# THE INFLUENCE OF ROLE STRESS ON NURSE PERFORMANCE AT ISLAM FAISAL HOSPITAL MAKASSAR CITY

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*Abstract*

This study aims to determine whether role stress has an influence on the performance of nurses at the Faisal Islamic Hospital in Makassar City. The population in this study was 23 people, so a saturated sample was used to take the population as the sample. Data collection used by using observation and questionnaire methods. The data analysis technique used is simple linear regression analysis using Statistical Product and Service Solution (SPSS). The results of this study indicate that the role stress variable (X) has a negative and significant effect on the performance of nurses (Y) at Faisal Islamic Hospital Makassar City. Based on the results of the regression test, it was found that role stress (B = -0.586 and Sig. 0.000) had a negative and significant effect on nurse performance.

**Keywords**: *Role Stress, Performance*

## INTRODUCTION

The hospital is a professional health care institution whose services are provided by doctors, nurses and other health professionals. The history of the development of hospitals in Indonesia was first established by the VOC in 1626 and then also by the British army during the Raffles era primarily intended to serve military members and their families free of charge. If the indigenous people need help, they are also given free services. This continues with the hospitals set up by religious groups, which charge no fees to the poor and homeless who need help.

Faisal Islam Hospital is a privately owned general hospital and is a type B hospital located in Makassar, South Sulawesi, which has 481 nurses consisting of female nurses and male nurses, permanent nurses, contract nurses, and probationary nurses. The performance of nurses at the Faisal Islamic Hospital in Makassar City is also often in the public spotlight. Several patients and their families complained about patient dissatisfaction with the performance of nurse services at the hospital.

The application of ethics as a form of professional nurse attitude is a very important and fundamental part of providing nursing care where patient values are always considered and respected. The Indonesian nursing code of ethics, one of which regulates the relationship between nurses and patients including nurses in providing nursing services, is expected to always respect human dignity, maintain an environment that respects patient values, and is responsible for patients who need nursing care.

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Based on the results of interviews with the person in charge of the nurse's shift, they said that all work shifts have the potential to be exposed to role pressure because it depends on the number of patients who come, while the nurse on duty in each shift is only a maximum of 6 nurses, but indeed the greater potential is in shifts. night work due to the many problems that often occur, and other reasons such as fatigue and sleepiness.

So that in the case of role pressure, the limited resources needed and the difficulty of fulfilling role demands will lead to conflict, both personal conflict and interpersonal conflict. One of the causes of conflict in organizations is the uneven division of tasks within the organizational bureaucracy. This often happens in a hospital, so that patients sometimes complain because the quality of health workers is still relatively low.

## LITERATURE REVIEW AND HYPOTHESIS

Role is a dynamic aspect of position or status. When a person carries out his rights and obligations according to his position, then that person has carried out a role. Roles and positions depend on each other. A role is a job that is carried out dynamically according to the status or position held. The status and position are in accordance with social order, even in the order of action all of them are adjusted to different roles (Soekanto, 2009). Stress is a mental disorder that a person faces due to pressure. According to Hasibuan (2011), stress is a condition of tension in a person that affects emotions, thought processes, and conditions. Those who experience stress experience nervousness, chronic worry, irritability, aggressiveness,

Role conflict is a conflict faced by an employee if two or more sets of expectations contradict one another (Suwarto, 2010). If other people have different perceptions or expectations about a person's role, that person tends to experience role conflict, because it is difficult to fulfill one expectation without rejecting another. Role ambiguity is a lack of understanding of one's rights and obligations to carry out work so that one becomes confused and unsure (Suwarto, 2010). As with role conflict, role ambiguity tends to lead to tension and adaptive behavior. Role excess, namely the burden that is too much to do or not enough time to complete the job.

Stress is an adaptive response, mediated by individual differences and psychological processes, namely the consequences of any activity (environment), external situation or event that imposes psychological demands. Some of the impacts or consequences of stress at work according to Suwarto (2010) include: a)     The subjective impact of anxiety, aggression, boredom, depression, fatigue, frustration, loss of temper, low self-esteem, nervousness and feeling lonely. b) Behavioral effects: tendency to get into accidents, alcoholism, drug abuse, sudden emotional outbursts, overeating, excessive smoking, impulsive behavior, laughter, nervousness. c) Cognitive impact: ability to make clear decisions, poor concentration, short attention span, overly sensitive to criticism, mental block.

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┌─────────────────────┐                    ┌─────────────────────┐
│                     │                    │    EMPLOYEE         │
│  ROLE STRESS (X)    │ ─────────────────▶ │  PERFORMANCE (Y)    │
│                     │                    │                     │
└─────────────────────┘                    └─────────────────────┘
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**Figure 1. Schematic Framework**

Based on the assumptions and opinions of the experts above, the hypotheses to be tested in this study are:

H0: There is no negative and significant relationship between role stress on the performance of nurses at the Faisal Islamic Hospital, Makassar City.

Ha: There is a negative and significant relationship between role stress on the performance of nurses at Faisal Islamic Hospital, Makassar City.

## RESEARCH METHODS

Based on each of the variable indicators above, the researcher then compiled questions in the form of a questionnaire to measure the variables studied. The scale used in this study is the Likert scale which relates to one's statement of attitude towards something, for example agree-disagree, like-dislike, good-bad. So to find out the size of the respondents' answers, the researcher will use an instrument in the form of a questionnaire in which these measurements will be measured using a Likert scale.

The data collection technique is the method used to obtain the data needed in a study using a particular tool. Data collection techniques used in this study are as follows:

1. Observation

   Observation is a research process in looking at the situation and conditions of the research location. Observations made in this study were observing the conditions at the Faisal Islamic Hospital in Makassar City.

2. Questionnaire

   According to Sugiyono (2012), a questionnaire is a data collection technique that is carried out by giving a set of questions or written statements to respondents to answer. The questionnaire used in this study was given to nurses as research respondents who were used to obtain data on the influence of role stress on nurses at the Faisal Islamic Hospital in Makassar City.

3. Documentation

   The documentation in this study is used to obtain data regarding the number of nurses at the Faisal Islamic Hospital in Makassar City.

4. Interview

In this study, the interviews conducted were brief interviews with the ER nurses at the Faisal Islamic Hospital in Makassar City as respondents who were willing without coercion. Respondents' answers were recorded with memory, notes, or with the help of technology such as tape recorders.

Simple Linear Regression is based on a functional or causal relationship between one independent and dependent variable. This analysis is to determine the effect of role pressure on the performance of nurses at the Faisal Islamic Hospital in Makassar City

## RESULTS AND DISCUSSION

Simple regression analysis aims to determine the effect of role pressure (role stress) on the performance of nurses at Faisal Islamic Hospital, Makassar City. Based on this, the following table is used to determine the value of the regression equation:

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## Table 1. Simple Linear Regression Test Results

**Coefficients<sup>a</sup>**

| Model | | Unstandardized Coefficients | | Standardized Coefficients | | |
|---|---|---|---|---|---|---|
| | | B | Std. Error | Beta | t | Sig. |
| 1 | (Constant) | 96.063 | 5.430 | | 17.693 | .000 |
| | Role Stress | -.586 | .113 | -.750 | -5.200 | .000 |

a. Dependent Variable: Kinerja

From this equation, the results of the simple regression equation mean that: 1) A constant of 96.063 if the role stress variable is assumed to be constant, the nurse's performance will increase by 96.063. 2) The regression coefficient value for the role stress variable in the regression equation shows a negative value of -0.586, which means that if the role stress variable increases by 1%, nurse performance will increase by -0.586

To measure how far the model's ability to explain the variation of the dependent variable, the coefficient of determination is used. In this study the value of the coefficient of determination used is the value of R Square. The following table presents the coefficient of determination of the research model.

## Table 2. Determination Coefficient Test (R2 Test)

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|---|---|---|---|---|
| 1 | .750<sup>a</sup> | .563 | .542 | 3.80777 |

The table above shows that the value of the determinant coefficient (R square) used to calculate the influence of the magnitude of role stress on performance produces a value of 0.563 or 56.3%. This can be interpreted that the percentage of influence of the role stress variable on performance is 56.3% while the remaining 43.7% is influenced or explained by other variables not included in this research model.

In order for us to see and test the significance of the regression model for the variable, it can be obtained using the t-test. This test is used to determine whether the regression model on role stress has a significant effect on nurse performance. The following are the results of testing using the SPSS 21 program, as follows:

## Table 3. T-test results

**Coefficients<sup>a</sup>**

| Model | | Unstandardized Coefficients | | Standardized Coefficients | | |
|---|---|---|---|---|---|---|
| | | B | Std. Error | Beta | t | Sig. |
| 1 | (Constant) | 96.063 | 5.430 | | 17.693 | .000 |
| | Role Stress | -.586 | .113 | -.750 | -5.200 | .000 |

a. Dependent Variable: Kinerja

Based on the table above, it can be seen that tcount is -8.319 while to find ttable use the formula:

a/2 ; nk-1 or residual dr
= 0.05/2 ; 23-1-1
= 0.025 ; 21

H0 = there is no negative and significant effect of role stress on the performance of nurses at the Faisal Islamic Hospital in Makassar City.

Ha = there is a negative and significant effect of role stress on the performance of nurses at the Faisal Islamic Hospital in Makassar City.

The distribution of ttable values with 0.025; 21 gets a ttable value of 2.079. Because the tcount is -5.200 < ttable 2.079 and a significance value (Sig.) 0.000 <0.05, it can be concluded that Role Stress (X) has a negative and significant effect on performance (Y), meaning that H0 is rejected and Ha is accepted.

Based on the first hypothesis proposed partially (Ha): there is a negative and significant influence of role stress on the performance of nurses at the Faisal Islam Hospital, Makassar City. The statistical results that have been carried out have a tcount value of -5.200 where this value is smaller than the ttable value of 2.079 and the sign value. 0.000 is smaller than 0.05, then H0 is rejected and Ha is accepted. From the results of the research above, it is known that role stress has a negative and significant influence on the performance of emergency room nurses at the Faisal Islamic Hospital, Makassar City. The role stress variable has an influence on the performance of the emergency room nurses by 56.3%, while the remaining 43.6% is influenced by other factors besides the independent variables in this study.

The results of this study are in line with research conducted by Nur, Hidayati, Maria (2016) The Effects of Role Conflict, Role Ambiguity and Work Stress on Employee Performance (Case Study at PT. Midi Utama Indonesia Tbk. Samarinda Branch). The results of this study indicate that partially from the hypothesis proposed with the results of the t test where X1 = -2.283; X2 = -4.290; X3 = -3.426. The negative value of the role conflict variable, role ambiguity and work stress on employee performance has a fairly strong relationship.

**CONCLUSION**

Based on partial analysis (t-test), it turns out that the results of the study prove that the independent variable or independent variable, namely role stress (X1) has a partially significant negative effect on nurse performance (Y) at Faisal Islamic Hospital Makassar City with a B value of -0.586 and the significance is 0.000, it can be stated that the first hypothesis is accepted. This is in line with previous research conducted by Nur, Hidayati, Maria (2016) that partially, role conflict, role ambiguity, and job stress have a very strong relationship to employee performance. And also according to what Hasibuan (2011) said, stress is a condition of tension in a person that affects emotions, thought processes, and

conditions. Those who experience stress experience nervousness, experience chronic worry, irritable, aggressive and unable to relax. So, the conclusion that can be drawn from the results of this study is that role conflict, work overload and role ambiguity which results in pressure in a role can affect the performance of emergency room nurses at the Faisal Islam Hospital in Makassar City.

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