

THE EFFECT OF WORK STRESS ON NURSES' JOB SATISFACTION

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ABSTRACT

Background: Work stress is related to accidents, violence in the workplace, organizational strain in the form of absenteeism, decreased work performance, increased injury rates and employee turnover. Nurses are professionals who have high risks of occupational stress. Nurse job satisfaction is an important factor in nursing services in hospitals. Phenomena in various parts of the world and in Indonesia show that the job satisfaction of nurses working in hospitals is still low. to describe the efforts that can be made to increase the job satisfaction of nurses working in hospitals. **Objective:** This research aims to analyze the influence of work stress on nurses' job satisfaction at RSI Siti Hajar Mataram. **Methods:** This research method is descriptive in the form of a case study This research focuses on nurses at RSI Siti Hajar Mataram and includes an analysis of the influence of work stress on job satisfaction. This research does not include other external factors that can influence job satisfaction, such as economic conditions or personal factors. Samples were taken randomly from each strata or work unit at RSI Siti Hajar Mataram. The sample size is determined using the Slovin formula, which takes into account the population size and the desired error rate. Based on calculations, the sample taken was 50 nurses from the total available population. There are instruments to measure stress work, but specific job characteristics nurses need assessment instruments that according to the job with expanded nursing stress scale (ENSS) and job satisfaction questionnaire **Conclusion:** Work stress has a negative effect on job satisfaction. Employees who experience high work stress tend to show lower job satisfaction. Stress-causing factors, such as high workloads and lack of support, require more attention to reduce their impact. Further research can be conducted to explore other factors that may influence job satisfaction, such as the work environment and relationships between coworkers. Longitudinal research can also provide insight into how the influence of motivation, communication, and job stress changes over time.

Keywords: Job Satisfaction, Work Stress

INTRODUCTION

Job satisfaction is a feeling of pleasure shown by workers towards work what he did (Staempfli & Lamarche, 2020). Job satisfaction is often associated with a person's work performance, in general it can be observed that an organization/institution/agency with employees who have a high level of job satisfaction will have good performance. It is also good, if employees feel satisfied at work, then the employee turnover rate will increase outgoing and incoming (turnover) will tend to be low. Employees who are satisfied with his work shows a positive attitude towards his work while on the other hand those who do not feel satisfaction with their work will show a negative attitude (Faramarzpour et al., 2021). Job satisfaction is related to the extent to which individuals love or enjoy their work (Eliyana et al., 2019).

Job satisfaction is composed of three components, namely intrinsic, extrinsic, and job satisfaction general. Intrinsic job satisfaction refers to an individual's value in their creativity, future development and stability, opportunities for the mobilization of derived resources from their work. Extrinsic job satisfaction includes a variety of correlated factors with work performance in the workplace, which refers to salary, promotion and management. General job satisfaction refers to the work environment and relationships between employees (Yang et al., 2018). Job satisfaction is considered a global concern, it is important to improve the quality of care provided and foster a welcoming work environment appropriateness in health care organizations, and the absence of job satisfaction among nurses can influence their practice, which in turn can influence patient satisfaction directly or indirectly. (Salahat & Al-Hamdan, 2022). Satisfaction low work is considered a factor causing nurses to leave work and his current profession. Job satisfaction is important because job dissatisfaction is associated with increased risk of medical errors (Aloisio et al., 2021).

Nursing is a profession with exposure various situations that have the potential to arise stress at work. Sources of stress in the profession Nursing is related to interaction towards patients and other health professionals. Nurses have many tasks to do

done compared to other professions. Job stress can also cause organizational strain in the form of absenteeism, decreased work performance, increased numbers injury and employee turn-over. Consequential losses work stress in the form of absenteeism, low productivity, high employee turn-over, compensation workers, medical and accident insurance in the United States it reaches 200 billion dollars every year.

Results research by the Indonesian National Nurses Association in 2006 it showed 50.9% of nurses Indonesia has experienced work stress, with symptoms are often dizzy, less friendly, feeling tired, lack of rest due to heavy workload as well as inadequate income.⁶ According to data Ministry of Health of the Republic of Indonesia in 2014 number nurses in Indonesia reached 237,181 people, Thus the incidence of work stress in nurses are quite big.

Approaching work stress as a stressor, looking at stress from the sources of stress. Job stress is associated with unfair pay structures, dangerous work environments, and uncondusive organizational culture. Job stress as a response as stated by Chaplin (1989) is a state of depression, both physical and psychological. Schult & Schult (in Asnawi, 1999) said that work stress is a psychological symptom that is felt interfere with the implementation of duties so that it can threaten one's existence and his welfare. The process approach states that stress is an intermediate transaction the source of stress and self-capacity determine whether the response is positive or negative.

Based on this description, it can be concluded that work stress is a problem transactions between sources of work stress and self-capacity, which influence response is positive or negative. If the response is positive, then actually the source of stress is a boost to employee morale, while the response is negative is an indicator that the source of stress is a stressor. Based on positive responses and negative, then basically stress can be grouped into two characteristics, namely stress is negative and stress is positive. But in everyday reality stress is usually just that associated with negative stress.

This research aims to analyze the influence of work stress on nurses' job satisfaction at RSI Siti Hajar Mataram. By understanding how these

variables interact and influence each other, it is hoped that a solution can be found to increase job satisfaction and productivity of nurses at the hospital. This research also provides useful information for RSI Siti Hajar management to design more effective policies and strategies in managing employee job satisfaction.

MATERIALS AND METHODS

Materials

This research focuses on nurses at RSI Siti Hajar Mataram and includes an analysis of the influence of work stress on job satisfaction. This research does not include other external factors that can influence job satisfaction, such as economic conditions or personal factors.

Samples were taken randomly from each strata or work unit at RSI Siti Hajar Mataram. The sample size is determined using the Slovin formula, which takes into account the population size and the desired error rate. Based on calculations, the sample taken was 50 nurses from the total available population.

Tools

There are instruments to measure stress work, but specific job characteristics nurses need assessment instruments that according to the job. In 1995 developed the expanded nursing stress scale (ENSS) as a special stress assessment instrument for nurses and adjusted to characteristics nursing jobs. ENSS is widely used in various studies of work stress on nurses and has been translated into several languages in world. In Indonesia, ENSS has been adapted accordingly specific employment conditions and Indonesian culture. The Indonesian version of ENSS is available validated and has excellent reliability, and job satisfaction questionnaire.

Method

This research method is descriptive in the form of a case study. Case study according to Nursalam (2016) is research that includes The assessment aims to provide a detailed description of the setting background, the existing nature and character of a case, in other words that case studies focus attention on a case intensively and detailed. Research in methods was carried out in depth on a

state or condition in a systematic way starting from doing observation, data collection, information analysis and reporting of results.

RESULTS AND DISCUSSION



Figure 1. Depiction of work stress
Figure 2. Depiction of Job Satisfaction

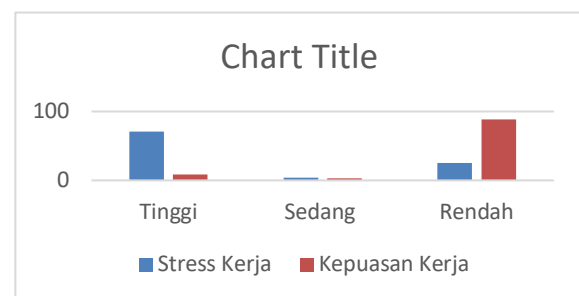


Figure 3. The Effect of Work Stress On Nurses' Job Satisfaction

Work stress shows a negative influence on job satisfaction. This research supports the findings of Lazarus and Folkman (1984) which show that high levels of stress can reduce job satisfaction and affect employee well-being. Efforts to reduce stress through workload management and managerial support can increase overall job satisfaction.

Rahmawati (2020) shows that high work stress has a negative impact on job satisfaction. Employees who experience high levels of stress tend to have lower job satisfaction, and this stress can affect their mental and physical health.

Work Stress Theory by Lazarus and Folkman

(1984) states that job stress occurs when individuals feel that work demands exceed their capacity to cope with these pressures. Work stress can negatively affect job satisfaction, by causing a decrease in performance, mental health and job satisfaction. Lazarus and Folkman identified two types of coping: problem coping and emotional coping, which influence how individuals manage stress at work. The Job Demands-Resources (JD-R) theory by Bakker and Demerouti (2007) is also relevant, which states that job stress can be influenced by job demands and available job resources. Lack of resources and high demands can increase stress levels and reduce job satisfaction.

CONCLUSION

Work stress has a negative effect on job satisfaction. Employees who experience high work stress tend to show lower job satisfaction. Stress-causing factors, such as high workloads and lack of support, require more attention to reduce their impact. Further research can be conducted to explore other factors that may influence job satisfaction, such as the work environment and relationships between coworkers. Longitudinal research can also provide insight into how the influence of motivation, communication, and job stress changes over time.

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