

Work Stress and Job Satisfaction of Nurses During The Covid-19 Pandemic

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ABSTRACT

Job satisfaction is a positive emotional state that arises from an assessment of one's work or work experience. Low nurse job satisfaction still occurs in developing countries. The situation of the Covid-19 pandemic resulted in job demands and increased nurse workloads that have the potential to cause work stress. High levels of stress lead to low levels of job satisfaction. The purpose of the study was to determine work stress and job satisfaction in nurses during the COVID-19 pandemic. Research design uses quantitative descriptive. The population in the study was nurses at Anwar Medika Hospital is 295 nurses. The sampling technique uses nonprobability sampling with the total sampling technique. The research instrument adopted the Expanded Nursing Scale (ENSS) questionnaire and The McCloskey/Mueller Satisfaction Scale (MMSS). Data analysis uses descriptive statistical analysis. The results showed that most respondents experienced low work stress level 115 (39%), moderate 132 (44.7%), high 48 r (16.3%). Job satisfaction level was high 102 (34.6%), moderate 175 (59.3%) and low 18 (6.1%). Work stress caused by work fatigue can affect the psychological nurse so it can lead to a decrease in job satisfaction. Preventive measures have an important role in increasing optimism and coping strategies. Nurses who have low work stress levels and emotional exhaustion due to Covid-19 are accompanied by a level of optimism caused by the high level of confidence that they can get through this situation well. Attention to the psychological condition of nurses and conduct work stress management training so that work stress can be controlled to get good job satisfaction.

Keywords: *nurses, job satisfaction, work stress*

1. INTRODUCTION

The main human resource that plays a role in hospitals is nurses. Nurses are members of the most numerous organizations among other service providers and are the vanguard team that faces patient problems for 24 hours continuously, of course, have hope, values, and motivation while working, therefore it is very important to know the job satisfaction they feel for their work [1]. Factors that affect job satisfaction include personal experience and work stress, the greater the work stress, the lower the job satisfaction achieved [2].

Low levels of nurse job satisfaction still occur in developing countries. The results of the latest Global Employee Engagement Index in Amsterdam show that Asia with 6.8% became the region with the lowest job satisfaction rate after Australia (7.0%) [3]. Low levels of nurse job satisfaction still occur in developing

countries. The results of the latest Global Employee Engagement Index in Amsterdam show that Asia with 6.8% became the region with the lowest job satisfaction rate after Australia (7.0%) [3]. The results of research from 10 Asian countries, the highest nurse job satisfaction figures are in Thailand and Indonesia is ranked ninth. Research that has been conducted by [4] at Barru Regency Hospital is known that disgruntled nurses by 52%. Research in Tangerang Regency hospital mentioned that disgruntled nurses amounted to 66% [5].

Research in Egypt shows nurses in hospitals with triage Covid-19 (ZFH group) experience improvements in physical work, psychology, and work stressors (due to stigma and risk of infection) compared to public hospitals without triage Covid-19 or hospitals without isolation. The results of the work stress comparison study between the ZFH group (Zagazig Fever Hospital)

and the ZGH group (Zagazig General Hospital) were found in the ZFH group higher in work stress (75.2%) compared to the ZGH group (60.5%). ZFH group job satisfaction at the low level of 51.0%, moderate rate of 29.0%, high rate of 20.0%. While ZGH group job satisfaction at a low level of 41.9%, a moderate rate of 27.6%, a high rate of 30.5% [6].

The nurse's job involves special requirements that make the nurse particularly vulnerable to psychosocial risks. This situation is even more dangerous in the context of the COVID-19 pandemic. Job demands are increasing dramatically. The ever-evolving characteristics of SARS-CoV-2 and the risk of exposure to the virus, increased workload, scarcity of personal protective equipment and other medical equipment supply, inadequate testing, limited treatment options, concerns about transmission and care for loved ones, involvement in emotions and ethics become factors causing work stress [7].

Work stress hurts nurse job satisfaction. Employee work stress is characterized by a condition of tension that affects thinking emotions. If the stress becomes too great it will interfere with the implementation of the work so that it will have an impact on the decreased job satisfaction of nurses during providing nursing care [8].

Work stress and job dissatisfaction are reciprocal relationships. Job dissatisfaction is a feeling of displeasure or the employee feels unbalanced between what he does and what he gets [9]. Feelings of dissatisfaction can cause a person's work stress. In addition, work stress can also occur due to the workload experienced by employees that cause employees to work faster, precisely, and efficiently with a higher work rhythm that causes physical and psychological fatigue. Various increasingly urgent time demands and other workloads can cause work stress on employees [10].

According to Beehr and Newman, work stress felt by a person can have an impact on job satisfaction obtained by employees. This is following what brief, Schuler & Sell, reveals that job satisfaction is often associated with a psychological influence that is felt in the event of work stress. This means that if work stress increases, then job satisfaction will decrease. If the level of stress continues to increase, then a person will experience psychological tension such as psychosomatic problems, worry, gloom, and anger [11].

Some of the efforts that a person can make to reduce work stress include building a satisfying, enjoyable, and cooperative relationship with colleagues and employees, not taking more work than they have, building effective and supportive relationships with superiors, providing time for release and relaxation, arranging quality rest or sleep [12]. Other efforts that can be done by hospital management are by paying attention to work stresses faced by nurses such as task demands, role demands, and organizational leadership. That way work stress will be organized and job satisfaction improved and even increase [4].

Based on the background above, researchers are interested in researching the relationship of work stress with nurse job satisfaction during the Covid-19 pandemic at Anwar Medika Hospital Sidoarjo.

2. METHODS

2.1 Research design

The study uses a descriptive design with a quantitative approach.

2.2 Samples and setting

The population in this study was all nurses at Anwar Medika Hospital Sidoarjo which amounted to 295 people and the sampling used was total sampling.

2.3 Research instrument and data collection

The nurse's work stress instrument adopted the Expanded Nursing Scale (ENSS) questionnaire developed by French et al (2000) which was translated into Indonesian by [13] with valid and reliable test results with Cronbach Alpha 0.956. The nurse's job satisfaction instrument adopted The McCloskey/Mueller Satisfaction Scale (MMSS) questionnaire developed in 1990 that translated to Indonesian by Arini (2018) with valid and reliable test results with Cronbach Alpha 0.61–0.89. Questionnaires are distributed through google form distributed to nurses in East Java.

2.4 Analysis

Data analysis uses descriptive statistical analysis for all variables and crosstabulation.

3. RESULTS

Table 1. The characteristics of respondents in Anwar Medika Hospital Sidoarjo March 2021.

No.	Characteristics	Frequency	%
1.	Gender		
	Man	71	24,1
	Woman	224	75,9
	Total	295	100
2.	Age		
	< 25 years	137	46,6
	≥ 25 years	158	53,6
	Total	295	100
3.	Education level		
	Diploma	133	45,1
	Bachelor	162	54,9
	Total	295	100
4.	Work length		
	< 5 years	182	61,7
	≥ 5 years	113	38,3
	Total	295	100
5.	Marriage status		
	Married	124	42,0
	Single	164	55,6
	Widower/ Widow	7	2,4
	Total	295	100

The characteristics of respondents include gender, age, education level, work length and marriage status.

based on table 1, the majority of the respondents' characteristics were women, who graduated from bachelor. Most of the respondents were ≥ 25 years, work length ≥ 5 years, and marriage status were single.

Table 1. Work stress and job satisfaction nurses in August 2021 (N=295)

No.	Variable	Frequency	(%)
1.	Work stress		
	Low	115	39,0
	Moderate	132	44,7
	High	48	16,3
	Total	295	100
2.	Job satisfaction		
	Low	18	6,1
	Moderate	175	59,3
	High	102	34,6
	Total	295	100

The results of the study based on table 2, showed that nurses had work stress and job satisfaction at a moderate level.

Table 3. Cross-tabulation of Work Stress with Job Satisfaction in August 2021 (N=295)

No	Work stress	Job satisfaction						Total	
		Low		Moderate		High		f	%
		f	%	f	%	f	%		
1	Low	0	0,0	57	19,3	58	19,7	115	39,0
2	Moderate	3	1,0	85	28,8	44	14,9	132	44,7
3	High	15	5,1	33	11,2	0	0,0	48	16,3
Total		18	6,1	175	59,3	102	34,6	295	100

The results of studi based table 3, showed that nurses with low levels of work stress had almost the same job satisfaction between moderate and high. The majority of nurses with moderate level of job stress had moderate level of job satisfaction.

4. DISCUSSION

4.1 Nurse's Work Stress

The results showed that nurse stress levels varied. Most respondents experienced low work stress as much as 115 (39%), moderate work stress as many as 132 respondents (44.7%), work stress, and a small percentage of respondents experienced high work stress as many as 48 respondents (16.3%).

Gibson Ivanchevich argues that stress is an adaptive response, mediated by individual differences or psychological processes as a consequence of any interaction with the environment, situation, or external event that overloads the individual's psychological or physical exaggeration [16].

The Covid-19 pandemic presents a challenge to nurses in carrying out their duties. Nurses have a dilemma between protecting and saving patients' lives

or protecting themselves to be able to stay with their families and loved ones who also depend on them. Nurses are going through these difficult times because nurses also have families and loved ones waiting for them to return safely from the war with this invisible yet deadly virus. In addition to threats and psychological pressures, nurses must continue to carry out their roles and carry out their professional duties in providing nursing care to patients [17].

The COVID-19 pandemic caused nurses to experience increased work stress. Physical, mental, and emotional difficulties and increased workload are contributing factors. Nurses who were in close contact while treating COVID-19 patients had higher psychological problems including insomnia, anxiety, depression, somatization, and obsessive-compulsive symptoms. Work stress has an impact on role changes in optimism levels with levels of emotional fatigue caused by the COVID-19 pandemic. The average study of stress levels was 3,113 [18].

In line with research found that nurses who treated Covid -19 patients had higher levels of stress and depression. Nurses who feel incompetent in nursing care experience significantly more stress than their peers who have worked long hours. [19] found that higher levels of stress and depression were experienced by nurses treating COVID-19 patients. Nurses who feel incompetent in providing nursing care, experience significant stress compared to their colleagues who have worked long hours.

Work stress experienced by nurses at Anwar Medika Hospital Sidoarjo is in a varied category. The demands of a task or job are greater than the ability of the nurse. Work stress experienced can be supported by anxiety, anxiety, and concerns of nurses about the safety and health of themselves and their families related to the transmission of Covid-19 that can be obtained at work that can affect psychologically or as a nurse stressor to increase work stress obtained. Preventive measures have an important role in increasing high optimism. Nurses who have a high level of confidence that they can get through this situation well generally experience low levels of stress.

4.2 Nurse's Job Satisfaction

The results showed that the majority of respondents experienced moderate job satisfaction, which was 175 respondents (59.3%) and a small percentage of respondents experienced low job satisfaction as many as 18 respondents (6.1%).

Job satisfaction is characterized by a pleasant or unpleasant emotional state in which each individual views their work [20]. Yusuf in [21] states that job satisfaction is an emotional state that is positive or pleasing to a person as a result of the results or assessment of one's work or experience during work.

Factors that can affect job satisfaction are the fair and decent return of services, a placement that remains following expertise, the lightweight of work, atmosphere and work environment, equipment that supports the implementation of work, occupying higher positions, leadership attitude in leadership, monotonous nature of work or not. The lightweight of work is one of the factors that affect job satisfaction., if the job is heavy and not by the capacity, it will cause stress and affect the job satisfaction obtained [22].

The respondents in this study were mostly female, which was 224 people (75.9%). Psychological research has found that men are more aggressive and more likely to have hopes of success, so men tend to be more dissatisfied with their jobs than women [16]. Female respondents should have a high level of job satisfaction, but the job satisfaction obtained is not caused by gender but the stress obtained by respondents during work.

The results of the study can be found that most respondents aged ≥ 25 years as many as 158 people (53.6%). Age is one of the factors that are quite dominant in the formation of a person's work. McCarthy (2007) found that young age has higher satisfaction. Age-related to job satisfaction, age 25-34 years and 40-45 years is an age that can cause feelings of dissatisfaction with work. Respondents get moderate job satisfaction can be caused because the majority of respondents who ≥ 25 years old.

Based on the level of education, half of the respondents of their last education S1 Nursing / Ners were 162 people (54.9,%) and respondents whose last education D3 Nursing as many as 133 people (45.1%). This study shows that there is a positive relationship between the level of education and job satisfaction. A higher education background is less satisfied with his job, and his income is inversely proportional to those who are poorly educated. McCarthy (2007) found that academy graduate nurses had higher satisfaction. Respondents get moderate job satisfaction despite being educated last academy or undergraduate, this is because not all expectations desired by respondents are seen from their education but can be seen from the professional nature of nurses and their loyalty to the workplace.

The results also showed the majority of respondents had a working life of < 5 years, which was 182 people (61.7%). Long periods of work can increase job satisfaction. Long periods of work will tend to make nurses feel more at home in an organization. This is because it has adapted to its environment long enough that an employee will feel comfortable with his work. The existence of policies from agencies or companies regarding the guarantee of life in old age is also another contributing factor to job satisfaction [23]. A person with a long working period will be more satisfied with his work because he has adapted to his job, here

respondents get job satisfaction is being caused by a recent working period, in addition, respondents also have to adapt to workplace conditions during the Covid-19 pandemic.

The results also showed that more than half of the respondents were unmarried, with 164 (55.6%). A study of marital status consistently showed that married individuals were more satisfied with their jobs compared to their unmarried co-workers. Marriage leads to increased responsibilities that can make a job that remains more valuable and important [16].

Job satisfaction is an important factor that affects work productivity. The job satisfaction of health workers needs to be improved, especially nurses. This is very important to achieve quality health care. Job satisfaction is the orientation of feelings that an individual has towards his work consisting of two aspects, namely positive and negative feelings. Positive feelings are characterized by high energy, enthusiasm, and pleasant engagement. Negative feelings are characterized by distress, unpleasant involvement, and anxiety [6].

This pandemic condition makes the level of job satisfaction of nurses decrease due to stressors (many jobs, worries, and stigma) obtained during work during the pandemic. Stress experienced makes the satisfaction obtained decrease. As well as job satisfaction obtained can also be supported by several other things such as gender, age, education, working period, and marital status.

4.3 Work Stress and Job Satisfaction of Nurses

The results showed that of the 115 respondents who experienced low work stress, 58 respondents (19.7%) received high job satisfaction. Of the 48 respondents who experienced high work stress, 33 respondents (11.2%) got low job satisfaction and none at all got high job satisfaction (0.0%).

Brief, Schuler and Sell revealed that job satisfaction is often associated with a psychological influence felt in the event of work stress. This means that if work stress increases, then job satisfaction will decrease [11]. If the level of stress continues to increase, then a person will experience psychological tension such as psychosomatic problems, worry, gloom, and anger. Work stress with job satisfaction indicates a negative relationship where increased job satisfaction will reduce the negative impact of work stress [24]. This is in line with [23] states that stress has consequences for psychological or attitudes, behavior, cognitive, and physical health.

In line with the results of the research also conducted by [8] and [25], it is known that work stress directly negatively affects job satisfaction. This indicates that employee work stress is a condition of

tension that affects thinking emotions. If the stress becomes too great, it will interfere with the process of doing the work so it will have an impact on the decrease in the job satisfaction of nurses. These findings support previous research that works stress experienced by employees is negatively associated with job satisfaction, where if the higher the work stress then the lower the level of job satisfaction obtained [2]; [26].

Work stress is important in determining a person's level of job satisfaction. Someone who has high motivation will contribute to creativity and satisfaction and will further relieve boredom. Conversely, if you have negative feelings will lead to aggression and low job satisfaction. On the other satisfaction may protect workers from stressors [6].

Work stress experienced greatly determines the job satisfaction obtained during the Covid-19 pandemic. Respondents who experience high work stress and get low job satisfaction can occur because of the demands of the work to be done. Job demands become the basis of job satisfaction obtained in respondents. So that the demands of a job that is greater than the ability to have provided opportunities for the onset of work stress that causes job satisfaction to decrease. Then for respondents who have low work stress tend to get high job satisfaction can be influenced by the working period they have, this happens because nurses with long working periods will feel more satisfied with their work because they have adapted to their work. Therefore, it can be concluded that the higher the work stress experienced, the higher the job satisfaction will decrease, and conversely, if the work stress experienced is low then job satisfaction will increase.

5. CONCLUSION

Nurse stress increases during the Covid-19 pandemic, increased workload, risk of exposure to infection is the highest priority stressor dealing with death, personal demands and fears, stigma represents a high priority of stressors among hospital nurses.

Work stress experienced can be the cause of job satisfaction obtained. Work stress caused by work fatigue will affect the psychological nurse so that it can cause job satisfaction obtained decrease.

6. SUGGESTION

The hospital pays more attention to the psychological condition of nurses and conducts work stress management training and work stress measurement to nurses so that work stress can be controlled to get good job satisfaction.

AUTHOR CONTRIBUTION

Ana Zakiyah: as lead researcher, coordinating, data collection, preparation of manuscripts.

Ika Ainur Rofi'ah: Collecting data, data analysis.
Iswati: Collecting data, drafting manuscripts.
Sela Tri Cahyani: Collecting data.

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