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## Relationship between Workload and Nurses' Performance in the Implementation of Hospital Health Services in Makassar

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### Abstract

Health care is any effort organized alone or together in an organization to maintain and improve the health of individuals, families, groups and or communities. Documentation in nursing is an important part of the action taken by nurses after performing nursing actions. The records carried out contain reports that are needed to decide on assessment, diagnosis, develop nursing plans, implement and evaluate nursing activities, which have been designed in a structured, valid and able to be accounted for both morally and legally. The purpose of the study was to determine the relationship between workload and nurse performance in the implementation of nursing care. This research is descriptive research. This research took place in the treatment room of Makasar City Hospital. The population in this study were all nurses who served in the treatment room of Makasar City Hospital and the research sample was 35 nurses using the *Total Sampling* Technique. Data analysis using Univariate and Bivariate analysis using statistical tests with a level of meaning  $\alpha = 0.05$ . The statistical test used is *Chi-square* using the *SPSS* computer program version 25.0 for windows. The results of the study using the *Chi-square* statistical test using SPSS on the relationship between workload and the performance of the implementation of nursing care documentation in the treatment room of Makassar City Hospital obtained a *p-value* = 0.001 or smaller than  $\alpha = 0.05$ , then  $H_0$  is rejected and  $H_a$  is accepted, which means that there is a relationship between workload and the implementation of nursing care documentation.





**Keywords:** Relationship, Service, Workload, Nurse Performance, Nursing Documentation

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## 1. Introduction

Public health is the science and art of preventing disease, prolonging life, improving physical and mental health, and efficiency through organized community efforts to improve environmental sanitation, control of infections in the community, education of individuals about personal hygiene, organization of medical and nursing services, for early diagnosis, prevention of disease and development of social aspects, which will support so that everyone in the community has an adequate standard of living to maintain their health (Leavel and Clark, 1958).

According to Wahyuni, 2007 in Indriani, (2018), nursing services are part of the health service system in hospitals that have the function of maintaining the quality of service, which is often used as a barometer by the community, in assessing the quality of the hospital, thus demanding the professionalism of nurses at work which is indicated by the results of nurse performance, both implementing and managing nurses in providing nursing care to patients. The maximum implementation of nurses' work in quality health services occurs when the nursing care implementation system supports professional nursing practice according to standards.

The quality of nursing services provided by nurses can be known through an evaluation, namely performance appraisal. Performance appraisal is carried out based on professional principles and standards so that it can describe the results of nurses' activities. Swanburg in (Alamsyah, 2011) states that nurse performance appraisal is a process of controlling the quality of nursing services based on certain standards including nursing practice standards from ANA. Gillies in (Dalami & Kp, 2010) mentions the principles for evaluating subordinates, among





others, based on work performance standards and sufficient samples of nurse behavior. Nurse performance appraisal is carried out with the hope that it can benefit the organization and individual nurses.

Nursing care documentation represents the pieces of activity that a nurse performs after providing nursing care to a client. Documentation in nursing is an important part of the actions that nurses take after providing nursing care. The records carried out contain reports that are needed to decide on assessment, diagnosis, develop nursing plans, implement and evaluate nursing activities, which have been designed in a structured, valid and accountable manner both morally and legally (Setiadi, 2012).

Without proper documentation, the health care activities carried out by a nurse cannot be accounted for in an effort to improve the client's health status and efforts to improve the quality of service in the hospital. (Nursalam, 2011)

The results of research on the quality of nursing care documentation in the inpatient room of RSUD dr. Slamet Garut by (risma juniarti, 2020) are 77.24% complete documentation is complete. With each aspect of assessment 81.61%, diagnosis 82.17%, planning 61.96%, action 64.80%, and evaluation 95.65%. Different In a study related to the quality of nursing care documentation (Wulandari, 2016).

## 2. Research Methods

This research is descriptive research. This research took place in the treatment room of Makasar City Hospital. The population in this study were all nurses who served in the treatment room of the Makassar City Hospital and the research sample was 35 nurses using the total sampling technique. Data analysis using Univariate and Bivariate analysis using statistical tests with a level of meaning  $\alpha = 0.05$ . The statistical test used is Chi-square using the SPSS computer program version 25.0 for windows.

## 3. Results and Discussion

### a. Results





### 1) Univariate Analysis

**Table 4.1**  
**Distribution based on Age of respondents**

No.	Age	Frequency	
		n	%
1	25-35 Years	11	31.4
2	36-45 Years	17	48.6
3	>45 Years	7	20.0
Total		35	100.0

Based on table 4.1 shows that of the 35 respondents, most of the respondents had an age group of 36-45 years, namely 17 people (48.61%) and a small proportion had an age group of >45 years, namely 7 people (20.0%).

**Table 4.2**  
**Distribution by gender of respondents**

No.	Gender	Frequency	
		N	%
1	Male	10	28.6
2	Female	25	71.4
Total		35	100.0

Based on table 4.2 shows that of the 35 respondents, most of the respondents had female gender, namely 25 people (71.4%) and a small proportion had male gender, namely 10 people (28.61%).

**Table 4.3**  
**Distribution based on respondents' workload**





No.	Workload	Frequency	
		n	%
1	Weight	15	42.9
2	Less	20	57.1
Total		35	100.0

Based on table 4.3 shows that out of 35 respondents, most of the respondents had less workload, namely 20 people (57.1%) and a small portion had a heavy workload, namely 15 people (42.9%).

**Table 4.4**  
**Distribution Based on Nurse Performance**  
**In the Implementation of Nursing Care**

No.	Implementation of Askep	Frequency	
		n	%
1	Good	16	45.7
2	Less	19	54.3
Total		35	100.0

Based on table 4.4 shows that of the 35 respondents, most of the respondents had the implementation of nursing care in the poor category, namely 19 people (54.3%) and a small proportion had the implementation of nursing care in the good category, namely 16 people (45.7%).

## 2) Bivariate Analysis

**Table 4.5**  
**Relationship between Workload and Performance**  
**Implementation of Nursing Care Documentation**





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Workload	Implementation of nursing care				Total		<i>p-value</i>
	Good		Less		n	%	
	n	%	n	%			
Weight	2	13.3	13	86.7	15	100.0	0.001
Less	14	70.0	6	30.0	20	100.0	
Total	16	45.7	19	54.3	35	100.0	

Based on table 4.5 shows that of the 35 respondents that heavy workload with the implementation of good nursing care as many as 2 people (13.3%), otherwise heavy workload with the implementation of nursing care less as many as 13 people (86.7%). while less workload with the implementation of good nursing care as many as 14 people (70.0%) otherwise less workload with the implementation of nursing care less as many as 19 people (54.3%).

The results of the *Chi-square* Statistical test using SPSS on the relationship between workload and the Performance of Nursing Care Documentation Implementation in the Nursing Room of Makassar City Hospital obtained a *p-value* = 0.001 or smaller than  $\alpha = 0.05$ , then  $H_0$  is rejected and  $H_a$  is accepted, which means there is a relationship between workload and Nursing Care Documentation Implementation.

**b. Discussion**

Based on table 4.5 shows that of the 35 respondents that heavy workload with the implementation of good nursing care as many as 2 people (13.3%), otherwise heavy workload with the implementation of nursing care less as many as 13 people (86.7%). while less workload with the implementation of good nursing care as many as 14 people (70.0%) otherwise less workload with the implementation of nursing care less as many as 19 people (54.3%).





The results of the Chi-square Statistical test using SPSS on the relationship between workload and Nursing Care Documentation Implementation Performance obtained a p-value = 0.001 or smaller than  $\alpha = 0.05$ , then  $H_0$  is rejected and  $H_a$  is accepted, which means there is a relationship between workload and Nursing Care Documentation Implementation. Nurse is someone who has graduated from nursing higher education, both at home and abroad recognized by the Government in accordance with the provisions of the Laws and Regulations which are divided into vocational nurses and professional nurses, namely nurses and Ners Specialists (Law No.38 of 2014).

This research is in line with (Kimalaha, Nursynta, Mahfud, 2018) that nurses with high workload are responsible for incomplete nursing care documentation, the number of nurses is 20 (30.77%), and the results of  $p = 0.002$  ( $p < 0.05$ ) mean that there is a relationship between workload and completeness of nursing care documentation.

According to the researcher's assumption that a heavy workload will be in line with poor documentation and because there are other factors that cause nursing care documentation to be incomplete, including the not optimal supervision and evaluation by the head of the room, not maximizing the implementation of nurse workload analysis, delegation and collaboration tasks and lack of appreciation.

#### 4. Conclusion

Based on the results of the Chi-square Statistical test using SPSS on the relationship between workload and the Performance of Nursing Care Documentation Implementation, the p-value = 0.001 or smaller than  $\alpha = 0.05$ , then  $H_0$  is rejected and  $H_a$  is accepted, which means that there is a relationship between workload and Nursing Care Documentation Implementation in the Makassar City Hospital treatment room.

#### 5. Compliance with ethical standards

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### Disclosure of conflict of interest

This research collaboration is a positive thing for all researchers so that conflicts, problems and others are absolutely no problem for all writers.

### Statement of informed consent

Every action we take as authors is a mutual agreement or consent.

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