ABSTRACT

THE INFLUENCE OF WORKLOAD, WORK ENVIRONMENT AND INTERPERSONAL COMMUNICATION ON NURSE'S WORK STRESS AT PANGLIMA SEBAYA REGIONAL HOSPITAL PASER REGENCY

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When the researchers conducted previous observations, it was found that many nurses at the Panglima Sebaya Hospital complained about several things they felt while working; these include frequent dizziness, headaches, neck tension, irritability and fatigue. One reason is that a nurse is not only tasked with providing health services to patients but also providing services to healthy people, home care services and community services. The objective of the study was to analyze what factors can affect the work stress of nurses.

This study applied a mix method, which combines qualitative research and quantitative research. The data in this study were collected by distributing questionnaires and conducting short interviews to improve the results of the questionnaire in the research process. The populations in this study were 274 nurses. Because the population is large enough, the accidental sampling method was used to draw samples with the results of 100 samples.

The results of this study showed that there is an effect of workload on work stress, with a significance value of 0.011 <0.05 and t count 5.380> t table 1,984. The work environment has an effect on nurse work stress with a significance value of 0.017 <0.05 while t count 2.438> t table 1.984 is a t value. Interpersonal communication has no effect on nurse work pressure with a significant value. 0.813> 0.05 and t value 0.238 <t table 1.984, workload, work environment and interpersonal communication simultaneously affect nurses' work stress. The significance value is 0.000 <0.05, and the calculated F value is 16.509> t Table 2.70.

Keywords: Workload, Work Environment, Interpersonal Communication, Nurse Work Stress

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