
Relationship Between Workload And Caring Behavior And Patient Safety Implementation In The Emergency Installation Room

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Abstract. Installation Emergency Emergency (IGD) is a unit in a hospital that is designed and used For give standard maintenance emergency emergency with fast , precise , and alert every when , and accuracy For prevent happen disability or death in patients . Therefore, nurses try to provide the best service . This can be a burden on individuals . Workload increase fatigue work . Fatigue in general emotional This influential to service nursing care provided one of them that is behavior *caring* nurses . The decrease in caring also has an effect to giving implementation *patient safety* during the ER. Purpose of the study this is to analyze connection burden Work with *caring* nurses and implementation *patient safety* in the SMC Emergency Room of Telogorejo Hospital Semarang . The sampling technique used was *total sampling* . The data collection tools used were the *Gadar Caring Scale* (GCS-46) and the *patient safety* implementation observation sheet . Data analysis used the *Pearson product moment test*. and *Spearman rank*. The results of the statistical test showed that there was a relationship between workload and nurse *caring behavior* (*P value* 0.002) and there was no relationship between workload and *patient safety* implementation (*P value* 0.034). Where, the more tall burden Work nurse can influence behavior *caring* and implementation of implementation *patient safety* nurse at the SMC Emergency Room, Telogorejo Hospital . Nurses can show a loss of empathy and sympathy for patients, in addition it can also cause a decrease in nurse performance in carrying out appropriate nursing actions. It is hoped that further researchers can pay attention to other factors regarding nurses' workload.

Keywords : Workload, Nurse *caring* , Installation Emergency Emergency (IGD) , *Patient safety*



INTRODUCTION

Installation Emergency Emergency (IGD) is an area in a hospital that is designed and used For give standard maintenance emergency emergency For patients in need maintenance I or urgent (Regulation of the Minister of Health of the Republic of Indonesia No. 47, 2018). System service at the Installation Emergency Emergency done with fast , precise , and alert every when , and accuracy For prevent happen disability or death in patients .

The right and fast nursing process in the ER can seen from quality care nursing care provided by a nurses . Thus, nurses try to provide the best service. This can be a burden on individuals.

Workload is overall arrangement natural work somebody in work including organization environmental , personal (physical , psychological , and psychological), and other factors situational (Umansky & Rantanen, 2016). Workload divided by myself become a number of aspects consisting of from burden Work physique , burden Work psychological as well as time Work . This is a task main points , the relationship between nurses and patients and colleagues, and effective time during work (Nurmalia , 2015).

This is supported by Pratiwi's research (2021), that the workload experienced by ER nurses is very high as many as 45 respondents (88.2%) and high as many as 6 respondents (11.8%). This high workload is because nurses are required to serve and accept the patient's condition in any condition. ER nurses are the first people at the forefront to help patients who need help.

Fatigue in general emotional This influential to service nursing care provided one of them that is behavior *caring* Nurse . Behavior *caring* nurse is part most importantly and also interpersonal processes that include service health , building relationship that can trusted and

close between patient and provider care (Abdullah, 2017).

research (2017) found that 19 emergency room nurses (63.3%) had behavior *caring* still are in the less than adequate category , and as many as 11 IGD nurses (36.7%) have behavior *caring* is in the category good . The lack of *caring* behavior is due to the lack of implementation of *caring* which depends on the intention and personality of the respondent himself.

caring behavior of nurses in providing health services is also described in providing safe nursing actions for patients or *patient safety* . *Patient Safety* is the most important indicator in the health service system, which is expected to be a reference in producing optimal health services and reducing incidents for patients (*Canadian Patient Safety Institute* , 2017). The implementation of *patient safety* is influenced by environmental factors . underwork conducive , less cooperative patient and family to nurse , fatigue physique .

Observation results on 8 nurses at the SMC Emergency Room, Telogorejo Hospital height amount patient with level various emergencies . Can cause burden Work nurse become increased . B eburden increased work cause fatigue and productivity Work decreased . This has an impact on the nurse's emotions in providing *caring* and risks causing patient safety hazards.

METHOD

Research methods used is type study quantitative with approach *cross sectional* . Number as many samples as 33 Respondent with *total* sampling technique . The instrument used in study This are the workload questionnaire, the *Gadar Caring Scale (GDS-46)* questionnaire, and the observation sheet. implementation *patient safety*. Based on the normality test obtained



The results of the data normality test showed normally distributed results with $p > 0.005$ using the *Pearson test* and

normally distributed results with $p < 0.005$ using the *Spearman Rank test*.

RESEARCH RESULT

1. Respondent characteristics

Table 1

Distribution frequency based on age , type gender , length of service nurse at the SMC Emergency Room, Telogorejo Hospital May 2022
(n=33)

Variables	Frequency (f)	Percentage (%)
Age		
Adulthood (26-35)	27	81.8%
Adulthood (36-45)	2	6.1%
Early elderly (46-55)	4	12.1%
Total	33	100%
Gender		
Man	9	27.3%
Woman	24	72.7%
Total	33	100%
Length of work		
1-2 years	4	12.1%
3-4 years	4	12.1%
>5 years	25	75.8%
Total	33	100%

In table 1 some big age Respondent be at the stage age mature initial 27 respondents (81.8%) , type category sex dominated by women 24

respondents (72.7%) , and length of service obtained more from >5 years as many as 25 respondents (75.8%).

2. Nurses ' workload at the SMC Emergency Room, Telogorejo Hospital , May 2022

Table 2

Workload nurse at the SMC Emergency Room, Telogorejo Hospital
May 2022
(n=33)

	n	Mean	Sd	Mode	Min	Max
Workload	33	58,30	2,942	58	50	64

In table 2 the average load work 33 nurse at the SMC Emergency Room, Telogorejo Hospital of 58.30, the majority of ER nurses have a score of

58 with standard deviation 2,942 . Lowest value burden work experienced nurse 50 with mark highest 64.

3. Caring behavior nurse at the SMC Emergency Room, Telogorejo Hospital May 2022

Table 3

Behavior *caring* nurses at the SMC Emergency Room, Telogorejo Hospital



May 2022 (n=33)						
	n	Mean	Sd	Mode	Min	Max
Behavior <i>caring</i>	33	200.67	14,168	194	168	221

Table 3 average behavior *caring* 33 nurses in the SMC Emergency Room, Telogorejo Hospital as much as 200.67 . The majority of ER nurses have a

score of 194 with standard deviation 14.168. Lowest value behavior *caring* nurse namely 168 with mark highest 221.

4. Implementation of *patient safety* in the SMC Emergency Room of Telogorejo Hospital May 2022

Table 4
Implementation *patient safety* at SMC Emergency Room, Telogorejo Hospital , May 2022
(n=33)

	n	Mean	Sd	Mode	Min	Max
Implementation <i>patient safety</i>	33	80.65	13.20	69.23	61.53	100

Table 4 average implementation *patient safety* 33 nurses in the SMC Emergency Room, Telogorejo Hospital big 80.65. The majority of ER nurses have a score

of 69.23 with standard deviation 13.20 . Lowest value i implementation *patient safety* nurse that is 61.53 with mark highest 100 .

Table 5
Implementation indicator score *patient safety* at SMC Emergency Room, Telogorejo Hospital
May 2022
(n=33)

Indicator	Score
Accuracy identification patient	100%
Communication therapeutic	73.3%
Accuracy storage security high alert medication	80.3%
Prevent incident risk infection	66.9%
Prevent incident risk fall	75.4%

Table 5 Implementation indicator score *patient safety* in the SMC Emergency Room of Telogorejo Hospital in 2022, the results showed that 100% of patient identification accuracy was carried out, 73.3% of therapeutic communication indicators were carried out, 80.3% of

high alert drug safety storage accuracy indicators were carried out, 66.9% of infection risk prevention indicators were carried out, and 75.4% of fall risk prevention indicators were carried out.

5. Load relationship Work to behavior *caring* nurses at the SMC Emergency Room, Telogorejo Hospital , May 2022



Table 6
Connection burden Work to behavior *caring* nurse at the SMC Emergency Room, Telogorejo Hospital May 2022 (n=33)

Variables	N	Correlation Coefficient	P Value
Workload with behavior <i>caring</i> nurse	33	+0.5 31	0.00 2

Table 6 shows that there are connection between burden Work to behavior *caring* nurse at the SMC Emergency Room, Telogorejo Hospital with p value 0.00 2 ($p < 0.05$). Coefficient value correlation

namely +0.5 31 which shows correlation strong . With a positive correlation direction so that it has the same direction.

6. Connection burden Work to Implementation *patient safety* nurse at the SMC Emergency Room, Telogorejo Hospital May 2022

Table 7
Connection burden Work to Implementation of patient safety for nurses in the SMC Emergency Room of Telogorejo Hospital May 2022 (n=33)

Variables	N	Correlation Coefficient	P Value
Workload with implementation <i>patient safety</i>	33	+0.147	0.413

Table 8 shows that there is no connection between burden Work to implementation *patient safety* nurse at the SMC Emergency Room, Telogorejo Hospital with p value 0.413 ($p < 0.05$) . Coefficient value correlation which is +0.147 which shows correlation weak . With the direction positive correlation so that it has the same direction.

age between 20 – 29. This study is also supported by Demur's research (2019) with the majority of respondents included in the early adulthood age category as many as 62 respondents (66.7%).

Nurses who are aged adults have a more mature mindset. That age someone will try explore all experience learning . The more Enough age somebody will the more ripe in think and act as well as more readiness prioritize safety patients (Rumapea, 2017) .

The majority of nurses are female, as many as 24 respondents. (72.7%). In line with Ameliyah's research (2021), 78 respondents (78%) were female. Similarly, in Demur's research (2018), 68 respondents (85%) were also female.

DISCUSSION

1. Respondent characteristics

The results of the study showed that the majority of nurses in the SMC Emergency Room of Telogorejo Hospital were aged 26-35 years, as many as 27 respondents (81.8%). This study is in line with Haryanto's research (2018), namely 42 respondents (73.68%) with a range



Nursing Still identified with suitable and appropriate job with characteristic more women patient , weak gentle and caring . Women are considered to be more caring and have more maternal instincts in caring for patients (Waniadi, 2019).

Respondents' length of service was obtained more from ≥ 5 years as many as 25 respondents (75.8%). This study is in line with the length of work $> 1 - 3$ years as many as 26 people (39.39%). Different from Demur's research (2019) where the majority of respondents had worked for ≤ 5 years, namely 41 respondents (51.2%). The longer the length of service so skills will more Good Because Already adapt self with his job . While according to Elrifda (2015) , that experience Work somebody can influence performance in do his duties , as well as in guard safety patient .

2. Nurse workload

The results of this study show the mean value of nurses' workload is 58.30 from the highest score of nurses' workload which is 64. These results indicate that the workload of respondents is close to a high workload. This study is in line with Yudi's research (2019) which explains that most respondents have a high physical workload, namely 17 nurses (56.7%).

The results of the analysis of the calculation of the workload questionnaire scoring consist of quantitative and qualitative aspects. Almost the majority of all respondents answered that they always carry out nursing actions either directly or

indirectly to patients. In the qualitative aspect, the workload of ER nurses is the first provider of emergency services in hospitals. This is what makes nurses have to be able to make rapid assessments in emergencies.

3. Caring behavior

The results of the study obtained a mean score of nurses' *caring behavior* of 200.67 from the highest score of 230. This score indicates that respondents have carried out *caring behavior* well despite the high workload. In line with research conducted by Suardi (2020), it was found that 60 respondents (40.6%) had sufficient *caring behavior*.

Caring behavior in this study assesses caring behavior , *caring* environment and *caring* administration . *Caring* behavior is a combination of human behavior that is useful in improving health levels in helping sick patients. There is a tendency nurse No *caring* giving care nursing to clients that impact quality care that finally influence service health in a way comprehensive (Margareta, 20 20).

4. Implementation of Patient Safety

The results of the study obtained the lowest value of nurses, namely 61.53. This is based on the researcher's observations using an observation sheet, there are several items that are rarely done. From the assessment of 5 indicators, there are items that are not done by nurses, namely telephone orders



are written in full, orders or examination results are confirmed by the nurse who gave the order or examination results. In the *high alert drug monitoring item*, it was found that nurses had not monitored and identified special drugs that needed to be watched out for. And there are assessment process points beginning risk patient fall and reassess the patient if there is an indication of a change in condition or treatment.

The implementation of *patient safety* is also based on the ability and knowledge of nurses in acting. In line with Ningsih's research (2020), there is an influence of nurse knowledge on the implementation of *patient safety* with a p value <0.0013 . Knowledge is factor important in somebody take decision However No forever knowledge somebody Can avoid himself from error .

5. Relationship between workload and *caring behavior* of nurses in the Emergency Room of SMC Telogorejo Hospital, Semarang

Analysis results *bivariate* using statistical tests *Pearson Product Moment* obtained p value value is 0.002 ($p < 0.05$). That means there is connection between workload and *caring behavior* of nurses at the SMC Emergency Room of Telogorejo Hospital, Semarang. Value coefficient correlation +0.531 with a positive relationship direction then the correlation strong . Where, the more tall burden Work nurse can influence behavior *caring* nurses in the SMC Emergency Room of Telogorejo Hospital

. *Caring* behavior can decrease when the workload increases.

Supported by Herman's research (2021), the statistical test results obtained a p value of 0.011 and are in line with Ismiani's research (2019) the relationship between the workload of ER nurses and caring behavior is $0.006 < \alpha (0.05)$. The lower the workload, the more likely it is for nurses to show *caring behavior* . In addition, it is also in line with Hidayanto's research (2021) that the implementation of nurses' *caring behavior* is in the good category of 51 respondents (48.1%) so that there is a relationship between caring behavior and workload (p value 0.003).

Actions taken in the emergency room are *life-saving actions* in the emergency system with a rapid assessment of the patient's *Airway, Breathing, Circulation system*. Therefore, the condition work that requires agility and precision , nurses working in the emergency unit emergency in accordance with his duties and responsibilities must capable behave *caring* , so that given the best service For patients (Arini, 2017).

Condition Work in the form of situation the work that covers facilities , regulations that applied , relationship social cooperation between officers who can result in absence comfort for nurses. With a high workload, nurses tend to experience work fatigue. Nurses can show a loss of empathy and sympathy and responsiveness to patients, in addition it can cause a decline in nurse performance (Geyer, 2019).



6. The relationship between workload and *patient safety implementation* in the SMC Emergency Room of Telogorejo Hospital, Semarang

Analysis results *bivariate* using statistical tests *Spearman's rank* obtained a *p value* of 0.413 ($p > 0.05$). This means that there is no connection between burden Work to implementation *patient safety* nurses at the SMC Emergency Room of Telogorejo Hospital . The coefficient value correlation obtained +0.147 with a positive relationship direction, then, the correlation the weak. So that can concluded the more tall burden Work nurse can influence implementation *patient safety* nurses at the SMC Emergency Room of Telogorejo Hospital . So that the implementation *patient safety* may decrease as the workload increases.

Supported by research conducted by Frischilia (2017) which explains that there is no relationship between workload and the implementation of *patient safety* because the demands of the tasks that must be completed do not always interfere with performance. The research is in line with research by Supardi (2020) one of One factors that can cause reducer safety patient (*patient safety*) is complaint height burden Work personnel .

This study is different from Ameliyah's (2018) study that there is a relationship between workload and the implementation of patient safety with a *p value* of 0.02 ($P < 0.05$). In Ismiani's (2019) study, the *p value* was 0.023 ($p < 0.05$) so that there is a relationship

between physical workload and the implementation of *patient safety* . In line with Srinigsih's (2020) study. There is a relationship between the implementation of patient safety and the workload of nurses with a *p value* of 0.0013.

Safety patient as a system Where House Sick make care patient more safe , prevent the occurrence injury caused by error consequence carry out a action or No take the action that should be taken . In principle safety patient No means must No There is risk The same once for all action medical can carried out (Sriningsih, 2020)

CONCLUSION

The results of the research that has been carried out can be concluded that there are connection between workload and *caring behavior* of nurses at the SMC Emergency Room of Telogorejo Hospital, Semarang (*P value* $0.002 < 0.05$). The more tall burden Work nurse can influence behavior *caring* nurses at the SMC Emergency Room of Telogorejo Hospital . And there are no connection between workload and *patient safety* implementation in the Emergency Room of SMC Telogorejo Hospital Semarang (*P value* $0.413 > 0.05$). The more tall burden Work nurse can influence implementation *patient safety* nurse at the SMC Emergency Room, Telogorejo Hospital .

SUGGESTION

Study This can made into reference for Hospitals for increase service especially in Installation Emergency Emergency with increase knowledge and competence nurse



through *patient safety* training . Researchers furthermore need notice other factors that can influence workload of nurses in the ER and can add variable other related research with workload of nurses in the ER

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