



## Factors Affecting Work Stress on Nurse Performance in the Covid-19 Isolation Inpatient Room

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### Abstract

The low performance of nurses is caused by work stress experienced by nurses. The results of the initial survey with 10 nurses found that as many as 7 nurses experienced symptoms of work stress on nurses. This study was to determine the effect of work stress factors on nurse performance. This research is a quantitative study with a cross sectional study, September-October 2021. Total population sample. Survey data were analyzed using the Chi Square test and logistic regression. Univariate research results from 42 respondents, most of the respondents were aged 36-45 years, namely 25 (59.5%), female sex as many as 27 (64.3%) and had a D3 degree in Nursing education, namely 25 (59.5%) respondents. The results of bivariate analysis showed that there was an effect of communication ( $p=0.000$ ), saturation ( $p=0.014$ ), appreciation and recognition ( $p=0.006$ ), conflict ( $p=0.006$ ), income ( $p=0.001$ ), family ( $p=0.001$ ), workload ( $p=0.000$ ), job relocation ( $p=0.023$ ) on nurse performance. The multivariate results showed that the variable that had the most influence on the performance of nurses in the covid-19 isolation inpatient room at TK III Reksodiwiryong Padang Hospital in 2021 was the workload variable ( $p=0.003$ , OR = 21.747 (95% CI = 2.879-163.264)). The conclusion is that all variables, namely communication, saturation, appreciation and recognition, conflict, income, family, workload, job relocation, have an influence and the most influential variable is workload. Suggestions as input in evaluating nurse performance as well as a basis for making a policy to improve nurse performance.

## Introduction

Inpatient services are activities carried out in inpatient rooms in an effort to improve health in the form of disease prevention, healing, recovery and health maintenance. Health services must be in accordance with the authority, responsibility and ethical code of the nursing profession. The job of a nurse to provide comprehensive nursing care is a job that has a high level of stress. On the one hand, the nurse is responsible for the physical, administrative tasks of the agency where she works, dealing with anxiety, complaints and patient self-defence mechanisms that arise in patients due to illness, tension, boredom in dealing with patients with critically ill conditions or terminal conditions, on the other hand they must always be required to always appear as a good nurse profile by their patients (Muttaqillah & Shabri, 2015).

Nurses are required to work skillfully, make decisions quickly and on time. Nurses at work spend a lot of time interacting with fellow workers, work, patients and the environment and can cause feelings of anger, embarrassment, disappointment, fear, confusion or frustration because they cannot find a solution to patient problems or problems with colleagues or

colleagues. another profession. If these demands and problems cannot be managed properly, nurses can experience severe stress and can lose motivation, experience severe boredom.

In the current pandemic era, nurses have challenges in handling the COVID-19 wards. Nurses are challenged to work in completely new conditions and contexts, fatigue, heavy workloads and personal protective equipment, fear of infection and/or transmission to others, feeling powerless to handle patient conditions, and managing relationships in challenging situations. full of pressure. Nurses have an important role in providing nursing care through intensive means to assist patient activities and meet daily needs. Job stress is a condition of tension that creates a physical and psychological imbalance, which affects emotions, thinking processes and the condition of an employee, in this case the pressure is caused by the work environment in which the employee works. Meanwhile, according to Wartono is a dynamic condition in which an individual is faced with an opportunity, constraint, or demand related to what is desired and the result is perceived as something that is uncertain (Wartono, 2017).

The results of the Canadian Community Health Survey survey in Canada show that 45% of health workers experience work stress, including nurses. Survey results from the UK Office for National Survey for the 2011/2012 period also show that health professionals, especially nurses, still have the highest prevalence of work stress during the three survey periods. Meanwhile, the results of a survey conducted in Indonesia by the Indonesian National Nurses Association (PPNI) in 2006 showed that around 50.9% of nurses working in four provinces in Indonesia experienced work stress (Smith et al., 2003).

Job stress indicators can be divided into three aspects. Psychological indicators such as irritability, work stress, work anxiety and job boredom. Physical indicators such as increased heart rate and blood pressure, stomach aches and headaches. Indicators of behavior such as excessive smoking, difficulty sleeping, increased absenteeism and slurred speech (Nurchayani et al., 2017).

The quality of health services is determined by the quality of nursing services with the role of the nurse, the determining factor for the image of health service institutions in the eyes of the public and showing professional nursing services. In this case, caring is an embodiment of all the factors used by nurses in providing health services to patients, where nurses do not show caring through attention, interventions to maintain the patient's health and the positive energy given will be given to the patient. Likewise with the workload both in terms of quantity where there are too many tasks to be done and in terms of quality where the tasks to be done require expertise. If the number of tasks is not proportional to the physical abilities and skills and time available, it will become a source of stress (Atmaji & Rahardjo, 2011).

As one of the health service centers, hospitals are required to be able to always provide good service to people who use and utilize health facilities. One of the elements that must be considered by the hospital in providing excellent service is the nurse. The problem faced is that the number of existing nurses is not proportional to the amount of work that must be completed, so they have to complete work outside working hours. So that the impact on the performance of a nurse can be seen from the quality of nursing services provided to patients. Basically what is used as a reference in assessing the quality of nursing services is to use standard nursing practice. Nurses are the most numerous staff and have the longest contact with patients, so the performance of nurses must always be improved in providing nursing care (Handoko, 2001).

In his research, Firmansyah stated that the Tanjung Pura Hospital had not performed well. Performance appraisal based on standard nursing practice documentation in medical records where 50.9% of nurses did not complete the patient assessment record format, 61.8% of nurses did not record treatment plans based on patient needs in medical records, 38.2% did not record implementation of plans in medical records, and 58.2 % of nurses did not record the patient's condition during treatment in the medical record (Firmansyah, 2014).

From the results of researchers' observations and interviews with 10 nurses in the covid-19 isolation inpatient ward at TK III Reksodiwiry Hospital, including 7 nurses, it was found that there were symptoms of work stress that occurred in nurses. From the observation results, it was found that nurses were less communicative, easily angry, and easily offended. From the results of interviews with several nurses with the initials TD and DK, nurses from the COVID-19 Task Force at TK III Reksodiwiry Padang Hospital, it was found that they have a high risk of transmission, the community stigma that nurses are carriers of transmission, the availability of PPE and conditions of discomfort when must use PPE.

The Covid-19 outbreak became a global pandemic after being announced by the WHO or the World Health Organization with its rapid spread making Covid-19 a major topic around the world. Based on data from Worldometer until April 23 2020, positive cases due to this virus have reached 2.7 million worldwide where the United States, Spain and Italy occupy the top three rankings as countries with the highest cases in the world, leaving China as the initial place of spread. these viruses.

Indonesia is no exception because the number of people infected with the Covid-19 virus is increasing day by day. Based on data from the government, the number of cases in Indonesia continues to experience a sharp increase every day. As of April 25 2020, the number of confirmed cases has reached 8,607 cases with the following information. The number of patients who have recovered reached 1,042 (12.1% confirmed), while patients who died were 720 (8.36% confirmed), while the Covid-19 monitoring data in West Sumatra as of August 29 2021 found 5,818 active cases (6, 73%), 1,971 deaths (2.28%) and 78,649 cases (90.99%).

The low performance of nurses is caused by work stress experienced by nurses where from the results of observations of researchers and interviews with nurses in the Covid-19 inpatient ward it was found that factors that can cause stress such as in addition to carrying out nursing care nurses also have to perform other tasks such as taking medicine to the pharmacy , take laboratory results, take radiology results, take the patient's diet to the kitchen, escort the patient to the radiology room, transfer patients between rooms, when working must use complete personal protective equipment which makes it uncomfortable when working, carry out cleaning duties and borrow tools into the room other.

It was also found that the patient's family complained that the nurse paid little attention to patient complaints, lacked communication and was not friendly. This shows that the performance of nurses is still low where nurses have not carried out nursing assessments, nursing diagnoses, implementation and evaluation of nursing properly.

Based on this background, researchers are interested in conducting research on the effect of work stress factors on the performance of nurses in the Covid-19 isolation inpatient room at TK III Reksodiwiry Hospital in 2021.

## **Methods**

This study used an explanatory research method with a cross-sectional approach, namely to explain the effect of work stress on the performance of nurses in the isolation ward of Reksodiwiry TK III Hospital in 2021. This research was carried out at Reksodiwiry TK III Hospital Padang, West Sumatra. The choice of location for this study was based on an initial survey that had been conducted showing that stress on nurses was still high. The time of this research research was carried out from September to October 2021. The research population was nurses who worked in the Covid-19 isolation inpatient room at Kindergarten III Reksodiwiry Hospital. The number of nurses working in the Covid-19 isolation inpatient room is 42 people. From the total calculation, there are 17 nurses in room IV with 30 beds, 14 nurses in room V with 30 beds and 11 nurses in room VI with 8 beds. The research data collection method was carried out by distributing structured questionnaires with closed answers

to nurses in various inpatient rooms for Covid-19 isolation at TK III Reksodiwiryo Hospital in 2021.

## Results and Discussion

### Characteristics of Respondents

Based on the data obtained from the research results with 95 respondents it can be seen in the frequency distribution table as follows:

Table 1. Distribution of Age, Gender, and Education in the Covid-19 Isolation Inpatient Room of TK III Reksodiwiryo Padang Hospital in 2021

<b>Age Group</b>	<b>n</b>	<b>%</b>
26-35 Years	7	16,7
36-45 Years	25	59,5
46-55 Years	10	23,8
<b>Gender</b>	<b>n</b>	<b>%</b>
Man	15	35,7
Woman	27	64,3
<b>Education Level</b>	<b>n</b>	<b>%</b>
Diploma Nursing	25	59,5
Bachelor Nursing + Ners	17	40,5
<b>Sum</b>	<b>42</b>	<b>100</b>
<b>Communication</b>		
Bad	22	52,4
Good	22	52,4
<b>Saturation</b>		
Bad	26	61,9
Good	16	38,1
<b>Awards and Recognition</b>		
Bad	25	59,5
Good	17	40,5
<b>Conflict</b>		
Bad	25	59,5
Good	17	40,5
<b>Earning</b>		
Bad	23	54,8
Good	19	45,2
<b>Family</b>		
Bad	21	50,0
Good	21	50,0
<b>Workload</b>		
Bad	26	61,9
Good	16	38,1
<b>Work Relocation</b>		
Bad	27	64,3
Good	15	35,7
<b>Nurse Performance</b>		
Bad	22	52,4
Good	20	47,6

In Table 1 it is known that of the 42 respondents, most of the respondents were aged 36-45 years, namely 25 (59.5%) respondents, while the other respondents aged 26-35 years were 7 (16.7%), aged 46-55 years as many as 10 (23.8%). Of the 42 respondents, it was found that the majority of respondents were female, namely 27 (64.3%) respondents, and 15 (35.7%) male respondents. Of the 42 respondents, it was known that the majority of respondents had a D3 Nursing education level, namely 25 (59.5%) respondents, and respondents who had a Bachelor's degree in Nursing + Nursing education were 17 (40.5%), Communication that of the 42 respondents, most respondents had bad communication, namely 22 (52.4%) respondents, while other respondents had good communication, namely 20 (47.6%), Saturation that of 42 respondents, most respondents had bad saturation, namely 26 (61.9% of respondents, while the other respondents had good saturation, namely 16 (38.1%) of respondents. Awards and recognition were known that out of 42 respondents, the majority of respondents stated that recognition and appreciation were not good, namely 25 (59.5%) ) respondents, while other respondents stated that recognition and appreciation were good, namely 17 (40.5%) respondents. Conflict that of the 42 respondents, most of the respondents had conflicts, namely as many as 25 (59.5%) respondents, while other respondents did not have conflicts, namely as many as 17 (40.5%) respondents. Income It is known that from 42 respondents, most respondents have income not good, namely 23 (54.8%) respondents, while other respondents had good income, namely 19 (45.2%) respondents. Families were known that out of 42 respondents, they had families that did not support, namely 21 (50.0%) respondents, while other respondents have families that do not support conflict, namely as many as 21 (50.0%) respondents. have a good workload k, namely as many as 16 (38.1%) respondents, Work Relocation is known that of the 42 respondents, most of the respondents have bad work relocation as many as 27 (64.3%) respondents, while other respondents had a good job relocation as many as 15 (35.7%) respondents. Nurse performance is known that of the 42 respondents, the majority of respondents had poor performance, namely 22 (52.4%) respondents, while other respondents had good performance, namely 20 (47.6%) respondents.

Table 2. Bivariate Data Analysis

Variable	Nurse Performance						P Value
	Bad		Good		Sum		
	F	%	F	%	F	%	
<b>Communication</b>							
Bad	18	42,9	4	9,5	22	52,4	0,000
Good	4	9,5	16	38,1	20	47,6	
<b>Total</b>	<b>22</b>	<b>52,4</b>	<b>20</b>	<b>47,6</b>	<b>42</b>	<b>100</b>	
<b>Saturation</b>							
Bad	18	42,9	8	19,0	26	61,9	0.014
Good	4	9,5	12	28,6	16	38,1	
<b>Sum</b>	<b>22</b>	<b>52,4</b>	<b>20</b>	<b>47,6</b>	<b>42</b>	<b>100</b>	
<b>Awards and Recognition</b>							
Bad	18	42,9	7	16,7	25	59,5	0.006
Good	4	9,5	13	31,0	17	40,5	
<b>Total</b>	<b>22</b>	<b>52,4</b>	<b>20</b>	<b>47,6</b>	<b>42</b>	<b>100</b>	
<b>Conflict</b>							
Bad	18	42,9	7	16,7	25	59,5	0.006
Good	4	9,5	13	31,0	17	40,5	
<b>Total</b>	<b>22</b>	<b>52,4</b>	<b>20</b>	<b>47,6</b>	<b>42</b>	<b>100</b>	
<b>Income</b>							

Bad	18	42,9	5	11,9	23	54,8	0.000	
Good	4	9,5	15	35,7	19	45,2		
<b>Total</b>	<b>22</b>	<b>52,4</b>	<b>20</b>	<b>47,6</b>	<b>42</b>	<b>100</b>		
<b>Family</b>								
Bad	17	40,5	4	9,5	21	50,0	0.001	
Good	5	11,9	16	38,1	21	50,0		
<b>Workload</b>	<b>10</b>	<b>25,0</b>	<b>0</b>	<b>0,00</b>	<b>10</b>	<b>25,0</b>		
Bad	20	47,6	6	14,3	26	61,9	0.000	
Good	2	4,8	14	33,3	16	38,1		
<b>Total</b>	<b>22</b>	<b>52,4</b>	<b>20</b>	<b>47,6</b>	<b>42</b>	<b>100</b>		
<b>Job Relocation</b>								
NotGood	18	42,9	9	21,4	27	64,3	0.023	
Good	4	9,5	11	26,2	25	35,7		
<b>Total</b>	<b>22</b>	<b>52,4</b>	<b>20</b>	<b>47,6</b>	<b>42</b>	<b>100</b>		

Based on the results of the Chi-square test, a p value of 0.220 ( $> 0.05$ ) can be concluded that the statistical test results obtained a p-significance value of  $0.000 < 0.05$  with an OR of 18.000. So it can be concluded that there is a communication relationship with the performance of nurses in the Covid-19 Isolation Inpatient Room, Kindergarten III Reksodiwiry Padang Hospital in 2021. Based on the calculation results above it is known that the statistical test results obtained a p-significance value of  $0.014 < 0.05$  with an OR value 6,750. So it can be concluded that there is a relationship between saturation and the performance of nurses in the Covid-19 Isolation Inpatient Room, Kindergarten III Reksodiwiry Padang Hospital in 2021. Based on the calculation results above it is known that the statistical test results obtained a p-significance value of  $0.006 < 0.05$  with an OR value ie 8.357. So it can be concluded that there is a relationship between appreciation and recognition with the performance of nurses in the Covid-19 Isolation Inpatient Room, Kindergarten III Reksodiwiry Padang Hospital in 2021. Based on the calculation results above it is known that the statistical test results obtained a p-significance value of  $0.006 < 0.05$  with the OR value is 8.357. So it can be concluded that there is a conflict relationship with the performance of nurses in the Covid-19 Isolation Inpatient Room, Kindergarten III Reksodiwiry Padang Hospital in 2021. Based on the calculation results above it is known that the statistical test results obtained a p-significance value of  $0.001 < 0.05$  with an OR value that is 13,500. So it can be concluded that there is a relationship between income and the performance of nurses in the Covid-19 Isolation Inpatient Room, Kindergarten III Reksodiwiry Padang Hospital in 2021. Based on the calculation results above, it is known that the statistical test results obtained a p-significance value of  $0.001 < 0.05$  with an OR value which is 13,600. So it can be concluded that there is a family relationship with the performance of nurses in the Covid-19 Isolation Inpatient Room, Kindergarten III Reksodiwiry Hospital, Padang in 2021. Based on the calculation results above, it is known that the statistical test results obtained a p-significance value of  $0.000 < 0.05$  with an OR value that is 23,333. So it can be concluded that there is a relationship between workload and nurse performance in the Covid-19 Isolation Inpatient Room, Kindergarten III Reksodiwiry Padang Hospital in 2021. Based on the calculation results above, it is known that the statistical test results obtained a p-significance value of  $0.023 < 0.05$  with a value The OR is 5,500. So, it can be concluded that there is a relationship between job relocation and the performance of nurses in the Covid-19 Isolation Inpatient Room, TK III Reksodiwiry Padang Hospital in 2021.

Table 3 . Results of the Last Stage of Logistic Regression Analysis

Variable	B	p value	Exp(B)OR	95%CI for exp(B)
Income	2,527	0,007	12,513	1,970-79,475
Workload	3,079	0,003	21,747	2,897-163,264

In this study, based on the Negelkerke R square value, it shows that the variables studied or the performance of nurses in the Covid-19 Isolation Inpatient Room, TK III Reksodiwiryo Padang Hospital in 2021 contributed 62.6%, while other factors had an influence on the Inpatient Room. Covid-19 isolation at TK III Reksodiwiryo Padang Hospital in 2021 is 37.4%, another factor is bonuses and incentives from the hospital.

### **The Effect of Communication on Nurse Performance in the Covid-19 Isolation Inpatient Room of TK III Reksodiwiryo Hospital in 2021**

The performance of nurses in the Covid-19 Isolation Inpatient Room at TK III Reksodiwiryo Hospital is the result of work in quality and quantity achieved by a nurse in carrying out her duties in accordance with the responsibilities that have been given while working in the inpatient room. Nurse performance related to communication is the work behavior displayed by nurses in providing nursing care to patients, which is described in the implementation of a determined action plan with the intention of fulfilling the patient's needs to the fullest.

Nurses in the Covid-19 Isolation Inpatient Room at Kindergarten III Reksodiwiryo Hospital who are younger are considered more agile and more communicative and more thorough, especially in caring for patients who are being isolated due to Covid 19, they do not feel that PPE is a barrier for them to make effective communication between fellow health workers or communication with patients. However, in carrying out their work, older nurses also have advantages over younger nurses, it's just that when communicating, sometimes they get angry and easily offended, especially older nurses often have difficulty when they have to use PPE while working because the patients they face are patients who are exposed to viruses. covid 19. However, it cannot be denied that they are more responsible and also have a lot of work experience.

Nurses in the Covid-19 Isolation Inpatient Room at Kindergarten III Reksodiwiryo Hospital at work must have the ability to understand problems, the ability to work in various situations, let alone having to deal with patients with the ability to find a way out of the problems they face, the ability to solve problems based on available information, the ability to giving more value to the results of the work, the ability to build cooperative relationships, and the ability to communicate to develop the ideas they have. The nurse's skill in running community health center is the ability of the nurse to deal with the health problems she encounters.

Researchers assume that one of the triggers for stress on nurses that has an impact on nurse performance is the lack of good communication which can cause concerns about rapid changes in information that are not known by nurses who are not on duty. Extensive knowledge will help nurses control their thoughts and emotions at work which will certainly affect the work stress of these nurses.

However, during the Covid-19 pandemic, there was a lot of information new information for medical personnel. Changes in information that are so fast during the Covid-19 pandemic require nurses to be more responsive in obtaining this information so that it helps nurses take action on patients.

### **The Effect of Saturation on Nurse Performance in the Covid-19 isolation inpatient room at TK III Reksodiwiryo Hospital in 2021**

The results of the study also show that completing their work places nurses under pressure and causes many mistakes. The more additional tasks that must be done by nurses, the greater the workload that must be borne by these nurses, and if the greater the burden they will be able to cause boredom.

Get less rest time to carry out work, so nurses often do work during break hours. A person's motivation participates in the occurrence of burnout, if motivation is low it will affect attitudes and satisfaction at work and will eventually become job burnout. As for the depersonalization

indicator which refers to negative traits, cynical responses, or separating oneself from other individuals in the workplace. The most prominent thing in the depersonalization indicator is about generalizing the condition of clients or patients who are under their responsibility.

According to the researchers, work boredom is felt more dominantly by light work saturation, this can be caused by the burden on the mind that is felt, while the burden includes (family, children, family needs, or an environment that is not suitable). This can be caused because the type of work done every day does not vary. Saturation that occurs in nurses is caused by extreme activities where work is felt to be too monotonous and excessive, so nurses need more energy to stay focused.

### **The Effect of Rewards on Nurse Performance in the Covid-19 isolation inpatient room at TK III Reksodiwiryo Hospital in 2021**

Researchers assume that one form of attention to nurses is giving rewards as a thank you can give a feeling of pleasure to nurses who get them, let alone being known. In this case, it is given to nurses who also have a level of work left so that they can be motivated by being awarded in the form of a charter as proof that the nurse has struggled as a Covid-19 survivor in the hospital or a sign of gratitude by superiors to subordinates.

### **The effect of conflict on the performance of nurses in the Covid-19 isolation inpatient room at TK III Reksodiwiryo Hospital in 2021**

Living with other people is one of the most stressful aspects of life. The good or bad relationship between members of a work group is considered a major factor in the health of individuals and organizations.

Researchers assume that conflict caused by tension is experienced when the tensions produced by one role interfere with other roles and conflict caused by behavior. Conflicts that occur will cause hurt feelings among nurses so that it will add to feelings of pressure and stress. Nurses who have high work stress will have negative emotions so they tend to easily blame themselves and other people (coworkers, patients).

### **The Effect of Income on the Performance of Nurses in the Covid-19 Isolation Inpatient Room of TK III Reksodiwiryo Hospital in 2021**

Researchers assume that giving bonuses to nurses will provide good feedback on the work that has been done, for example nurses are given appropriate bonuses for overtime work, so these nurses will do good work and service to their jobs. Thus the organization will motivate nurses by providing appropriate incentives in the form of money, giving recognition, setting challenging goals, setting affordable standards, asking for feedback, giving freedom to do work including time to do work, providing the necessary resources and eliminating actions that result in disincentives. .

### **The influence of the family on the performance of nurses in the covid-19 isolation inpatient room at the TK III Reksodiwiryo Hospital in 2021**

Nurses who experience high levels of conflict report feeling more controlled by their work which results in not being able to fulfill their responsibilities towards the family, because it reduces the quality of family life. Overlapping homes and jobs can degrade performance. For example, difficulties at home can cause workers to spend time at work being less concentrated and in a hurry. Therefore, with increasing pressure and demands in work-family life, one's performance in the work environment is getting lower. This happens because the pressure and demands that come from a person's multiple roles cause a person to not be optimal in completing his work.

This means that the high social support obtained will cause low work stress. Vice versa, if family support is low then work stress will increase. Thus the third research hypothesis, namely social support has a significant and negative effect on nurse work stress, is declared accepted.

### **The Effect of Workload on Nurse Performance in the Covid-19 Isolation Inpatient Room of TK III Reksodiwiryo Hospital in 2021**

The nurse also immediately installs the infusion, then measures the patient's urine, inserts and removes the NGT, inserts and removes the NGT in the patient, changes the infusion fluid, installs the filter pump, installs the infusion pump, replaces the infusion every day, installs the filter pump and infusion pump in the patient, giving warm compresses. Giving warm compresses to patients. All the routines that are carried out and experienced by nurses make them feel that the work is a heavy burden. Based on the researchers' assumptions, it is known that nurses tend to experience stress which has an impact on the physiological response of nurses. The number of jobs exceeding capacity causes the physical condition of the isolation room nurse to be easy experiencing fatigue. Nursing services in isolation rooms are also very complex, which requires more technical skills and knowledge. So much workload, fulfilling needs, handling problems, which ends up very draining both physically and mentally cognitive abilities.

Researchers assume that nurses who have good family support in the world of work will be able to survive stress attacks caused by a heavy workload. Family support as help or assistance that individuals receive from their interactions with the environment.

### **The effect of relocation on the performance of nurses in the Covid-19 isolation inpatient room at the Reksodiwiryo Kindergarten III Hospital in 2021**

Relocation was felt by almost all nurses during the pandemic who provided care for Covid-19 and Non-Covid 19 patients, sacrificing personal and family interests. Nurses have sacrificed safety and are facing the threat of contracting a virus that could end in death. As part of the front line in handling Covid-19 cases, not a few are experiencing fatigue both physically and mentally. The high workload in handling Covid-19 cases and the use of level 3 personal protective equipment (PPE) greatly affect the decrease in body immunity, so that the risk of contracting the virus increases.

TK III Reksodiwiryo Padang Hospital always maintains a high quality of nursing services along with honesty and professionalism in applying nursing knowledge and skills according to individual, family and community needs. Nurses always participate in increasing knowledge and adjusting the management of basic patient needs during a pandemic. The researcher assumes that the Reksodiwiryo Padang III Kindergarten Hospital is trying hard to increase professionalism in providing the best service to the community, by relocating so that patients can be cared for properly by nurses.

### **Conclusion**

The conclusion of this study is that there is an effect of communication on the performance of nurses in the covid-19 isolation inpatient room at Kindergarten III Reksodiwiryo Padang Hospital in 2021. There is an effect of saturation on the performance of nurses in the covid-19 isolation inpatient room at Kindergarten III Reksodiwiryo Hospital Padang in 2021. There is the effect of appreciation and recognition on the performance of nurses in the covid-19 isolation inpatient room at Kindergarten III Reksodiwiryo Padang Hospital in 2021. There is an effect of conflict on the performance of nurses in the covid-19 isolation inpatient room at Kindergarten III Reksodiwiryo Hospital Padang in 2021. There is an effect of income on the performance of nurses in the covid-19 isolation inpatient room at Kindergarten III Reksodiwiryo Padang Hospital in 2021. There is a family influence on the performance of nurses in the covid-19 isolation inpatient room at Kindergarten III Reksodiwiryo Hospital

Padang in 2021. There is an effect of workload on nurse performance in the covid-19 isolation inpatient room at TK III Reksodiwiryio Padang Hospital in 2021. There is an effect of job relocation on the performance of nurses in the covid-19 isolation inpatient room at Kindergarten III Reksodiwiryio Padang Hospital in 2021. The variable that has the most influence on the performance of nurses in the covid-19 isolation inpatient room at Kindergarten III Reksodiwiryio Padang Hospital in 2021 is the load variable Work.

### Thank-You Note

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