

## ANALYSIS OF FACTORS INFLUENCING THE LEVEL OF NURSES' DEPRESSION AT X HOSPITAL MEDAN IN 2024

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### ABSTRACT

This study aims to analyze the factors that influence the level of depression in nurses at XGeneral Hospital Medan in 2024. Using a quantitative method with a cross-sectional design, the study involved 246 nurses as samples. Data analysis was carried out univariately, bivariately, and multivariately. The results showed that the majority of respondents were aged 36–45 years, female, had a bachelor's degree, and had a work period of less than 3 years. The variables that significantly influenced the level of depression were workload, physical environment, role conflict, and superior supervision, with workload as the most dominant factor. Meanwhile, length of service did not significantly influence the level of depression. Most nurses experienced minor depression (67.5%). These results emphasize the importance of hospital management's attention to work factors that can trigger psychological stress. It is recommended that X General Hospital Medan improve workload management, create a comfortable work environment, manage role conflict effectively, and improve the supervision system to maintain nurses' mental health and the quality of health services.

**Keywords:** Depression Level, Workload, Physical Environment, Role Conflict, Supervisor Supervision.

### INTRODUCTION

Depression is a very risky health problem if it occurs repeatedly in a person and with moderate or severe severity, it can even lead to death (WHO, 2021). According to the World Health Organization (WHO), 280 million people or 3.8% of the world's population suffer from depression, of which 5% are adults and 5.7% are elderly. Depression can lead to suicide and more than 700,000 deaths each year. Depression is also the 4th leading cause of death in the 15-29 age group.

According to Riskesdas 2018, Indonesia has a high prevalence of depression with a figure of 6.2% with an age range of 15-24 years. It was also obtained from data from the Ministry of Health in 2021 that more than 12 million people over the age of 15 suffer from depression (Abdul, 2024). Based on data from the Basic Health Research (Riskesdas) in 2018, the prevalence of depression in Indonesia in the population aged  $\geq 15$  years was 6.1%. Depression sufferers aged 15-24 years were 6.2%. Depression sufferers are dominated by women with a prevalence of 7.4% (Riskesda, 2018).

Nurses are workers who work professionally and have the ability, authority and responsibility to carry out nursing care (Tri, 2021). Nurses are people who are capable and authorized to carry out nursing actions based on the knowledge gained through nursing education (Fhirawati et al., 2020). Nurses as medical personnel who are directly involved in caring for patients are at high risk of experiencing stress or depression. High levels of stress can cause someone to get tired easily, lack sleep, have little time with family, and even be alienated from family (Maijefri, 2022).

The presence of a high psychological burden, increased workload not only causes health problems, but can also cause burnout syndrome in nurses. Burnout syndrome is a psychological condition resulting from emotional or psychological stress due to work demands. By Problems are classified as emotional exhaustion, depersonalization, and decreased personal achievement in the workplace (Pitaloka, 2022).

Damayanti et al., (2023) argue that one of the efforts that can be used to overcome the level of depression in nurses is to improve coping strategies in nurses themselves. Improving coping strategies can be done in various ways, one of which is with proper stress management, namely providing knowledge and skills for individuals to become more aware of the factors that cause depression and develop effective methods for managing depression.

The negative impact that can arise if a nurse experiences work stress is that it can disrupt their social interactions, a condition that arises due to the interaction between individuals and their work, where there is a mismatch in characteristics and unclear changes that occur in the hospital, both with colleagues, doctors and patients. A person's work effectiveness can be disrupted, because in general if someone experiences stress, there will be disturbances both in their psychology and their physiological state (Dodi, 2020).

There are several factors that may cause depression in nurses, such as workload, physical environment, length of service, role conflict and supervision from superiors. Work stress can arise due to excessive workload in the workplace, difficulties and emotional tension that interfere with a person's performance. The workload should be commensurate with the skills possessed. A load that is too low or too high results in low work productivity (Budyanto, 2019).

Badri's research (2020) revealed that there is a significant relationship between workload and work environment with nurses' work stress. Supported by research conducted by Rahmadia et al., (2019) which states that the physical environment has an impact on the factors that cause nurses' work stress. The physical work environment in a company is a work condition to provide a comfortable atmosphere and work situation for employees in achieving the goals desired by a company.

Depression experienced by nurses can be seen from several symptoms such as frequent dizziness and wanting to get out of the situation immediately, pain or tension in the muscles, frequent digestive problems such as diarrhea, constipation or ulcers, and sleep disorders and a pounding heart. In addition, the nurse experiences a decrease in the quality of work such as when carrying out their duties they are not serious and not careful in working, when working they often postpone their work, often come in late and go home early and there are nurses who come in and out during working hours, and there are still some nurses who do not finish

their work on time. Moderate depression has an impact on the attitude of nurses who are easily angry and lazy to work, while mild depression has an impact on nurses who are often restless and pessimistic at work, performance or performance decreases (Hartati, 2022).

The level of depression experienced by nurses in hospitals will affect the quality of services provided. Depression experienced by nurses and the inability to handle it can result in wrong actions in caring for, not caring and threatening patient safety (Mustika, 2018). The main function of nurses is to help patients or clients in sick or healthy conditions, to improve health through nursing services (Tri, 2021). If the level of depression experienced by nurses cannot be handled properly, it will result in a decrease in the quality of services provided to patients which will have an impact on the image of the hospital.

Based on the results of the initial survey that researchers have conducted using the observation method at RSU X Ayahanda, it was found that nurses have a heavier workload and tasks and the number of nurses is decreasing in one room.

From the explanation above and from the results of previous studies, researchers are interested in conducting research with the research title "Analysis of Factors Affecting the Level of Depression of Nurses at RSU X Medan in 2024".

## METHODS

This type of research is quantitative research using a cross-sectional research design. Quantitative research is defined as a systematic investigation of a phenomenon by collecting data that can be measured by performing statistical, mathematical or computational techniques, quantitative research is mostly conducted using statistical methods used to collect quantitative data from research studies. Cross-sectional is a study that is conducted once without any continuation (Sugiyono, 2019).

This research will be conducted at RSU X Medan. The estimated research period is 3 months starting from March 2025 - May 2025.

The population in this study were nurses at RSU X Medan, totaling 246 nurses. Sampling in this study used the proportional random sampling method, which is a sampling technique where all members have the same opportunity to be sampled according to their proportions. Determination of the number of samples used in this study was determined using total sampling. Total sampling is a technique for taking samples as a whole from the population value, so that the sample in this study was 246 nurses at RSU X Medan.

In this study, the independent variables and dependent variables used. The independent variables in this study are workload (X1), work environment (X2), length of service (X3), role conflict (X4), superior supervision (X5). The dependent variable used in this study is the level of nurse depression (Y).

This study uses primary data and secondary data with data collection methods used, namely questionnaires, documentation and literature studies.

In the quantitative research method that uses quantitative data analysis techniques, it is an activity after data from all respondents or other data sources are all collected. In this study, the data analysis used was univariate analysis, bivariate analysis using Pearson Correlation Product Moment and multivariate analysis with the help of the SPSS version 25 statistical program.

## RESULTS

### Frequency Distribution of Respondent Characteristics

**Table 1 Results of Frequency Distribution of Research Respondent Characteristics**

<b>Age</b>	<b>n</b>	<b>%</b>
25-35 Years	56	22,8
36-45 Years	133	54,1
>45 Years	57	23,2
<b>Total</b>	<b>246</b>	<b>100</b>
<b>Gender</b>	<b>n</b>	<b>%</b>
Man	44	17,9
Woman	202	82,1
<b>Total</b>	<b>246</b>	<b>100</b>
<b>Education</b>	<b>n</b>	<b>%</b>
Diploma	78	31,7
S1	168	68,3
<b>Total</b>	<b>246</b>	<b>100</b>
<b>Length of work</b>	<b>n</b>	<b>%</b>
< 3 Years	128	52
≥ 3 Years	118	48
<b>Total</b>	<b>246</b>	<b>100</b>

Source: Processed Primary Data (2025)

Table 1 explains the results of the frequency distribution of respondent characteristics in this study. From the results it can be seen that respondents in this study aged 25-35 years were 56 (22.8%), respondents aged 36-45 years were 133 (54.1%) and respondents aged >45 years were 57 (23.2%). Respondents in this study who were male were 44 (17.9%) and respondents who were female were 202 (82.1%). Respondents in this study who had a Diploma education level were 78 (31.7%) and respondents who had a Bachelor's degree education level were 168 (68.3%). Respondents in this study who had worked for <3 years were 128 (52%) and respondents who had worked for >3 years were 118 (48%) of the total respondents in this study as many as 246.

### Univariate Analysis Results

The following are the results of univariate analysis in this study.

**Table 2 Univariate Analysis Results**

<b>Workload</b>	<b>n</b>	<b>%</b>
Low	162	65,9
High	84	34,1
<b>Total</b>	<b>246</b>	<b>100</b>
<b>Physical Environment</b>	<b>n</b>	<b>%</b>
Good	185	75,2
Not good	61	24,8
<b>Total</b>	<b>246</b>	<b>100</b>
<b>Length of work</b>	<b>n</b>	<b>%</b>
< 3 Years	128	52
≥ 3 Years	118	48

<b>Total</b>	<b>246</b>	<b>100</b>
<b>Role Conflict</b>	<b>n</b>	<b>%</b>
No	146	59,3
Yes	100	40,7
<b>Total</b>	<b>246</b>	<b>100</b>
<b>Supervisor Supervision</b>	<b>n</b>	<b>%</b>
Good	169	68,7
Not good	77	31,3
<b>Total</b>	<b>246</b>	<b>100</b>
<b>Nursing Depression Levels</b>	<b>n</b>	<b>%</b>
Minor	166	67,5
Moderate	80	32,5
Major	0	0
<b>Total</b>	<b>246</b>	<b>100</b>

Source: Processed Primary Data (2025)

Table 2 explains the results of respondents' answers in the univariate analysis, the results of the study showed that the majority of respondents said that the workload at RSU X Medan was low as many as 162 (65.9%). The majority of respondents said that the physical environment at RSU X Medan was good as many as 185 (75.2%), the majority of respondents had a work period at RSU X Medan <3 years as many as 128 (52%), the majority of respondents said that there was no role conflict at RSU X Medan as many as 146 (59.3%), the majority of respondents said that the supervision of superiors at RSU X Medan was good as many as 169 (68.7%) and the majority of respondents in this study experienced depression in the minor category as many as 166 (67.5%).

### Bivariate Analysis Results

#### 1. The Effect of Workload on Nurses' Depression Levels at X Medan Hospital in 2024

**Table 8 The Effect of Workload on the Level of Nurse Depression at X Medan Hospital in 2024**

<b>Variable</b>	<b>Sig. (2-tailed)</b>	<b>Pearson Correltion</b>	<b>OR (Odds Ratio)</b>
Workload on Nurses' Depression Levels	0,000	0,891	72,250

Source: Primary Data Processed (2025)

From table 8 above, it shows that between workload and the level of depression of nurses at RSU X Medan there is a correlation coefficient ( $r$ ) of 0.891, where the influence is in the very strong category, and the correlation is significant because  $p < 0.05$  ( $0.000 < 0.05$ ). This shows that there is an influence of workload on the level of depression of nurses at RSU X Medan in 2024. The odds ratio value obtained is 72.250, which means that a high workload is 72 times more likely to increase nurse depression compared to a low workload.

#### 2. The Influence of Physical Environment on Nurses' Depression Levels at X Medan Hospital in 2024

**Table 9 The Influence of Physical Environment on Nurses' Depression Levels at X Medan Hospital in 2024**

Variable	<i>Sig. (2-tailed)</i>	<i>Pearson Correltion</i>	<i>OR (Odds Ratio)</i>
Physical Environment on Nurses' Depression Levels	0,000	0,747	53,370

Source: Primary Data Processed (2025)

From table 9 above, it shows that between the physical environment and the level of depression of nurses at RSU X Medan there is a correlation coefficient ( $r$ ) of 0.747, where the influence is in the strong category, and the correlation is significant because  $p < 0.05$  ( $0.000 < 0.05$ ). This shows that there is an influence of the physical environment on the level of depression of nurses at RSU X Medan in 2024. The odds ratio value obtained is 53.370, which means that a poor physical environment is 53 times more at risk of increasing nurse depression compared to a good physical environment.

### 3. The Effect of Length of Service on the Level of Depression in Nurses at X Medan Hospital in 2024

**Table 10 The Effect of Length of Service on the Level of Depression in Nurses at X Medan Hospital in 2024**

Variable	<i>Sig. (2-tailed)</i>	<i>Pearson Correltion</i>	<i>OR (Odds Ratio)</i>
Length of Service on Nurses' Depression Levels	0,520	-0,041	0,838

Source: Primary Data Processed (2025)

From table 10 above, it shows that between the length of service and the level of depression of nurses at RSU X Medan there is a correlation coefficient ( $r$ ) of -0.041, where the influence is in the very weak category, and the correlation is not significant because  $p > 0.05$  ( $0.520 > 0.05$ ). This shows that there is no influence of length of service on the level of depression of nurses at RSU X Medan in 2024. The odds ratio value obtained is 0.838, which means that a length of service  $< 3$  years is 0.8 times more at risk of increasing nurse depression compared to a length of service  $> 3$  years.

### 4. The Influence of Role Conflict on the Level of Depression in Nurses at X Hospital Medan in 2024

**Table 11 The Influence of Role Conflict on the Level of Depression in Nurses at X Hospital Medan in 2024**

Variable	<i>Sig. (2-tailed)</i>	<i>Pearson Correltion</i>	<i>OR (Odds Ratio)</i>
Role Conflict on Nurses' Depression Levels	0,000	0,662	31,733

Source: Primary Data Processed (2025)

From table 11 above, it shows that between role conflict and the level of depression of nurses at RSU X Medan there is a correlation coefficient ( $r$ ) of 0.662, where the influence is in the strong category, and the correlation is significant because  $p < 0.05$  ( $0.000 < 0.05$ ). This shows that there is an influence of role conflict

on the level of depression of nurses at RSU X Medan in 2024. The odds ratio value obtained is 31.733, which means that nurses who have role conflict are 31 times more at risk of increasing nurse depression compared to nurses who do not have role conflict.

#### 5. The Effect of Superior Supervision on the Level of Nurse Depression at X Medan Hospital in 2024

**Table 12 The Effect of Superior Supervision on the Level of Nurse Depression at X Medan Hospital in 2024**

Variable	Sig. (2-tailed)	Pearson Correltion	OR (Odds Ratio)
Supervisory Supervision of Nurses' Depression Levels	0,000	0,523	11,614

Source: Primary Data Processed (2025)

From table 12 above, it shows that between superior supervision and the level of depression of nurses at RSU X Medan there is a correlation coefficient ( $r$ ) of 0.523, where the influence is in the moderate category, and the correlation is significant because  $p < 0.05$  ( $0.000 < 0.05$ ). This shows that there is an influence of superior supervision on the level of depression of nurses at RSU X Medan in 2024. The odds ratio value obtained is 12.688, which means that poor superior supervision has a 12.6-fold risk of increasing nurse depression compared to good superior supervision.

#### Multivariate Analysis Results

**Table 13 Results of Variable Selection for Multivariate Analysis**

Variable	P-Value	Candidate
Workload (X1)	0,000	Yes
Physical environment (X2)	0,000	Yes
Work period (X3)	0,520	No
Role conflict (X4)	0,000	Yes
Superior supervision (X5)	0,000	Yes

Source: Primary Data Processed (2025)

From table 13 it can be seen that the independent variables in this study that have a  $p$  value  $< 0.05$  are the variables of workload, physical environment, role conflict and superior supervision. From these results, the independent variables in this study that enter the multivariate testing model are the variables of workload, physical environment, role conflict and superior supervision which can be seen in table 14:

**Table 14 Multivariate Analysis Results**

Variable	R Square	Sig
Workload (X1)		
Physical environment (X2)		
Role conflict (X4)	0,872	0,000
Superior supervision (X5)		

Source: Primary Data Processed (2025)

Table 14 explains the results of the multivariate analysis on the variables of workload, physical environment, role conflict and superior supervision on the level of depression of nurses at RSU X Medan in 2024, from the table it can be seen that the significance value is  $0.000 < 0.05$  which means that the independent variables variables of workload, physical environment, role conflict and superior supervision in this study together or simultaneously have an influence on the level of depression of nurses at RSU X Medan in 2024.

**Table 15 Independent Variables That Have the Most Influence on Dependent Variables**

Variable	t
Workload (X1)	17,717
Physical environment (X2)	7,733
Role conflict (X4)	5,826
Superior supervision (X5)	3,361

Source: Primary Data Processed (2025)

Table 15 explains the results regarding the independent variables that are most related to the dependent variable. From the research results, it can be seen that the highest t value is found in the workload variable (X1), which is 17.717. From these results, it can be concluded that the independent variable that is most related to the dependent variable in this study is the workload variable (X1).

## DISCUSSION

### The Effect of Workload on Nurses' Depression Levels at X Medan Hospital in 2024

The results of the study on the effect of workload on the level of depression of nurses at RSU X Medan in 2024 showed that respondents who said the workload at RSU X Medan was low were 162 (65.9%) and respondents who said the workload at RSU X Medan was high were 84 (34.1%). From these results, it can be seen that the majority of respondents said that the workload at RSU X Medan was low.

From the results of the bivariate analysis using the Pearson correlation, it showed that between the workload and the level of depression of nurses at RSU X Medan there was a correlation coefficient (r) of 0.891, where the influence was in the very strong category, and the correlation was significant because  $p < 0.05$  ( $0.000 < 0.05$ ). This shows that there is an influence of workload on the level of depression of nurses at RSU X Medan in 2024. The odds ratio value obtained was 72.250, which means that a high workload is 72 times more likely to increase nurse depression compared to a low workload.

The results of this study are in line with the research conducted by Cahyati (2024) with the title of the study the effect of workload on work stress of nurses in the inpatient ward of Dr. Soekardjo Regional Hospital, Tasikmalaya City, the results of his study showed that workload can affect work stress. The same results were also obtained from the research of Iskandar (2025) with the title of the study analysis of factors influencing symptoms of depression in nurses working at the Pidie Regency Government General Hospital, the results of his study showed that workload affects symptoms of depression in nurses. Workload is the totality of tasks, responsibilities, and pressures that must be completed within a certain time according to a person's capacity. In the nursing profession, workload covers various

aspects, from direct medical services to patients, administrative records, to emotional demands from patients and families. At X Medan Hospital in 2024, the phenomenon of increasing workload of nurses is a serious concern. Nurses are required to provide fast, precise, and empathetic health services, but at the same time they also have to handle many patients with various conditions. This condition causes nurses to often experience fatigue, stress, and emotional pressure. This disproportionate workload is one of the main factors contributing to the emergence of depressive symptoms in nurses.

Depression in nurses in the hospital environment can arise due to accumulated stress that is not handled properly. This stress can come from physical burdens such as long shift demands, overtime work, to psychological burdens such as dealing with critical patients, patient deaths, and dissatisfaction from patients or their families. This study found that there is a strong relationship between high workload and levels of depression in nurses. Nurses who face heavy workloads tend to experience feelings of deep sadness, loss of motivation to work, irritability, difficulty sleeping, and in some cases experience concentration disorders that hinder their performance. The longer this condition is left, not only will the nurse's mental health be disrupted, but the quality of service to patients can also decrease drastically. Several specific factors that worsen the impact of workload on the mental health of nurses at RSU X Medan include an unbalanced patient-to-nurse ratio, lack of rest time due to a busy work schedule, minimal emotional support from superiors or coworkers, and high administrative demands that must be completed along with patient care duties. Prolonged night shift conditions without fair rotation also increase the risk of depression because they disrupt the nurse's natural sleep patterns. In addition, the lack of access to counseling facilities or psychological support in the hospital environment makes nurses feel they have to bear the pressure alone.

Given this condition, it is very important for hospital management to immediately take preventive and curative measures. Efforts that can be made include balancing the number of patients with the capacity of nurses, paying attention to more humane work scheduling, providing regular stress management training, and strengthening the social support system in the work environment, such as building a work culture that supports each other among staff. In addition, it is also important to provide easy access to counseling and psychological services in the hospital for nurses who need help. With the right efforts, it is hoped that the high workload will no longer be the main cause of the increasing level of depression in nurses, so that they can carry out their noble duties in providing health services to the community optimally and in a healthy mental condition.

#### **The Influence of Physical Environment on Nurses' Depression Levels at X Medan Hospital in 2024**

The results of the study on the influence of the physical environment on the level of depression of nurses at RSU X Medan in 2024 showed that respondents who said the physical environment at RSU X Medan was good were 185 (75.2%) and respondents who said the physical environment at RSU X Medan was not good were 61 (24.8%). From these results, it can be seen that the majority of respondents said that the physical environment at RSU X Medan was good. The results of the bivariate analysis using the Pearson correlation showed that between the physical environment and the level of depression of nurses at RSU X Medan there was a

correlation coefficient ( $r$ ) of 0.747, where the influence was in the strong category, and the correlation was significant because  $p < 0.05$  ( $0.000 < 0.05$ ). This shows that there is an influence of the physical environment on the level of depression of nurses at RSU X Medan in 2024. The odds ratio value obtained was 53.370, which means that a poor physical environment is 53 times more likely to increase nurse depression compared to a good physical environment.

The results of this study are in line with the research conducted by Diningrum (2024) with the title of work stress research on nurses at regional general hospitals in Pontianak City, West Kalimantan, the results of the study showed that role conflict had an effect on work stress on nurses at regional general hospitals in Pontianak City, West Kalimantan. The physical work environment is one of the important factors that can affect the comfort, health, and productivity of health workers, especially nurses. The physical environment includes various aspects, such as room lighting, temperature and ventilation, cleanliness of the work area, noise, room layout, and safety of the hospital environment. At X Medan Hospital, less than optimal physical environmental conditions can have a direct impact on the mental well-being of nurses. Nurses who have to work in hot, stuffy, noisy, or unclean environments tend to experience physical fatigue more quickly, which leads to excessive stress. If this stress lasts for a long time without any improvement in conditions, it will increase the risk of depression. In this study, it was found that a less supportive physical environment is one of the causes of increasing levels of depression among nurses. For example, poor lighting makes nurses feel tired quickly and reduces work enthusiasm, while room temperatures that are too hot or too cold disrupt comfort and concentration while on duty. In addition, high noise levels in the treatment room, both from medical equipment and the sound of visitors coming and going, also cause additional stress that is not realized. The less ergonomic room layout requires nurses to move more with inefficient distances, which worsens their physical and emotional fatigue. These conditions, if allowed to continue, not only interfere with performance but also increase anxiety, frustration, and ultimately lead to depression. These poor physical environmental factors are also exacerbated by the lack of attention to supporting facilities for nurse comfort, such as adequate rest rooms or decent eating and drinking facilities. When nurses do not have a private space to take a break or relax, their bodies and minds are constantly in a state of hyper-alert, which in the long term has an impact on their emotional balance. In addition, poor ventilation systems can reduce the air quality in the treatment room, thereby increasing the risk of physical fatigue and reducing endurance, which ultimately worsens the mental condition of nurses.

Seeing the results of this study, it is important for the management of X Medan Hospital to pay attention to and improve the quality of the physical environment in the nurses' work area. Steps that can be taken include ensuring that the room lighting is bright but comfortable, adjusting the room temperature according to comfort standards, improving the layout of the room to facilitate mobility, reducing unnecessary noise sources, and maintaining the cleanliness of the workspace. In addition, providing a special rest room for nurses with good supporting facilities is also very necessary. By creating a more comfortable, safe, and healthy work environment, it is hoped that the level of stress and depression among nurses can be reduced, so that they can work better and provide maximum health services to patients.

## The Effect of Length of Service on the Level of Depression in Nurses at X Hospital Medan in 2024

The results of the study on the effect of length of service on the level of depression in nurses at RSU X Medan in 2024 showed that respondents whose length of service at RSU X Medan was <3 years were 128 (52%) and respondents whose length of service at RSU X Medan was >3 years were 118 (48%). From these results, it can be seen that the majority of respondents have a length of service at RSU X Medan of <3 years. The results of the bivariate analysis using Pearson correlation showed that between length of service and the level of depression in nurses at RSU X Medan there was a correlation coefficient ( $r$ ) of -0.041, where the effect was in the very weak category, and the correlation was not significant because  $p > 0.05$  ( $0.520 < 0.05$ ). This shows that there is no effect of length of service on the level of depression in nurses at RSU X Medan in 2024. The odds ratio value obtained was 0.838, which means that length of service <3 years is 0.8 times more risky to increase nurse depression compared to length of service > 3 years. This result is in line with Iskandar's research (2025) with the title of the research analysis of factors influencing depressive symptoms in nurses working at the Pidie Regency Government General Hospital, the results of his research showed that length of service did not affect depressive symptoms in nurses at the Pidie Regency Government General Hospital.

Length of service is often considered as one of the factors that has the potential to affect the mental health of health workers, including the level of depression in nurses. In general, the longer a person works in an agency, the more likely they are to face various pressures and challenges that can affect their emotional condition. However, based on the results of a study conducted at RSU X Medan in 2024, it was found that length of service did not have a significant effect on the level of depression in nurses. This finding shows that the length of time a person has worked, whether it has only been a few years or decades, does not directly determine whether the nurse experiences depression or not. There are several possibilities that can explain why length of service is not related to the level of depression. One of them is individual factors, such as the nurse's ability to manage stress, personality, social support, and experience of adapting to work pressure. Nurses who have worked for a long time may already have a more mature coping mechanism so that they are able to adjust to the workload and pressure, while nurses with a shorter length of service may still be in the adaptation stage and have high work motivation, so they are not easily depressed. In addition, the supportive working environment at RSU X Medan, such as a good work system, harmonious relationships between co-workers, and attention from management to the mental well-being of nurses, can also be a protective factor that reduces the risk of depression, regardless of their length of service.

This study also shows that other factors, such as workload level, role conflict, physical environment, and supervisory style, may have a greater influence on depression levels than length of service itself. This indicates that attention to environmental and managerial factors is more important in preventing and treating depression in nurses than just looking at length of service. In other words, to maintain the mental health of nurses, hospitals need to focus more on creating a healthy work environment, good communication, and providing ongoing emotional support. Thus, based on the results of this study, it can be concluded that length of

service is not the main factor influencing the level of depression in nurses at RSU X Medan. Therefore, efforts to prevent depression need to be directed at other factors that have a greater influence, as well as strengthening the mental support system in the work environment so that all nurses, both new and experienced, can work comfortably and productively.

### **The Influence of Role Conflict on the Level of Nurses' Depression at X Medan Hospital in 2024**

The results of the study on the effect of role conflict on the level of depression of nurses at RSU X Medan in 2024 showed that respondents who said they did not have role conflict at RSU X Medan were 146 (59.3%) and respondents who said they had role conflict at RSU X Medan were 100 (40.7%). From these results, it can be seen that the majority of respondents said that RSU X Medan did not have role conflict. The results of the bivariate analysis using Pearson correlation showed that between role conflict and the level of depression of nurses at RSU X Medan there was a correlation coefficient ( $r$ ) of 0.662, where the influence was in the strong category, and the correlation was significant because  $p < 0.05$  ( $0.000 < 0.05$ ). This shows that there is an influence of role conflict on the level of depression of nurses at RSU X Medan in 2024. The odds ratio value obtained was 31.733, which means that nurses who have role conflict are 31 times more at risk of increasing nurse depression compared to nurses who do not have role conflict.

The results of this study are in line with the research conducted by Diningrum (2024) with the title of work stress research on nurses at regional general hospitals in Pontianak City, West Kalimantan, the results of the study showed that role conflict affects work stress on nurses at regional general hospitals in Pontianak City, West Kalimantan. Role conflict occurs when a person faces conflicting demands in carrying out their duties, resulting in uncertainty and emotional stress. In the nursing profession at X Medan Hospital in 2024, role conflict is one of the important factors that can affect mental health, especially the level of depression. Nurses are often faced with various demands, both from superiors, coworkers, patients, and patients' families. They must be able to provide maximum medical services, meet the administrative needs of the hospital, and face high expectations from the patient's family. When these demands conflict or are unbalanced, nurses can experience severe mental stress, triggering prolonged stress and potentially developing into depression.

This study found that nurses who experienced high levels of role conflict tended to have higher levels of depression than nurses with low levels of role conflict. Forms of role conflict that are often experienced include unclear tasks, differences in expectations between superiors and patients, and work demands that do not match the abilities or time available. For example, a nurse is asked to complete an administrative report quickly, while at the same time having to give full attention to a critical patient. This kind of pressure creates feelings of being trapped, inability to meet expectations, and guilt, all of which can worsen the psychological condition of nurses. The accumulation of this role conflict, if not addressed, will cause emotional exhaustion, loss of work motivation, irritability, and even feelings of worthlessness, which are the main symptoms of depression. In addition, role conflict can also worsen relationships between staff in the hospital. When nurses feel unsupported or even experience injustice in the division of tasks, frustration and dissatisfaction arise which deepen their emotional stress. An

unconducive work environment due to ongoing role conflict will create a tense and uncomfortable work atmosphere. In the long term, this situation not only impacts the mental health of nurses, but also reduces the quality of health services to patients.

Given these conditions, it is very important for the management of RSU X Medan to manage and minimize role conflicts in the work environment. Steps that can be taken include clarifying the job description of each nurse, providing open communication between nurses and management, and building a fair and transparent task distribution system. In addition, stress management and conflict management training are also very necessary so that nurses are able to deal with difficult situations better. By creating a more organized, fair, and supportive work environment, it is hoped that the level of stress and depression due to role conflicts can be reduced, so that nurses can work healthier physically and mentally.

#### **The Influence of Superior Supervision on the Level of Nurse Depression at X Hospital Medan in 2024**

The results of the study on the effect of superior supervision on the level of depression in nurses at RSU X Medan in 2024 showed that respondents who said that superior supervision at RSU X Medan was good were 169 (68.7%) and respondents who said that superior supervision at RSU X Medan was not good were 77 (31.3%). From these results, it can be seen that the majority of respondents said that superior supervision at RSU X Medan was good. The results of the bivariate analysis using Pearson correlation showed that between superior supervision and the level of depression in nurses at RSU X Medan there was a correlation coefficient ( $r$ ) of 0.523, where the effect was in the moderate category, and the correlation was significant because  $p < 0.05$  ( $0.000 < 0.05$ ). This shows that there is an effect of superior supervision on the level of depression in nurses at RSU X Medan in 2024. The odds ratio value obtained was 12.688, which means that poor superior supervision has a 12.6-fold risk of increasing nurse depression compared to good superior supervision.

Supervisory supervision is an important aspect in creating a healthy and productive work environment. At RSU X Medan in 2024, supervision carried out by superiors on nurses has a significant influence on the levels of stress and depression experienced by nurses. Good supervision not only serves to ensure that nurses' tasks are carried out correctly, but also becomes a form of emotional support, motivation, and providing clear direction. Conversely, if supervision is carried out excessively, authoritarian, unfair, or does not provide enough appreciation for the nurse's hard work, it can trigger great emotional stress, increase feelings of being unappreciated, and ultimately potentially lead to depression. This study found that ineffective forms of supervision, such as frequent criticism without providing solutions, lack of constructive feedback, and unclear work instructions, contribute to increasing levels of depression among nurses. Nurses who feel closely supervised without getting emotional support tend to experience feelings of depression, fear of making mistakes, loss of self-confidence, and withdrawal from the social environment in the workplace. This condition worsens the feelings of stress they experience, and over time can turn into symptoms of depression, such as emotional exhaustion, loss of motivation, difficulty sleeping, and even feelings of hopelessness about their careers.

Supervision that is too tight also creates a rigid and uncomfortable working atmosphere, where nurses feel they are always being watched without being given space to develop or make their own decisions. This causes nurses to feel confined, not free to express themselves, and tend to experience mental fatigue. On the other hand, supervision that is too loose, without clear direction, can also make nurses feel confused, disoriented, and ultimately stressed because of the uncertainty of the tasks they must carry out. Both of these conditions indicate that balance in supervisory style is very important to maintain the mental health of nurses. Therefore, the management of RSU X Medan needs to ensure that the supervisory system implemented truly supports the development of nurses, not just adding to their psychological burden. Superiors should apply a more communicative, open supervisory style, provide clear direction, and provide appreciation for nurses' achievements. In addition, superiors also need to pay attention to the emotional condition of staff, provide opportunities to convey complaints, and create a mutually supportive work environment. With a more positive and balanced supervisory approach, it is hoped that the level of depression in nurses can be minimized, so that they can work more comfortably, enthusiastically, and focus on the best service for patients.

## **CONCLUSION**

The majority of respondents were aged 36-45 years (54.1%), female (82.1%), had a bachelor's degree (68.3%) and had a work period of <3 years (52%). There was an effect of workload on the level of depression in nurses at RSU X Medan in 2024. There was an effect of the physical environment on the level of depression in nurses at RSU X Medan in 2024. There was no effect of work period on the level of depression in nurses at RSU X Medan in 2024. There was an effect of role conflict on the level of depression in nurses at RSU X Medan in 2024. There was an effect of superior supervision on the level of depression in nurses at RSU X Medan in 2024. The variable that most influenced the level of depression in nurses at RSU X Medan in 2024 was the workload variable (X1). The majority of the level of depression in nurses at RSU X Medan in 2024 was in the minor depression category (67.5%).

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