

THE RELATIONSHIP BETWEEN STRESS, WORKLOAD AND MOTIVATION WITH THE QUALITY OF NURSING IN THE INPATIENT WARD OF BANTEN REGIONAL HOSPITAL

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Abstract: Nursing services are a form of professional service which is an integral part of health services based on knowledge And tips nursing, shaped service Comprehensive bio-psycho-socio-spiritual, aimed at individuals, families and communities, both sick and healthy, covering the entire process of human life, therefore stress, burden and motivation greatly influence a service so that it can produce quality in the service itself, because these three aspects greatly influence the quality of nursing services . The objectives of this research are identified connection stress, burden And motivation with quality of nursing at Banten Regional Hospital. This type of research is quantitative research using descriptive correlation method with a cross-sectional approach. The sample was 77 nurses using Siratified Random sampling . In this study, one of the variables, namely workload, has no relationship because the p-value is 0.219 (0.05), meaning there is no relationship, whereas in m The stress variable with the quality of nursing has a p-value of 0.001 (0.05) meaning there is a relationship and on motivation with the quality of nursing with a p-value of 0.000 (0.05) meaning it is very significant, and the most dominant in this study are the stress and motivation variables on the quality of nursing with a p-value of 0.000 (0.025) meaning that both variables are very related to the quality of nursing. In this study, suggestions for measuring workload variables are made to improve the quality of workload on nursing quality.

Keywords : Stress, Workload and motivation, Quality of inpatient nursing

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INTRODUCTION

Its development House Sick in the era modern This really pays attention to the quality of nursing . In addition, health development prioritizes promotion and preventive, including is the movement and empowerment of communities to live healthily. Every individual will can do activity life daily Which maximum And can carry out its role in society. Optimizing health improvement is not something which is easy because the risk of illness can always occur, for that reason various efforts are needed health Wrong the only organizer service health including quality nursing services . Services Nursing is form professional services that are an integral part of the health services provided based on nursing science and tips, in the form of bio-psycho-socio-spiritual services comprehensive, aimed at individuals, families and communities, both sick and Health encompasses the entire process of human life. Optimal quality nursing services are required. providing services efficiently, holistically, and meeting nursing practice standards in accordance with Which needed by patient, as well as utilization results study And technology appropriately (Nursalam , 2015).

One of the quality indicators that need to be considered includes caring, collaboration, speed, empathy, courtesy, sincerity and therapeutic communication (Nursalam (2021) . Caring It is a caring attitude shown by nurses to their patients in providing nursing services and care . Nurses will always provide care with a responsive attitude and nurses are easily accessible when patients need care. Nurses must also possess strong collaboration skills to facilitate collaboration with other medical staff, patients, families, and nursing colleagues in resolving patient problems . Speed in providing care is also crucial. Nurses' swift and precise response to nursing care is essential for delivering quality nursing care . Likewise, an empathetic attitude means that nurses will always pay attention and listen to the patient's complaints. Curtsy is a polite attitude that exists within the nurse , while incerity is honesty within the nurse. These attitudes... is one of the keys to nurses' success in providing patient care. Nurses must be able to communicate therapeutically, which is one of the easiest ways for nurses to provide care . so that patients feel comfortable and more open with nurses. The objectives of this research are to identify connection stress, burden And motivation with quality nursing in HOSPITAL Banten

METHODOLOGY

This study employed a quantitative research design with a descriptive correlation approach using a cross-sectional framework. The cross-sectional design was chosen because it allows researchers to collect data from respondents at a single point in time, making it possible to describe variables as they exist and analyze relationships between them simultaneously. The primary objective of this methodological approach was to examine the association between several independent variables stress, workload, and motivation and the dependent variable, namely nursing quality. The sampling technique applied was Stratified Random Sampling, which was considered appropriate because the target population was heterogeneous and consisted of individuals with different characteristics such as age, gender, employment status, and educational background. By dividing the population into relevant strata and then randomly selecting participants from each stratum, this method ensured that the sample more accurately represented



the overall population structure. From the initial calculation, 70 individuals met the sampling requirements, and to anticipate potential non-response or incomplete data, an additional 10% of participants were included, resulting in a total of 77 respondents.

For data analysis, the study utilized two levels of statistical testing: univariate and bivariate. The univariate analysis was used to describe the demographic and background characteristics of the respondents, including variables such as age, gender, employee status, and educational attainment. This stage provided a clear overview of the distribution and general profile of the sample. Meanwhile, the bivariate analysis was conducted to examine the relationship between independent and dependent variables. Specifically, three main associations were tested: (1) the relationship between stress and nursing quality, (2) the relationship between workload and nursing quality, and (3) the relationship between motivation and nursing quality. These analyses aimed to determine whether variations in stress, workload, and motivation levels were significantly correlated with the quality of nursing services provided. The statistical tools and tests used were selected to ensure accuracy, validity, and reliability of the results in addressing the research objectives.

RESULTS AND DISCUSSION

Table 5.1

Frequency Distribution of Respondents Based on Nurse Characteristics (Age, Gender, Employee Status, Education Level) in the Inpatient Ward of Banten Regional Hospital in 2024 (n=77)

Variables		Frequency (n)	Percentage (%)
Age	≤35 years	46	59.7
	>35 years	31	40.3
Gender	Man	26	33.8
	Woman	51	66.2
Employee Status	ASN	58	75.3
	Non-ASN	19	24.7
Education	Vocational and Bachelor's Degree	19	24.7
	Nurses & specialists	58	75.3

Based on table 5.1, it shows that the majority of nurses in the inpatient ward of Banten Regional Hospital are dominated by nurses aged under 35 years, as many as 46 respondents (59.7%). Female nurses are as many as 51 respondents (66.2%) of the total respondents. In addition, most nurses have ASN status, namely 58 respondents (75.3%) while only 19 respondents (24.7%) have non-ASN status. Education The majority of nurses have a nursing or specialist educational background, as many as 58 respondents (75.3%).

Table 5.2

Frequency Distribution of Respondents Based on Stress, Workload, and Motivation in the Inpatient Ward of Banten Regional Hospital in 2024 (n=77)

Variables		Frequency (n)	Percentage (%)
Stres	Light	75	97.4

Workload	Heavy	2	2.6
	Light	71	92.2
Motivation	Heavy	6	7.8
	Tall	70	90.9
	Low	7	9.1

Based on table 5.2, it shows that most nurses work in the inpatient ward of Banten Regional General Hospital in relatively good conditions with a light stress level of 75 respondents (97.4%), and a light workload of 71 respondents (92.2%), as well as high work motivation of nurses of 70 respondents (90.9%).

Table 5.3

Frequency Distribution of Respondents Based on Nursing Quality in the Inpatient Ward of Banten Regional Hospital in 2024 (n=77)

Variables	Frequency (n)	Percentage (%)
Nursing Quality		
Good	74	96.1
Not good	3	3.9
Total	77	100

Based on table 5.3 , it shows that of the 77 nurses in the inpatient ward of Banten Regional Hospital, the majority of respondents rated the quality of nursing in the Good category, as many as 74 people (96.1%), while only 3 respondents (3.9%) rated the quality of nursing as Poor.

5.1 Bivariate Analysis

Based on the bivariate analysis in this study using the *chi* - square test , as follows:

1. The relationship between stress and nursing quality in the inpatient ward of Banten Regional General Hospital.

Table 5.4

The Relationship Between Stress and Nursing Quality in the Inpatient Ward of Banten Regional Hospital in 2024 (n=77)

Stres	Nursing Quality				Amount		OR (95%CI)	P-Value
	Good		Not good		n	%		
Light	74	100	1	33.3	3	100	3,000	0.001
Heavy	0	0	2	66.7	2	100	0.606-	
Total	74	97.4	3	2.6	77	100	14.864	

Based on table 5.4, the analysis results show that nurses with work stress who rated the quality of nursing as good were 74 respondents (97.4%) and those who rated it as poor were 3 respondents (2.6%). The results of the Chi-Square statistical test obtained $p = 0.001$, meaning there is a

significant relationship or there is a relationship between work stress and nursing quality. Based on the results of OR = 3,000 (0.606-14,864), it means that nurses with severe stress have a 5x risk of causing poor nursing quality compared to nurses who experience mild stress.

2. The relationship between workload and nursing quality in the inpatient ward of Banten Regional General Hospital.

Table 5.5

Relationship between Workload and Nursing Quality in the Inpatient Ward of Banten Regional Hospital in 2024 (n=77)

Workload	Nursing Quality				Amount		OR (95%CI)	P-Value
	Good		Not good					
	N	%	N	%	N	%		
Light	69	93.2	2	66.7	71	92.2	6,900 0.530- 89.826	0.219
Heavy	5	6.8	1	33.3	6	7.8		
Total	74	97.4	3	2.6	77	100		

Based on table 5.5 , the analysis results show that nurses with a workload who assessed the quality of nursing as good were 74 respondents (97.4 %) and those who assessed it as poor were 3 respondents (2.6%). The results of the Chi-Square statistical test obtained $p = 0.219$, meaning there was no significant relationship or no relationship between workload and nursing quality. Based on the results of $OR = 6.900$ (0.530-89.826), it means that nurses with a workload are not at risk of causing nursing quality.

3. The relationship between motivation and nursing quality in the inpatient ward of Banten Regional General Hospital.

Table 5.6

The Relationship between Motivation and Nursing Quality in the Inpatient Ward of Banten Regional Hospital in 2024 (n=77)

Variables	B	Wald	P-value	(95%CI)
Stres	40,066	0,000	0.999	0,000:-
Workload	-19,078	0,000	0.999	0,000:-
Motivation	20,449	0,000	0.998	0,000:-

Based on table 5.6, the analysis results show that nurses with motivation 74 respondents (97.4%) rated the quality of nursing as good , while 3 respondents (2.6%) were unmotivated. The results of the Chi-Square statistical test showed $p = 0.000$, meaning there was a very significant relationship or a relationship between work motivation and nursing quality. Based on the results of $OR = 0.054$ (0.21-0.140), it means that nurses with high motivation caused good nursing quality compared to nurses who experienced heavy motivation.

5.2 Multivariate Modeling

Table 5.7

Results of Multivariate Modeling with Full Model of Related Factors, Stress, Workload and Motivation on Nursing Quality in the Inpatient Ward of Banten Regional Hospital

Motivation	Nursing Quality				Amount		OR (95%CI)	P-Value
	Good		Not good					
	N	%	N	%	N	%		
Low	4	5.4	3	100	7	9.1	0.054 0.21-0.140	0,000
Tall	70	100	0	0	70	90.9		
Total	74	97.4	3	2.6	77	100		

Based on the data above, Table 5.3 shows that all three variables have p -values > 0.05 . The largest p -value

is for stress and workload, with $p=0.999$. Therefore, in subsequent modeling, these variables will be removed from the model. Using the same steps, the following results are obtained.

Table 5.8

Results of Multivariate Modeling with Full Model Factors Relating Stress and Work Motivation to Nursing Quality in Inpatient Care at Banten Regional General Hospital

Variables	B	Wald	P-value	(95% CI)
Work Stress	22,589	0,000	0,000	0.530:89.826
Motivation	19,817	0,000	0,000	

Based on the analysis above in Table 5.4, the variables Stress and motivation with nursing quality are most closely related with a value of 0.00 0 p - value > 0.05 P-Value. Therefore, the statistical test shows that nurses who are stressed and motivated with nursing quality are very significant in the inpatient ward.

Discussion

Respondent Characteristics

a. Age , Gender, Education Level

Based on the distribution data in Table 5.1, the most common age group is ≤ 35 years old, with 46 respondents (59.7%). This age group illustrates that nurses are in their prime, providing quality nursing services. Meanwhile, those aged >35 years are usually less stable due to various factors. Age is the length of time a person has lived since birth (KBBI, 2019). According to the International Labor Organization, age categories are divided into two, namely (young people 15-24 years old) and (adults >25 years old) (ILO, 2016). Physiological growth significantly influences work and thought patterns , in dealing with problems both internally and externally . The majority of respondents were female, with 51 respondents (66.2%). This gender suggests that female nurses are more thorough and sensitive to stress, workload, and motivation for themselves and others. Both groups were dominated by women. Gender is a biological difference between men and women that can be seen from the womb (Hungu in Khotimah, 2021). At the work level , women experience higher levels of workload and stress, influenced by both external and internal factors. Meanwhile, the most common educational background was nursing and specialist, with 58 respondents (75.3%). At this educational level, knowledge is more updated regarding education, enabling them to master the effects of stress, burden, and motivation on nursing quality.

b. Stress , workload, motivation and quality of nursing .

In this study, the most stress level was not stressed with a total of 75 respondents (97.4%), Work Stress in general people think that if someone is faced with work demands that exceed the individual's abilities, then it is said that the individual is experiencing work stress. According to Rivai & Sagala (2019) work stress is a condition of tension that creates physical and psychological imbalance, which affects emotions, thought processes and the condition of an employee. Hasibuan (2017), suggests that factors that can cause stress include: excessive workload, pressure and unfair and unreasonable

leadership attitudes, inadequate work time and equipment, interpersonal conflicts with leaders or work groups, too low remuneration, family problems.

The most common workload was not a burden with a total of 71 respondents (92.2%). In the study, workload is a collection or number of activities that must be completed by an organizational unit or position holder within a certain period of time. According to Munandar (2021), workload is the tasks assigned to workers or employees to be completed within a certain time using the skills and potential of the workforce. According to Pratiwi (2017), workload can be influenced by external and internal factors. External factors include burdens originating from outside the nurse's body (*stressors*), such as: Tasks carried out that are physical in nature such as work stations, spatial layout, workplace, tools and work facilities, working conditions, work attitudes, tasks that are mental in nature such as job complexity, job difficulty level and job responsibilities. Work organization such as length of work hours, rest periods, shift work, night work, wage systems, organizational structure models, delegation of tasks and authority. The work environment is the physical work environment, chemical environment, biological work environment and psychological work environment. Internal factors are those originating from within the body itself due to reactions to external workloads. Internal factors include somatic factors (gender, age, body size, nutritional status, health condition), psychological factors (motivation, perception, beliefs, desires and satisfaction).

In the motivation variable, the most motivated were 70 respondents (90.9%). In Work Motivation, Motivation comes from the Latin word "Movere" which means encouragement or driving force. Mangkunegara (2021) states that motive is a tendency to be active, starting from an inner drive (drive) and ending with self-adjustment. According to Hasibuan (2023) quoted by Soekidjo (2018), it states that: Motivation within an organization has very broad aims and objectives, including: Increasing employee passion and work enthusiasm, Increasing employee job satisfaction, which ultimately improves their performance, Increasing employee productivity, Increasing employee loyalty and integrity, Increasing employee discipline.

c. Nursing quality

The most frequently cited variable in nursing quality was 74 respondents (94.1%). Nursing quality is customer-focused quality. Therefore, products/services are designed, produced, and provided to meet customer needs, ensuring optimal utilization and proper production (produced). According to Ruly and Nurul (2020), healthcare quality is defined as healthcare that satisfies every healthcare user, meeting the average level of satisfaction of the population, and ensuring that its providers adhere to professional standards and codes of ethics.

Bivariate

Stress Relationship with Nursing Quality

Based on the data in table 5.2, it shows that between work stress and nursing quality, the sig value (p-Value) is $0.013 < 0.05$, meaning that the variable of work stress and nursing quality is significant, where the variable greatly influences the quality of nursing. Where there are symptoms of stress, namely what are the environmental conditions where physical and emotional demands are placed on a person. Work stress can arise from within the organization or from outside the organization. The causes of work stress that are often felt by employees are generally from too much work, lack of understanding of the work, so that feelings of

saturation and boredom arise from the work, even in the workplace can cause stressful situations, and the symptoms are experienced by everyone who is stressed, feelings of stress can change the way a person feels, thinks, and behaves.

The Relationship Between Workload and Nursing Quality

Based on the data in table 5.2, the relationship between workload and nursing quality is shown with a sig value (p-value) of $0.092 < 0.05$, meaning that the workload variable and nursing quality are significant, where the variable greatly influences the quality of nursing. Consequently, the impact of stress will affect the workload, which exists internally, externally, in organizations, and in the work environment. Too much or too little workload can cause a worker to suffer from work-related disorders or illnesses. Excessive workloads can cause fatigue, both physical and mental, and emotional reactions such as headaches, digestive disorders, and irritability. Meanwhile, too little workloads, where work occurs due to repetitive movements, will cause boredom and a feeling of monotony. Boredom in daily routine work due to too little work or tasks, results in a lack of attention to work, potentially endangering workers. Excessive or low workloads can cause work stress (Fatona, Tarwaka, and Werdani 2015).

The Relationship Between Work Motivation and Nursing Quality

Based on the data in table 5.10, it shows that motivation and nursing quality have a significant value (p-value) of $0.000 < 0.05$, meaning that the work motivation variable and nursing quality are very significant, where the variable greatly influences the quality of nursing. Motivation has intrinsic and extrinsic properties. Intrinsic motivation is motivation that arises from within oneself and is not influenced by anything outside of oneself because in every individual there is already a drive to do something or a strong drive from within that causes the individual to participate. A person whose behavior is driven by intrinsic motivation will only be satisfied if their behavior has achieved the results of the behavior itself. While extrinsic motivation is motivation that arises due to the influence of stimuli outside the actions carried out, extrinsic motivation grows because the drive comes from outside the individual that causes someone to participate, this kind of drive usually does not last long (Rahmawati, 2020).

The Relationship between the Most Dominant Variables and Nursing Quality

From the table above, the three variables most dominantly correlated with nursing quality are stress and motivation, with a P-value of $0.00 > 0.05$. Good service will foster a culture of good care for all patients, and will achieve the highest possible level of patient satisfaction. The quality of nursing services is a measure of the quality of health services and is one of the determining factors in the image of health care institutions in the community. This is because nursing is one of the professions with the largest number of patients and is closest to patients. The quality of nursing services itself is seen from patient satisfaction with the services provided, whether satisfied or dissatisfied (Nursalam, 2018).

Research Limitations

measured the ward nurses comparing stress, workload, and motivation with the quality of nursing, it is possible that the quality of nursing could also be due to other factors besides the variables. which was studied in this study

CONCLUSIONS

The research was conducted in November 2024 and the following results were obtained:

- a. On the characteristics of the research
 1. The age obtained was ≤ 35 years, the most with a total of 46 respondents (59.7%).
 2. gender is female with a presentation of 66.2% with a total of 51 people.
 3. P has the highest level of education, S1-Nurses, with a presentation of 75.5% with 58 people.
- b. In this research variable
 1. In work stress, the most common is no work stress with a total of 75 with a presentation of 97.4% in the inpatient room of Banten Regional Hospital .
 2. In the workload variable, 71 people felt they had no workload, representing 92.2%. in the inpatient room of Banten Regional Hospital .
 3. motivation is 70 people with a presentation of 90.9% in the inpatient room at Banten Regional Hospital .
 4. The quality of nursing is very often found in 74 people with a presentation of 96.1% in the inpatient room of Banten Regional Hospital.
- c. Factors Related to Variables
 1. P there is a relationship between the stress variable and the quality of nursing, the significance value is $0.000 < 0.05$ alpha, it is found that the variable is very significant .
 2. The workload variable with nursing quality obtained results of $0.092 < 0.05$, the results were not significant.
 3. There is a motivation variable on the quality of nursing, the results of the significant value of $0.000 < 0.05$ are very significant, while the dominant variables are the stress and motivation variables on the quality of service which are very significant.
- d. The Most Dominant Factor

The most dominant factors in this study were stress and work motivation with nursing quality with a p-value of 0.000 (0.05), meaning that these two variables are closely related to nursing quality.

Suggestion

- a. For the Development of Science

This research can be used as study material and knowledge about the application of stress levels, workload and motivation in management so that students can apply nursing quality problems in the room or work scope .
- b. Implications for Practitioner Use

This research can be useful for health practitioners, especially nursing staff, to be able to apply the concept or therapy of workload, stress and motivation to the quality of nursing in inpatient rooms .
- c. Further Research

This research can be used as a reference for conducting further research by adding other aspects

related to external factors or family support, thereby adding covariate variables to the quality of nursing.

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