

The Relationship Between Performance And Stress Levels In Health Workers at Rsi Loano Purworejo Regency

¹Ahmad Kurniawan Saputro*, ²Ratih Widayati, ³Nina Anggraeni Noviasari

Universitas Muhammadiyah Semarang, Indonesia

Email : nawankurniawan10@gmail.com

ABSTRACT

Burnout syndrome affects 83% of Indonesian health workers, as documented by the Occupational Medicine Masters Program at the University of Indonesia's Faculty of Medicine. This phenomenon contributes significantly to declining work performance, primarily caused by elevated work stress, reduced working hours, and work-from-home systems. Health workers face mounting pressure from increasingly demanding job responsibilities, requirements for rapid emergency responses, and the necessity to make critical decisions under time constraints. These factors collectively intensify occupational stress and compromise their ability to deliver optimal healthcare services. This study examined the relationship between work performance and stress levels among health workers at Loano Islamic Hospital, Purworejo. An analytical observational study with a cross-sectional design was conducted involving health workers employed at the hospital during the study period. Data on work performance and stress levels were collected and analyzed using the Spearman Rank correlation test to determine the strength and direction of the relationship between variables. The Spearman correlation coefficient ($r = 0.963$) indicated a very strong negative correlation between work performance and stress levels ($p = 0.000$; $p < 0.05$). This statistical finding demonstrates that as performance quality increases, stress levels among health workers significantly decrease. There is a significant inverse relationship between work performance and stress levels among health workers at Loano Islamic Hospital, Purworejo. Higher work performance is associated with lower stress levels, suggesting that interventions to improve performance management and reduce workplace stressors could enhance both employee wellbeing and healthcare service quality.

Keywords: Performance; Stress Levels; Health Workers

INTRODUCTION

The decline in the performance of health workers in Indonesia has increased significantly. The results of the research team of the Master of Occupational Medicine Program of the Faculty of Medicine, University of Indonesia (MKK FKUI) show that as many as 83% of health workers in Indonesia experience burnout syndrome moderate and severe degrees so that this causes a decrease in the performance of health workers. In addition, this also results in quality of life and work productivity in health services (Riastri, 2020).

Employee performance has experienced a very significant decline. This is not only due to increased work stress, but also due to the reduction in working hours and the work-from-home system or Work from home. Data from the Indonesian National Central Statistics Agency as many as 38.30% of companies took action against employees, namely 22.20% reduced working hours, 6.98% implemented fixed salary WFH and another 6.04% implemented WFH with a reduction in employee salaries, this is what makes employee performance decrease. The decline in employee performance also had an impact on company revenue, which was as much as 67.77% of SME-scale companies experienced a decline during the third quarter of 2020 (Analysis of the Results of the Survey on the Impact of COVID-19 on Business Actors Volume II, 2020).

The work stress that occurs in health services is caused by increasingly high work and is

required to be responsive and quick to respond in emergencies, and must make decisions in a hurry that causes health workers to be more depressed, besides that the risk of health workers being exposed to the COVID-19 virus is also one of the factors causing stress in health workers. This is in accordance with research conducted by Setianingsih, et al, 2022 where the results of research data analysis showed that all health workers were included in the category of heavy work stress as many as 30 people (100%). In addition, the results of research from David, et al, 2019 showed that of 46 health worker respondents, 36 of them experienced work stress or 73.5%. Health workers work under pressure, exposed to high stress, inadequate protective equipment, discommunication, sometimes without proper training, increased workload, and long working hours. Health workers are also required to comply with health protocols which make it difficult for them to live it because at the time of fulfilling their basic needs there are disturbances that hinder them. This can lead to increased stress levels (Wijayanti et al., 2022).

The impact of stress on health workers affects performance in health services. The impact of stress on health workers in hospital services or health services has become bad and is decreasing. This results in poor patient satisfaction and public assessment of health services. In line with the results of a study conducted by Hakman et al, 2021, it shows that there is an influence of work stress on nurse performance. The results of the study showed that there was a tendency that nurses who experienced mild stress would have decreased performance (Wijayanti et al., 2022).

In addition, one of the other factors causing stress for health workers in the near future is COVID-19. The performance of health workers also decreased as a result of increased stress levels in dealing with pressure due to COVID-19, especially health workers who were related to confirmed cases of COVID-19. This is due to the high risk of transmission of COVID-19 infection, inadequate PPE, lack of experience in managing and controlling COVID-19 disease, longer working hours, the emergence of stigma due to being in the COVID-19 environment, and social support from the surrounding environment that is still lacking. These factors can result in increased psychological problems in health workers such as anxiety, fear, insomnia, and depression which can ultimately affect performance. The psychological and overall health burden of health workers is emotionally exhausted, which can lead to a lack of optimal care for patients, so this greatly affects performance and affects patient satisfaction (Wijayanti et al., 2022).

Based on the description above, the researcher is interested in finding out the relationship between Performance and Stress Level in Health Workers at RSI Loano, Purworejo Regency.

RESEARCH METHOD

This quantitative observational study employed a cross-sectional design conducted at Loano Islamic Hospital, Purworejo Regency, from November 7 to December 25, 2022. The population consisted of all 51 health workers at the hospital, with samples selected using total sampling technique.

Performance was measured using a performance assessment questionnaire, while stress levels were assessed using the Indonesian-translated Perceived Stress Scale 10 (PSS-10) (Chan & Greca, 2020). Data analysis included descriptive analysis for univariate data and Spearman Rank correlation test for bivariate analysis to examine the relationship between variables.

Ethical approval was obtained from the Health Research Ethics Committee of the Faculty of Medicine, Universitas Muhammadiyah Semarang (No.098/EC/KEPK-FK/UNIMUS/2022).

RESULT AND DISCUSSION

In table 1, the characteristics of the respondents are known, the highest percentage of respondents' gender, namely women at 74.5% (38 people), while the lowest percentage is male respondents worth 25.5% (13 people). The education level of the respondents in this study was categorized into 3 groups, namely: 1) basic education (elementary and junior high school/MTs); 2) secondary education (SMA/SMK); 3) higher education (Bachelor). The results of the analysis are known that all respondents in this study have higher education (Bachelor) of 100% (51 debts). The marriage status of this study is classified into two types, namely: unmarried and married. The results of the analysis found that the highest percentage for marital status was 68.6% of married respondents (35 people), while the lowest percentage was unmarried respondents of 31.4% (16 people). The age of the respondents in this study was classified into two, namely respondents who were ≤ 30 years old and >30 years old. The results of the analysis showed that the highest percentage was found in respondents aged ≤ 30 years old at 82.4% (42 people). Meanwhile, the lowest percentage of respondents aged > 30 years was 17.6% (9 people). Performance is grouped into three, namely poor performance, medium performance and good performance. The results of the analysis showed the highest percentage of good performance which was 88.2% (45 people) followed by moderate performance of 11.8% (6 people) and the lowest poor performance of 0% (0 people).

Table 1. Respondent Characteristics

Respondent Characteristics	n	%
Gender		
Man	13	25,5
Woman	38	74,5
Education Level		
Basic Education	0	0
Secondary Education	0	0
Higher Education	51	100
Marital Status		
Unmarried	16	31,4
Marry	35	68,6
Age		
≤ 30 years	42	82,4
> 30 years old	9	17,6
Performance		
Poor Performance	0	0
Sufficient Performance	6	11,8
Good Performance	45	88,2
Stress Levels		
Mild Stress	3	5,9
Moderate Stress	38	74,5
Heavy Stress	10	19,6

Based on table 2, it is known that the average performance of health workers at the Loano Purworejo Islamic Hospital is 40.16. The average stress level of health workers at the Islamic Hospital of Loano Purworejo was 22.25. A statistical test with *Spearman Rank correlation*

analysis was found to be the *p-value* in Table 7 showing $p < \alpha$ ($0.000 < 0.05$), so it was concluded that there was a relationship between performance and stress levels in health workers at the Loano Purworejo Islamic Hospital.

Table 2. The Relationship between Performance and Stress Levels of Health Workers at the Islamic Hospital Loano Purworejo

Variable	N	Mean	p-value	R
Performance	51	40,16	0,000	0,963
Stress Levels		22,25		

The correlation coefficient (*r*) of the relationship between performance and stress level in health workers was 0.963. The interpretation of the correlation coefficient is very strong between 0.76 – 0.99. The correlation result of 0.963 shows that the strength of the relationship between performance variables and the level of stress of health workers is very strong. The direction of correlation in the results of the analysis of this variable is negative (-), so it is concluded that the higher the performance (good), the lower the stress level of health workers.

In this study, women who experienced stress were 72.9% or 35 people while men who experienced stress were 27.1% or 13 people. Gender has an influence on stress levels, women experience a higher percentage of stress levels than men. This is due to several factors, including the difference in stress response between women and men which is closely related to several things, namely activities *HPA axis*, regulation of the sympathetic nervous system and the hormone cortisol, and with blood pressure and heart rate. It was found that the response was higher *Autonomic* and *HPA* in adult men compared to adult women, so in psychosocial stressor activities will also have an effect on *Performance* somebody. In addition, in women sex hormones can reduce the sympathoadrenal response and *HPA* that trigger *Feedback* negative cortisol to the brain decreases, so the tendency of women to experience stress easily (Hall, 2011). This research was strengthened by the results of the research on lusia and susi, referring to the results of the research, it was found that the level of stress occurred higher in women than men, namely 50.3% (70 people) and 4.9% (2 people) (Nasrani, 2015).

Changes in an individual's outlook on life and mindset are one of the factors caused by the level of education. The high level of education can change a person's mindset from traditional to more advanced, so seeing problems from various points of view is not only from one side (Vierdelina, 2008). The results of this study are all university graduates (100%). With a stress level of 19.6% (10 people). In line with research by Rarahayu, et al (2017) from 24 people in higher education, 17.9% (5 people) of them experienced stress (Candraditya & Dwiyaniti, 2017).

In this study, the results of married respondents experienced stress of 66.6% (32 people), while unmarried respondents experienced stress of 33.4% (16 people). This can be caused by factors that come from the family, a less harmonious marriage relationship and a burden in the family that makes a person experience increased stress. In addition, in a married person, the support provided by their partner does not have much effect on the work stress experienced by their work (Nasrani, 2015). Therefore, the number of respondents who are married and stressed is higher than the number of respondents who are stressed and unmarried. In line with research from intan (2017) stated that respondents who were married and experienced stress were 60% (6

people) while unmarried and experienced stress by 40% (4 people)(Suci, 2018).

In this study, it was also found that respondents who had $\leq$ age of 30 years had a higher level of stress, which was 82.3% (42 people). The results of this study are supported by the results of research by Habibi & Jefri (2018), which showed that respondents aged ≤ 35 years have more work stress (45%) than respondents aged >35 years (28.75%) (Habibi & Jefri, 2018). There is a relationship between age and an individual's tolerance to stress. Usually, stress is easier to control by people who are older than older people or children. The older the adult will show that the person has a more mature soul, which means that he will be more able to control emotions, be wiser, and be able to think rationally (Gatot & Adisasmito, 2020).

From gender, it is known that respondents who have quite the same performance are found in the male and female genders with a percentage of 50% each (3 people). Respondents who had good performance were more shown in the female gender, which was 77.8% (35 people), there were no female or male genders with poor performance. From these results, it is obtained that good performance is more in women. This is because individual factors affect the results of a person's performance. These individual factors include demographic expertise and background, demographics include gender and age of origin (Notoatmodjo, 2012). In line with the results of research (Soeprodjo, 2017), women who performed well were 75% (6 people), while men who performed well were less at 25% (2 people) (Soeprodjo et al., 2017).

The level of higher education with good performance was larger, namely 88.2% (45 people) while the level of higher education with sufficient performance was 19.8% (6 people), there were no higher education respondents with poor performance. From these results, the level of higher education performs better because a person who is more highly educated will have better performance (Candraditya & Dwiyaniti, 2017). In line with the research results (Heriyana, 2021), the results of the study show that higher education that performs well is 36.6% (15 people) while those who have poor performance are 2.4% (1 person) (Amir & Ningsih, 2021).

The characteristics of marital status according to performance are known to respondents who have a fairly partial performance that is 100% married (6 people). The respondents who had the most good performance were shown in respondents who were married, which was 64.4% (29 people). This is because a married person has a higher level of maturity in thinking than an unmarried person, besides that a married person makes work and responsibilities valuable and more important than an unmarried person. This study was strengthened by the results of fisella's research, et al, married respondents had a good performance of 90.2% (19 people) while unmarried respondents had a good performance of 7.8% (2 people) (Kumajas & Warrouw, 2019).

Age characteristics according to performance are known to respondents who have sufficient performance as long as >30 years old by 100% (6 people). Respondents who performed well were more found in respondents aged ≤ 30 years, which was 93.3% (42 people), while respondents who were >30 years old with good performance were 6.7% (3 people). Performance is the achievement of a person's work results which is measured based on quantity and quality. Increasing age will also affect its psychological and physical aspects. This physical aspect is what determines the quality of an individual's performance. However, getting older does not mean that the individual has better knowledge than younger people, because the tendency to catch and remember better new information is mostly found at a younger age than older (Nasrani, 2015). This research is supported by previous research by (yusril, 2022) aged ≤ 30 years have a relatively better level of performance than >30 years old (Meutia et al., 2022).

The purpose of this study is to see the relationship between performance and the stress level of health workers at the Loano Purworejo Islamic Hospital. Based on the results of statistical analysis based on the Spearman Rank correlation test, a *p-value* of $p < \alpha$ ($0.000 < 0.05$) was obtained, so it was concluded that there was a link between performance and stress levels in health workers at the Andano Purworejo Islamic Hospital. The correlation coefficient (*r*) of the relationship between performance and stress level in health workers was 0.963. The interpretation of the correlation coefficient is very strong between 0.76 – 0.99. The correlation result of 0.963 shows that the strength of the relationship between performance variables and the level of stress of health workers is very strong. The direction of correlation in the results of the analysis of this variable is negative (-) so it can be concluded that the higher the performance (good) so that the lower the stress level of health workers.

The results of this study found that the number of health workers who performed well was more than 35 people (77.8%), while severe stress was 10 people (22.2%). The results of this study were strengthened by another study that found the majority of responses performed well in 87 people (71.5%), and the level of work stress was related to the performance of nurses in the inpatient ward of the Waluya Sawahan Nursing Home, Malang Hospital (Nurcahyani et al., 2016). Excess workload can cause stress in the workplace, which can affect individual performance. Where individual performance is determined by the comfort of a supportive and conducive work environment for him to be able to carry out his duties properly. So a worker who feels pressured by his work can trigger the person to experience work stress which is shown by an attitude of frequent absenteeism, low productivity, dissatisfaction, and pessimism. Where people who experience stress can also affect their health problems. Usually the tension arises due to an excessive workload.

In line with Isnaini's research results *et al* (2021), shows that there are 23 employees at the University of Jember Medical Center who are indicated to be under heavy work stress and 5 people with moderate stress (Isnaini et al., 2021). This result is supported by Kionis' statement *et al* (2015), that the health profession is one of the professions that is categorized as the most susceptible to stress. Because they have responsibility for human life and there are inappropriate actions in handling them that will have a serious impact on their patients, therefore the health workforce is considered the most vulnerable to stress and fatigue easily (Koinis et al., 2015). These results are reinforced by Liu's research study *et al* (2019), that work stress is most vulnerable to being experienced by health workers. It was significantly shown where moderate stress ($p=0.000$) was experienced by health workers (Liu et al., 2019). Ribeiro et al (2018), also found that most health workers experienced low stress worth 72.7%, severe stress 16.2% and moderate stress 11.2% (Riberio et al., 2018).

Stress is a psychological problem that often occurs in an individual. This stress occurs due to feelings of anxiety and depression that are perceived and felt by the person. Where this is a form of general indication and the beginning of psychological and mental health disorders. Stress in human survival is an important thing for efforts to increase vigilance. An individual can make various efforts to reduce psychological tension or stress in his life, namely by coping stress. Coping stress is defined as an effort to overcome and handle various kinds of psychological problems according to the ability of the person himself as well as possible (Andriyani, 2019).

A person who experiences a stressful condition can cause unfavorable effects on their health, both psychologically and physiologically. These negative effects are unlikely to be allowed to occur continuously by the individual, so he will try to take action to relieve the stress.

Where the actions taken by the person are called coping strategies. Coping strategies are often influenced by social factors, self-concept, personality, environmental factors, experience in dealing with problems, or cultural backgrounds that greatly affect a person's potential in dealing with his problems (Maryam, 2017). Work stress is influenced by external and internal factors. External factors can be in the form of job characteristics and organizational characteristics. Meanwhile, internal factors can be in the form of attitudes and creativity at work, interpersonal relationships, nutritional and health needs, knowledge, motivation, skills, lack of confidence, or education. Stressors can be a cause of stress in carrying out work, both psychologically and physically. Meanwhile, on the other hand, stress also affects the performance of nurses at work (Giordano, 2005).

Lai's research study *et al* (2020), stated that there is a high risk experienced by health workers related to psychiatric problems, such as mild to severe stress, because they face various pressures in their work. These work pressures include the need to handle various situations and cases appropriately and quickly, high work rhythms, long working hours, and heavy workloads (Yang et al., 2017). Different results are shown from Isnaini's research *et al* (2021), which stated that 5 health workers had moderate stress (17.9%), while the rest had severe stress (82.1%). However, the results of this study show that work stress has no effect on the decline in the performance of health workers where the sig value is produced. 0.725 ($P > 0.05$) (Isnaini et al., 2021). If health workers who have been indicated for work stress but still have a good level of attendance, then work stress does not have a significant effect on the performance of the health worker. In addition, if a person experiences stress, he will find various efforts to deal with his stress, for example being proactive and communicating more openly. Strategies that are oriented towards problem management can encourage the satisfaction, commitment, and affective loyalty of health workers in the organization, so that health workers remain performing

CONCLUSION

The majority of health workers at RSI Loano have good performance and the majority have moderate levels of stress. There is a very strong relationship between performance and stress levels in health workers at the Loano Islamic Hospital, Purworejo Regency. The direction of correlation in the results of the analysis of this variable is negative (-), so the conclusion is that the higher the performance (good) so that the lower the stress level of health workers.

REFERENCE

- Amir, H., & Ningsih, S. (2021). The Relationship between Education and Training and Improving Nurse Performance in the Melati Room of Kotamobagu City Hospital. *IKBIS Journal*, 11(1), 344–348.
- Analysis of the results of the survey on the impact of COVID-19 on Business Actors volume II.* (2020). <http://www.bps.go.id>
- Andriyani, J. (2019). Stress coping strategies in overcoming psychological problems. *At-Taujidi Journal*.
- Candraditya, R., & Dwiyaniti, E. (2017). The Relationship between Education Level, Working Period and Noise Level with Work Stress at PT.X. *Journal of Health Research*, 15(1), 1–9.
- Chan, S., & Greca, L. (2020). Perceived Stress Scale (PSS). *Encyclical Behav Med*, 1646.
- Gatot, D., & Adisasmito, W. (2020). The Relationship of Nurse Characteristics, Job Content and

- Work Environment to Nurse Job Satisfaction in the Inpatient Installation of Gunung Jati Cirebon Hospital. *Journal of Health Medicine*, 9.
- Giordano, F. (2005). Oxygen, oxidative stress, hypoxia, and heart failure. *J Clin Invest*, 115, 500–508.
- Habibi, J., & Jefri. (2018). Analysis of Risk Factors for Work Stress in Workers in the Production Unit of PT. Borneo Melintang Buana Export. *JNPH*, 6(2), 50–59.
- Hall, J. (2011). *Guyton and Hall Textbook of Medical Physiology* (12th ed.). Elsevier Saunders.
- Isnaini, A., Kusumastuti, I., & Wiji, I. (2021). The Relationship Between Work Stress and the Performance of Health Workers at the University of Jember Medical Center. *Journal of Agromedicine and Medical Sciences*, 7(1), 22–26.
- Koinis, A., Giannou, V., Drantaki, V., Angelaina, S., & Stratou, E. (2015). The impact of healthcare workers job environment on their mental-emotional health. Coping strategies: the case of a local general hospital. *Health Psychology Research*, 3(1), 12–17.
- Kumajas, F., & Warrouw, H. (2019). The Relationship of Individual Characteristics with the Performance of Nurses in the Inpatient Room of Datoe Binangkang Hospital, Bolaang Mongondow Regency. *J Chem Inf Model*, 53(9), 1689–1699.
- Liu, J., Zhu, B., & Wu, J. (2019). Job satisfaction, work stress, and turnover intentions among rural health workers: a cross-sectional study in 11 western provinces of China. *BMC Fam Pract*, 20(9).
- Maryam, S. (2017). Coping Strategies: Theory and Resources. *Journal of Counseling Andi Matappa*, 1(2).
- Meutia, K., Alqorrib, Y., Fauzi, A., & Langi, Y. (2022). The Influence of Employee Age and Employee Attendance on Employee Performance. *JEMSI*, 3(6), 674–681.
- Nasrani, L. (2015). Differences in stress levels between men and women in yoga participants in Denpasar City. *Physiology Section, Faculty of Medicine, Udayana University*.
- Notoatmodjo, S. (2012). *Health promotion and health behavior*.
- Nurchayani, E., Widodo, D., & Rosdiana, Y. (2016). The relationship between work stress levels and nurse performance. *Journal of Care*, 4(1), 42–50.
- Riastri, A. (2020). The Performance of Health Workers in the Era of the Covid-19 Pandemic Reviewed from Perceived Stigma and Knowledge About the Corona Virus with Anxiety as an Intervening Variable. *Univ 17 August 1945*, 9, 1–14.
- Riberio, R., Marziale, M., Martins, J., Galdino, M., & Riberio, P. (2018). Occupational stress among health workers of a university hospital. *Rev Gaucha Enferm*, 39(65127).
- Soeprodjo, R., Mandagi, C., & Engkeng, S. (2017). The Relationship Between Gender and Work Motivation and Nurse Performance at Prof. Dr. V. L. Ratumbusang Mental Hospital, North Sulawesi Province. *Kesmas*, 6(4).
- Suci, I. (2018). Analysis of the relationship between individual factors and mental workload with work stress. *The Indonesian Journal of Occupational Safety and Health*, 7(2), 220–229.
- Vierdelina, N. (2008). Overview of Work Stress and Factors Related to It in Patas 9B Bus Drivers. *FKM UI*.
- Wijayanti, R., Hestningsih, R., Yuliawati, S., & Kusariana, N. (2022). Factors Related to Anxiety Levels in Health Workers during the COVID-19 Pandemic (Study at Dr. Moewardi Surakarta Hospital). *Journal of Community Health Epidemiology*, 7(1), 465–470.
- Yang, T., Guo, Y., Ma, M., Li, Y., & Tian, H. (2017). Job Stress and Presenteeism among Chinese Healthcare Workers: The Mediating Effects of Affective Commitment. *Int J Environ Res*

Public Health, 14(9), 978.

Copyright Holder:

Vivi Meilinda, Liska Marlindasari (2025)

First Publication Right:

Jurnal Health Sains

This article is licensed under:

