- Sabebege, Y. S., & Nainggolan, S. S. (2022). Hubungan Pelatihan dan Reward Terhadap Kinerja Perawat Di Ruang Rawat Inap RSUD Banyuasin. *Jurnal Kesehatan Bina Husada*, 14(3).
- Saman, & Sova Evie. (2022). Hubungan Kompetensi Ketua Tim Terhadap Kepuasan Kinerja Perawat Pelaksana Dalam Penerapan Model Praktik Keperawatan Profesional Metode Tim. *Poltekita: Jurnal Ilmu Kesehatan*, 16(3), 327–335. <https://doi.org/10.33860/jik.v16i3.1413>
- Tseng, L.-P., Chuang, M.-T., & Liu, Y.-C. (2022). Effects of noise and music on situation awareness, anxiety, and the mental workload of nurses during operations. *Applied Ergonomics*, 99, 103633. <https://doi.org/10.1016/j.apergo.2021.103633>
- Wang, Y., Huang, Y., Zheng, R., Xu, J., Zhang, L., Zhu, P., Lu, Z., Wang, L., Xie, J., Zhao, J., & Dong, F. (2023). The contribution of perceived death competence in determining the professional quality of life of novice oncology nurses: A multicentre study. *European Journal of Oncology Nursing*, 62, 102273. <https://doi.org/10.1016/j.ejon.2023.102273>

- Waryantini, & Maya, S. (2020). Hubungan Beban Kerja Dengan Kinerja Perawat Dalam Melakukan Asuhan Keperawatan Di Ruang Rawat Inap Rumah Sakit. *Jurnal Sehat*, 8(1).
- Widiharti, & Sari, D. J. E. (2021a). Kepuasan Klien Terhadap Pelayanan Kesehatan Berdasarkan Analisis Diagram Kartesius Di Klinik Prima Medika Sidoarjo. *Jurnal Keperawatan Muhammadiyah*, 6(2).
- Widiharti, W., & Sari, D. J. eka. (2021b). Kepuasan Klien Terhadap Pelayanan Kesehatan Berdasarkan Analisis Diagram Kartesius Di Klinik Prima Medika Sidoarjo. *Jurnal Keperawatan Muhammadiyah*, 6(2). <https://doi.org/10.30651/jkm.v6i2.2760>
- Wundavalli, L., Kumar, P., & Dutta, S. (2019). Workload Indicators of Staffing Need as a tool to determine nurse staffing for a high volume academic Emergency Department: An observational study. *International Emergency Nursing*, 46, 100780. <https://doi.org/10.1016/j.ienj.2019.06.003>
- Yamin, R., Wahyu, A., Ishak, H., Salmah, U., & Patittingi, F. (2020). Effect of BMI, workload, work fatigue, and complaints of musculoskeletal disorders on nurse performance in Sawerigading Hospital Palopo. *Enfermería Clínica*, 30, 403–406. <https://doi.org/10.1016/j.enfcli.2019.10.110>
- Zaboli, A., Ausserhofer, D., Sibilio, S., Toccolini, E., Paulmichl, R., Giudiceandrea, A., Bonora, A., Pfeifer, N., & Turcato, G. (2023). Electrocardiogram interpretation during nurse triage improves the performance of the triage system in patients with cardiovascular symptoms – A prospective observational study. *International Emergency Nursing*, 68, 101273. <https://doi.org/10.1016/j.ienj.2023.101273>.