



## Relationship between Workload and Job Satisfaction of Nurses in the Inpatient Installation of the Aceh Tamiang Regional General Hospital

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### Abstract

The purpose of this study was to determine the relationship between workload and job satisfaction of nurses in the Young Inpatient Installation available for surgery at the Aceh Tamiang Regional General Hospital. This research is a cross sectional analytic survey type where the independent variable and the dependent variable are examined simultaneously. The population in this study were 30 nurses in the Young Inpatient Installation available for surgery at the Aceh Tamiang Regional General Hospital. The results of the bivariate analysis with the chi-square statistical test showed that there was a relationship between qualitative workload and job satisfaction of nurses with a p-value of 0.005 ( $p < 0.05$ ), there was a relationship between quantitative workload and job satisfaction of nurses with a p-value of 0.019 ( $p < 0.05$ ) after the chi-square statistical test was performed. It is recommended to the Aceh Tamiang Regional Hospital for the placement of the need for nurses to be adjusted in quantity and quality to increase job satisfaction of the nurses in charge, to conduct surveys and analysis of job satisfaction periodically for evaluation as a basis for improving and improving employee performance from the aspect of job satisfaction of nurses, and for other researchers. It is hoped that they can carry out more specific research with other factors that can lead to job satisfaction of nurses related to different methods and data analysis.

## Introduction

Health services are activities that are carried out individually or collaboratively within an organization in order to maintain and enhance health, prevent and treat illnesses, and restore individual or community health and well-being. Individuals, families, organizations, and/or communities' health is maintained and improved via efforts made alone or in collaboration with others in an organization to prevent and treat illness, as well as to restore their health.

Nursing services are critical to the effectiveness of health-care delivery in hospitals since nurses offer up to 80 percent of all health-care services in virtually every nation, with nursing professionals accounting for as much as 40 percent of all health-care providers in Indonesia. A major contribution is made by nursing personnel to the services offered by a hospital, since nursing services give continual and continuous care to customers, mainly patients and their families, 24 hours a day, seven days a week. Consequently, the service provided by nursing staff affects the quality of the hospital's care and helps to shape its image. The degree of customer satisfaction with hospital services, both internally and externally, is one indication of the overall quality of the hospital's services. Patients and their families are the hospital's exterior consumers, while the hospital's internal customers are drawn from a variety of professions, including nurses (Ali, 2015).

The public has lately expressed a desire to see nurses' roles expanded and strengthened, both in general health care and in nursing specifically, as a result of recent events. Nurse performance may be evaluated using a variety of factors, including the amount of work completed, the quality of the work completed, the efficiency with which tasks are completed, work discipline, initiative, thoroughness, leadership, honesty, and originality. The expectations and requirements for high-quality nursing care in the future are issues that must be appropriately anticipated and addressed in a basic, focused, and sincere way from the hospital's perspective (Julia et al., 2014)

Nurses have a significant role in the implementation of medical interventions, as well as in the supervision and management of the condition and development of patients who are receiving treatment. A nurse is a person who provides care to and for other individuals who are suffering from health issues. Additionally, nurses must possess autonomy, as well as the ability to take risks while being accountable for all of their activities. This is in addition to possessing strong intellectual, interpersonal, and technical skills. Nurses in the workplace must maintain a professional demeanor. Nurses are supposed to have job satisfaction as a result of their employment (Julia et al., 2014).

In a nursing service unit, nurse workload refers to all of the activities or tasks that nurses must do while performing their responsibilities. The term "strain" refers to both physical and mental workload. Employees who suffer from work-related illnesses or diseases as a consequence of excessively high workloads or inadequate physical capacities are at risk of developing these conditions. It is possible to determine the workload of a nurse by looking at various factors such as the tasks completed based on the primary function and additional functions performed, the number of patients treated each day (per month and per year), the condition of the patient, the average number of patients being treated, as well as direct and indirect measures (Ilyas, 2014).

All actions or activities carried out by nurses while performing their responsibilities in a nursing service unit are considered to be part of their workload. The term "strain" refers to both physical and mental workload. Employees who suffer from work-related illnesses or diseases as a consequence of excessively high workloads or inadequate physical capacities are at risk of developing these conditions. It is possible to determine the workload of a nurse by looking at various factors such as the tasks completed based on the primary function and any additional functions performed, the number of patients treated each day, week, month, and year, the condition of the patient, the average number of patients being treated, and direct and indirect measurements.

According to the findings of a study conducted by Rubbiana, indirect nursing accounted for the majority of the effort carried out by nurses. The high rate of indirect nurse activities implementation may be attributed to the fact that this activity is a regular nurse reporting activity to the head of the room that is linked to the number of patients, patient conditions, and nursing actions performed on each patient. The demands of the circumstances and external influences where a nurse will carry out nursing duties on the ward are the variables that impact the workload of nurses, which are seen to be onerous for nurses. Excessive workload will result in physical or mental exhaustion as well as emotional responses. While the workload is insufficient, the labor that happens as a result of repetition of motion will create boredom in the daily regular work environment (Nursalam, 2012).

Workload can affect nurse job satisfaction. A disproportionate workload will have an impact on stress, especially those that have exceeded the moderate level will have a negative impact, namely job dissatisfaction which in turn will have an impact on low motivation. Staff job satisfaction can be seen from the fulfillment of physical and psychological needs, where psychological needs can be met through the role of managers in treating their staff. Employee

job dissatisfaction will have an impact on decreasing work motivation, decreasing work loyalty (Potter & Perry, 2005).

The Aceh Tamiang District General Hospital is a Type C Hospital with a capacity of 207 beds excluding PONEK (Comprehensive Neonatal Emergency Obstetrics Services) services with 280 implementing nurses and 90 intern nurses. Referring to the 2004 Ministry of Health guidelines regarding type C hospital staff, it can be seen that the ratio of nurses is not in accordance with the standards. Based on the results of field observations, it was found that the characteristics of the nurse's employment status consisted of civil servants (PNS), employees in regional work agreements (PDPK), employees in other work agreements (PDPKL) and apprentice nurses (voluntary). If it is seen from the type of work of nurses, there are still nurses who do non-nursing work such as completing administration, mobilizing oxygen, taking blood specimens for laboratory examinations and there are still non-nurses (midwives) in the nursing area who both provide nursing care. resulting in disruption of services because the competence of midwives is not in accordance with the nursing area and will indirectly affect the job satisfaction of nurses, the results of the initial survey also found that the Aceh Tamiang District Hospital had never carried out a real needs study of the number of nurses with workload analysis. In addition to the above problems, the number of apprentices (volunteer) who enter the Aceh Tamiang District General Hospital is feared to be a separate problem where the number of nurses is increasing and not in accordance with hospital personnel regulations.

The results of the initial survey that the author conducted by distributing questionnaires to 10 nurses found that there were several nurses who were dissatisfied with working as implementing nurses in the Young Sedia Surgical Inpatient Room, Aceh Tamiang General Hospital, of whom 6 (60%) nurses said they were not satisfied with their work and only 3 (30%) nurses are satisfied at work.

Based on the application of the problems above, there are still indicators of patient safety goals that have not been achieved, and related to the incidence of patient safety incidents in the inpatient room

## Methods

This study is an observational quantitative study that employs a cross-sectional study design. The nurses who worked in the inpatient department at the Datu Beru Hospital in Takengon Central Aceh made up the majority of the study's participants. Purposive sampling was used to choose the samples for this research, which included 60 individuals.

Questionnaires and checklists were employed as research methods or instruments in this study. The data was analyzed using multiple linear regression to determine the variables that contribute to the non-attainment of patient safety targets indicators at Datu Beru Hospital Takengon in Central Aceh. Multiple linear regression analysis is used to determine the impact of the independent variable on the dependent variable and to predict the value of the dependent variable based on the value of the independent variable.

## Results and Discussion

### Description of Nurse Characteristics

The study was conducted on 60 respondents, namely nurses implementing RSUD Datu Beru Takengon with the following characteristics:

Table 1. Frequency Distribution of Job Satisfaction of Implementing Nurses in Young Inpatient Installations Ready for Surgery Aceh Tamiang General Hospital in 2020

Characteristics of nurses	N	Percentage
<b>Gender</b>		
Man	20	66,7 %

Woman	10	33,3 %
<b>Qualitative Workload</b>		
High	10	33,3%
Low	20	65,7%
<b>Quantitative Workload</b>		
High	14	46,7 %
Low	16	53,3%
Sum	30	100

Based on table 1, it can be seen that of the nurses who were respondents in this study, the majority were satisfied with as much as 66.7%, as many as 33.3% were dissatisfied.

Based on the qualitative workload, it is illustrated that of the nurses who were the respondents in this study, the majority were low as much as 67.7%, as many as 33.3 with high. While this qualitative workload is the majority with a low of 66.7%, as many as 33.3 with a low category and the workload in young inpatient installations with a low majority of 53.3 and as much as 53.5, with a low category.

Table 2. Analysis Bivariate

Variable	Job Satisfaction						P Value
	Satisfied		Not satisfied		Sum		
	N	%	N	%	N	%	
<b>Qualitative Workload</b>							
High	3	30	7	70,0	10	43.4	0,005
Low	17	85	3	15,0	20	56.6	
<b>Sum</b>	<b>20</b>		<b>10</b>		<b>30</b>	<b>100</b>	
<b>Quantitative Workload</b>							
High	6	42,9	8	57,11	14	100	0,019
Low	14	87,5	2	12,5	16	100	
<b>Sum</b>	<b>20</b>	<b>56.5</b>	<b>10</b>	<b>43.5</b>	<b>53</b>	<b>100</b>	

According to Table 2, of the nurses who participated in this study, there were 30 participants, and of the 10 nurses who had a high qualitative workload, the majority did not feel job satisfaction, with as many as 7 respondents (70 percent) feeling this way, and of the 20 nurses who had a low qualitative workload, the majority did not feel job satisfaction with as many as 7 respondents (70 percent). The majority of respondents (as many as 17 respondents) express happiness with their jobs (85 percent). A bivariate study utilizing the chi-square statistical test produced a p-value of 0.005 (p<0.05), which indicates that there is a positive connection between qualitative workload and job satisfaction among implementing nurses.

Based on 30 respondents, the majority of the 14 nurses who had a high quantitative workload (as many as 8 respondents (57.1 percent)) did not feel job satisfaction, and the majority of the 16 nurses who had a low quantitative workload (as many as 14 respondents (57.1 percent) did feel job satisfaction (based on 30 respondents) (87, 5 percent). After conducting a bivariate analysis using the chi-square statistical test, the p value was found to be 0.019 (p < 0.05), indicating that there is a quantifiable workload connection between job satisfaction and implementing nurses' job satisfaction levels.

### The Executing Nurse's Level of Satisfaction with Her Work

In accordance with Fahrurozi's research on the connection between the head of room's leadership style and the happiness with her work at the Langsa Lama Health Center, the findings of this study are in line with his findings from a previous study. In the findings of the univariate analysis, it was discovered that 85.7 percent of nurses were happy with their jobs,

whereas 14.3 percent were unsatisfied with their jobs. The findings of this study do not correspond to those of a study conducted at a private hospital in Jakarta on employee work satisfaction. According to the findings, 10.1 percent of nurses were unhappy with Lenny Rosbi Rimbun's performance (Swansburg & Swansburg, 1999).

The results of research on several factors related to job satisfaction of nurses at the Ambarawa Regional General Hospital, Central Java, showed that the level of dissatisfaction of nurses was still high, namely 24% felt dissatisfied (Nursalam, 2002). the biggest dissatisfaction is that 57% of nurses are not satisfied with the existing leadership style (Munandar, 2001). According to Hasibuan, job satisfaction will have an effect on several aspects, namely: performance, absenteeism and tardiness, job change, commitment to the organization. Individuals who are satisfied with their work will automatically increase their productivity at work, whether it is accuracy in working hours, commitment to keep their job at the company so they are motivated not to change jobs (Manuaba, 2000).

Job satisfaction is a kind of emotional state that is pleasant and demonstrates that the employee enjoys the job he or she is performing. Job satisfaction at work is defined as job satisfaction that may be experienced at work as a consequence of accomplishing work objectives, being placed in a suitable position, receiving appropriate treatment, and working in a pleasant atmosphere. Employees that are able to achieve high levels of job satisfaction in this position will prioritize their work above the monetary compensation or salary they get from the position. Employees will be more pleased if their compensation is commensurate with the amount of labor they do (Kurniadi, 2013). In order to improve staff morale and productivity, as well as decrease absenteeism and increase employee loyalty, job satisfaction must be able to motivate and retain workers at the company. Employment satisfaction is higher among employees who have excellent attendance and work turnover rates, who are not active in labor unions and do better at their jobs than their coworkers, according to a survey. Meanwhile, employees who are dissatisfied with their jobs will have an impact on the company in the form of employee absenteeism, work turnover, inaction in completing work, early resignation, active participation in labor unions, and employees' physical and mental health being compromised will have an impact on the company.

A varied job will lead to greater job satisfaction than routine work. The difficulty and ease of work and pride in carrying out tasks can increase or decrease satisfaction. This is also expressed by Panggabean, that job satisfaction is influenced by job characteristics which consist of a variety of skills, task identity, task significance, autonomy and feedback from work (UUD ketenagakerjaan, 2013).

Nursing is a job that requires a variety of skills, has a task identity, is a meaningful task, needs work autonomy and feedback. To get high performance and job satisfaction of nurses, nursing managers need to manage the work of nurses properly.

According to researchers, the workload feels heavy if it is not balanced with the appropriate amount of manpower, unclear job descriptions, and is not balanced with continuous addition of knowledge and skills. In addition, the length of work will also affect the work so that it is said that nurses who have long experience will become more skilled at achieving job satisfaction. For nurses in evaluating performance, they must maintain or improve the quality of nurses' work in the measurement aspect, namely in the aspects of achievement, awards, responsibilities, work and policies (Ilyas,2011)

According to Mangkunegara, job performance is the outcome of a person's ability to produce work of high quality and quantity while carrying out their responsibilities. Job satisfaction is measured in terms of accomplishment. Specifically, in terms of job satisfaction, a person feels pleased with his or her work when he or she is aware that the results of his or her efforts have been maximized. Work accomplishment is the outcome of nurses' efforts to complete their

tasks in line with their job descriptions and responsibilities, resulting in work that is both high in quality and quantity (Handoko, 2010).

Job satisfaction, a varied job will lead to greater job satisfaction than routine work. During the distribution of patients to nurses by paying attention to the number of activities that will be completed during the service so that the workload is almost evenly distributed while paying attention to the ability of nurses and job descriptions. But the work becomes more difficult if there are nurses who are absent due to illness and the person in charge is difficult to find a replacement because the number of nurses is minimal

Researchers assume that most nurses already feel job satisfaction but nurses who do not feel job satisfaction are also high, reaching 48.6% this can have an impact on the poor quality of service provided by implementing nurses who feel dissatisfied in carrying out their work as implementing nurses in In the Sedia Young Inpatient Room, Aceh Tamiang General Hospital, the dissatisfaction felt by nurses was reflected in the answers of respondents, most of whom said they were very dissatisfied with the policy aspect and in the award aspect, most of whom said they were very dissatisfied. Nurses' dissatisfaction is largely due to the policies implemented, the opportunity to try their own methods of doing work and the rewards for good work.

### **Relationship between qualitative workload and nurse job satisfaction**

The results of research on 30 respondents that of 10 nurses who have a high qualitative workload the majority do not feel job satisfaction as many as 7 respondents (70%) and of 20 nurses who have a low qualitative workload the majority feel job satisfaction as many as 17 respondents (85%) . After doing bivariate analysis using the chi-square statistical test, the p value = 0.005 ( $p < 0.05$ ) which means that there is a relationship between qualitative workload and job satisfaction of implementing nurses.

Qualitative workload is a workload if the worker feels able or unable to do the task skillfully according to the potential of the worker. The high qualitative burden can be caused by several factors including one's work ability. In addition, qualitative workloads require discipline, thoroughness, care and intelligence. Based on the results of research from 10 nurses who had a high qualitative workload, the majority did not get job satisfaction as many as 7 nurses (70%) this was due to the results received by nurses with a high qualitative workload did not match expectations, thus making nurses not get job satisfaction. Job satisfaction is a positive attitude carried out by individuals towards their work, so it can be concluded that the high workload of nurses is not in accordance with the results obtained, for example in the form of salary or other things that make nurses not feel satisfaction. Work. Meanwhile, of the 20 nurses who have a low workload, the majority feel job satisfaction as many as 17 nurses (85%), a low qualitative workload causes nurses not to need to spend extra energy to work so that the level of satisfaction obtained is in accordance with the workload received by nurses. The higher the workload given, the more satisfaction of the workers, if the lower the workload received, the job satisfaction will also be in line with the workload given to nurses.

This is in line with the research conducted by Barahama (2018), entitled the relationship between workload and job satisfaction of nurses in the adult care room at RSU GMIM Pancaran Kasih Manado. The results showed that the relationship between qualitative workload and job satisfaction with a p value (0.000) (Julia et al., 2014).

### **Quantitative Workload Relationship with Nurse Job Satisfaction**

The results of the study of 30 respondents that of the 14 nurses who had a high quantitative workload the majority did not feel job satisfaction as many as 8 respondents (57.1%) and of the 16 nurses who had a low quantitative workload the majority felt job satisfaction as many as 14 respondents (87,5%). After doing a bivariate analysis using the chi-square statistical test,

the p value = 0.019 ( $p < 0.05$ ) which means that there is a quantitative workload relationship with the job satisfaction of implementing nurses.

Quantitative workload is a physical or mental overload due to doing too many activities, which is a possible source of job stress. Of the 14 respondents who have a quantitative workload, 8 (57.1%) do not get job satisfaction, this is because most of the work that has been done manually by humans/labor is taken over by machines or robots, so that human work shifts its emphasis on the work of the brain. Work is becoming more and more plural, resulting in a qualitative overload, this excessive workload resulting in increased job satisfaction for nurses, work that should be done by machines has become a separate burden for nurses because it is shifted to manual. Too little quantitative workload can also affect a person's psychological well-being. Of the 16 nurses who have a low quantitative workload as many as 14 (87.5%) get job satisfaction this is due to the less workload resulting in the level of satisfaction of a job will also be in line with the workload given to workers.

The variables that influence workload are divided into two categories: external influences and internal ones. An external workload factor, often known as a stressor, is a kind of burden that originates from outside the worker's body. Workstations, workplace layout, work tools and facilities, working circumstances or fields, work attitudes, lifting and transporting techniques, weights that are being lifted and hauled, tools and equipment are some of the physical duties that are included in the job (task). Work aids, information tools, such as displays and controls, workflows, and other similar items are all available. In this context, internal workload factors are variables that originate inside the body as a consequence of the body's responses to external workloads. A strain is the term used to describe this response of the body. The intensity of the strain may be determined both objectively and subjectively, depending on the situation. The variations in physiological responses are used to provide an objective evaluation. While subjective evaluation may be done via changes in psychological responses and changes in behavior, objective assessment cannot be done through these means. In part, since stress and expectations are subjectively linked to each other as well as to feelings of pleasure and other subjective judgements (Tawaka, 2018).

This study's findings correspond to those of a study conducted by Pratiwi on the relationship between workload and job satisfaction of implementing nurses in the Inpatient Ward Room of Sunan Kalijaga Hospital, Demak Regency, which found an effect of nursing quality ( $p = 0.022$ ; Exp B = 5.768), autonomy ( $p = 0.020$ ; Exp B = 6.023), and professional development ( $p = 0.002$ ; Exp B = 12.082) when taken as a whole on job (Potter & Perry 2005).

After conducting a study to determine the relationship between workload and job satisfaction of nurses in the Nakula Room, RSud Sanjiwani Gianyar, Sugiri, Suardana, and Menik came to the conclusion that there is a negative and moderate relationship between workload and job satisfaction of nurses in the Nakula Room, Sanjiwani Hospital, Gianyar. ( $p = 0.011$ ,  $r = -0.568$ , respectively.)

The findings of a study performed by Hikmat and Melinda on the connection between nurses' workload and job satisfaction are presented in this article. Results of an investigation into the connection between workload and nurse job satisfaction revealed that the nurse's workload with the greatest frequency fell into the heavy burden group, according to the findings (96.7 percent). The pleased group includes nurses who express their pleasure with their jobs on a regular basis (81.7 percent). The results of the bivariate analysis revealed that there was a positive connection between nurses' workload and job satisfaction ( $p=0.031$ ).

Excessive workload physically or mentally due to doing too many activities is a possible source of job stress. In a simple job, where there is a lot of repetition of movements, there will be a sense of boredom, a sense of monotony. Boredom in daily routine work, as a result of having

too few tasks to do, can result in reduced attention. This is potentially dangerous if the workforce fails to act appropriately in an emergency (Munandar, 2001).

Good job satisfaction and workload have a significant work relationship with performance, then nurses who are satisfied with their work usually work harder and better than employees who experience stress caused by conditions and workloads that are not conducive. Job satisfaction and nurses' attitudes are important in determining behavior and responses to work and through these behaviors an effective organization can be achieved (Suryani & Wulandari, 2009).

Researchers assume that quantitative workload is one aspect that can affect nurse job satisfaction, this is because a disproportionate workload will have an impact on stress, especially those that have exceeded the moderate level will have a negative impact, namely job dissatisfaction which in turn will have an impact on low motivation. Staff job satisfaction can be seen from the fulfillment of physical and psychological needs, where psychological needs can be met through the role of managers in treating their staff. Employee job dissatisfaction will have an impact on decreasing work motivation, decreasing work loyalty

This research is also supported by research conducted by Indriono & Zaenudin regarding the relationship between nurse workload and nurse job satisfaction in the Inpatient Installation of the Batang Regency General Hospital which concluded that there was a relationship between qualitative workload of nurses and nurse job satisfaction with a p-value of 0.029. ( $p < 0.05$ ) (Adikoestomo, 2016).

Nurse workload is all activities or activities carried out by a nurse while serving in a nursing service unit (Marquis & Huston, 2010). Workload is usually defined as patient days which refers to a number of procedures, examinations, visits to patients, injections and so on. Understanding workload in general is an effort to detail the components and target volume of work in certain units of time and units of results (Kurniadi, 2013). The nurse's workload is calculated from the nurse's work activities and the client's dependence on nursing services. Maintenance activities are divided into direct and indirect care.

Technological advances have resulted in most of the work that has been done manually by humans/labor to be taken over by machines or robots, so that human work has shifted its emphasis on brain work. The plurality of work that must be done by a workforce can easily develop into a qualitative overload if the plurality requires higher technical and intellectual abilities than those possessed (Kurniadi, 2013).

Qualitative too little burden is a situation where the workforce is not given the opportunity to use the skills they have acquired, or to develop their full potential skills. Too little burden due to lack of stimulation will lead to low enthusiasm and motivation to work. Workers will feel powerless to show their talents and skills.

Researchers assume that the low job satisfaction of nurses is related to a high qualitative workload, this is evidenced by the higher the workload faced, the more dissatisfied nurses are at work. occupational disorders or diseases. The nurse's workload can be seen from aspects such as the tasks carried out based on the main functions and additional functions performed, the number of patients treated per day, per month and per year, the condition of the patient, the average number of patients being treated, direct and indirect measures.

The workload of nurses in hospitals needs to be managed properly by the nursing manager to maintain good service quality and qualified personnel. As Gillies argues, that in order to improve the quality and reduce the cost of care, nursing managers must define the workload more accurately and assign nurses to the right number and categories, and must consider several important variables, namely patient population, treatment actions taken by each patient (Arifin, 2017).

The method of providing nursing care, supportive nursing progress, facilities and social climate where care is given so that if the workload is not managed properly it will affect the performance of nurses, both light workloads and heavy workloads, the concern is if the nurse's workload is excessive because it will cause fatigue. and stress on nurses which will have an impact on service and nurse satisfaction. This is according to Tappen, that nurses' fatigue at work can cause work deviations and a decline in work performance (Tawaka, 2018).

## Conclusion

Based on the findings of the study that has been conducted, it is possible to reach the following conclusions: (1) It was discovered among 30 respondents that the vast majority of nurses were happy with their jobs, with as many as 20 respondents stating that they were very satisfied (66.7 percent ). It was discovered from 30 respondents that the majority of nurses had a low qualitative burden, with as many as 20 respondents reporting this (66.7 percent). It was discovered from 30 respondents that the majority of nurses had a low quantitative burden, with as many as 16 respondents reporting a low quantitative workload (53 percent ) An association was found between qualitative workload and job happiness in nurses with p-value 0.005 (0.05), while an association was found between job satisfaction in implementation nurses with p-value 0.019 (0.05).

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