

Workload Relationship With The Attitude of Nurse In Fulfilling The Patient's Spiritual Needs

Mundakir

Faculty of Health Sciences, University of Muhammadiyah
Surabaya, Indonesia

Erna Purnamasari

Faculty of Health Sciences, University of
Muhammadiyah Surabaya

Siti Aisyah

Faculty of Health Sciences, University of
Muhammadiyah Surabaya

Abstract – Introduction: Nurses as health professionals should be able to pay attention to the status of patients who are not only being the bio-psycho-socio-cultural but also spiritual. Many nurses who complain of high workload, so it can not meet the spiritual aspect. The results of the initial survey in Siti Khadija Hospital the behavior of nurses in the spiritual fulfillment are lacking because of the amount increasing the number of Patients, and the number of nurses is lacking. The number of nurses could be measured by using the calculation of the number of beds and number of BOR per month. The purpose of this study was to Knowing the nurse's workload relationship with the attitude in fulfilling the patient's spiritual needs in the Inpatient Siti Khadija Sepanjang Hospital. **Method:** This research method used the correlation study. Samples taken amounted to 47 respondents, using random sampling techniques. Data was collect used questionnaires and analyzed used Spearman's, Rho. **Result:** the workload of nurses experiencing high workload as many as 31 nurses with an average percentage of 66% and attitudes of nurses in fulfilling the spiritual needs of Patients Showed that the majority of nurses who provide spiritual needs less Obtain the highest score by 26 nurses with a percentage of 55% with the result of the test statistic $p = 0.002 < \alpha = 0:05$. **Conclusion:** the significant relationship between workload with the attitude of nurses in fulfilling the spiritual needs of patients in the inpatient of Siti Khadijah Sepanjang Hospital.

Keywords: fulfillment of spiritual needs, nurse, attitude, workload

I. INTRODUCTION

Nurses as professional health workers have the greatest opportunity to provide health care, especially care or nursing care that is comprehensive and helps clients meet basic needs holistically. The nurse looked at the client as being a bio-psycho-socio-cultural and spiritual holistic and unique response to changes in health or a state of crisis as in [1]. The research found that nursing care given by nurses can not be separated from the nurse interaction with clients as in [2]. Initial studies in the Hospital Siti Khodijah Throughout

shows that the attitude of nurses in the spiritual fulfillment are lacking because of the amount of work to be done

The spiritual nursing service quality in virtually all inpatient unit has not implemented well. Services spiritual aspects must be considered in the nursing care besides the physical and psychosocial aspects. This is because some research showed that the spiritual beliefs affect the health and care [2]. Through prayer, people can express their feelings, hopes and beliefs to God. Perceived spiritual care can directly affect the quality of the healing of a person, or the quality of individual and family death experiences as in [3]. Individuals with a high spiritual level and both tend to experience anxiety at a low level, and some patients with terminal illnesses spiritual well prepared died in a state of peace. Based on the research ref [3] reported that most nurses feel unable to provide spiritual care to patients the following reasons: nurse look at religion as a private matter, nurse feels there is still many workloads that accumulate and must be resolved. Nurses think that spirituality is a private matter that only an individual's relationship with its creator. Nurses feel uncomfortable with religion/beliefs. Nurse did not know about the nursing care of spiritual. Nurses run spiritual needs for psychosocial needs, and nurse saw that the spiritual fulfillment of patients is not part of his or her responsibility but the responsibility of the family and religious leaders as in [4].

According to a survey of Indonesian National Nurses Association in 2006, approximately 50.9% of nurses working in four provinces in Indonesia experiencing job stress, dizziness, fatigue, could not rest because the workload is too high and time-consuming. While the results of research conducted by the International Council of Nurses (ICN) in 2010 showed, an increase in the workload of nurses has resulted in 14% increase in mortality of patients treated. Efforts to improve the quality of nursing care, especially in the inpatient requires sufficient nurses, both regarding quantity and quality to carry out these functions. Needs of nurses in

hospitals can be known through the workload experienced nurses as in [5].

The attitude of nurses in fulfilling the spiritual needs of the patient is very important because of the spiritual needs including fulfillment of the role of nurses in nursing care. If the workload is high then greatly affect the fulfillment of the nursing care. In the distribution of shifts that run in Siti Khodijah hospital this time is 7 o'clock in the morning shift, afternoon shift of 7 hours and 10-hour night shift. Nurses having night shift will get the night off one day as compensation. No special break time for nursing, but there is awareness among nurses to pray and eat interchangeably.

In RS. Siti Khadijah there are 11 rooms; including 3 special room unit (ICU, ER, OK), and 7 hospitalizations (Arofah, Mutazam, Sofa Marwah, Minah, Ismail, Sakinah, Anisah). Hospital Siti Khodijah in 2014 of which there are 145 nurses. At 7 pm there were 179 inpatient beds and 95 number of nurses. Gillies is a formula is used to planning the number of nurses in Siti Khodijah hospital, but in the way, they often ask for the assistance of the room, especially during patients visits increased. Siti Khadijah hospital throughout indicates that spiritual fulfillment in all inpatient has not met yet. Obtained as many as 7 units of wards, nurses have not done the spiritual needs of the patient. The workload is one of the elements that must be considered for a workforce to obtain harmony and high productivity in addition to elements of the additional burden due to the working environment and working capacity. Nurse nursing activities performed in the Hospital, namely: a) direct nursing activity (i.e., activity measures and procedures aimed at the treatment of clients as well as maintenance procedures, communication, delivery of drugs, nutrients and elimination, Hygiene client, client transportation). B) indirect nursing activity (administrative, preparing medications, preparing tools, coordination with physicians or other medical personnel, couriers are out activities related to the interests of clients such as taking prescription or taking medications to pharmacies). The psychological impact caused by the high workload on the nurse is the nurse becomes irritable, in serving the patient nurses work hastily. According ref [6], that the nursing care of patients not only focused on physical health alone but include the fulfillment of basic human needs both the needs of biological, psychological, social/cultural, and spiritual intact and unique. Irregularities or non-fulfillment of basic human needs because of the workload of nurses is still not performing well. In fact according ref [7], that nurses pay less attention to the spiritual aspects of care for nurses lack understanding about the spiritual aspect and its benefits to the health and healing of the patient's disease.

One of the causes of the lack of spiritual fulfillment nursing services among others, the factors of the workload of nurses were not by the tasks and activities or activities performed by a nurse during a stint in a nursing care unit. The workload of nurses is very dense and might be piling nurses and busy activities. Factors affecting the workload of nurses is the condition of the patient are always changing, the average number of hours of care needed to provide direct services to patients in excess of one's ability, willingness to perform work, job demands high and nursing care documentation ref [8], the

negative effects of the increasing workload of nurses is the possibility arises emotions that do not fit the expected patient. Excessive workload greatly affects the productivity of health workers and of course, affect the productivity of nurses. The existence of a high nurse workload required an effective and constructive self-management so that the high workload of nurses can be controlled properly.

The professional nurse should be able to improve or provide nursing care to patients will need bio-psycho-spiritual. Which preferably is spiritual needs. Researchers want to know whether the workload relates to the attitude of nurses in fulfilling the spiritual needs of patients

II. METHOD

The design of this study Analytical correlations with cross-sectional approach that is studying the relationship between independent variables and the dependent variable measuring moment as in [9].

The population in this study are all nurses in Installation Inpatient (Arofah, Shofa Marwah, Mutazam) Siti Khodijah Sepanjang Hospital amounted to 53 respondents with a total sample of 47 respondents were taken by purposive random sampling technique.

Instruments used in this research is to use the observation sheet to determine the attitudes of nurses in meeting the needs of patients spiritual. This study was conducted over 17 days.

III. RESULTS

TABLE 1 DISTRIBUTION OF WORKLOAD OF NURSES IN SITI KHODIJAH SEPANJANG HOSPITAL ON SEPTEMBER 1-17 APRIL 2015

Workload	amount	Percentage %
High	31	66.0
Optimal	13	27.7
Low	3	6.4
Total	47	100

TABLE 2 DISTRIBUTION OF THE PATIENT'S SPIRITUAL FULFILLMENT NEEDS IN SITI KHODIJAH SEPANJANG HOSPITAL ON SEPTEMBER 1-17 APRIL 2015.

Spiritual Fulfillment	amount	Percentage %
Good	3	6.4
Enough	18	38.4
Less	26	55.3
Total	47	100

Based on the test results of the statistical table 3 Spearman's Rank test to determine the relationship of the workload with the attitude of nurses in fulfilling the spiritual needs of patients, shows the results of the significance of $p = 0.002$ with a significance that is used is $\alpha = 0.05$, so that H_0 is rejected and H_1 accepted. That is a significant relationship between workload with the attitude of nurses in fulfilling the spiritual needs of patients at the Hospital Siti Khodijah Along with the

degree of correlation coefficient $r = 0.450$ with a fairly high degree of correlation

IV. DISCUSSION

The workload of the nurses at the inpatient of the siti khodijah Sepanjang hospital

Measurement results workload experienced by nurses showed that the results in getting are some nurses who experienced high workload as much as 31 nurses (66%). While workloads with the optimal category as many as 13 nurses (28%), and the lowest number of respondents with low workload for 3 nurses (6%). Of the total respondents who numbered as many as 47 people.

According ref [10] workload is an overall time used by employees in performing the activity or activities during work hours are working volume of an installation unit. Workload as a source of stress caused by work overload workload both qualitative and quantitative workload.

The nurse's role is very important because as the spearhead of hospitalization and is the longest power contact to the patient that during the next 24 hours. This will lead to a strong stressor to nurses in their work environment. According ref [11], said that the nursing workload weight or height could affect Patient safety (patient safety). Like, many nursing tasks to be performed by a group of nurses during a particular shift. The nursing workload is also influenced by the number of nurses, the number of patients, the condition of the patient and the nurse working system.

Workload accomplished in Inpatient Hospital Siti Khodijah Throughout due to an increase in the number of patients and the number of nurses less. In determining the high workload or optimal may affect the number of nurses that will be needed. The number of nurses can be calculated or measured by using a formula or a count of the number of beds/bed and BOR amount per month. Arofah room contained 61% by a number of beds 17 beds; nurses should be required as much as ± 10 nurses. Arofah room already has 15 nurses. While there Marwah Shofa room BOR 76% by a number of beds 45 beds, nurses should be required as much as ± 34 nurses. Shofa Marwah room has had 21 nurses. While there Mutazam room BOR 74% by a number of beds 32 beds, nurses should be required as much as ± 24 nurses, diruang Mutazam already has 17 nurses. The impact that occurs when a shortage of nurses that will experience high workloads will lead to stress on the nurses. Nurses in accordance with the role and function of activities in Inpatient, if the workload is acceptable too large, then it can lead to job stress can affect motivation and declining performance as in [8]. According ref [8], states that the workload can affect employee stress nurse, but it also can affect patient care and patient safety so that the performance of nurses is low

Nurse's attitude in fulfilling the spiritual needs of patients in Siti Khotijah Sepanjang Hospital

Results observation attitude of nurses in fulfil the spiritual needs of patients showed that the results in the can are some nurses who provide spiritual needs less obtain the highest score by 26 nurses (55%), while the spiritual fulfillment in the category of pretty much 18 nurses (38%), and the lowest number of respondents with good spiritual fulfillment as much as 3 nurses (6%).

The above results show that the majority of nurses attitude in fulfilling the spiritual needs less. This is consistent with the results of Trisnawati (2013), nurses, as professional health workers are the greatest professionals, have the opportunity to provide health care, especially care or nursing care with a comprehensive help clients meet basic needs holistically. The nurse looked at the client as being Bio-Psycho-Spiritual-Sociocultural who respond holistically and unique to changes in health or critical condition.

Spiritual need is harmonization of these dimensions include finding meaning, purpose, and the need for confidence in yourself, and God Almighty. The basics of human spiritual needs namely: the meaning and purpose of life, the feeling of mystery, devotion, confidence and hope in times of trouble as in [12]. The spiritual dimension is one of the important dimensions which need to be considered by nurses in providing nursing care to a client. Faith or religious belief is essential in the personal lives of individuals. That belief is known as a strong factor in healing and physical recovery as in [7].

According ref [13], spiritual needs are the need to find meaning and purpose of life, the need to love and be loved, and the need to give and receive forgiveness.

Services spiritual aspect in fulfilling nursing care must be considered in the treatment in addition to the physical and psychosocial aspects because according to some research as ref [2] showed that the spiritual beliefs affect the health and care. Through prayer people can express their feelings, hopes and his belief in God.

According ref [2], nursing care given by nurses can not be separated from the nurse interaction with clients. From various sources as ref [3] perceived spiritual care can directly affect the quality of the healing of a person or the quality of individual and family death experience. Individuals with a high spiritual level and both tend to experience anxiety at a low level, and some patients with terminal illnesses to be prepared as well in the spiritual fulfillment, died in a state of peace and quiet.

Found with the research ref [3] which showed that the nurse was not able to provide spiritual care to patients with; nurses look at religion as a private matter, the nurse was still a lot of workloads that accumulate and must be resolved, the nurses think that spirituality is a private matter that only an individual's relationship with its creator, nurse feels uncomfortable with the religion or belief of his, nurses do not know about the spiritual nursing care, etc. Results of research at the Hospital Siti Khodijah along, shows the attitude of nurses in the spiritual fulfillment are lacking because of the amount of work they have to do.

Analysis of workload relationship with the attitude of nurses in fulfilling the patient's spiritual needs in the Inpatient Hospital Throughout Siti Khodijah

In getting the relationship with the significant level of $\rho = 0.002$ between workload with spiritual fulfillment in patients in the Inpatient (Arofah, Shofa, Marwah, Mutazam) Hospital Khodijah Throughout Siti. Researchers are also collecting data about the opinion of respondents on the workload of his during this so that the attitudes of nurses towards spiritual fulfillment is not done properly, the nurse who totaled 47 people, 31 people (66%) say their workload heavy, while 13 people (28%) who said optimal workload, and 3 (6%) said that the work load so low that not enough time to do administration or fulfillment of the spiritual needs of the patient. Nurse answers based on open questions, the reason for the difficulty in fulfilling the patient's spiritual needs is; Nurses are not balanced by the number of patients, have to perform various jobs all subjects, patients need a lot of time to make observations, guiding families toward patient care, too many acts of medical and non-medical that must be resolved, the nurses had had no family own will provide the spiritual to the patient.

Based on research from ref [14], said that the nursing workload weight or height could affect patient safety. From the calculation of the statistical test in getting a significant correlation between workload with the attitude of nurses in fulfilling the spiritual needs of the patient. In other words, the higher the level of the workload of nurses, the lower the attitude of nurses in meeting the spiritual needs of the patient. This is influenced by several factors, including the lack of an efficient format for a high workload and thus require more time to perform or provide spiritual fulfillment to the patient.

If viewed regarding knowledge, nurses who are the target of this research is a nurse with an educational background D III nursing do not know about the fulfillment of nursing care in the spiritual fulfillment. According to researchers with high levels of mobility that resulted in the attitude of nurses in meeting the spiritual needs of patients are not performing well.

The negative effects of increased workload are the possibility of emotional caregivers who do not fit the expected patient. Excessive workload greatly affects the productivity of health workers and of course, affect the productivity of nurses. If the workload decreases, it will better the service, or spiritual fulfillment met properly

V. CONCLUSIONS

Based on the results of research on the relationship with the attitude of the nurse workload in fulfilling the spiritual needs of patients in the Inpatient Hospital Installation Siti Khodijah Throughout obtained the following conclusions and recommendations.

Installation workload of nurses at the Hospital Inpatient Siti Khodijah Throughout most of the nurses experienced in getting high workload.

The attitude of nurses in meeting the spiritual needs of patients in the Inpatient Hospital Installation Siti Khodijah long in getting the majority of nurses provide spiritual needs less.

A significant relationship between workload with the attitude of nurses in fulfilling the spiritual needs of patients in the Inpatient Hospital Installation Siti Khodijah Sepanjang

REFERENCES

- [1] C. Lombardo, B., Eyre, "Scopus - Document details," Online J. Issues Nurs., vol. 16, no. 1, p. 3, 2011.
- [2] Ayuningtyas.Dwi, "Pengaruh Profitabilitas Terhadap Nilai Perusahaan: Kebijakan Dividen dan Kesempatan Investasi Sebagai Variabel Antara," Jurnal.STIESIA. Surabaya, 2013.
- [3] Haryanti, "Relationship Between Workloads With Job Stress Emergency Room Nurses Semarang District Hospital, Nursing 1.," Manag. Journa, vol. volume 1, no. 1 November 14, 2013.
- [4] L. J. Carpenito, Buku Diagnosa Keperawatan. Jakarta: EGC, 2000.
- [5] Y. Ilyas, Perencanaan SDM Rumah Sakit: Teori, Metode dan Formula. Depok: FKM: UI, 2004.
- [6] B. S. Kozier. Erb, Buku Ajar Fundamental Keperawatan : Konsep, Proses & Praktik, 7th ed. Jakarta: EGC, 2010.
- [7] the E. Y. Hamid, Textbooks Spiritual Aspects in Nursing. Jakarta: Widya medika, 1999.
- [8] A. A. Mudayana, "The relationship Workload With Employee Performance Nur Hidayah hospital in Bantul." Ahmad Dahlan," 2012.
- [9] A. Hidayat, Methods Quantitative Research Paradigm Health. Surabaya: Health Books. 2010.
- [10] D. A. Gillies, Manajemen Keperawatan Suatu Pendekatan Sistem, Edisi Kedu. 2006.
- [11] P. dan A. P. G. Carayon, "Nursing workload and patient safety—A human factors engineering perspective.," 2005. [Online]. Available: http://www.ahrq.gov/professionals/cliniciansproviders/resources/nursing/resources/nursesdbk/CarayonP_NWPS.pdf.
- [12] D. Hawari, Dimensi Religi Dalam Praktek Psikiatri Dan Psik. Jakarta: Fakultas Kedokteran Universitas Indonesia., 2002.
- [13] Koziar, Fundamental of nursing: concepts, process and practice. New Jersey: Pearson prentice hall, 2004.
- [14] dan I. S. (2010). S. Carayon, Bravery K., Gabriel J., Kayley, J., Scales K., "Standards for infusion therapy, the RCN IV Therapy Forum, England.," 2010.