

# Analysis of Workload and Factors Related to Work Discipline of Nurses in Inpatient Rooms of Hospitals: Literature Review

Sondang Selviana<sup>1</sup>, Tiarnida Nababan<sup>2</sup>, Refi Ikhtiari<sup>3</sup>

<sup>1,2,3</sup>Master of Public Health, Prima Indonesia University, Medan, Indonesia

\*E-mail : selvianasondang@gmail.com

## ABSTRACT

Discipline is something that is a benchmark to determine whether the role of a manager or leader as a whole can be carried out well or not. Discipline is also a form of nurse self-control and regular implementation in showing the level of seriousness of nurses' work in a hospital, where nurses who do not comply with the regulations set by the hospital will be sanctioned. Therefore, this disciplinary action cannot be applied carelessly, so it requires wise consideration. This study is a literature review that aims to analyze Workload and Factors Related to Work Discipline of Nurses in Inpatient Rooms of Hospitals. This research was conducted by searching journals through Proquest, Pubmed, Google Scholar, Garuda, and Sinta which were then selected according to the topic. This research is a study published in the last 5 years. The results of the literature review study showed that the relationship between workload and nurse characteristics and nurse work discipline was very significant.

**Keywords:** *Workload, Work Discipline, Nurses*

## INTRODUCTION

Health nursing services at hospitals or health centers are one of the most important and goal-oriented services that focus on the implementation of professional nursing care according to nursing standards, which is highly dependent on the performance of nurses at hospitals or health centers in implementing nursing care standards (Kumajas et al., 2020). Nursing services are an inseparable part of health services both in hospitals and other health care facilities, nursing is an integral part of health services, so quality nursing services are one of the indicators for assessing the quality of health services (Abdullah & Ahri, 2019).

Discipline is something that is a benchmark to determine whether the role of a manager or leader as a whole can be carried out properly or not. Nursing is one of the professions in hospitals or health centers that plays an important role in organizing efforts to maintain the quality of health services in health centers or hospitals. Health services in health centers are a form of service provided to clients, by a multidisciplinary team including the nursing team. The nursing team is a member of the health team who deals with client health problems for 24 hours continuously (Yeni, 2017).

## METHODS

This research is a research using the literature study method or literature review. Literature review is a search and research of literature by reading various books, journals, and other

publications related to the research topic, to produce a writing regarding a particular topic or issue.

**RESULTS**

**Table 1. Journal Search Results**

No	Research Title/ Researcher Name/ Year/ Journal Name	Research purposes	Method	Populatio n/ Sample	Summary of Research Results
1	The Influence of Workload, Work Stress, Work Motivation on Patient Care Performance (Covid- & Yuniar, nd)2021 . Nursing Care and Health Technology Journal (NCHAT), 1(2), 47-54.	Knowing and analyzing the influence of work stress, workload and job satisfaction on the performance of health workers in inpatient rooms, as well as what are the benchmarks and solutions for medical personnel in providing health services at the Kendari City Regional General Hospital (RSUD).	Cross-sectional	77 People	There is a load effectwork p=0.000, work stress p=0.042 and work motivation p=0.003 (p<0.05) on performance nurses of covid-19 patients at Kendari City Hospital. Therefore That, it is necessary to have a stimulus to increase motivation Work nurse such as increasing incentives service and providing opportunity for nurse For follow nursing training
2	The Influence of Job Training, Promotion, Compensation and Motivation on the Work Performance of Nurses at RSBP Batam(Work et al., 2021)Rivaldo, Y., & Yusman, E. (2021).. As-Said Journal, 1(2), 87-96	Knowing the influencejob training for work performance, promotion for work performance, compensation for work performance, and motivation for work performance.	Causal quantitative research	149 Nurse respondents Batam Regional Public Hospital	Training work, promotion, compensation and motivation together bsignificantly influences work performance with a correlation R value of 97.5% with a

					determination value (R2) obtained of 95.1% and the relationship that occurs is very strong.
3	<i>A cross-sectional study exploring the relationship between burnout, absenteeism, and job performance among American nurses Dyrbye, LN, Shanafelt, T. D(Dyrbye et al., 2019).BMC nursing, 18(1), 1-8.</i>	Evaluating absence and work performance on nurse performance.	Cross-sectional	3,098 Nurses	Absenteeism and fatigue caused by stress at work have an impact on nurse performance with a p value of 0.002.
4	The Influence of Work Fatigue, Work Stress, Work Motivation and Workload on Nurse Performance at Makassar City Hospital (Basalamah et al., 2021) <i>An Idea HealthJournal, 1(02), 67-80.</i>	Analyze The relationship between work fatigue, work stress, work motivation and workload on nurse performance at Daya Makassar Regional Hospital	Observational analytical design cross sectional study	100 Respondents	Stress Workp=0.013, motivation p=0.000 and workload p=0.000 has an effect on performance nurse at Makassar City Hospital
5	Remuneration System for Nurses' Work Motivation and Performance. Sudarsono, MF, Masyurrosyidi, H., & Chalidyanto, D. (2021). <i>Silampari Nursing Journal, 5(1), 115-124.</i>	Remuneration system for work motivation and nurse performance	Knowing the influence of the remuneration system on work motivation of nurses and nurse performance in private hospitals in East Java.	Observational with design cross-sectional construction	The remuneration system influences work motivation nurse With markp=0.002 so that it affects performance at Private Hospitals in East Java.

6	The Influence of Work Satisfaction and Stress on Nurses' Work Motivation (A Syatematic Review) (Lubis et al., 2022) <i>Journal of Public Health (Undip)</i> , 10(3), 372-378.	Retrospective Observational approachQualitative in Systematic Review and PRISMA method (PreferredReporting Items for Systematic Reviews and Meta Analysis)	SeeThe influence of workload, work stress, job satisfactio n on work motivation in nurses: a systematic review.	10 Literatur	- 50.9% Indonesian nurses experience work stress, often feel dizzy, tired, not enough friendly, lack of rest due to excessive workload and inadequate income. - Workload, work stress and work motivation simultaneously have a significant effect on performance. - Job satisfaction has a positive relationship with motivation Work. - Stres work has a significant influence on motivation nursing work
7	The Influence of Financial and Non-Financial Incentives and Work Motivation on Nurses' Job Satisfaction at Gunung Maria Hospital, Tomohon (Palendeng & Bernardo, 2021) <i>JMBI UNSRAT (Scientific</i>	Analyzeand test the influence of financial incentives, non-financial incentives, work motivation on job satisfaction.	Quantitati ve analysis, with a cross-sectional approach	141 Nurses at Mount Maria Hospital, Tomohon	Financial incentives and non-financial incentives have a positive influence on motivation and job satisfaction. While That,Work motivation also has a positive influence on job satisfaction.

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Sam Ratulangi  
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8.	The Influence of Work Motivation Training on the Performance of Nurses in Providing Nursing Care at Husada Hospital, Jakarta (Saragih et al., 2021)	Analyzing the impact of trainingwork motivation on the performance of implementing nurses and analyzing the influence of individual characteristics on the performance of implementing nurses at Husada Hospital, Jakarta.	Quasi Experimentalwith Pre-Post Test Group Design. Respondent s	27 Respondents in the intervention group and control group	There is a difference between work performance before and after motivational training with $p=0.000$ .
9	Analysis of Factors Affecting Nurse Performance at Asembagus Regional Hospital, Situbondo Regency in 2023 (Fauzi et al., 2023) <i>Mandira Cendikia Journal of Health Sciences,</i> 2(10), 296-309.	Analyzefactors that influence the performance of nurses at Asembagus Regional Hospital	Correlation analyticswith cross sectional research design	71 Respondents	There is a relationship between length of service $p=0.041$ , training $p=0.029$ , serviceservice $p=0.012$ with nurse performance and there is no relationship between position $p=0.067$ with nurse performance
10	The Influence of Resilience and Happiness on Nurse Performance Through Job Satisfaction as an Intervening Variable at Pondok Indah Hospital (Huda, 2022) USNI Journal of Management DOI:	Knowing the influenceResilience and Happiness towards Nurse Performance through Job Satisfaction at Pondok Indah Hospital	Surveywith quantitative analysis technique s and path analysis applied in hypothesis testing	226 Nurses	Resilience, happiness, satisfaction nursing work owndirect influence on nurse performance.

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11	The Relationship between Education and Training with Improving Nurse Performance in the Melati Ward of Kotamobagu City Hospital (Amir & Ningsih, 2021) <i>Health Information</i> , 11(1), 344-348.	Knowing the relationship education and training with improving the performance of nurses in the Melati Room of Kotamobagu City Hospital.	Cross-sectional	41 Respondents	There is a relationship between education p=0.017 and training p=0.001 with improving the performance of nurses in the Melati Room of Kotamobagu City Hospital, increasingly frequent and increasingly Lots training Which obtained by a nurse, the better the nurse's performance will be.
12	The Influence of the Implementation of Head of Room Coaching Training on the Performance of Nurses at X Hospital, Tangerang (Lys et al., 2022) <i>Journal of Health</i> , 11(2), 75-84.	Seeing the impact of training implementation coaching of the head of the room on the performance of implementing nurses at Hospital X Tangerang.	Quasi Experimental Quantitative Method, non-randomized control group pre test and post test design	101 implementing nurses and 8 room heads	Implementation head coaching training room p=0.000 and gender p=0.009 has an effect on improving the performance of implementing nurses
13	The Influence of SFIC Spiritual Accompaniment on Work Motivation and Caring Behavior of Nurses at St. Vincentius	Knowing the influence of spiritual guidance SFIC on work motivation and caring behavior of nurses in inpatient units.	Quasi Experimental Control Research Group Pretest	96 Nurses as the intervention group 48 nurses, and as the control	There is an influence that significant on nurses' work motivation before and after providing SFIC

	Singkawang Hospital (Mestoly et al., 2023) <i>Journal of Non- Formal Education Science</i> , 9(3), 1847- 1858.		Posttest Design	group 48 nurses	spiritual guidance intervention.
14	Manager's guidance in improving job satisfaction of implementing nurses at Padang Private Hospital (Murni & Fajria, 2023) <i>Journal of Medical and Scientific Health</i> , 14(1).	Knowing the impact of giving directionsHead of room and team leader with level of satisfaction of implementing nurses	Quasi Experimen t with Non Equivalent Compariso n Approach Group Prees- postes Design	22 Respondents	- There is an increase in nurses' knowledge tomotivational training, communicatio and delegationon job satisfaction implementing nurse - Manager's briefing veryhas a positive impact on nurses' job satisfaction.
15	The Influence of Work Motivation and Work Discipline on Nurse Performance at RSIA Tiara Fatrin Palembang (Rima et al., 2023) <i>Journal of Business, Management, and Economics</i> , 4(3).	KnowIs there an influence of work motivation and work discipline on the performance of nurses at RSIA Tiara Fatrin Palembang?	Quantitative	50 Respondents	- There is a positive influence And significant on work motivation p=0.008 on nurse performance at RSIA Tiara Fatrin Palembang - There is a positive influence And significant work discipline p=0.000 on nurse performance.

16	Mediation of Job Satisfaction: Motivation and Employee Engagement on Nurse Performance (Hardianto et al., 2021) <i>JIM (Journal of Management Science)</i> , 7(3), 63-79.	Analyzing the influence of motivation, employee engagement and job satisfaction on nurse performance; mediated by job satisfaction.	Quantitative approach with The survey method and type of research is explanatory research	65 Nurses in IRNA 1 Dr. Saiful Anwar Regional Hospital, Malang	Study This shows that there is positive influence And Significant between Motivation and Employee Engagement on job satisfaction. Nurse with a high level of motivation tend to be more succeed in his work
17	Factors related to nurse performance during the Covid-19 pandemic at Dr. Soebandi Regional Hospital, Jember Regency  Ragil, Reny & M.Fajar (2023) <i>Journal of Public Health Sciences</i> , 19(1).	Know factors related to nurse performance during the covid-19 pandemic at dr. Soebandi Regional Hospital, Jember Regency	Quantitative analysis and with a cross-sectional approach.	173 nurses at dr. Jember	There is a relationship between motivation with a p value of 0.001 and social support. With markp=0.002 (p<0.05) has a relationship with nurse performance.
18	The Influence of Work Motivation and Professional Attitude on Nurses' Performance in Inpatient Services at GMIM Pancaran Kasih General Hospital, Manado Through Job Satisfaction as an Intervening Variable (Guarantee, 2022) <i>JMBI UNSRAT (Scientific Journal of Business Management and Innovation,</i>	Analyze Work motivation and professional attitude towards nurse performance in the Inpatient Service of GMIM Pancaran Kasih Manado General Hospital through job satisfaction as an intervening variable	Quantitative which is an analytical survey with a cross sectional study approach	80 Nurses	There is an influence of attitude profession p=0.000 And job satisfaction p=0.006 On Nurse Performance in Inpatient Services at General Hospitals GMIM Radiane Love Manado Through Satisfaction Work As Intervening Variables

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University),  
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19	The Influence of Training and Work Motivation on Nurse Performance at At-Medika Hospital, Palopo City Tangdigiling, M. (2020). (Doctoral dissertation, Muhammadiyah University of Palopo).	Knowing and analyzing the influence of training and work motivation on nurse performance in hospitals At-Medika City of Palopo	Survey approach	51 Respondents	Motivation work p=0.008 influentialsignificant to nurse performance.
20	Related Factors with Nurse Performance (Rani & Chatila, 2022). Indonesian Journal of Public Health and Nutrition. 2 (1) 75-82.	Know factors Which relate with performance nurse	Observation analytic	70 Nurses taken with a total sampling	There is a relationship Motivation with p value=0.014, style leadership democracy with mark p=0.013, commitment organization with p value=0.002, load work with value p=0.003 And anxiety on time pandemic with mark p=0.030 (p<0.05).
21	The Influence of Workload, Individual Characteristics and Work Discipline of Nurses on Nurse Performance at Palanro Health Center, Barru Regency (Masriati, Rasyidin Abdullah, Hasan Nongkeng, 2018) YUME : Journal of Management	Knowing the influence of workload, individual characteristics and work discipline on nurse performance	Descriptive	35 respondents	(1) workload influences the performance of nurses at the Palanro Health Center, Barru Regency (2) individual characteristics influence the performance of nurses at the Palanro Health Center, Barru

				Regency (3) work discipline influences the performance of nurses at the Palanro Health Center, Barru Regency (4) workload, individual characteristics and work discipline influence the performance of nurses at the Palanro Health Center, Barru Regency
22	Factors Influencing Nurse Discipline Arnianti, 2020 Sandi Husada Scientific Journal of Health	to find out the discipline of nurses at PKM Maros Baru, Maros Regency.	quantitative 50 respondents with cross-sectional research design	There is no influence between personality and environmental factors on the discipline of nurses at PKM Maros Baru, Maros Regency.
23	<b>Factors</b> Factors Affecting Nurse Discipline at Labuang Baji Regional Hospital, Makassar City <b>Asriyanto &amp; Risk Wardana, 2022</b> <b>Pancasakti Journal of Public Health Science and Research</b>	To determine the level of discipline of nurses at Labuang Baji Regional Hospital, Makassar City.	quantitative 50 nurses research, with a cross-sectional approach	The results of the univariate analysis showed that more than 80% of respondents had good personality, environmental and discipline factors and the results of the bivariate analysis showed that there was no influence between personality and environmental factors on the discipline of nurses at Labuang Baji Regional Hospital,

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## **DISCUSSION**

Efforts to instill discipline are basically instilling values to achieve the goals of the Health Center. Based on the statements above, it can be concluded that the factors that influence nurse discipline are factors from outside the individual, namely leadership, roles that apply in the work environment and internal factors, namely morale or enthusiasm and awareness of nurses of the importance of work discipline, discipline due to compliance with existing commitments, and compliance based on identification. The workload of nurses is a dimension of all activities or activities carried out by a nurse while on duty in a health service unit to provide nursing care carefully, quickly, precisely and within a certain time. Nurse workload is all activities or work demands that must be done by nurses while on duty which must be completed within a certain time. Excessive workload can trigger stress, so that nurses cannot display optimal, effective and efficient nursing care service performance because the nurse's physical and cognitive abilities are reduced.

An important factor in a person's personality is the value system he adheres to, the value system in this case is directly related to discipline. The values that uphold discipline taught or instilled by parents, teachers and society will be used as a frame of reference for implementing discipline in the workplace. This value system will be visible from a person's attitude and attitudes are expected to be reflected in behavior.

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## **CONCLUSION**

The implication of this finding is that by understanding and having a high commitment to achieving goals in working, implementing nurses will have high work discipline. For this reason, it is necessary to create a program that can foster awareness of implementing nurses in understanding and having a high commitment to achieving the goals of their work, such as developing performance standard guidelines or job descriptions, work discipline standards and a reward system for those who excel and punishment for those who violate work discipline. By implementing this program, it is hoped that it can improve work performance and productivity, as the ultimate goal of management issues, including nursing management.

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