



## Analysis of the Relationship between Workload and Working Conditions on Work Stress Administrator at General Hospital Sunan Kalijaga Demak

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### ABSTRACT

This study aims to see and analyze the relationship between workload and working conditions on the stress of the administrator of the General Hospital Sunan Kalijaga Demak. This model involves the independent variables of workload and working conditions, while the dependent variable is work stress. This study is relevant to hospitals; of 50 employees, 28 employees were selected as samples using purposive sampling technique. This research was analyzed using Partial Least Square (PLS) with SmartPLS3 software. The results showed that the workload and working conditions had a significant and positive effect on the administrator's work stress. From the results of multiple linear regression, it was found that there was a relationship between workload and administrator's work stress with p value = 0.002 and there was a relationship between working conditions and administrator's work stress with a significance value of p = 0.044.

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## 1. INTRODUCTION

This research is motivated by the importance of knowing that changes in the environment and workload can cause tension or stress in hospital administrators. In order to survive, humans must always adapt themselves to environmental changes. If humans do not succeed in adapting to these changes, they will fall into a state of illness. Human ability to adapt to the environment is not an automatic reaction, because humans have a "Cognitive Appraisal System". According to Lazarus (2020), stress is an imbalance between demand and resources; closely related to the work context. Job stress can be caused by workload and working conditions.

Excessive workload is the main source of stress, 37% of high workloads by stressful work have an influence on job dissatisfaction, depression, psychosomatic symptoms of lethargy "burn out", 30-50% of the work environment is a source of stress. 16% of nurses leave their professional jobs (Valen J. Suterland & Cary L. Cooper, 2020: 194).

The administration room is one of the work environments, which has a high stress tendency (Emanuelson and Rosenlicht,

2016). This is possible because the hospital administration is faced with various varied fields that are sometimes not studied in lectures, thus requiring special attention, knowledge and skills to be able to take action quickly and precisely. The administration department is very complex and is spread over almost all units in the hospital, both in the front office, back office, management department, treatment room and so on. This condition can also cause stress for administrators, especially for administrators who are new to work, in addition to very complex conditions, the hospital administration room is also equipped with various paper and computer filing facilities and a formal working atmosphere gives a serious impression, and requires skills. specifically to be able to carry out work in the administrative section. These conditions and workloads are also strong stressors of job stress for hospital administrators.

Work stress that occurs will have a very varied and complex impact, either directly or indirectly on physical, psychological and behavioral aspects, including: headache, cold sweat, palpitations, dissatisfied with work, interpersonal

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conflict, irritability, easy to anger, angry, withdrawn, work productivity according to and less loyalty (Abraham and Shanley, 2020), while the other impacts are representative of secondary and tertiary outputs, including physical illness induced by stress, work accidents, absenteeism, work sluggishness (burn-out) and mental disorders.

The implications of work stress are very complex and varied as professional administrators who work in hospital administration rooms are required to understand how to deal with stress in the workplace. Stress management can be done through stress management techniques and stress reduction techniques. Stress management techniques can be done through activities, physical activity, recreation, spare time, relaxation exercises, meditation, remembrance and social support from family/friends. Stress reduction programs generally educate employees to implement several ways of adaptation. This method includes strategies for dealing with stress, time management, prioritizing the ability to improve planning and decision-making skills. Besides that, it can also be used to fill in cognitive skills, namely helping individuals to dialogue in dealing with stress. If necessary, psychotherapy intervention and/or psychopharmaceutical therapy can be performed.

On the basis of this description, to provide input in order to increase the productivity and quality of administrators in the hospital administration room, it is necessary to conduct research on the relationship between work conditions and workload with work stress of administrators at Sunan Kalijaga General Hospital, Demak.

Therefore, this study aims to examine the factors that influence administrator stress at the General Hospital Sunan Kalijaga Demak and specifically analyze the relationship between workload and administrator's work stress, and the relationship between working conditions and work stress in hospital administrators. The independent variable (workload and working conditions) on the dependent variable (administrator's work stress). The contribution of this research is to find out the factors related to the work stress of administrators and to know the importance of managing the workload and work environment to prevent the occurrence of work stress in hospital administrators.

## 2. RESEARCH METHOD

This descriptive quantitative research uses data and analysis in the form of numbers and analyzed using statistics. The subject of this research is the administrator at the General Hospital Sunan Kalijaga Demak. Sources of data used in this study is primary data sources, namely data sources that come from questionnaires distributed to respondents. The population in this study were all administrative employees at the Sunan Kalijaga General Hospital, amounting to 50 people. The sample used in the study was 28 people. The sampling technique used is purposive sampling. Purposive sampling is based on considerations to adjust to the researcher's criteria to increase sample accuracy (Sugiyono, 2010). These requirements are distributed to the Sunan Kalijaga Demak General Hospital which has a working period of more than 1 (one) year.

Data collection techniques consist of observation, documentation, questionnaires, and literature study. The data collection method in this study was a questionnaire. Questionnaires were used for data collection by asking respondents to fill out questions or statements with the answers provided, then returned to the researcher after being filled out completely (Cresswell et al., 2013). The data is then processed using the partial least square (PLS) technique with SmartPLS3 software. Testing the validity and reliability of the research instrument was carried out with convergent validity, AVE, Cronbach's Alpha, and composite instrument reliability. In addition, confirmation of the model's accuracy when testing the effect of one variable on other variables is carried out with path coefficients and p-values.

For the operational definition of a variable in this study, workload is defined as the length and severity of work and the number of tasks in the administration room. both quantitatively and qualitatively, which is a source of stress for administrators. Quantitatively, it shows the number of jobs, the variety of jobs that must be done and not enough time available to complete the work. Qualitatively, it is the work performance demands that are expected from administrators. The variables used are workload quantity and workload quality. Working conditions are the situation of the work environment in the administrative room which includes the physical environment, working relationships between team members, which affect the stress of administrators in the hospital. The variables used are the situation of the physical environment and the relationship between team members. Administrator work stress is a stressful situation or situation for administrators, which is related to work in the administrative unit that can have a positive or negative impact (with responses that can be physiological, psychological and behavioral responses). The variables used are physiological, psychological, and behavioral responses.

## 3. RESULT AND DISCUSSION

Characteristics of respondents based on gender revealed that there were fewer male respondents than female, i.e. only 18% male, while 82% female. This proves that the administration section is more in demand by women. Characteristics based on age showed most of them were between 22-35 years old, as many as 20 people (71%). While the rest are between 36-45 years old, as many as 8 people (29%). Young people are of productive age, where at the age of 22-35 years old they have strong energy, have a high work spirit, and can accept new things. In addition, it was obtained information that most of the respondents had active work experience of 3-5 years, a total of 15 people (73%), while a small proportion had work experience of 1-2 years and 6-8 years each 3 people (6 %). The rest have 3-5 years of work experience (21%). That's because they have a lot of experience in carrying out their work at that time.

**Table 1.** Multiple Linear Test

Workload	Stress Level									Total
	Weight		Moderate		Mild		No Stress			
	N	%	n	%	n	%	N	%	n	
Weight	0	0	3	10.8	2	7.1	0	0	5	17.9
Moderate	0	0	2	7.1	6	21.4	1	3.6	9	32.1
Mild	0	0	1	3.6	0	0	10	35.7	11	39.3
Not Bbn	0	0	0	0	0	0	3	10.8	3	10.7
Total			6	21.5	8	28.5	14	50.0	28	100

*P = 0.002 (Multiple Linear Test)*

The results of this study indicate the relationship between quantitative and qualitative workload on the level of physiological, psychological and behavioral stress of the respondents. The results of the multiple linear regression test in table 1 show that the workload in the administration room has a relationship with the stress level of nurses in the administration room at Sunan Kalijaga General Hospital, Demak with a significance of  $p = 0.002$ . At the heavy level quantitative workload shows 10.7% of respondents experienced moderate level of psychological stress. At a

moderate level of quantitative workload, 21.4% of respondents experienced mild psychological stress, and at a mild level of quantitative workload, most of the respondents (32.1%) did not experience stress. This condition shows that the heavier the workload, the higher the stress level, both physiological stress, psychological stress and behavioral stress of the respondent. French and Caplan (2013) that work overload is a source of stress. Quantitative workload overload includes too much and too much variety of work to be done and not enough time to work.

**Table 2.** Multiple Linear Test Working

Conditions Working Conditions	Level								Total	
	Weight		Moderate		Mild		No Stress			
	N	%	n	%	n	%	n	%	n	%
Weight	0	0	0	0	0	0	0	0	0	0
Moderate	0	17.9	5	17.9	5	Stress	1	3.6	11	39.3
Mild	0	0	1	3.6	3	10.7	11	39.3	15	53.6
Pleasant	0	0	0	0	0	0	2	7.1	3	7.1
Total			6	21.4	8	28, 6	14	50.0	28	100

*P = 0.044 (Multiple Linear Test )*

In table 2 most of the respondents (53.6%) showed mild working conditions, a small proportion of respondents (15.4%) showed pleasant working conditions, while the rest (39.3%) indicates a moderate level of working conditions. Mild working conditions in this study, supported by data 53.6 respondents argued that both the physical environment and the team work environment in the ICU General Hospital Sunan Kalijaga Demak gave an unpleasant impression. While working conditions at the moderate level were supported that 39.3% of respondents felt that working conditions in the ICU room at Sunan Kalijaga Demak General Hospital were not pleasant, and only 7.1% of respondents felt that the working conditions were pleasant. This is in accordance with Vecchio's theory (1995), that working conditions are an individual's response/feeling to the work environment either by the physical environment or because of team work.

The relationship between the working conditions of the physical environment and the working environment of the team on the level of physiological, psychological and behavioral stress of the respondents. According to table 4.2, it shows that the multiple linear regression test working conditions in the ICU has a relationship with the stress level of nurses in the ICU room at Sunan Kalijaga General Hospital, Demak with a significance of  $p = 0.044$ . This is supported in Tables 4.9, 4.10 and Tables 4.11 which show the relationship

between the working conditions of the physical environment and the level of physiological, psychological and behavioral stress of the respondents. In moderate physical work conditions, most of the respondents 21.4% experienced moderate psychological stress, 14.2% of respondents experienced mild psychological stress and only 3.6% did not experience psychological stress. In the working condition of a mild physical environment, most of the respondents 35.7% did not experience psychological stress, 10.7% of respondents experienced mild psychological stress and 7.1% of respondents experienced moderate psychological stress.

In the soul magazine "Indonesian Psychiatric Quarterly", Sep 1998 Edition XXXI, Vol 3 that the effect of stress on a person can be reduced if other people also share in experiencing stress. A person needs another person to initiate his emotional reactions and others who are in the same emotion will be able to provide information about the appropriate reaction and vice versa. Being able to relate to others and being able to observe their behavior over time is a form of group support. For certain people, if the support of this group is low, it can cause stress.

## 4. CONCLUSION

This study concludes that workload and working conditions significantly and positively affect work stress on administrators in hospitals. The workload in the administration room at Sunan Kalijaga General Hospital, Demak, (39.3%) is a light workload. Working conditions in the administrator's room at the General Hospital Sunan Kalijaga Demak (53.6%) are mild working conditions. The level of stress that occurs in administrators at the General Hospital Sunan Kalijaga Demak, both because of the workload and working conditions, is at a light level of stress. The heavier the workload in the

support previous research. This study also proves several supporting variables of previous studies whose results have a positive and significant effect on work stress on administrators. In addition, this study shows that planning for the development and improvement of the quality of administrator resources is needed integrally through improving education and skills training, especially for administrators who have not attended administrative and management training, efforts are needed to improve

administration room, the higher the stress level of the administrator at the General Hospital Sunan Kalijaga Demak, with a significance level of  $p = 0.002$  based on multiple linear regression tests. The more severe the working conditions in the administration room, the higher the stress level of the administrator at the General Hospital Sunan Kalijaga Demak, with a significance level of  $p = 0.044$  based on multiple linear regression tests.

The implications of this study contribute to additional literature and empirical evidence that all variables in this study

interpersonal skills such as assertiveness training, conflict resolution, build a conducive working relationship, and create conducive reciprocal communication between team members.

However, the limitation of this study is the abnormality of the data in this study, which made this study analyzed using Partial Least Square (PLS). The author's suggestion for further research is to do replication research by re-examining this model by bringing up the variables that cause increased work stress in hospital administrators.

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