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The Relationship of Nurses' Workload to the Implementation of Nursing Care at the Cot Ie Jue Health Center, Bireuen Regency, Indonesia

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Abstract

The workload for a nurse at a community health center is often very heavy and demanding. Nurses are responsible for providing intensive care to patients who are often in critical condition or require special attention. Nurses who lack skills in providing nursing care have poor performance due to their inability to carry out the nursing care process. The purpose of the study is to determine the relationship between nurses' workload and the implementation of nursing care at the Cot Ie Jue Health Center in Bireuen Regency. The research design is quantitative and analytical to test the hypothesis using a cross-sectional approach. The population in this study consists of all nurses at the Cot Ie Jue Health Center in Bireuen Regency, totaling 37 nurses. The sample in this study consists of 37 nurses using the total sampling technique. Data collection was conducted using a questionnaire. The research was conducted from September 2 to September 11, 2024. Based on the results of the univariate analysis and the results found that the nurse workload at the Cot Ie Jue Health Center in Bireuen Regency falls into the low category, with 23 respondents (62.2%), and the implementation of nursing care at the Cot Ie Jue Health Center in Bireuen Regency falls into the good category, with 21 respondents (56.8%). The results of the bivariate analysis showed a relationship between the nurse workload and the implementation of nursing care at the Cot Ie Jue Health Center in Bireuen Regency, with a p-value of 0.018 < α= 0.05. It is expected that the Puskesmas should conduct training for nurses to carry out nursing care properly and correctly according to the Puskesmas evaluation standards.

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Introduction

Nursing plays a very crucial role in the implementation of nursing services at health centers. They have the responsibility to provide comprehensive and holistic health services to the community. The main role of nurses includes assessing patient health, planning and implementing nursing interventions, and evaluating the results of the treatment that has been carried out. In addition, nurses also have a role in health education, providing counseling, and helping and empowering patients to manage their health conditions independently. With their existing abilities and commitment, nurses play an important role in efforts to improve public health at the basic service level (Prihatini, 2020).

The burden of nurses in the health center in the implementation of care is very complicated and challenging. Nurses at health centers not only have the responsibility to treat patients who come with various complaints and diseases, but also need to carry out preventive and promotional health programs such as immunizations, health counseling, and home visits. Mehmood et al. (2021)found

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that shortage of resources, both in terms of medical equipment can effect quality of life. Nazirullah et al. (2022) delineated that nurses dealing with Tuberculosis patient are not proportional related to patients served in the hospitals. This situation requires high multitasking skills, strong physical and mental endurance, and good communication skills in order to provide optimal health services to the community (Permana, 2020).

Care is carried out in accordance with nursing principles or nursing service authority that carries out nursing observation on individuals in health facilities, where ability and skills as individual variables are the main factors that affect individual work behavior. Nurses who have limited skills in carrying out nursing care will also show poor performance as a result of their minimal ability in the care process, and if not supported by adequate equipment, it will have an impact on the performance of the nurses themselves (Kusnanto, 2019).

Based on data from the Bireuen Regency Health Office obtained in 2023, data shows that of the 1,257 nurses who directly handle patients in hospitals, around 63.87% face a high workload, which has an impact on the implementation of less effective nursing care (Bireuen Health Office, 2023). Based on the initial survey of 10 nurses at the Cot Ie Jue Health Center, Bireuen Regency regarding the implementation of nursing care, 7 nurses stated that the implementation of nursing care was less than optimal when the workload was high, while the results of observations during the initial survey showed that of the male and female nurses working at the Cot Ie Jue Health Center, Bireuen Regency, there were 3 nurses who continued to carry out nursing care well despite facing a workload high (Cot Ie Jue Health Center, 2024). Nazirullah and Walayat (2023) found that nurse parents' quality of life disturbs their own life and their children's life also due to workload at hospitals.

Based on the description in the background of the problem above, it can be formulated that the research question is "What is the relationship between nurse workload and the implementation of nursing care at the Cot Ie Jue Health Center, Bireuen Regency?". The purpose of the study is to determine the relationship between nurses' workload and the implementation of nursing care at the Cot Ie Jue Health Center, Bireuen Regency, Indonesia

Method

The design of this study is analytical with a cross-sectional approach. Cross sectional research design is a study that studies the correlation between exposure or risk factors (independent) and consequences or effects (dependent), with data collection carried out simultaneously at one time between risk factors and effects (point time approach), meaning that all variables, both independent variables and dependent variables, are observed at the same time (Masturoh, 2018).

Results and Discussion

Based on the results of the research that has been carried out from 03 to 20 August 2024 at the Cot Ie Jue Health Center, Bireuen Regency, the following results were obtained:

Table 1. Frequency Distribution of Respondent Characteristics at the Cot Ie Jue Health Center, Bireuen Regency

Characteristics of Respondents	Frequency	Percentage (%)
Umur		
23-30 Years	17	45.9
31-40 Years	12	32.4
41-50 Years	8	21.6
Total	**37**	**100**

Gender		
Man	15	40.5
Woman	22	59.5
Total	**37**	**100**
Education		
DIII Nursing	17	45.9
S1 Nursing + Nurses	20	54.1
Total	**37**	**100**
Length of Work		
<1 Years	8	21.6
1-2 Years	18	48.6
>3 Years	11	29.7
Total	**37**	**100**

Based on table 1 above, it was found that the majority of the dominant respondents were in the age range of 23-30 years which amounted to 17 respondents (45.9%), the majority gender was female which amounted to 22 respondents (59.5%), the majority of education was in S1 Nursing + Nurses education which amounted to 20 respondents (54.1%) and the majority of working time was in 1-2 years amounting to 18 respondents (48.6%).

Table 2. Frequency Distribution of Nurses' Workload at the Cot Ie Jue Health Center, Bireuen Regency

Nurse Workload	Frequency	Percentage (%)
Low	23	62.2
Tall	14	37.8
Total	**37**	**100**

Based on table 2 above, it can be seen that the workload of nurses at the Cot Ie Jue Health Center, Bireuen Regency, is in the low category, namely 23 respondents (62.2%), compared to the high category of 14 respondents (37.8%).

Table 3. Distribution of Frequency of Nursing Care Implementation at Cot Ie Jue Health Center, Bireuen Regency

Implementation of Nursing Care	Frequency	Percentage (%)
Good	21	56.8
Less	16	43.2
Total	**37**	**100**

Based on table 3 above, it can be seen that the implementation of nursing care at the Cot Ie Jue Health Center, Bireuen Regency, is in the good category of 21 respondents (56.8%), compared to the poor category of 16 respondents (43.2%).

Table 4. The Relationship between Nurses' Workload and the Implementation of Nursing Care at the Cot Ie Jue Health Center, Bireuen Regency

Workload	Implementation of Nursing Care				Total		*p value*
	Good		Less				
	f	%	*f*	%	*f*	%	
Low	17	45.9	6	16.2	23	62.2	0.018

Tall	4	10.8	10	27.0	14	37.8
Total	**21**	**56.8**	**16**	**43.2**	**37**	**100**

Based on table 4 above, it shows that of the 37 nurses with low workload, 17 (45.9%) are better in the implementation of nursing care compared to nurses with a high workload in the implementation of nursing care as many as 10 (27.0%). The results of statistical analysis using the chi-square test obtained a value of p value = 0.018, thus p value = 0.018 < α= 0.05, which means that Ha is accepted and Ho is rejected, so it can be concluded that there is a relationship between nurse workload and the implementation of nursing care at the Cot Ie Jue Health Center, Bireuen Regency. Based on the results of the study, it was found that the workload of nurses at the Cot Ie Jue Health Center, Bireuen Regency, was in the low category, namely 23 respondents (62.2%), compared to the high category of 14 respondents (37.8%).

In line with the research of Masri Saragih (2020), the results of the study obtained the workload above, the majority of respondents considered the workload to be relatively high at 69.6%. The work motivation of nurses in carrying out nursing care above, the majority of respondents' motivation was low at 67.8%. The results showed that there was a relationship between workload and nurses' work motivation in carrying out nursing care with a p value of 0.017 (p<0.05).

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According to Rohman (2021), a workload is a set or number of activities that must be completed by an organizational unit or position holder within a certain period of time. The workload given to nurses must be balanced with the competence and abilities of the nurses themselves, otherwise sooner or later it will cause problems that can interfere with the performance of the nurses in the future.

Meanwhile, according to Rolos (2018), workload is the amount of work that must be borne by a position or organizational unit and is the product of the work volume and time norm. If the worker's ability is higher than the demands of the job, there will be boredom and vice versa, if the worker's ability is lower than the demands of the job, then excess fatigue will appear.

According to researchers' assumptions, a high workload can affect the quality of health services provided, as well as the physical and mental well-being of nurses. Excessive workload is often caused by a disproportionate number of patients and long working hours. As a result, nurses may experience burnout, stress, and reduced work efficiency, which in turn can negatively impact patient safety and nurse job satisfaction.

Based on the results of the study, it was found that the implementation of nursing care at the Cot Ie Jue Health Center, Bireuen Regency, was in the good category of 21 respondents (56.8%), compared to the poor category of 16 respondents (43.2%).

In line with Mardhatillah's (2021) research, the results of the statistical test using the Chi Square test obtained a p value of <0.05, with the most genders being women (66.7%), the most age 20-30 years (88.8%), the most education DIII (64.8%), and the most working period of 5-10 years (46.3%). Nurse workload data is in the heavy category (61.1%), and nursing care documentation is mostly incomplete (74.1%).

According to DeLaune (2020), the implementation of nursing care is a process in which nurses provide holistic care to patients based on their individual needs. This process involves initial

assessment, nursing diagnosis, planning, implementation, and evaluation. An initial assessment is an important step that includes the collection of data on the patient's physical, emotional, social, and spiritual condition. Based on this data, nurses can make specific nursing diagnoses and develop treatment plans that are in accordance with the goals they want to achieve.

Meanwhile, according to Sastropoetro (2021), the implementation of nursing care is the step where the treatment plan is carried out, with nurses providing appropriate interventions to achieve the goals that have been set. After the intervention is carried out, the nurse evaluates the results to determine the effectiveness of the care that has been provided and make adjustments if necessary. Effective nursing care involves good communication with patients and their families, as well as collaboration with other healthcare teams to ensure that the patient's needs are met comprehensively.

According to the researchers' assumptions, the implementation of comprehensive, evidence-based, and patient-centered nursing care will improve the quality of care provided as well as patient health outcomes. Nurses equipped with the right professional knowledge, skills and attitudes will be able to effectively identify patient needs, develop appropriate treatment plans, and provide holistic and sustainable interventions. In addition, the active involvement of patients and their families in the nursing care process can speed up recovery and increase satisfaction with the services provided.

Based on the results of the study, it was found that of the 37 nurses with a low workload, 17 (45.9%) were better in the implementation of nursing care as many as 17 (45.9%) compared to nurses with a high workload in the implementation of nursing care as many as 10 (27.0%). The results of statistical analysis using the chi-square test obtained a value of p value = 0.018, thus p value = 0.018 < α = 0.05, which means that Ha was accepted and Ho was rejected, so it can be concluded that there is a relationship between the workload of nurses and the implementation of nursing care at the Cot Ie Jue Health Center, Bireuen Regency.

In line with the research of Eva Yuliatin (2020), based on the results of research from 18 respondents with heavy workload categories, 14 respondents (43.7%) carried out health education poorly and 4 respondents (12.5%) carried out health education well. Data processing uses the Spearman Rank test with a probability result (sig.) of 0.000 and a calculated r value of 0.837 which is a very strong coefficient power.

The workload for a nurse at the Health Center is often very heavy and demanding. They are responsible for providing intensive care to patients who are often in critical condition or require special attention. In addition, nurses must also ensure that each patient receives treatment on time and in accordance with the treatment plan that has been set. This often requires constant monitoring and quick decision-making in emergency situations. Not only that, nurses also have to take care of administration, documentation, and coordinate with other medical teams, all of which add significantly to their workload (Permana, 2020).

Nursing care is carried out based on nursing rules or the authority of nursing services to carry out nursing assessments for individuals in health facilities. Ability and skills as individual variables are the main factors that affect individual work behavior. Nurses who have less skills in carrying out nursing care will also have poor performance due to their lack of ability to carry out the nursing care process and if not supported by adequate equipment, it will affect the performance of the nurses themselves (Kusnanto, 2019).

Quality nursing services can be achieved, one of which depends on the balance between the number of personnel and the workload in a health center. Puskesmas often face the problem of lack of manpower, the number of manpower needed at Puskesmas continues to increase because the

services provided are also increasingly diverse and increasingly sophisticated. Lack of manpower also makes the workload increase, so that the quality of work decreases (Tjandra, 2020).

According to researchers' assumptions, the high workload of nurses has the potential to affect the quality of nursing care implementation. The heavier the workload that nurses have to bear, the more likely it is that there will be a decrease in focus, fatigue, and stress that can negatively impact the effectiveness and timeliness of nursing care. This can reduce the quality of health services received by patients.

Conclusion

Based on the research that has been conducted on the relationship between nurses' workload and the implementation of nursing care at the Cot Ie Jue Health Center, Bireuen Regency, the results were obtained that the workload of nurses at the Cot Ie Jue Health Center, Bireuen Regency was relatively low, with a total of 23 respondents (62.2%). The implementation of nursing care at the Cot Ie Jue Health Center, Bireuen Regency was included in the good category with the number of respondents as many as 21 people (56.8%). There is a relationship between the workload of nurses and the implementation of nursing care at the Cot Ie Jue Health Center, Bireuen Regency with a p value = 0.018 < α= 0.05.

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