



## Relationship between Nurse Workload and Performance at the Inpatient Installation of PKU Muhammadiyah Delanggu General Hospital

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### ABSTRACT

The purpose of this study is to ascertain how nurses' performance in the inpatient room at PKU Muhammadiyah Delanggu Hospital is related to their workload. 75 respondents were selected using a complete sample methodology in this quantitative associative approach study. A questionnaire was used to gather data, and the Spearman rank test was used for analysis. According to the findings, most nurses had a modest workload (93.3%) and performed well (97.3%). The statistical test revealed a correlation coefficient of 0.619 and a value of  $p = 0.000$ , indicating a strong and significant association between workload and performance. It was determined that nurses performed better when their burden was reduced. It is recommended that hospitals regulate the distribution of tasks, work schedules, and training on a regular basis.

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## INTRODUCTION

Hospitals are important institutions in the health system, which not only provide medical services, but also become centers of resources and knowledge. Nurses play a vital role in hospital services because the quality of service is highly dependent on their performance. However, excessive workloads, including nursing and non-nursing tasks such as administration, can affect nurse performance. Ministry of Health data shows that many nurses are involved in tasks outside of nursing, which has the potential to reduce the quality of services. Previous research has also proven a link between workload and nurse performance.

PKU Muhammadiyah Delanggu General Hospital as a type C hospital with 75 inpatient nurses and more than 3,800 patients in the last quarter of 2024, shows a dense work system and high workload. The performance evaluation for the second semester of 2024 noted that most nurses were considered good, but there were still those who performed adequately. Patient satisfaction surveys also show fluctuating outcomes, indicating the need to evaluate nurses' workload and performance.

At light of this, the study's problem statement asks whether nurse workload and performance at the PKU Muhammadiyah Delanggu Hospital inpatient installation are related. The purpose of this study is to ascertain nurse performance, workload, and the correlation between the two. In addition to enhancing academic references at Duta Bangsa University of Surakarta and serving as a reference for future researchers, the results of this research are anticipated to help hospitals manage workload and enhance nursing performance.

## THEORETICAL REVIEW

### *Hospital*

According to WHO, hospitals are an important part of social and health organizations that provide comprehensive health services, both in curative and preventive forms. Hospitals have complex structures due to their functions that include services, education, and research involving various disciplines (Daud & Naue, 2023; Nisak, 2020).

Based on the type of service, hospitals are divided into general hospitals and specialty hospitals. General hospitals serve various types of diseases, while specialized hospitals focus on specific areas, such as age groups or specific types of diseases (Ministry of Health, 2019). Based on ownership, hospitals are divided into public hospitals (managed by the government) and private hospitals (managed by legal entities in the form of companies) (Salim, 2020). Meanwhile, based on class, public hospitals are classified into four classes, namely classes A, B, C, and D (PP, 2021).

Hospital services include three main forms, namely:

1. Inpatient services, which are treatments for patients who need to stay in the hospital for at least one day to get optimal care (Simbolon & Sipayung, 2022; Ardianti & Harmain, 2023).

2. Outpatient services, which are medical services for patients who do not need to stay overnight, such as consultations or light measures (Tiur et al., 2024).
3. Emergency services, which are quick response services for patients in critical conditions that require immediate treatment, and are the main entrance for patients with emergencies to the hospital (Harigustian, 2021).

### *Nurse*

Nurses are health workers who have an important role in hospital services, especially in inpatient, outpatient, and emergency departments (Pratiwi et al., 2024; Ananta & Dirdjo, 2021). Inpatient nurses have intensive interaction with patients in the provision of nursing care (Aprilia & Yulianti, 2017). The primary duties of nurses include nursing care, nursing management, and community service. Nursing care is provided directly to patients based on nursing science and ethics, nursing management emphasizes a clear organizational structure, while community service encourages nurses to provide excellent service (Panrb, 2014; Togubu et al., 2019; Silaban & Sitorus, 2021; Betan et al., 2023).

### *Performance*

Performance is defined as the results of work achieved by individuals or groups according to the responsibilities, authorities, and goals of the organization (Silaen et al., 2021; Supardi & Anshari, 2022). The performance of nurses themselves is the result of nurses' work in terms of quality and quantity in carrying out nursing functions (Taslim et al., 2023). Performance indicators include six aspects: caring, collaboration, empathy, speed of response, courtesy, and sincerity (Wardhani, 2024).

Some of the factors that affect nurse performance include: motivation, work facilities, quality of human resources, and remuneration (Saragih, 2020). Performance can be categorized into three types: organizational performance, process performance, and individual performance (Wardhani, 2024).

Nurse performance assessment can be conducted through the On Going Professional Evaluation (OPPE) system, which assesses six domains: patient care, clinical knowledge, practice-based learning, interpersonal communication, professionalism, and system-based practice (Kirana & Nugraheni, 2023; Pratiwi, 2023).

### *Efforts to Improve Performance*

Improving nurse performance can be done through various efforts such as training and development, continuous coaching, reducing excessive workload, improving coordination between sectors, improving management, and providing adequate facilities and infrastructure (Purwoko & Chasanah, 2023).

Thus, a thorough understanding of the tasks, influencing factors, and performance improvement assessments and efforts are essential to ensure the quality of nursing services in hospitals.

### ***Workload***

According to Novianti et al. (2023) and Norawati et al. (2021), workload is the quantity and complexity of work that an individual must finish in a specific amount of time, taking into account organizational conditions, time pressure, and responsibilities. Workload in the nursing context refers to all of the tasks that nurses perform while working in the nursing service unit (Hikmat & Melinda, 2020).

### ***Workload Indicators***

Workload can be measured through several indicators, namely:

1. Work conditions: the regularity and clarity of SOPs affect work efficiency.
2. Use of working time: time allocation according to SOP reduces work pressure.
3. Work target: the demand for achieving the target affects the load level.

### ***Factors Affecting Workload***

The workload is affected by two main factors:

1. Internal factors: age, gender, education, and health conditions.
2. External factors: the physical nature of the work (spatial arrangement, work tools) and mental (task complexity, rest time, organizational system).

### ***Types of Workloads***

According to Sriwulandari (2020), the workload consists of:

1. Quantitative: the number of jobs.
2. Qualitative: the difficulty level of the task.
3. Physical: a load that involves the body's capabilities.
4. Mental: psychological distress due to the complexity of work.

### ***Workload Assessment***

Workload assessments are used to measure task efficiency and are carried out based on the following aspects:

1. Physical: the number of patients and their level of dependence.
2. Psychological: social relationships between health workers that can trigger stress.
3. Working hours: the duration of the nurse's productive work.\

Nursalam (2014) emphasized that the number of patients, the level of dependence, and the frequency and duration of treatment measures are important components in the assessment of workload.

### Workload Measurement Method

Three main methods are used:

1. Work Sampling: observation of the time and type of work activities of personnel at regular intervals.
2. Time and Motion Study: direct observation of activities and specific time measurements of each activity.
3. Daily Log: self-recording by nurses of their activities and time in detail.

### Nursing Workforce Needs Planning

According to Hidayati et al. (2023), one method of calculating energy requirements uses the Gillies formula:

$$\text{Nurse Personnel} : \frac{A \times B \times 365}{(365 - C) \times \text{jam kerja/hari}}$$

Information:

- A : Treatment Hours/24 hours (patient-generated treatment time)  
 B : Daily census - BOR X Total TT  
 C : Number of holidays  
 365 : Number of working days in a year

### Theoretical Framework

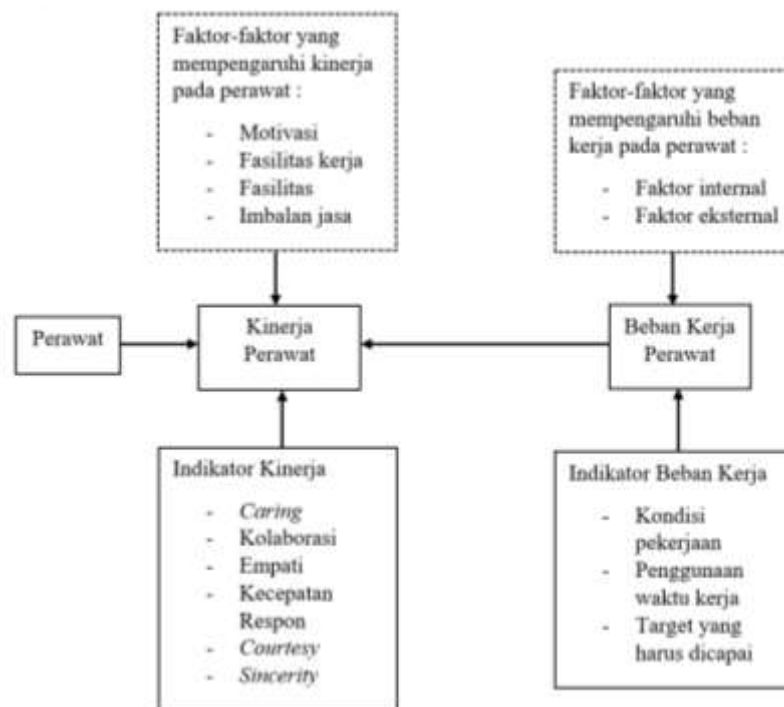


Figure 1. Theoretical Framework

### METHODOLOGY

This study uses a quantitative approach with associative methods and a cross sectional research design, which aims to analyze the relationship between nurse workload and nurse performance in the inpatient installation of PKU Muhammadiyah Delanggu General Hospital. The population in this study is all inpatient nurses as many as 75 people, which is also a sample using the total

sampling technique. Workload was the study's independent variable, and nursing performance was its dependent variable. The data collection tool makes use of a questionnaire that has been deemed valid and reliable after being examined using the Cronbach's Alpha and Pearson Product Moment tests. While secondary data was gathered from medical records and papers, primary data was gathered directly from respondents via questionnaires. To determine the association between the two variables, univariate and bivariate analysis are employed, along with a Spearman rank statistical test. This research was carried out in the inpatient installation of PKU Muhammadiyah Delanggu Hospital from November 2024 to May 2025. The research has also met the ethical aspects of the research by obtaining ethical approval from related parties.

## RESEARCH RESULTS

Research on the connection between PKU Muhammadiyah Delanggu General Hospital's inpatient nurses' workload and performance. A total of 75 inpatient nurses from the Ahmad Dahlan Ward, Hamka Ward, Ar-Fahrudin Ward, Lower New Ward, Upper New Ward, and Posterperal Ward participated in this study as respondents. Gender, marital status, latest educational attainment, length of employment, and workspace were the characteristics of the respondents used in this study. Regarding the state of each respondent's attributes, the following will be discussed:

### *Gender*

Table 1. Characteristics of Respondents by Gender

No	Gender	Frequency (f)	Presentase (%)
1	Man	9	12%
2	Woman	66	88%
Total	75	100%	

Source : Primary Data, 2025

The table above shows that the most respondents are female with a total of 66 people or 88%. Meanwhile, in the male sex, there are 9 people or 12%.

### *Marital Status*

Table 2. Characteristics of Respondents Based on Marital Status

No	Marital Status	Frequency (f)	Presentase (%)
1	Unmarried	9	12%
2	Marry	64	85,3%
3	Life/death divorce	2	2,7%
<b>Total</b>		75	100%

Source : Primary Data, 2025

The table above shows that the most respondents with marital status are married with a total of 64 people or 85.3%. Meanwhile, in the status of unmarried 9 people or 12% and the few who are married in the divorce live/die with a total of 2 people or 2.7%.

### *Final Education*

Table 3. Characteristics of Respondents Based on Last Education

No	Final Education	Frequency (f)	Presentase (%)
1	DIII Nursing	45	65,3%
2	S1 Nursing	7	9,3%
3	Nurse Profession	19	25,3%
<b>Total</b>		75	100%

Source : Primary Data, 2025

The table above shows that the most respondents with the last educational status of DIII with a total of 45 people or 65.3%. Meanwhile, the last education is 19 nurses or 25.3% and the least education is S1 with a total of 7 people or 9.3%.

### *Tenure*

Table 4. Characteristics of Respondents Based on Length of Service

No	Tenure	Frequency (f)	Presentase (%)
1	1-3 years	10	13,3%
2	4-6 years	13	17,3%
3	>6 years old	52	69,3%
Total	75	100%	

Source : Primary Data, 2025

The table above shows that the most respondents have a service status of >6 years with a total of 52 people or 69.3%. Meanwhile, the working period of 4-6 years is 13 people or 17.3%. Meanwhile, the minimum working period is 1-3 years with a total of 10 people or 13.3%.

### *Workspace*

Table 5. Characteristics of Respondents Based on Work Room

No	Ward	Frequency (f)	Presentase (%)
1	Ahmad Dahlan	9	12%
2	Hamka	9	12%
3	Ar-Fahrudin	16	21,3%
4	New Lower Ward	9	12%
5	New Upper Ward	17	22,7%
6	Nifas	15	20%
<b>Total</b>		75	100%

Source : Primary Data, 2025

The table above shows that the most respondents with a working room in the New Upper Ward last year with a total of 17 people or 22.7%. Meanwhile,

Ar-Fahrudin Ward with a total of 16 people or 21.3% and Nurture Ward with 15 people or 20%. Ahmad Dahlan Ward, Hamka Ward, and Lower New Ward with the least number of respondents and the same number of 9 people or 12%.

*Age*

Table 6. Characteristics of Respondents Based on Work Room

No	Age	Frequency (f)	Presentase (%)
1	21-25 years old	7	9,3%
2	26-30 years	23	30,7%
3	31-35 years old	29	38,7%
4	36-40 years old	7	9,3%
5	>40 years old	9	12%
<b>Total</b>		75	100%

Source : Primary Data, 2025

The table above shows that the most respondents aged 31-35 years are 29 people or 38.7%. Meanwhile, at the age of 26-30 years 23 people or 30.7% and at the age of >40 years 9 people or 12%. Ages 21-25 years and 36-40 years old with at least 7 respondents or 9.3%.

*Univariate Analysis*

The frequency distribution of the acquired results is described using univariate analysis. This study examines the relationship between nurse workload and performance in the PKU Muhammadiyah Delanggu General Hospital inpatient installation. The conditions of the respondents' classification findings will be covered in the following:

*Distribution of respondents based on workload*

Table 7. Distribution of Respondents by Workload

No	Workload	Frequency (f)	Presentase (%)
1	Heavy	0	0%
2	Keep	5	6,7%
3	Light	70	93,3%
<b>Total</b>		75	100%

Source : Primary Data, 2025

Based on the results of research at PKU Muhammadiyah Delanggu General Hospital, it can be seen that the workload of inpatient nurses is 93.3% light and 6.7% Moderate.

Table 8. Distribution of Respondents by Performance

No	Performance	Frequency (f)	Presentase (%)
1	Less	0	0%
2	Enough	2	2,7%
3	Good	73	97,3%
Total	75	100%	

Source : Primary Data, 2025

Based on the results of research at PKU Muhammadiyah Delanggu General Hospital, it can be seen that the performance of inpatient nurses is 97.3% good and 2.7% adequate.

### *Bivariate Analysis*

Finding the relationship between two variables—an independent variable and a bound variable—is the goal of bivariate analysis. The link between nurses' workload and performance in the inpatient installation of PKU Muhammadiyah Delanggu General Hospital was investigated in this study using bivariate analysis. The Spearman Rank correlation technique is one of the statistical tests used in this study to determine whether there is a significant relationship between the two variables. If there is, the direction and strength of the correlation will be meaningful. The study's significant level is 0.05. According to the assessment criterion,  $H_a$  is approved and  $H_0$  is denied if the value of  $p < 0.05$ . The findings of Rank Spearman's investigation on the connection between nurses' performance and workload at the PKU Muhammadiyah Delanggu General Hospital inpatient installation are as follows.

Table 9. Spearman Rank Test Results

			Kat_Beban_kerja	Kat_Kinerja
Speaarman's Rho	Kat_Beban_kerja	Correlation Coefficient	1.000	,619*
		Sig.(2-tailed)	.	.000
		N	75	75
	Kat_Kinerja	Correlation Coefficient	,619*	1,000
		Sig.(2-tailed)	0,000	.
		N	75	75

\*Correlation in Significant at the 0,01 level (2-tailed)

Based on the results of the Rank Spearman correlation test, it was shown that there was a significant relationship between the relationship between nurses' workload and performance in the Inpatient installation of PKU

Muhammadiyah Delanggu General Hospital. This is shown by a significant value (p-value) of 0.000. Because the significant value is less than 0.05. Meanwhile, the value of the Spearman correlation coefficient of 0.619 shows that the level of relationship between variables is included in the strong category. It can be concluded that the workload of nurses is strongly related to the performance of nurses.

## **DISCUSSION**

### ***Respondent Characteristics***

#### *Gender*

The results showed that the majority of respondents were women as many as 66 people (88%). This is consistent with previous research by Sitohang (2019), which stated that the nursing profession is still dominated by women. Women tend to have a maternal attitude, are full of empathy, and apply a high concept of caring in caring for patients, so they are very suitable in nursing services (Walangara et al., 2022). However, women also have a dual role that can affect work motivation in the event of a conflict between roles at home and work (Nugraheni, 2024). Meanwhile, male nurses are considered more physically dexterous, but female nurses use more consideration and feelings in making decisions (Fathonah et al., 2020).

#### *Marital Status*

A total of 64 nurses (85.3%) are married. Married nurses usually have emotional support from their partners, which serves as a protective factor in managing stress and improving performance (Aisyah & Laksana, 2025). In contrast, unmarried or divorced nurses are more susceptible to stress due to a lack of social support (Najoan et al., 2024).

#### *Final Education*

Most nurses have a DIII Nursing education (60%). This is in line with national data that the majority of nursing personnel in Indonesia come from DIII graduates (Oktariq et al., 2022). Even so, nurses with a S1 education level or the profession of Nurse have better performance due to higher skills and understanding of nursing management and patient services (Welembuntu & Iswanto, 2020).

#### *Tenure*

A total of 52 people (69.3%) have worked for more than 6 years. A long working period indicates the accumulation of experience, which can increase the accuracy and efficiency of work (Yani & Indaryani, 2020). However, too long working hours also risk causing emotional and physical fatigue that leads to burnout (Liana, 2020).

#### *Age*

Most nurses are in the age range of 31–35 years. This age is a productive period that reflects maturity and maturity of thinking, so it is expected to show

optimal performance (Cahyaningrum, 2022). As we get older, decision-making skills at work also increase (Imandinan et al., 2022).

### ***Univariate Analysis***

#### *Variable X – Workload*

The results of the analysis showed that most nurses (93.3%) had a light workload, and only 6.7% had a moderate workload. Light workload is achieved when indicators such as working conditions, work time usage, and work targets are partially met. A high workload has the potential to cause physical and mental fatigue, while a workload that is too low can also cause boredom due to monotonous work (Fadilla & Nurmalasari, 2024). The workload greatly affects the quality of services and the work outcomes of nurses (Dewi et al., 2024).

#### *Variable Y – Nurse Performance*

As many as 97.3% of nurses showed good performance, while the other 2.7% had sufficient performance. Good performance reflects the fulfillment of six key indicators: caring, collaboration, empathy, speed of response, courtesy, and sincerity. The performance is quite apparent because it is not optimal in the aspect of empathy and quick response. Factors that drive good performance include high motivation, supervision of the head of the room, and professional demands from the hospital (Sakti, 2023). Other factors that also affect performance are skills, perceptions, workload, and reward systems (Saragih, 2020).

### ***Bivariate Analysis***

A correlation value of 0.619 and a significance value of 0.000 ( $<0.05$ ) were found using the Spearman Rank statistical test. This shows that workload and nurse performance are strongly and significantly correlated. Performance will be better when the workload is seen as being lower. These findings support those of Sakti (2023) and Bunawati (2019), who found a positive association even in the moderate category and a comparable relationship in other hospitals.

### ***Research Limitations***

This research has several limitations that need to be considered:

1. Data was obtained from the perception of the nurse which was subjective.
2. The researcher could not assist in filling out the questionnaire directly due to the time and location limitations of the respondents.
3. The study was only conducted in inpatient wards, excluding other service units in hospitals.

### ***Implications for Hospital Administration***

#### *Effective Workload Management*

Hospitals need to distribute nurses' duties and responsibilities fairly and according to the number of patients and the complexity of the case. This aims to prevent work fatigue and maintain optimal performance of nurses.

#### *Provision of Facilities and a Supportive Work Environment*

Management needs to ensure the availability of medical equipment, proper workspaces, and efficient nursing information systems. A comfortable work environment will increase the morale and productivity of nurses.

#### *Periodic Evaluation and Monitoring*

Evaluation of nurses' performance and workload needs to be carried out regularly through surveys and observations from direct supervisors. This is important to identify problems early and take corrective actions to maintain the quality of service and the welfare of nursing personnel.

### **CONCLUSIONS**

Based on the results of the research on the relationship between nurses' workload and performance at the Inpatient Installation of PKU Muhammadiyah Delanggu General Hospital, the following conclusions were obtained;

1. The workload of nurses at the Inpatient Institution of PKU Muhammadiyah Delanggu General Hospital is mostly in the light workload category, which is 93.3% while the remaining 6.7% is in the medium category, and no nurses experience heavy workload.
2. The performance of nurses in the Inpatient Installation of PKU Muhammadiyah Delanggu General Hospital is mostly in the good category, which is 97.3% and 2.7% is in the adequate category. No nurse has underperformed.
3. Nurses' workload and performance at PKU Muhammadiyah Delanggu General Hospital's inpatient installation are closely correlated. The cholera coefficient value was 0.619, the p value was less than 0.05, and the significance value was 0.000. This demonstrates that a nurse's performance improves with a reduced workload.

### **RECOMMENDATIONS**

#### For Hospitals

1. Perform more efficient workload management by adjusting the number of nurses based on the number of patients.
2. Provide training on a regular basis to improve skills and maintain performance.
3. Provide comfortable and supportive work facilities, as well as pay attention to the physical and mental well-being of nurses.

#### For Nurses

1. Improve time management capabilities so that workloads don't affect workloads.
2. Maintain physical and mental health and actively participate in training or self-development to improve the quality of service.

## FURTHER STUDY

1. It can expand the scope of the research to other units such as emergency rooms, ICUs or outpatient units.
2. Using quantitative and qualitative mixing methods to obtain more in-depth and objective results.

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