



The Influence of Work Autonomy, Workload, Work Boredom and Interpersonal Conflict on Nurse Performance in Patient

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Received: 31 March 2021/Accepted: 09 August 2021/Published Online: 31 August 2021

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Abstract

The problem of work stress is still a trend in various parts of the world. In Europe, the problem of work stress ranks second after musculoskeletal disorders. Sources of work stress which consist of autonomy, workload, work saturation and interpersonal conflicts are a challenge for hospitals in terms of employee performance issues. The purpose of this study was to determine the effect of work autonomy, workload, work saturation and interpersonal conflict on the performance of nurses in the Inpatient Installation of RSUD Bima. The research design used was non-experimental quantitative analytical observational. The research sample was 154 nurses in the inpatient room. The analysis in this study used univariate, bivariate and multivariate analysis with multiple linear regression with 95% confidence level or nilai <0.05 . The results showed that the value of work autonomy (0.000), workload (0.013), work boredom (0.014) and interpersonal conflict (0.006) < 0.05 which means that all variables affect the performance of nurses and result of logistic regression it was found that the most dominant variable was interpersonal conflict with the highest Odds Ratio value of 3.764, which means that interpersonal conflict was the most influential variable on the performance of nurses. Based on the results of the study, it can be concluded that work autonomy, workload, work saturation and interpersonal conflict affect the performance of nurses, and the most influential variable is work saturation with the largest t value of 2.486. It is recommended for the Head of Nursing and Head of Room to evaluate the performance of nurses in the room to the maximum, and make a performance-based supervision program and assessment of service users.

Keywords: Autonomy; Workload; Work Boredom; Interpersonal Conflict

INTRODUCTION

The problem of work stress is still a trend in various parts of the world. In Europe, the problem of work stress ranks 2nd after musculoskeletal disorders (Pertreanu, et al, 2013). The EU-OSHA report states that 51% of workers report that work-related stress is common in the workplace and 4 out of 10 workers state that work stress problems are not managed properly in their organizational environment (EU-OSHA, 2013). The high number of work stress in Europe causes EU member governments to take part in solving the problems that occur. Based on the meeting of parliamentarians, a law on governance of

issues was produced, standardization of best work practices, agreement between stakeholders in formulating a general strategy, promotion through social dialogue, dissemination of scientific knowledge related to work, and psychosocial factors, which were later adopted as steps in taking action as well as materials for evaluating and managing the risks that occur (European Parliament, 2013).

Nurses as one of the health workers in hospitals play an important role in achieving health development goals. The success of health services depends on the participation of nurses in providing quality nursing care for patients (Potter PA & Perry

AG. 2005) "Performance is the result of carrying out a job, both physical/material and non-physical/non-material. According to Simanjuntak (2005), "Performance is the level of achievement of results on the implementation of certain tasks.

Job stress is a consequence of every action and environmental situation that causes excessive psychological and physical demands on a person. Cartwright and Cooper (Mangkunegara, 2008) suggest work stress as a tension or pressure experienced when the demands faced exceed the strength that exists in us. Factors that affect work stress are Autonomy Factors, Workload Factors, Interpersonal Conflict Factors, and work saturation factors.

Government efforts that have been carried out related to work stress are socialization and health education, another effort is to conduct research. Research conducted by Premana (2015) on "The Influence of Work Stress on the Performance of Production Division employees at PT. MHE Demag Surabaya", shows the results that work stress has a negative effect on employee performance.

Research conducted by Dewi Kusumaningsih (2020) et al about relationship of nurse's physical and mental workload with Implementation of patient safety during the covid-19 pandemic at UPT Pesawaran regency inspired health Puskesmas got result there was Chi-square physical workload statistical test, obtained P-Value = 0.019 so that P-Value $<\alpha(0.01 <0.05)$ then H_0 is rejected with an Odds Ratio value of 0.198. Mental workload statistical test using chi-square, obtained P-Value = 0.364 so that P-Value $<\alpha(0.364 >0.05)$ then H_a rejected with an Odds Ratio value of 1.857. the result a relationship between the physical workload of nurses and the application of patient safety in during the covid 19 pandemic at the UPT of the Pesawaran Regency Inpatient Health Center and there was none The relationship between the mental workload of nurses

and the application of patient safety during the COVID-19 pandemic at UPT Puskesmas Inpatient Pesawaran. The results of the research obtained are that most nurses experience work too much. Physical work activities that exceed the capacity of a nurse can reduce productivity at work, so the things that should be done to maintain patient safety is often done but not in accordance with applicable procedures.

Based on the results of interviews and the author's initial survey at Bima Hospital, the performance of Inpatient Installation nurses has decreased every year. One indicator of nurse performance is carrying out nursing care. In this case, nursing care by nurses in the inpatient installation of RSUD Bima is still low, namely the 2017 study (52.08%), 2018 (51.12%), and 2019 (58.02%). formulation of nursing diagnoses in 2017 (64.87%), 2018 (56.14%), and 2019 (62.70%). nursing plans in 2017 (59.88%), 2018 (67.32%), and 2019 (66.22%). nursing actions in 2017 (68.24%), 2018 (67.52%), and 2019 (68.21%). Then the evaluation in 2017 (58.21%), 2018 (59.28%) and 2019 (57.63%). So, with such conditions, it is concluded that the performance of nurses in nursing care in the room is not optimal.

Based on a preliminary study at the Bima Regional General Hospital, the number of nurses in Bima Hospital in 2019 was 251 people, from the document study it was found that nurses had the longest contact with patients with the ratio of the number of nurses and patients often unbalanced in one shift of 3-4 nurses with a total of 3 to 4 nurses. the average patient is 20 people per ward/room and the ratio of nurses in treating patients is 1:4. (Setting the schedule for the Bima Hospital, 2019) and the results of interviews with 10 nurses found 7 nurses said that the workload at the hospital was heavy with a large number of patients and had to be served, while 3 nurses said the nurse's activities every day were

almost the same so they felt bored with repetitive activities.

Work stress experienced by nurses will of course have an impact on performance which can affect the quality of services in hospitals. Statistical data from Bima Hospital, obtained BOR data in 2017 BOR 80.55%, LOS 3.98, TOI 1.01, BTO 69.97, NDR 17.78, GDR 40.15, in 2018 BOR 85.14% , LOS 3.76, TOI 0.76, BTO 70.43, NDR 21, GDR 40, in 2019 BOR 88.18%, LOS 4, TOI 0.58, BTO 70.29, NDR 26, GDR 44, and in 2020 BOR 86.15%, LOS 3.58, TOI 0.61, BTO 71.23, NDR 24, GDR 45. (Profile of RSUD Bima, 2019).

The purpose of this study was to determine the effect of work autonomy, workload, work saturation and interpersonal conflict on the performance of nurses in the Inpatient Installation of the Bima Regional General Hospital.

METHOD

This research was conducted at RSUD Bima with the sample of this research were 154 nurses in the inpatient room. Data collection using a direct questionnaire conducted in 16-26 March 2021. The sampling technique used was probability sampling, namely Simple Random Sampling. Quantitative data were collected through questionnaires regarding work autonomy, workload, work saturation and interpersonal conflict on nurse performance. the instrument has been tested for the validity and reliability of the data.

This type of research uses an analytical quantitative observational method where the quantitative method used is non-experimental, with a Cross Sectional approach or cross-sectional study, where the independent and dependent variables are measured or collected at one time. Test the normality of the data using the Kolmogorov Smirnov test. The analysis in this study was univariate analysis, bivariate

with chi-square test and multivariate with multiple logistic regression with 95% confidence level or <0.05.

Tabel 1. Reability of the data

No.	Variabel	Cronbach Alpha (0,70)	Description
1.	Performance	0,952	Reliable
2.	Autonomy	0,818	Reliable
3.	Workload	0,799	Reliable
4.	Work Boredom	0,728	Reliable
5.	Interpersonal Conflict	0,820	Reliable

RESULT AND DISCUSSION

Table 2. Description of the relationship between work autonomy and the performance of nurses in the inpatient room of RSUD Bima

No	autonomy	Nursing Performance				Total	
		Good		Less		F	%
		f	%	F	%		
1	Good	50	67,6	24	32,4	74	100
2	Less	37	46,3	43	53,8	80	100
	Total	87	56.5	67	43.5	154	100

Table 1 shows that nurses who have good work autonomy and have good performance are 67.6% greater than those with poor performance as much as 32.4%. On the other hand, nurses who have poor work autonomy have poor nurse performance as much as 53.8% greater than those with good nurse performance as much as 46.3%. Thus it can be concluded that the autonomy of a good nurse will help improve the performance of a good nurse as well. Based on the results of statistical tests, it can be concluded that there is a significant relationship between work autonomy and nurse performance with p value = 0.000 (<0.05).

Table 3. Description of the relationship between workload and the performance of nurses in the inpatient room of RSUD Bima

No	Workload	Nursing Performance				Total	
		Good		Less		F	%
		f	%	F	%		
1	Light workload	5	64,8	31	35,	88	100
		7		2			
2	heavy workload	3	45,5	36	54,	66	100
		0		5			
	Total	8	56.5	67	43.	154	100
		7		5			

Table 2 shows that nurses who have a light workload and have good performance are 64.8% greater than those who have poor performance as much as 35.2%. On the other hand, nurses who have a heavy workload have a poor performance of 54.5%, which is greater than those with good performance of 45.5%. Thus it can be concluded that the light workload of nurses will help improve the performance of good nurses as well. Based on the results of statistical tests, it can be concluded that there is a significant relationship between workload and nurse performance with $p = 0.013 (< 0.05)$.

Table 4. Description of the relationship between work Boredom and the performance of nurses in the inpatient room of RSUD Bima

No	Work boredom	Nursing Performance				Total	
		Good		Less		F	%
		f	%	F	%		
1	No Boredom	55	66,3	28	33,7	83	100
2	Boredom	32	45,1	39	54,9	71	100
	Total	87	56.5	67	43.5	154	100

Table 5.13 shows that nurses who do not have work saturation and have good performance are 66.3% greater than those with poor performance of nurses as

much as 33.7%. On the other hand, nurses who have job burnout have a poor performance of 54.9%, which is greater than 45.1% of nurses who have good performance.

Based on the results of statistical tests, it can be concluded that there is a significant relationship between job burnout and nurse performance with p value = 0.006 (< 0.05).

Table 5. Description of the relationship between interpersonal conflict and the performance of nurses in the inpatient room of RSUD Bima

No	Interpers onal conflict	Nursing Performance				Total	
		Good		Less		F	%
		f	%	F	%		
1	No Conflict	60	68,2	24	31,8	88	100
2	Conflict	27	40,9	43	59,1	66	100
	Total	87	56.5	67	43.5	154	100

P Value: 0,001

Table 4 shows that nurses who do not have interpersonal conflicts and have good performance are 68.2% greater than those with poor performance as much as 31.8%. On the other hand, nurses who have interpersonal conflicts and poor performance are 59.1% greater than those with good nurse performance as much as 40.9%. Thus it can be concluded that Interpersonal Conflict will reduce the performance of nurses. Based on the results of statistical tests, it can be concluded that there is a significant relationship between interpersonal conflict and nurse performance with $p = 0.001 (< 0.05)$.

Table 6. Multiple logistic Regression

Variable	(B)	Wald	Sig	Exp(B)
Autonomy	0,633	2,633	0.105	1,882
Workload	-0,772	3,404	0.065	0,462
Work Boredom	0,541	1,677	0,195	1,719
Interpersonal Conflict	1,325	11,776	0,001	3,764

Based on the results of the logistic regression test table above, it was found that the value of work autonomy (0.105), workload (0.065), work boredom (0.195) and Interpersonal Conflict (0.001) so that it can be concluded that the most dominant variable is interpersonal conflict with the highest Odds Ratio value of 3.764 and the coefficient value (B) is 1.325, which means that interpersonal conflict is the most influential variable on the performance of nurses in the inpatient room of RSUD Bima.

Autonomy was the ability to self-regulate and determine oneself (Sitorus, 2006). the results of the above research in accordance with Syafdewiyani's research results showing that nurses who have high autonomy have the opportunity to feel satisfied compared to nurses who have less autonomy (Syafdewiyani, 2002). The work autonomy of nurses has provided flexibility for employees in choosing effective and efficient ways to complete work. Autonomy also creates a greater sense of responsibility for nurses to work in order to improve optimal performance. If you have autonomy, the need for tasks and employee performance will be higher (Kalbers and Cenker, 2008) in Reskino (2016). Autonomy can also reduce pressure at work and increase initiative and self-confidence at work (Au and Cheung 2004) in Reskino (2016).

Schultz and Schultz (2006) state that workload is too much work in the time available or doing work that is too difficult for employees. the results of the above research in conducted by Elizabeth (2013), with the title Relationship between workload and nurse performance in providing nursing care in inpatient

installations, Chi-square physical workload statistical test, obtained P-Value = 0.019 so that P-Value $<\alpha$ (0.01 <0.05) then H_0 is rejected with an Odds Ratio value of 0.198. Mental workload statistical test using chi-square, obtained P-Value = 0.364 so that P-Value $<\alpha$ (0.364 >0.05) then H_a rejected with an Odds Ratio value of 1.857. the results showed that there is a relationship between workload and nurse performance in providing nursing care. According to Wibowo (2013), measurement of performance needs to be done to find out whether during the implementation of performance there is a deviation from a predetermined plan, or whether performance can be carried out according to the expected time schedule.

According to Muslihudin in Maharani (2012:12) that "Work saturation is a physical, emotional, and mental condition and is very drop caused by a very demanding work situation in the long term. the results of the above research in accordance research conducted by Asri (2013) showing that there is an influence between work saturation on employee performance at Sylvanus Hospital Palangka Raya nurses. work focuses more on the clinical field, then there is the next phase, namely the empirical phase where research on job burnout has been carried out systematically and in accordance with socially existing phenomena (Shaufeli, et al, 1993)

Interpersonal Conflict According to Sunyoto (2012: 218) explains that, conflict is a disagreement between two or more members of the organization or groups within the organization that arises because they have to use scarce resources together or carry out activities together or because they have different statuses, goals, values and perceptions. the results of the above research in accordance research conducted by Yohana Lasmaria Panggabean et al in 2019 regarding the Effect of Interpersonal Conflict and Work Stress on Employee Performance at the Siantar Simalungun District Office concluded that

Interpersonal Conflict and work stress obtained by the Siantar Simalungun District Office had a significant effect on employee performance.

CONCLUSION

The results of the research above, it can be concluded that autonomously, workload, work saturation and interpersonal conflicts of nurses in the inpatient installation of RSUD Bima are mostly able to carry out their duties independently, able to carry out tasks according to the workload given, able to adapt to the same work routines. , can carry out team work and be able to minimize the occurrence of a conflict so that it affects the resulting performance improvement. Some nurses in the inpatient installation of RSUD Bima also have values of autonomy, workload, work saturation, and interpersonal conflicts that are not good enough so that it affects the performance decline. Hospital management is also expected to apply some solutions offered in this study, especially in overcoming the high workload felt by nurses, the hospital is expected to evaluate the workload of nurses with a method that simple like a daily log, then adjusted to your needs nurses with the level of patient dependence.

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