The Relationship Between Work Stress And Nurse Performance In Inpatient Units At Hermina Karawang Hospital, 2025

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ABSTRAK
Latar Belakang: Stres kerja merupakan kondisi psikologis yang dapat berdampak negatif terhadap kinerja tenaga kesehatan, khususnya perawat. Tuntutan kerja tinggi, sistem shift, serta beban emosional dari pasien dan keluarga dapat memengaruhi kinerja jika tidak dikelola dengan baik.Tujuan: Mengetahui hubungan stres kerja dengan kinerja perawat rawat inap di RS Hermina Karawang tahun 2025.Metode: Penelitian ini merupakan studi kuantitatif analitik dengan desain cross-sectional. Sampel adalah seluruh perawat rawat inap sebanyak 31 orang yang diambil dengan total sampling. Stres kerja diukur menggunakan DASS-21, sedangkan kinerja dinilai melalui Key Performance Indicators (KPI) rumah sakit. Analisis data menggunakan Fisher's Exact Test.Hasil: Sebagian besar responden mengalami stres ringan (90,3%) dan sebagian kecil stres berat (9,7%). Sebanyak 71,0% perawat memiliki kinerja baik. Tidak ditemukan hubungan signifikan antara stres kerja dengan kinerja perawat (p=0,195). Namun, perawat dengan stres berat memiliki risiko 2,6 kali lebih besar untuk memiliki kinerja tidak baik dibandingkan perawat dengan stres ringan (PR=2,667; 95% CI: 0,956–7,43).Kesimpulan: Tidak terdapat hubungan signifikan antara stres kerja dengan kinerja perawat rawat inap. Faktor lain seperti kepemimpinan, motivasi, dan lingkungan kerja kemungkinan lebih berperan. Dukungan organisasi dan pelatihan manajemen stres direkomendasikan.

Kata kunci : Stres Kerja; Kinerja Perawat; Rumah Sakit; Rawat Inap.

ABSTRACT
Background: Work stress is a psychological condition that may negatively impact health workers' performance, particularly nurses. High job demands, shift work, and emotional burden from patients and families may affect performance if not well managed.Objective: To examine the relationship between work stress and nurse performance in inpatient units at Hermina Karawang Hospital in 2025. Methods: This was an analytical quantitative study with a cross-sectional design. The sample consisted of 31 inpatient nurses selected by total sampling. Work stress was measured using the DASS-21, while performance was assessed through the hospital's Key Performance Indicators (KPI). Data were analyzed using Fisher's Exact Test.Results: Most respondents experienced mild stress (90.3%), while 9.7% experienced severe stress. The majority of nurses (71.0%) had good performance. There was no significant relationship between work stress and nurse performance (p = 0.195). However, nurses with severe stress had a 2.6 times higher risk of poor performance compared to those with mild stress (PR=2.667; 95% CI: 0.956–7.43). Conclusion: There was no significant relationship between work stress and nurse performance in inpatient units. Other factors such as leadership, motivation, and work environment may play a greater role. Organizational support and stress management training are recommended.

Keywords **:** *Work Stress; Nurse Performanc;, Hospital; Inpatient*

PENDAHULUAN

Nurses play a pivotal role as the frontline workforce in hospital services, as their performance directly influences the quality, safety, and continuity of patient care. As healthcare providers who interact most frequently with patients, nurses are required to demonstrate not only clinical competence but also emotional stability, effective communication skills, and the ability to make accurate decisions in dynamic and high-pressure environments.

In practice, nurses are exposed to various job demands, including heavy workloads, shift-based work schedules, time pressure, and high emotional responsibility when caring for patients and their families. These conditions place nurses at considerable risk of experiencing work-related stress. When work stress is not adequately managed, it may negatively affect nurses' cognitive and emotional functioning, leading to decreased concentration, increased risk of errors, reduced

work motivation, and ultimately burnout. Such outcomes can compromise both individual well-being and the overall quality of healthcare services.

Empirical evidence regarding the relationship between work stress and nurse performance, however, remains inconclusive. Several studies have reported a significant association, indicating that higher levels of work stress are linked to decreased nurse performance. In contrast, other studies have found no significant relationship, suggesting that nurses may be able to maintain performance despite experiencing stress, particularly in supportive organizational environments. These inconsistencies highlight the complexity of the relationship between work stress and performance and suggest that contextual and organizational factors may play an important moderating role.

Given these mixed findings and the critical role of nurses in healthcare delivery, further investigation is warranted to clarify the relationship between work stress and nurse performance in different hospital settings. Therefore, this study aims to examine the relationship between work stress and nurse performance among inpatient nurses at Hermina Karawang Hospital, with the expectation that the findings will contribute to evidence-based management strategies for improving nurse well-being and maintaining optimal performance

METODE PENELITIAN

Study Design

This study employed an analytical quantitative design with a cross-sectional approach. The cross-sectional design was chosen to examine the relationship between work stress levels and nurse performance at a single point in time, allowing for efficient data collection and analysis within a limited study period.

Population and Sample

The population of this study comprised all inpatient nurses working at Hermina Karawang Hospital. Given the relatively small population size, a total sampling technique was applied, resulting in a sample of 31 inpatient nurses. This approach ensured that all eligible nurses were included, thereby minimizing sampling bias and enhancing the representativeness of the findings.

Research Variables and Instruments

The independent variable in this study was work stress, which was categorized into mild and severe levels. Work stress was measured using the Depression Anxiety Stress Scale-21 (DASS-21), a standardized and widely validated instrument for assessing psychological stress. The dependent variable was nurse performance, classified into good and poor categories. Nurse performance was assessed based on hospital Key Performance Indicators (KPI), which reflect institutional standards for evaluating professional performance and service quality.

Data Collection and Analysis

Data were analyzed using descriptive statistics for univariate analysis to describe the distribution of work stress levels and nurse performance. Bivariate analysis was conducted using Fisher’s Exact Test to examine the association between work stress and nurse performance. This test was selected due to the small sample size and the categorical nature of the variables.

Ethical Considerations

Ethical approval for this study was obtained from Hermina Karawang Hospital. All participants were informed about the purpose, procedures, and potential risks of the study. Written informed consent was obtained prior to data collection, and confidentiality as well as anonymity of the participants were strictly maintained throughout the research process.

HASIL DAN PEMBAHASAN

HASIL

Based on the results of the bivariate analysis using Fisher's Exact Test, this study found no statistically significant relationship between work stress and nurse performance among inpatient nurses at Hermina Karawang Hospital ($p > 0.05$). This indicates that differences in stress levels, whether categorized as mild or severe, were not associated with variations in performance outcomes as measured by hospital Key Performance Indicators (KPI). In other words, nurses experiencing higher levels of work stress did not necessarily demonstrate poorer performance compared to those with lower stress levels.

Empirically, this finding suggests that nurse performance at Hermina Karawang Hospital remains relatively stable despite the presence of work-related stress. The majority of nurses, regardless of their stress category, were able to meet established performance standards. This condition may reflect a professional work culture in which nurses are accustomed to managing occupational stress as an inherent part of clinical practice, particularly in inpatient care settings that demand high levels of responsibility and adaptability.

The absence of a significant association also indicates that work stress alone may not be a dominant factor influencing nurse performance in this setting. Other factorssuch as individual coping strategies, clinical competence, teamwork, supervision, and institutional performance monitoring may play a more substantial role in determining performance outcomes. As performance was assessed using objective hospital KPI metrics, nurses may have maintained task completion and service quality despite experiencing psychological stress.

These results further imply that stress does not automatically impair work performance when adequate organizational structures are in place. Regular performance evaluations, clear job descriptions, and standardized clinical procedures may help nurses remain focused on work targets, thereby minimizing the observable impact of stress on performance indicators. Consequently, stress experienced by nurses may manifest more in psychological or emotional dimensions rather than in measurable declines in work performance.

Overall, the findings underscore that nurse performance is a multifactorial outcome and cannot be explained solely by stress levels. This result provides an important empirical basis for further discussion on the role of organizational support and contextual factors in buffering the effects of work stress within hospital settings.

PEMBAHASAN

The results of this study indicate that there is no statistically significant relationship between work stress and nurse performance. This finding suggests that variations in stress levels experienced by nurses do not necessarily translate into differences in performance outcomes. The result is in line with previous studies conducted by Aprilia et al. (2025) and Lasri et al. (2022), which also reported that work stress was not a determining factor in nurse performance. These studies emphasize that nurses may still demonstrate optimal performance despite experiencing work-related stress, particularly when adequate coping mechanisms and organizational support are available.

However, the findings of this study differ from those reported by Tedi (2021) and Nurjanah (2022), who found a significant negative relationship between work stress and nurse performance. Such discrepancies may be attributed to differences in research context, including variations in organizational culture, workload intensity, leadership style, and availability of support systems within healthcare institutions. Hospitals with limited staffing, high patient-to-nurse ratios, and insufficient managerial support may exacerbate the negative effects of stress on performance.

From a theoretical perspective, this finding can be explained using the Job Demands–Resources (JD-R) Model, which posits that job demands, such as workload and time pressure, do not inevitably lead to decreased performance when balanced by sufficient job resources. Job resources—including supervisory support, clear performance standards, training opportunities, and a conducive work environment—play a crucial role in buffering the adverse effects of work stress and maintaining employee performance.

In the context of Hermina Karawang Hospital, the absence of a significant relationship between work stress and nurse performance may be influenced by the presence of structured performance evaluation systems based on Key Performance Indicators (KPI), as well as a supportive organizational environment. Clear performance benchmarks and regular evaluations may help nurses maintain focus on professional responsibilities, while organizational support and teamwork can enhance resilience in managing occupational stress. Consequently, even when nurses experience moderate to high levels of work stress, their performance remains within acceptable or optimal standards.

Overall, these findings highlight the importance of organizational factors in mitigating the impact of work stress on performance. Rather than focusing solely on stress reduction, hospital management should continue

to strengthen workplace resources and support systems, such as effective leadership, clear work procedures, and supportive supervision, to sustain nurse performance and service quality. By enhancing these organizational resources, hospitals can help nurses cope more effectively with job demands and maintain consistent performance in high-pressure clinical settings.

SIMPULAN

The findings of this study indicate that there was no statistically significant relationship between work stress and nurse performance in inpatient units at Hermina Karawang Hospital. This result suggests that, within the context of this hospital, work stress alone does not serve as a decisive factor in determining nurse performance outcomes. Nurses were generally able to maintain acceptable performance levels despite experiencing varying degrees of work stress.

Nevertheless, the analysis revealed a tendency indicating that nurses experiencing severe work stress had a higher risk of demonstrating poor performance compared to those with mild stress levels. Although this trend did not reach statistical significance, it remains clinically and managerially relevant, as prolonged exposure to high levels of stress may gradually impair work effectiveness, concentration, and decision-making abilities if left unaddressed.

These findings underscore the importance of organizational factors in mitigating the potential negative effects of work stress. Organizational support, effective leadership, and the availability of stress management programs play a crucial role in helping nurses cope with job demands and maintain performance standards. Supportive supervision, clear communication, fair workload distribution, and opportunities for psychological support may strengthen nurses' resilience in high-pressure clinical environments.

In conclusion, while work stress was not statistically associated with nurse performance in this study, proactive organizational strategies remain essential to prevent the escalation of stress and to sustain nurse performance and quality of care. Hospital management is encouraged to continuously enhance supportive workplace policies and stress management interventions as part of comprehensive human resource and quality improvement efforts.

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