

Stress Affects the Performance of Nurses During the Covid-19 Pandemic

Sri Widyantiningih^{1*}, Lukyta Suci², Nita Feriani³, Muatul Muklis⁴, Yeti Dwi⁵, Anis Susandiatman⁶

¹Nurse, Aminah General Hospital, Blitar City, sriwidya32@gmail.com

²Nurse, Aminah General Hospital, Blitar City, lukysw89@gmail.com

³Nurse, Aminah General Hospital, Blitar City, miatulumuklis6@gmail.com

⁴Nurse, Aminah General Hospital, Blitar City, yetidwi49@gmail.com

⁵Nurse, Aminah General Hospital, Blitar City, anissusandhi@gmail.com

⁶Nurse, Aminah General Hospital, Blitar City, nitaferiani87@gmail.com

ABSTRACT

Various psychological disorders have been reported and published during the Covid-19 outbreak, one of which is stress. Nurse stress can interfere with nurse performance if it is not quickly resolved. The purpose of this study was to analyze the relationship between nurse work stress and nurse performance during the Covid-19 pandemic. This research is an analytic observational study with a cross sectional approach. The population in this study were 46 nurses in the inpatient room of Mas Mansur Building and the Emergency Room of RSU Aminah Blitar. The entire population is used as a sample, namely as many as 46 nurses. Nurse work stress was measured using a questionnaire from DASS-21 (Depression Anxiety Stress Scales_21) and nurse performance was measured using a questionnaire that had been prepared by the researcher. $p = 0.000$). It was concluded that the higher the work stress felt by the nurse, the lower the nurse's performance.

Keywords: Stress, performance, nurse, Covid-19.

Background

Various psychological disorders have been reported and published during the Covid-19 outbreak, one of which is stress. Stress is not only felt by the public, but also by health workers and everyone who works in the medical field. Psychological disorders have a wider and longer lasting impact than physical injuries, while attention to mental health is far less. There are 97% of nurses experiencing stress during a pandemic Covid 19 (1). Research in Turkey got 42% of health workers experiencing stress due to psychiatric disorders they have experienced and high working hours (2). Based on research in China by Zhu zu., in 2020 which involved 5062 participants nurses, doctors and medical technicians found 1509 participants experienced stress (3).

Stress and anxiety are reactions to threatening and unexpected situations such as in the Corona virus pandemic outbreak. Health workers are the most vulnerable to this. Stress-related reactions include changes in concentration, irritability, anxiety, insomnia, reduced productivity, and interpersonal conflicts, in later cases, they will experience more severe psychiatric conditions, separation from family, abnormal situations, increased exposure, fear of COVID transmission -19, feelings of failure in dealing with poor prognosis, inadequate technical facilities, PPE, tools and equipment to help treat patients. Health workers have difficulty maintaining physical and mental health conditions that are at risk of experiencing psychological

disorders such as depression, anxiety, severestress, and fatigue (4).

Based on the results of interviews and observations conducted in September 2020 in the Tasnim room at Aminah General Hospital Blitar, it is indicated that they tend to experience work stress. Based on the results of interviews with 14 nurses in the Tasnim room, all experienced psychological stress, feelings of anxiety, palpitations, difficulty sleeping, decreased appetite, irritability, boredom, headaches and difficulty concentrating . They say it relly affects performance. Their performance has become less than optimal and based on these observations it is indicated that there are 5 nurses who experience psychological stress such as excessive fear at work, and aggressiveness. There are 3 nurses who experience physical stress such as sweating and nervousness while working and 4 nurses often experience indigestion, heartburn, headaches, and behavioral (social) stress such as being irritable and experiencing tension. Likewise, the performance of all nurses in the Tasnim room experienced a decline in performance, before the Covid 19 pandemic, when the patient's family was called, they immediately came. While during the Covid 19 pandemic, you must first prepare to use PPE, as well aswhen carrying out other nursing actions, you must ensure the safety of the nurse first.

Research on the correlation between nurse work stress and nurse performance during a pandemic has not been widely carried out, therefore researchers are interested in conducting research related to this matter

Methods

This type of research is a quantitative study with a cross sectional approach. With a sample of 46 inpatient and emergency room nurses. This research was conducted at the Blitar Aminah General Hospital in June 2021. The research instrument used in this study was the DASS-21 questionnaire (Depression, Anxiety and Stress Scale - 21) to measure stress levels and nurse performance questionnaires to measure nurse performance. The research results were analyzed using Spearman'srank test.

Results

This research was conducted at Aminah General Hospital Blitar on June 2021 with a sample of 46 respondents.

1. Univariate Analysis

Univariate analysis in this study can be seen from table 1 below:

Table 1: Frequency distribution of the characteristics of the respondents

Characteristics	Responden	
	F	%
Room Name		
Al-Kaustar	4	8,7
Darussalam	12	21,6
Neonates	6	13.0
Tasnim	11	23,9
Emergency Room	13	28,3
Gender		
Man	9	19,6
Woman	37	80.4

Age		
Late teens (18-25 years)	3	6.50
Early adulthood (26-35 years)	41	89.1
Late adulthood (36-45 years)	2	4.30
Years of service		
New working period (< 6 years)	12	26,1
Moderate working period (6-10 years)	22	47,8
Long service life (> 10 years)	12	26,1

Based on the table above it can be seen that the highest number of nurses were in the emergency room with 13 nurses (28.3%), the number of inpatient and emergency room nurses who were female were 37 nurses (80.4%), the age of the inpatient nurse Emergency Room stays included in the early adult category, namely as many as 41 nurses (89.1%), the working period of inpatient rooms and Emergency rooms was the most in the medium working period category, namely 22 nurses (47.8%).

2. Bivariate Analysis

The results of the independent variables and the dependent variable, followed by bivariate analysis, namely to find out whether there is a correlation between work stress and performance. In this study using the Spearman Test with the following results:

Table 2 Analysis of the correlation between work stress and nurse performance in the inpatient room and the Emergency Room of Aminah General Hospital Blitar in June 2021.

No.	Work stress	Nurse Performance				Total Respondents	
		Well		Enough			
		F	%	F	%	F	%
1	Light	0	0	12	26,1	12	26,1
2	Currently	16	34,8	14	30,4	28	65,2
3	Heavy	4	8,7	0	0	4	8,7
Total Respondents		20	43.5	26	56.5	46	100
Spearman's Rho testp = 0.000 $\alpha < 0.05$					<i>Correlation coefficient = -0.582</i>		

Based on the table above, a significance value (p) of 0.000 is obtained, which is < 0.05 . So the results show that there is a significant (meaningful) relationship between the stress variable and nurse performance. While the value of the correlation coefficient (r) is -0.582. The direction of the correlation of the two variables is negative with a strong correlation strength. Where if the higher the work stress felt by the nurse, the lower the performance of the nurse.

Discussion

The results of the analysis of the correlation between work stress and nurse performance show that there is a significant (significant) relationship between work stress and nurse performance. While the value of the correlation coefficient (r) is -0.582. The direction of the correlation of the two variables is negative where if the higher the work stress felt by the nurse,

the lower the nurse's performance. Thenursing profession has a very high risk of being exposedto stress, because nurses have very high duties and responsibilities for the safety of human life(5). The stress faced by nurses at work will greatly affect the quality of nursing services providedto patients. The stress experienced by employees due tothe environment they face will affect their performance and job satisfaction (6). One of the causes of decreased performance is thestress experienced by employees (7). Stress can have an impact on one's performance. Stresscan make a person experience a decrease in performance and/or an increase in performance depending on how a person responds to the stress he is experiencing. If stresshas an impact ondecreasing stability and endurance, then individual performance will decrease and hinder one'scareer (8). However, when work stress is used as a motivator to trigger an increase in work, then a person is triggered to perform better which has an impact on career advancement. Duringthe Covid-19 pandemic, the work stress felt by nurses was related to their inner worries if theycontracted Covid-19 because hospitals are places prone to Covid-19 transmission, while nursesmustcontinue to provide good service for patients who come to the hospital. Basically nurses are health workers who are at the forefront of handling Covid-19 so that this makes the nursingprofession have a fairly high level of work stress and work fatigue (8).

This research is in line with regarding the relationship between work stress and performance at the Malang Islamic Hospital, it shows that there is a significant relationship between the level of work stress and performance, and has a relationship with a negative correlation direction. This means that the lower the level of work stress of nurses in carrying out nursingcare standards, the better the performance of nurses in carrying out nursing cared (3). Another research showed that during pandemic covid, although nurses' perceived stress and perceived work stress were not high but the increase of these may decrease their motivations and performance. The nurse feels uncertain and anxiety in providing care. They were also worried about transmitting the infection to their family members. So when the stress and perceived work stress levels of the nurses increased, their motivation and performance decreased. Motivation has a mediating role in the negative effect of perceived work stresseson performance (9). The covid-10 pandemic has created new problems that have never been faced before. Another research showed that the difference in assignment of nurse can be usedas a consideration for the difference in result because the active nurses do have direct responsibility for the patient and must communicate closely in nursing care to further increase feeling of stress (10)

Conclusions and Recommendations

The results of this study provethat there is a significant (significant) correlation between work stress and nurse performance, and there is a negative relationship between work stress and nurse performance where the higher the work stress felt by nurses, the lower the nurse's performance. nurses,the lower the nurse'sperformance. It

Acknowledgment

This research is dedicated to researchers and parties who have assisted researchers in completing research.

References

1. Rehman U, Shahnawaz MG, Khan NH, Kharsiing KD. Depression, Anxiety and Stress Among Indians in Times of Covid-19 Lockdown. *Community Ment Health J.* 2020;57(1).
2. Elbay RY, Kurtulmus A, Arpacoglu S, Karadere E. Depression, Anxiety, Stress Levels of Physiciansand Associated Factors in Covid-19 Pandemics. *Psychiatr Reasearch [Internet].*

-
- 2020;290(1). Available from:
<https://www.sciencedirect.com/science/article/pii/S0165178120312038>
3. Rizkianti I, Haryani A. The Relationship Between Workload and Work Stress With Caring Behavior Of Nurses in Inpatient Rooms. *J Aisyah J Ilmu Kesehat*. 2020;5(2):159–66.
 4. Indriono RL& H. Psikologis dalam Memberikan Perawatan dan Layanan Kesehatan Pasien COVID-
, Dampak Tenaga Profesional Kesehatan Lilin Rosyanti, Pada Hadi, Indriono Keperawatan, Jurusan Kemenkes Kendari, Poltekkes. Fakt Penyebab Stres Pada Tenaga Kesehat Dan Masy Pada Saat Pandemicovid-19 [Internet]. 2020;12. Available from:
<https://myjurnal.poltekkes-kdi.ac.id/index.php/HIJP>
 5. Colombo MG, Delmastro M. The Effects of Organizational Design on Firm Performance. *Econ OrganDes*. 2008;2021:192–222.
 6. Iswanto Y. Manajemen Sumber Daya Manusia [Internet]. 2005. 1–54 p. Available from:
<https://antaranewsi.com/media/publications/54881-ID-strategi-manajemen-perubahan-dalam-menin.pdf>
 7. Ananta L, Ellitan L. Manajemen sumber daya manusia dalam bisnis modern. 2nd ed. Bandung: Alfabeta; 2009.
 8. Mista'in M, Palupi D lestari M, Yuniarti T, Kusumawati E. Factors Affecting Nurse Fatigue During Covid-19 Pandemi (Nurse Case Study in Surakarta). In: Proceeding of the 2nd International Conference Health, Science And Technology (ICOHETECH) [Internet]. Surakarta: Universitas Duta Bangsa Surakarta; 2021. Available from:
<https://ojs.udb.ac.id/index.php/icohetech/issue/view/135>