**FATIGUE RELATIONS WORK WITH THE PERFORMANCE OF NURSES IN THE
HOSPITAL**

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Abstract

To determine fatigue relations work with the performance of nurses in the hospital Dr. H. Bob Bazar, SKM Kalianda South Lampung in 2021.

The type of research used in this study is quantitative with an observational research design/analytic survey with a Cross Sectional approach. The measuring tool is a questionnaire how to measure it by interview. The results of the study stated that there was a relationship between work fatigue and value ($p\text{-value} = 0.022$), with the performance of nurses at Dr. RSUD. H. Bob Bazar, SKM Kalianda South Lampung in 2021.

the research was carried out based on health protocols, so it was quite difficult to interact because they had to keep their distance, use masks so that they seemed uncomfortable and voices were less audible. at RSUD Dr. H. Bob Bazar, SKM Kalianda South Lampung especially for the nurses.

Keywords: *Keywords : Work Fatigue, Nurse Performance*

1. INTRODUCTION

Performance is defined as the result of work or work performance (performance). individual performance is strongly influenced by individual characteristics, individual motivation, expectations and assessments made by management on the achievement of individual work results. Performance is also said to be an act, an achievement a performance of one's skills in doing his job. (Ratnasari, et al 2020).

The World Health Organization states that the increase in the incidence of burnout is "the phenomenon of work fatigue" where WHO says that this term is classified in the latest international disease with a description as chronic stress syndrome due to fatigue caused by the work done. This incident caused work fatigue which resulted in the emergence of stressors that caused stress to occur in more than 264 million people in the world. Work fatigue that triggers the emergence of stress syndrome not only contributes to an increase in the incidence of stress and depression but also increases the risk of work accidents and decreases work productivity and performance (WHO, 2021). The high demand for health services often has an unfavorable impact, especially for health workers in charge of providing health/nursing services in hospitals. The demand for services is getting better in terms of quantity (amount) and quality (demands and quality of service) requiring health workers, especially nursing to work harder so that it has an impact on the high rate of work fatigue experienced by nursing staff (WHO, 2020)

Access to quality service delivery is critical to maintaining and improving health. Providing health insurance and access to services, including prevention, promotion of treatment and rehabilitation can be met if the number of professional health workers is adequate. Based on WHO data (2020), it is estimated that by 2030, as many as 18 million health workers will be reduced in availability. This is due to low education, income/wages in developing countries, social and economic development,

education and the consequences of health problems experienced by health workers themselves (WHO, 2020).

The COVID-19 pandemic has brought all sectors of people's lives and livelihoods to their lowest point. It does not only have an impact on social, economic and educational conditions. Health is one of the most affected factors. The high number of morbidity and mortality due to COVID-19 is evidenced by data as of April 8, 2021, the number of COVID-19 cases in Indonesia reached + 1.5 million cases with a death toll of 42,348 cases. Not only causing illness and death, it also affects the public's demand for health services in an effort to treat and prevent transmission. On the other hand, the community is also faced with other health problems such as infectious and non-communicable (degenerative) diseases (JHU CSSE at Johns Hopkins University, 2021).

In Indonesia, the nursing profession is considered a stressful and challenging profession. This is because nurses are professions who work in hospitals or other health care facilities that have the lowest value (salary), with low salaries nurses are required to provide services around the clock to meet the needs and health of the community/patients. This situation causes most nurses to be vulnerable to work fatigue, decreased motivation and decreased willingness to work so that it has an impact on job dissatisfaction, work fatigue, and poor work performance and productivity (Fardiana, 2018).

Gronross (1997) in Lubis (2019), says that there are 3 main elements that interact with each other in terms of the quality of health care workers, namely customers (customers), customer service (servants) and management (management). One of the important things in achieving service quality is the performance of health workers in the process of interacting with patients.

According to Gibson (1997) in Ratnasari, et al (2020), there are several factors that influence performance including individual factors (age, gender, knowledge, skills, job burnout, experience), organizational factors (availability of work facilities, leadership, training, remuneration), job design) and psychological factors consisting of attitudes, perceptions, personality and motivation (Gibson 1997 in Ratnasari, et al 2020).

Work fatigue is a condition of decreased efficiency and endurance at work, this is a body protection mechanism to avoid further damage, so that recovery occurs. Work fatigue in nurses results in a decrease in physical and mental abilities and loss of work efficiency which has an impact on work performance or performance. Work fatigue is influenced by age, nutritional status, psychological conditions, workload, pressure, organizational management, time and length of work (Suma'mur, 1996 in Ramdan, 2018).

According to the research of Malawat (2019), that of the 76 respondents studied, the results of the study concluded that there is a relationship between work fatigue and performance with a value (p-value = 0.000), which directly affects work fatigue on performance.

performance with a coefficient value of 0.725 with a significance of 0.000 thus work fatigue has a positive and significant effect on the performance of nurses so that it is proven that work fatigue has an effect on the performance of nurses.

Health services are a priority for most people at this time, this has led to increasing demands and burdens faced by health workers. Based on the survey that has been done, at Dr. H Bob Bazar, SKM, the number of health workers, especially nurses, is very small compared to the number of people who visit the hospital. The large number of community visits makes nurses have to work harder because the number of nurses is not proportional to the patients.

This condition causes the working time of nurses to be longer, the workload of nurses is increasing. This situation has a risk for nurses to experience a mental burden due to existing demands, causing work fatigue. Of course, the condition of work fatigue that occurs can have an impact on decreasing performance. Not only that, it is feared that the fatigue condition of the officers has an impact on the non-optimal process of providing health services to patients or the community so that it has an impact on malpractice conditions or errors that can be fatal for the patient/community.

The condition of nurses in Dr. Hospital. H. Bob Bazar, SKM, based on information from the person in charge of the emergency room, explained that traumatic and non-traumatic actions have different treatments but require the skills and preparedness of nurses in handling and nursing care according to operational service standards that apply in hospitals. Where nurses are required to act quickly and appropriately in emergency conditions in order to be able to provide medical assistance properly and correctly without causing adverse effects for patients and families. Especially during the current pandemic, the average number of visits every day reaches 35-60 people, where the nurse on duty has 3 work shifts in the morning, afternoon and evening. Likewise in the internal medicine ward, nurses are required to be ready and have high mobility to provide optimal services to assist specialist doctors. Based on the interview, the head of the emergency room and internal medicine ward explained that the high number of visits and the limited number of available nurses required nurses to work harder, with a duration of work/service of more than 7-10 hours, in addition to the current pandemic period. Not infrequently nurses, especially in the ER, carry out direct handling of Covid-19 cases, this of course has an impact not only on increasing fatigue in nurses but the risk of being exposed to Covid-19 will be higher (Prasurvey Results April 7, 2021)

Based on the data and the results of the pre-survey, the researchers are interested in conducting research on the "relationship of work fatigue with the performance of nurses in Dr. Hospital. H Bob Bazar, SKM Kalianda South Lampung in 2021". This study aims to determine the relationship between work fatigue and the performance of nurses in RSUD Dr. H. Bob Bazar, SKM Kalianda Lampung Selatan. The object of this research is the nurse's performance as the dependent variable and work fatigue as a risk factor or (independent) variable. The subjects in the study were the nurses in the ER unit, the male internal medicine room and the female internal medicine room at RSUD Dr. H. Bob Bazar, SKM. The research sample amounted to 42 respondents (nurses). The method of collecting data is by conducting interviews using standard question guidelines (questionnaires) related to work fatigue and performance questions that have been tested for validity. The data collection process also continues to pay attention to health protocols during the COVID-19 pandemic. This research was conducted on June 14 – 23, 2021. The research analysis included univariate and bivariate. Univariate analysis is presented in tabular form using the help of a computer program, Bivariate analysis uses the chi square test between the independent and dependent variables.

2. Literature Review And Hypothesis Development

The Relationship between Work Fatigue and Nurse Performance at the Inpatient Installation of Pancaran Kasih General Hospital GMIM Manado
Cherlyl Esther Majore, Flora P. Kalalo, Hendro Bidjuni
(2018)

The relationship between feelings of work fatigue and work productivity on nurses in the Emergency Room (IGD) RSUP Prof. Dr. R.D Kandou Manado
Weny Lombok, Paul A.T Kawatu, Benedict S Lampus
(2015)

The Relationship between Work Fatigue and Nurse Performance in the Inpatient Ward of Fatimah Islamic Hospital, Cilacap Regency

Dian Kurniawati
(2014)

The relationship between work fatigue complaints and work productivity for workers in the production division of PT. Beautiful Bataara Bogor in 2018

Muhammad Andry Zaeni, Supriyanto, Rubi Ginanjar
(2018)

The effect of work fatigue on employee performance at PT. Bank Mandiri (Persero) Tbk Medan Branch Imam Bonjol

Risnawati
(2016)

3. Research Methodology

The type of research used in this study is quantitative with an observational research design/analytical survey with a Cross Sectional approach. The measuring instrument is a questionnaire.

4. Results And Discussions

Results

Univariate Analysis

Tabel I

Frequency Distribution of Respondents Based on Gender and Level of Nurse Education in Dr. Hospital. H Bob Bazar SKM in 2021

Variable	Category	Amount (n=42)	Percentage (%)
Gender	Woman	25	59,5
	Man	17	40,5
Total		42	100,0
Final Education	DIII Nursing	22	52,4
	Bachelor of	6	14,3
	Nursing	14	33,3
	Nurse Profession		
Total		42	100,0

Tabel 2

Frequency Distribution of Respondents Based on Work Fatigue on Nurses at RSUD Dr. H Bob Bazar SKM Kalianda in 2021.

Variable	Category	Amount (n=42)	Percentage (%)
Work Fatigue in Nurses	Currently	34	81,0
	Tall	8	19,0

Total	42	100,0
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Tabel 3

Frequency Distribution of Respondents Based on Nurse Performance in RSUD Dr. H Bob Bazar SKM Kalianda year 2021

Variable	Category	Amount (n=42)	Percentage (%)
Nurse Performance	Well	35	83,3
	Not good	7	16,7
Total		42	100,0

Bivariate Analysis

Tabel 4

Relationship between Work Fatigue and Nurse Performance at Dr. Hospital. H Bob Bazar SKM Kalianda in 2021

Variable	Kategori	Nurse Performance				Jumlah		<i>p-value</i>	OR (95% CI)
		Not good		Well					
		N	%	n	%	n	%		
Work Fatigue in Nurses	Currently Tall	3	8,8	31	91,2	34	81,0	0,022	10,333 (1,668 – 63,999)
		4	50,0	4	50,0	8	19,0		
	Total	7	16,7	35	83,3	42	100		

Discussions

The Relationship between Work Fatigue and Performance in Nurses

The results showed that there was a relationship between work fatigue and the performance of nurses at Dr. RSUD. H. Bob Bazar, SKM Kalianda Lampung Selatan in 2021 with a p value of 0.022 ($p \text{ value} < \alpha$). It shows that of the 42 respondents (nurses) consisting of 14 emergency room nurses, 14 men's internal medicine rooms, and 14 nurses in women's internal medicine rooms, most of the 34 respondents (81.0%) experienced work fatigue in the moderate category, while there are 8 respondents (19.0%) experiencing work fatigue in the moderate category.

The condition of work fatigue among nurses is included in the *general fatigue* category this is due to the emergence of several factors of work fatigue in nurses including those related to workload, lack of human resources, work nutrition, rest time, gender (Suma'mur, 1996 in Ramdan, 2018).

Judging from the level of workload carried out by nurses, convincing nurses are vulnerable to experiencing symptoms of fatigue at work, the increasing workload can be seen from the increasing number of patients. The number of patients per day reaches about 35-60 patients, while for the morning, afternoon and night shift schedules, there are 4 nurses, it can be ascertained that there are fewer nurses than the patients they treat. In terms of rest time, most nurses who are on duty do not attach importance to rest time because they are too focused on the patient and it is also related to the

number of patient visits which has significantly increased causing nurses to find it difficult to rest. Most of the nurses continued their work even though it was time for break. Then the nurse did not stretch before doing her job. According to information from the head of the emergency room, the Men's Internal Medicine Room and the Women's Internal Medicine Room. The hospital does not pay attention to nurses by giving multivitamins and medicines needed to maintain the health condition of nurses. Where during the current pandemic the nurse's workload is increasing due to a surge in patients which results in nurses having to take extra care of their own health. Then the other factors, namely gender, gender affect the performance of a nurse. In general, women have physical strength 2/3 of the physical ability or strength of men can be seen from the results of the fatigue study on nurses the number of female nurses experiencing fatigue was 25 (59.5%)

The results of the study are in line with the research of Cheryl Eshter Majore (2018) on "The Relationship between Work Fatigue and Nurse Performance at the Inpatient Installation of Pancaran Kasih General Hospital GMIM Manado" with a quantitative research type, cross sectional design with a sample of 44 nurses, using a total sampling technique. , where the results showed a relationship between work fatigue and nurse performance with a p-value of 0.023 (<0.05).

Then the results of Dian Kurniawati's research (2014) on "The Relationship between Work Fatigue and Nurse Performance in the Inpatient Ward of Fatimah Islamic Hospital, Cilacap Regency" with a cross sectional design, the research sample amounted to 80 nurses, with the sample technique used total sampling, as for the test results The statistic carried out obtained a p-value of 0.035 (<0.05), which means that there is a relationship between work fatigue and the performance of nurses in the Inpatient Ward of Fatimah Islamic Hospital, Cilacap Regency.

Based on the theory above, it can be concluded that work fatigue can lead to decreased alertness, concentration, and accuracy so that it has the potential to decrease performance. Work fatigue also results in decreased attention, slowing and impediments to perception, slow and difficult thinking, decreased willingness and urge to work, decreased efficiency and physical and mental activities which ultimately lead to a decrease in work performance and productivity.

5. Conclusion

Based on the results of research and discussions that have been carried out, the researchers conclude that:

- a. It is known that from 42 nurse respondents, most of the work fatigue experienced was moderate work fatigue, namely there were 34 nurses/respondents (81.0%) who experienced it, and only 8 nurses/respondents (18.0%) known to experience high work fatigue.
- b. It is known from 42 nurse respondents, most of the nurses' performance in the ER unit, Men's Internal Medicine and Women's Internal Medicine Room showed a good category, namely 35 respondents (83.3%) while only 7 respondents with poor category performance (16, 7%).
- c. The results of statistical tests through the chi square test on the continuity correction column showed that there was a significant relationship between work fatigue and nurse performance with a p-value of 0.022 (< 0.05) at Dr. Hospital. H. Bob Bazar, SKM Kalianda South Lampung in 2021.

Limitation And Study Forward

The data collection process encountered problems including the condition of the respondents who were still in a situation of carrying out their duties and serving, so that filling out the questionnaire could be said to be in a busy situation.

The research was carried out based on health protocols, so it was sufficient to meet the difficulties in interacting because they had to keep a distance using a mask, so it seemed uncomfortable.

The researcher realizes that the literacy and available references, especially the topic of work fatigue on performance, are deemed inadequate in terms of theory and material on the subject that the researcher raises.

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