

The Impact Of Workload, Availability Of PPE Facilities And Organizational Support On The Work Stress Of Health Workers Taking Attention To Covid-19 Patients At RS Keluarga Kita

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Abstract: Since the outbreak of the corona virus-19 has made it difficult for all health workers and even lack of rest, causing many health workers to be vulnerable and easily experience stress at work. The purpose of this study was to assess the effect of workload, availability of PPE facilities and organizational support on the work stress of health workers who treat COVID-19 patients at our family hospital. This research was conducted from February 2021 to June 2021. The type of research carried out was explanatory research with quantitative methods. This research was conducted at the Kita Family Hospital with a total of 172 respondents. From the research conducted, it was found that there was an effect of workload, availability of PPE facilities, organizational support, and division of labor on the work stress of health workers who partially handle Covid-19, so it can be concluded that an even distribution of tasks and in accordance with competence will reduce stress. the work of health workers who handle Covid-19 during the pandemic by ensuring the availability of appropriate and sufficient PPE, providing good support, appreciating the efforts and work of health workers, paying attention to the welfare of health workers.

Keyword: Health, Covid-19, RS Keluarga Kita, PPE

INTRODUCTION

The increase in the number of patients treated in hospitals when compared to before and after the Covid-19 pandemic showed a significant difference. Prior to the Covid-19 pandemic, bed occupancy at the Keluarga Kita Hospital only reached 50% in January 2020, increased to 70% in February and continues to increase as the number of positive patients increases. The increasing number of patients causes the workload of health workers to increase. If health workers experience work stress, the performance of health workers will decrease, this will have an impact on carrying out their work. Especially the health workers at Keluarga Kita Hospital.

In dealing with Covid-19 patients, health workers at the Family Kita hospital provide services with the availability of rooms or Personal Protective Equipment (PPE) that are disinfected and the availability of hand sanitizers and soap for bathing and for washing hands by doctors. The shortage of PPE stock at the beginning of the pandemic was quite difficult for health workers to provide services to patients. The required PPE (Personal Protective Equipment) such as N95 masks, medical masks, hair caps, google and Hazmat are very much needed in handling Covid-19 patients.

There were 27 health workers at Keluarga Kita Hospital who were infected with Covid-19, making other health workers who have not been infected feel worried and stressed if they were infected with Covid-19. One of the things that can also cause health workers to experience increased anxiety is the lack of Personal Protective Equipment (PPE) in the workplace (Marquis & Huston, 2010). Health workers are at risk of experiencing psychological disorders in treating Covid-19 patients due to feelings of depression, the main cause of which is self-protection which is still less than the needs for health workers (Lai et al., 2020). Based on the above background, the researcher is interested in conducting a study entitled The Effect of Workload, Availability of PPE Facilities and Organizational Support on Work Stress of Health Workers Who Handle COVID-19 Patients at Keluarga Kita Hospital.

METHOD

This research was conducted at the Keluarga Kita Hospital from February 2021 to June 2021. The activities in this study consisted of collecting data related to the theory used to support the research, distributing questionnaires and making conclusions based on the results of the calculations obtained. The type of research conducted is explanatory research (explanatory research) where the researcher explains the causal relationship between the variables through hypothesis testing. The approach in this research is a quantitative approach. In this study data were collected using a questionnaire. The list of questions contains the effect of workload, availability of PPE, organizational support on work stress.

The results of the questionnaire were analyzed to determine the effect of each variable which was calculated using multiple regression analysis. The variables used in this study included three independent variables (X1, X2, X3) namely workload, availability of PPE facilities and organizational support, while the dependent variable is work stress (Y). The population in this study were all health workers who worked at the Keluarga Kita Hospital where the total population in this study amounted to 172 people. The sample was taken from the population using a tolerable error rate of 5%. Determination of the sample size of respondents using the Slovin formula and obtained 120 respondents.

In this study, the researcher used a survey method by using a questionnaire containing written statements to the respondents. The scale used in the preparation of the questionnaire is a Likert scale, so in the data measurement technique, the researcher uses a Likert Scale. The questionnaire which will be distributed in the form of an online questionnaire in the form of a google form and filled out by respondents, namely general practitioners, specialist

doctors, midwives, nurses who handle Covid-19 at the Keluarga Kita Hospital. Collecting data using research instruments, data analysis is quantitative or statistical with the aim of testing predetermined hypotheses, namely achieving the goal of analyzing whether there is a relationship (correlation) between workload, availability of PPE facilities and organizational support for the work stress of health workers who handle Covid-19 Keluarga Kita Hospital.

RESULT

In this study, the presentation of data regarding the identity of the respondents is very important. This is intended to describe the personal data of respondents in the Kita Keluarga Hospital as many as 172 people. The identity of the respondents in this study was classified based on gender, age, education, and years of service. The following will show the general description of the respondents in the form of a table, namely:

Table 1. Profile of Responce

No	Kriteria	Jumlah	%
1	Jenis Kelamin		
	Laki-laki	72	42%
	Perempuan	100	58%
	Total	172	100%
2	Usia		
	≤ 20 tahun	0	0%
	21 - 30 tahun	55	32%
	31 - 40 tahun	66	38%
	41 - 50 tahun	37	22%
	≥ 51 tahun	14	8%
Total	172	100%	
3	Pendidikan		
	SMA/Sederajat	0	0%
	D1-D3	126	73%
	S1/D4	38	22%
	S2	8	5%
Total	172	100%	
4	Profesi		
	Dokter Umum	11	7%
	Dokter Spesialis	23	13%
	Bidan	82	48%
	Perawat	56	32%
Total	172	100%	

Based on the data presented in table 1, it can be seen that the number of respondents was 172 people where the most participating were women by 58%. The largest number of respondents by age was 31-41 years as much as 38%. The most respondents based on education were Diploma as much as 73%, while the most respondents based on profession were midwives as much as 48%.

Job stress variable in this study was measured using 7 indicators which were described into 14 questionnaire questions. The overall average of 126.4 can be interpreted that work stress is in the high category. Based on a high overall average, it can be interpreted that all of these statements give the impression that health workers agree that work stress is determined by related indicators, including demands or pressure from superiors, tension and mistakes, decreased interpersonal levels, differences in work concepts with superiors, disproportionate availability of time to complete work, excessive amount of work and level of difficulty of work.

There are 2 (two) statements that have the highest score, namely, "I feel that I get a job that exceeds my ability" and "the job given has a high level of difficulty", meaning that health workers feel that with the Covid-19 pandemic the number of patients has increased. from before the pandemic made health workers have more work than usual and also the cases handled had a high level of difficulty.

The lowest scores were the statements "the time given is very little to complete the work" and "I have different views with my superiors in dealing with patients" meaning that even with the increase in patients being treated for Covid-19, each health worker has enough time to be able to complete work according to with their respective roles, and sometimes there are differences of opinion in dealing with Covid-19 patients, but the differences are not too big because there are guidelines for handling Covid-19 patients made by the Ministry of Health.

The workload variable in this study was measured using 3 indicators which were described into 9 questionnaire questions. The overall average of 126.53 can be interpreted that the Workload is in the high category. Based on a high overall average, it can be interpreted that all of these statements give the impression that health workers agree that the workload is determined by related indicators, including Task Demands, Effort and Performance.

There are 2 (two) statements that have the highest score, namely, "health workers have little rest time" and "the work given requires high concentration to be completed" meaning that health workers feel that with the Covid-19 pandemic the number of patients has

increased from before. The pandemic has made health workers have more work than usual which affects less and less rest time and every job with a high risk of every health worker is required to always be in good health and with high concentration when using PPE at work. Every health worker on duty is well aware of this.

The lowest scores were the statements "the work given is uncertain" and "the existing work must be done as soon as possible" meaning that even with the increase in patients being treated for Covid-19, each health worker has enough time to complete the work according to their respective roles. respectively, patients who will be scheduled to enter treatment have gone through the referral process through SPGDT so that their arrival can be predicted and have enough time to prepare. Health workers are not required to serve patients as quickly as possible because the criteria for treating Covid-19 patients are clear based on the severity of the disease and there are clear references to the criteria for returning Covid-19 patients.

The variable Availability of PPE Facilities in this study was measured using 4 indicators which were described into 8 questionnaire questions. The overall average of 108.77 can be interpreted that the Availability of PPE Facilities is in the medium category. Based on the average overall average, it can be interpreted that all statements on the availability of PPE facilities give the impression that health workers agree that the hospital has provided PPE needs in handling Covid-19 patients.

The value of the statement on the variable of the highest availability of PPE facilities is "the hospital has provided various posters regarding the importance of using PPE", meaning that health workers see that the hospital is thinking about the safety of health workers in handling Covid-19 patients by providing posters calling for the importance of using PPE. The following is the lowest value obtained from the Three box method analysis, including:

- 1) Hospitals have considerations of wearing comfort in providing PPE facilities. This statement means that health workers think that hospitals do not think about the comfort aspect in using PPE for health workers who treat Covid-19 patients. In the early days of the pandemic, the limited availability of PPE made it difficult for hospitals to choose a variety of PPE types and consider the comfort aspect in using PPE.
- 2) Equipment for PPE facilities provided by the hospital is complete with what is needed. It can be interpreted that health workers feel that the hospital is not able to provide complete PPE as needed, it may be felt in some treatment rooms with few patients, because the availability of PPE is prioritized for the leading units that deal directly with and have the most Covid-19 patients.

Organizational Support Variables in this study were measured using 4 indicators which were broken down into 10 questionnaire questions. The overall average of 121.76 can be interpreted that organizational support is in the medium category. Based on the high overall average, it can be interpreted that all of these statements give the impression that health workers agree that organizational support is determined by related indicators, including factors of justice, superior support, organizational rewards and working conditions.

There are 2 (two) statements that have the highest score, namely, "hospitals provide salaries that are in accordance with the workload of health workers" and "superiors always answer or respond to questions from subordinates regarding the work they do", meaning that health workers are paid according to the level of education and positions, where those who are highly educated and have high positions will have a high workload as well. The second highest statement means that in handling Covid-19 patients there is good coordination between the person in charge and the executor, all communication is channeled through the WhatsApp group.

The lowest scores were the statements "hospitals give awards to health workers who work diligently" and "hospitals provide financial support to all health workers equally" meaning that health workers feel that there is not enough appreciation given to health workers related to financial support for health workers. The biggest support came from the public who considered that health workers who treated Covid-19 patients were heroes in difficult times. Incentives that are the right of health workers who treat Covid-19 patients are obtained not according to the specified time, which is one of the causes. However, the delay was not purely the negligence of the hospital because it was closely related to government budget sources.

Table 2. Resume of Three Box Method Analysis

No	Variabel	Tanggapan Responden		
		Rendah	Sedang	Tinggi
1	Strees Kerja			X
2	Beban Kerja			X
3	Ketersediaan Fasilitas APD		X	
4	Dukungan Organisasi		X	

DISCUSSION

H1: workload affects the work stress of health workers who partially handle Covid-19 patients

Hypothesis 1 is accepted because the significance of 0.000 is less than 0.05. These results indicate that the workload variable has a significant positive effect on the work stress

variable. This means that the greater the workload of health workers, the greater the work stress felt by health workers who handle Covid-19 patients. According to Hart and Staveland (2015), workload is something that arises from the interaction between the demands of tasks, the work environment where it is used as a workplace, skills, behavior and perceptions of workers. During the Covid-19 pandemic, with the increasing number of infected patients and undergoing direct treatment at the hospital, there was a significant difference from the pre-pandemic period. Health workers have a higher workload compared to the pre-pandemic period because the number of patients is higher. Besides that, there are more demands for work, the work environment that requires health workers to be more careful in carrying out their duties causes work stress to increase. The results of this study are in line with those of Hatmawan (2015) who found that there was a significant effect between workload and work stress

H2: the availability of PPE facilities has an effect on the work stress of health workers who partially handle Covid-19 patients

Hypothesis 2 is accepted because the significance of 0.000 is less than 0.05. These results indicate that the variable availability of PPE facilities has a significant positive effect on the work stress variable. This means that if the availability of PPE is not sufficient to handle Covid-19 patients, the work stress felt by health workers who handle Covid-19 patients will increase. According to Ovidiu (2012) facilities are everything that can facilitate efforts and facilitate work in order to achieve a goal. During the Covid-19 pandemic, PPE is very much needed in handling patients. With a global shortage of PPE, strategies to facilitate optimal PPE availability include minimizing the need for PPE in healthcare, ensuring PPE is used rationally and appropriately, and coordinating PPE supply chain management mechanisms. Hospitals must ensure that health workers who treat Covid-19 patients have sufficient and appropriate PPE, this affects the work stress level of health workers. This result is in line with that of Putri Utami (2017) explaining that the availability of PPE affects workers experiencing work stress.

H3: organizational support has an effect on the work stress of health workers who partially handle Covid-19 patients

Hypothesis 3 is accepted because the significance of 0.000 is less than 0.05. These results indicate that the organizational support variable has a significant positive effect on the work stress variable. This means that if the organization's support for health workers is better, it can reduce work stress for health workers who handle Covid-19 patients. According to Gronroos (2017) refers to employees' perceptions of the extent to which organizations value

their contributions and care about their welfare. In line with the research conducted, the results of research conducted by Setiawan and Darminto (2013) stated that social (organizational) support had a significant effect on employee work stress. Health workers who treat Covid-19 patients in hospitals are like getting full support from hospitals. Organizational support by appreciating every contribution made by health workers and how hospitals can pay attention to the welfare of health workers. The provision of this support affects the work stress experienced by health workers during the Covid-19 pandemic. The high appreciation of the hospital will reduce work stress, on the contrary, if it is lacking, it can increase the work stress of health workers who handle Covid-19 patients.

H4: workload, availability of PPE facilities, and organizational support simultaneously affect the work stress of health workers who handle Covid-19 patients

Hypothesis 4 is accepted because the significance of 0.000 is less than 0.05. These results indicate that there is a simultaneous relationship between workload, availability of PPE facilities and organizational support, and has a significant positive effect on work stress. It is certain that the high workload, lack of availability of PPE facilities and lack of organizational support cause work stress for health workers who handle Covid-19 patients. In line with research conducted by Rizky and Afrianty (2018), the results of this study indicate that there is a positive effect of workload on work stress. The results of Handayani's research, et al (2020) show that the factors that cause stress in health workers include: workload. These results are also in line with research conducted by Budiyanto, A.J.M. Rattu, J.M.L. Umboh (2019) that workload and facilities/infrastructure are the most dominant variables related to work stress, with the same strength. The same finding is described in the research of Sarfraz, et al (2019) that perceived organizational support has an effect on work stress in the workplace for nurses.

Research Findings

This study shows that the workload, the availability of PPE facilities and organizational support together affect work stress on health workers who treat Covid-19 patients. In general, it was found that there was a relationship between workload and work stress, between the availability of PPE facilities and work stress, and between organizational support and work stress. The results of the study that differ from the theory used in this study are that organizational support does not have a significant effect on work stress. From this study it can be explained that to reduce work stress on health workers who handle Covid-19 patients, hospitals must pay attention to the workload of health workers, the availability of sufficient PPE facilities and provide sufficient support (organizational) to health workers who

handle Covid-19. This study also found that there is a simultaneous relationship between workload, availability of PPE facilities, and organizational support for the work stress of health workers who treat Covid-19 patients. This research has been attempted and carried out with scientific procedures, but still has limitations, namely:

1. The factors that influence work stress that are studied include only 3 (three) variables, so that if further research is carried out, it is necessary to pay attention to other variables that affect employee work stress.
2. Research is limited to health workers, namely doctors, specialists, nurses and midwives, where there are other employees who also feel the impact of the Covid-19 pandemic in treating patients.
3. Research carried out during the Covid-19 pandemic made the collective process of questionnaire data exceed the specified time. This is due to the busyness of health workers in handling Covid-19 patients in hospitals.

CONCLUSION

Based on the results of research and discussions that have been carried out, this research can be concluded as follows:

1. There is an effect of workload on the work stress of health workers who handle Covid-19 partially, so it can be concluded that an even distribution of tasks and in accordance with competence will reduce the work stress of health workers who handle Covid-19 during the pandemic.
2. There is an effect of the availability of PPE facilities on the work stress of health workers who handle Covid-19 partially, so it can be concluded by ensuring the availability of appropriate and sufficient PPE can reduce the work stress of health workers who handle Covid-19 during the pandemic.
3. There is an influence of organizational support on the work stress of health workers who handle Covid-19 partially, so it can be concluded that by providing good support to appreciate the efforts and work of health workers, paying attention to the welfare of health workers can reduce the work stress of health workers who handle Covid-19 during pandemic period.
4. There is an effect of workload on the work stress of health workers who handle Covid-19 partially, so it can be concluded that an even distribution of tasks and in accordance with competence will reduce the work stress of health workers during the pandemic.

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