

The Effect of Quantitative Job Demands on Psychological Well-Being of Neuroscience Nurse: Social Support as Moderator

Rahmi Khrisna Rasasti Dewi¹
¹ Faculty of Psychology,
University Indonesia, Indonesia
Email: rahmi.khrisna@ui.ac.id

Tulus Budi Sulistyio Radikun²
² Faculty of Psychology,
University Indonesia, Indonesia
Email: tulus_radikun@yahoo.com

Correspondence:

Rahmi Khrisna Rasasti Dewi
Faculty of Psychology, University Indonesia, Indonesia
Email: rahmi.khrisna@ui.ac.id

Abstract

Nurses in a hospital need to provide the best possible service to patients. To provide the best service, nurses need to maintain their psychological well-being in prime condition. However, heavy work demands cause high levels of stress and burnout which can reduce the psychological well-being of nurses. Therefore, it is necessary to ensure that the psychological well-being of nurses is maintained so that they can serve patients as well as possible by providing social support to nurses in carrying out their work. This research aims to determine how much the role of quantitative work demands can interfere with the psychological well-being of nurses at Hospital. This research is a correlational study using survey methods for data collection. The sampling for this research was carried out using a convenience sampling technique, with a total sample of 102 nurses. Data analysis used multiple regression techniques using JAMOVI software version 2. The results of the study showed a significant negative relationship between quantitative job demands and psychological well-being ($r = -0.28, p < 0.05$). A significant positive relationship between social support and psychological well-being ($r = 0.20, p < 0.05$). While social support did not moderate the relationship between quantitative job demands and psychological well-being $b = 0.01, p > 0.05$. Thus, it can be concluded that quantitative work demands need to be ensured not to be too high beyond the limits of nurses' abilities so that nurses' psychological well-being is maintained.

Keyword : Psychological Wellbeing, Quantitative Job Demands, Nurses, Social Support

Abstrak

Perawat di suatu rumah sakit perlu memberi pelayanan sebaik-baiknya kepada pasien. Agar dapat memberi pelayanan terbaik, perawat perlu menjaga kondisi kesejahteraan psikologisnya dalam kondisi prima. Namun tuntutan kerja yang berat beresiko menimbulkan tingkat stress dan burnout yang tinggi yang dapat menurunkan kesejahteraan psikologis pada perawat. Oleh karena itu, perlu diupayakan agar kesejahteraan psikologis perawat tetap terjaga agar dapat melayani pasien dengan sebaik-baiknya dengan cara memberikan dukungan sosial kepada perawat dalam melaksanakan pekerjaannya. Penelitian ini bertujuan untuk mengetahui seberapa besar peran tuntutan kerja kuantitatif dapat mengganggu kesejahteraan psikologis pada perawat di Rumah Sakit X dan peran dukungan sosial untuk meningkatkan kesejahteraan psikologis atau menghambat efek negatif dari tuntutan kerja kuantitatif terhadap kesejahteraan psikologis perawat. Penelitian ini merupakan studi korelasional menggunakan metode survei untuk pengumpulan datanya. Pengambilan sampel penelitian ini dilakukan dengan teknik convenient sampling, dengan jumlah sampel sebanyak 102 perawat. Analisis data menggunakan teknik regresi berganda menggunakan perangkat lunak JAMOVI versi 2. Hasil penelitian menunjukkan hubungan negatif yang signifikan antara tuntutan kerja kuantitatif dan kesejahteraan psikologis ($r = -0,28, p < 0.05$). Hubungan positif yang signifikan antara dukungan sosial dan kesejahteraan psikologis ($r = 0,20, p < 0.05$). Sedangkan dukungan sosial tidak memoderatori hubungan antara tuntutan kerja kuantitatif dan kesejahteraan psikologis $b = 0,01, p > 0.05$. Dengan demikian dapat disimpulkan bahwa tuntutan kerja kuantitatif perlu diupayakan tidak terlalu tinggi di luar batas kemampuan perawat agar kesejahteraan psikologis perawat tetap terjaga.

Kata Kunci : Kesejahteraan Psikologis, Tuntutan Kerja Kuantitatif, Perawat, Dukungan Sosial

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BACKGROUND

The nursing profession is a profession that is associated with high levels of burnout (Arnetz et al., 2019; Kelly et al., 2019; Xian et al., 2020). Nurses are vulnerable to burnout due to high workloads, high work requirements and risks (Wang et al., 2020). Research by Vallone et al. (2020) found that nurses have a higher risk of physical exhaustion and depression, poor work-life balance, and even suicide compared to other professions. Previous research found that stress and fatigue in nurses reduces psychological well-being and will be dangerous if ignored because it can increase the risk of medical errors and patient care (Pappa et al., 2023). Nurses who experience stress can have an impact on reducing their physical, mental and emotional health, so that as a result it can reduce the quality of service (Foster et al., 2020). This is in line with research by Hall et al. (2016) that low psychological well-being of nurses is associated with poor patient safety such as medical errors. Therefore, it is important for hospitals to prioritize attention to the psychological well-being of nurses in order to provide optimal service to their patients (Schablon et al., 2012).

The description of service performance based on the 2024 Hospital X Annual Performance Plan shows that the average growth of outpatient visits from 2019-2023 is 8.4% per year, inpatient visits, there was also a significant increase in the number of visits during 2019-2023 with an average growth of 18% per year. Visits to the Emergency Room also continued to experience an increase in the number of visits from year to year during the 2019-2023 period with an average growth of 14% per year. The Bed Occupation Rate (BOR) figure from year to year has increased as follows: in 2020 it was 58.2% (223 beds), in 2021 it was 72.19% (229 beds), in 2022 it was 66% (236 beds) and in 2023 it was 69% (254 beds). While the number of nurses in 2020 was 473 nurses, in 2021 it was 535 nurses, in 2022 it was 537 nurses and in 2023 it was 530 nurses. From these data, it can be seen that the increase in BOR per year and the addition of the number of beds is not balanced by the addition of the number of nurses, this causes nurses to be less than optimal in providing services to patients because of limited time when compared to the number of work tasks that must be done. This imbalance between the number of jobs and the number of nurses causes nurses at Hospital X to feel high quantitative work demands.

According to Demerouti et al. (2001) in the Job Demands-Job Resources Model theory, job characteristics that have the potential to have a negative impact on employees' psychological well-being are excessive work demands. Research finds that high quantitative work demands risk disrupting employees' psychological well-being (Cho et al., 2014; Ndengu & Leka, 2022). High quantitative work demands or excessive workload will drain a lot of energy so that employees feel high fatigue (Baka et al., 2021; Bakker & Demerouti, 2017). Nurses who experience high levels of fatigue in their work will be at risk of becoming stressed or sick, which in turn will decrease their psychological well-being (Santos et al., 2020). This study will use the definition of psychological well-being from Ryff (Ryff,

1989). Ryff defines psychological well-being by integrating several theories including developmental theory, personality theory and mental health theory (Ryff, 1989). Psychological well-being based on Ryff's new concept is described as a condition where individuals have the ability to have a positive attitude towards themselves, are able to establish positive relationships with others, have autonomy over themselves, have the ability to choose or create an environment that suits their conditions, have a purpose in life and continue to develop their potential (Ryff & Keyes, 1995; Ryff, 1989)).

Numerous studies have found that improving psychological well-being can be done with the help of social support. Social support is generally defined as assistance from superiors and co-workers to carry out work and emotional support to comfort employees who are experiencing difficulties (Nasurdin et al., 2020). Colleagues or superiors can help nurses in carrying out their duties so that work is completed faster and does not become stressful and can improve the psychological well-being of individuals (Tiryaki Sen & Yildirim, 2023). Social support is considered as a part of work resources that can inhibit the effects of work stress so that employees experience more positive feelings and have better mental health at work (Orgambidez & Almeida, 2020; Shen et al., 2022). Social support that comes from superiors and co-workers in the form of instrumental support such as information and practical assistance feedback, and/or relevant emotional support can maintain employees' psychological well-being (Sigursteinsdottir & Karlsdottir, 2022; Lindert et al., 2022).

This research will focus on social support from superiors and coworkers. Co-worker social support is defined as the willingness of co-workers to help carry out work-related tasks until completion, in the form of sharing knowledge, providing encouragement, or providing support to each other in completing work tasks (Sora & Vera, 2020). Meanwhile, social support from superiors is employees' belief that their superiors care about them and appreciate their contributions (Nasurdin et al., 2020). The social support received by nurses at work from both superiors and co-workers was found to have an important role in inhibiting symptoms of "burnout" as an indicator of decreased psychological well-being of nurses (Velando-Soriano et al., 2020). The higher the perceived quality of social support from superiors and co-workers, the reduced the level of "burnout" felt by nurses, thereby increasing their psychological well-being (Velando-Soriano et al., 2020).

Previous research in Indonesia has not studied much about psychological well-being in nurses. In addition, previous research has studied more about the relationship between quantitative work demands and burnout in employees, for example research conducted by (Suri. Shafira Asiva, 2023), (Tambuwan & Sahrani, 2023). Based on this, this research will see whether quantitative job demands have a negative relationship with psychological well-being, whether social support has a positive relationship with psychological well-being and how much social support from superiors and colleagues can inhibit the negative effects of quantitative work demands on the psychological well-being of nurses at

Hospital X so that the psychological well-being of nurses can be maintained even though the work demands are excessive.

RESEARCH METHODS

This research is correlational research using survey methods. This study used nurse participants at Hospital X, who had a minimum work period of 1 (one) year, assuming that respondents are aware of the conditions of their work environment, including their work duties, hospital policies, and relationships with superiors and co-workers.. This study used a convenient sampling technique where 102 participants were obtained. The data collection process is by distributing questionnaires online using Google Forms.

We measured quantitative work demands uses part of the Copenhagen Psychosocial Questionnaire (COPSOQ) on the dimensions of quantitative work demands which has been adapted into Indonesian by (Radikun (2019) in The Indonesian Quality of Worklife Questionnaires (IQWiQ) which consists of 6 question items, an internal reliability index Cronbach's alpha is (α) = 0.78. Psychological well-being was measured using a questionnaire developed by (Ryff, 1995), namely the Psychological Well-being Scale which has been adapted into Indonesian by (Alyani, 2021), consisting of 18 statement items, Cronbach's alpha internal reliability index of (α) = 0.70 . Social support was measured using part of the Copenhagen Psychosocial Questionnaire (COPSOQ) on the dimensions of social support from colleagues and social support from superiors which has been adapted into Indonesian by Radikun (2019) in The Indonesian Quality of Worklife Questionnaires (IQWiQ) which consists of 4 items. question item, Cronbach's alpha internal reliability index is (α) = 0.78. Regression analysis was carried out using the JAMOVI application.

RESEARCH RESULTS

Tabel 1. Demographic Characteristics

Demographic characteristics	Qty	Percentage
Gender		
Male	22	21.6%
Female	78	76.5%
Choose Not To Answer	2	2.0%
Education		
D3	46	45.15
Ners	56	54.95
Age		
<25	4	3.9%
25 – 35	84	82.4%
36 – 50	14	13.7%
Leght of Working		
1 – 2 years	18	17.6%
3 – 5 years	43	42.2%
>5 years	41	40.2%
Work Unit		
Central Surgery Installation	9	8.8%
Emergency Departement	5	4.9%
Inpatient Installation	13	12.7%
Intensive Care Installation	11	10.8%

Outpatient and Neurodiagnostic Installation	2	2.0%
Executive Poly	1	1.0%

Descriptive statistical analysis showed that most participants were female (76.5%) and were in the age range of 23-35 years (82.4%). Most participants' work periods ranged from 3-4 years (42.2%). Some of the participants were in the Inpatient Installation (12.7%) and the rest were in other work units, namely in the Central Surgery Installation (8.8%), Emergency Department 4.9%, Intensive Care Installation (10.8%), Outpatient and Neurodiagnostic Installation (2.0%) and Executive Poly (1.0%).

Tabel 2. Participants Classification based on Reseach Variables

Score Group	Score Range	Qty	Percentage
Psychological Health			
Low	<3	0	0.00%
Medium	3-4	6	5.88%
High	>4	96	94.22%
Quantitative Work Demand			
Low	<2.5	30	29.41%
Medium	2.5 – 3.5	46	45.10%
High	>3.5	13	12.75%
Social Support			
Low	<2.5	1	0.98%
Medium	2.5 – 3.5	20	19.61%
High	> 3.5	68	66.67%

Regarding quantitative work demands, the majority of participants (45.1%) were in the medium category, 12.75% in the high category, 29.41% in the low category. The majority of participants (94.22%) had psychological well-being at a high level, 5.88% in the medium category, 0.00% in the low category. Participants' social support was in the high category (66.7%), 19.61% in the medium category, 0.98% in the low category.

Tabel 3. Dimensi Kesejahteraan Psikologis

Dimensi	Min	Max	Mean	SD
Self-Acceptance	1.67	6.00	4.71	0.73
Autonomy	2.67	6.00	4.43	0.70
Personal Growth	3.33	6.00	5.13	0.58
Positive Relation with Others	3.00	6.00	4.75	0.80
Environmental Mastery	2.67	6.00	4.63	0.70
Purpose in Life	3.00	6.00	4.85	0.65

Table 3 shows the average picture for each dimension of psychological well-being. In the results of the average calculation, the highest dimension of psychological well-being is in the personal growth dimension (M=5.13, SD=0.58), and the lowest is in the autonomy dimension (M=4.43, SD=0.70).

Tabel 4. Social Support Resource

Social Support Resource	Min	Max	Mean	SD
Social Support from Supervisor	1.00	5.00	3.85	1.04
Social Support from co-workers	1.50	5.00	4.32	0.77

Table 4 shows the average picture of the social support dimension. In the results of the average calculation, the social support dimension shows that social support from

coworkers has a higher average ($M=4.32$, $SD=0.77$) compared to social support from supervisors ($M=3.85$, $SD=1.04$).

Tabel 5. Corellation Test

Research Variable	Psychological Well-Being	Quantitative Job Demands	Social Support
Psychological Well-Being			
Quantitative Job Demands	-0.28*		
Social Support	0.20*	-0.32*	

Based on the results of the correlation test, the results showed that quantitative work demands were negatively related to psychological well-being ($r = -0.28$, $p < 0.05$). These results indicate that the first hypothesis is accepted, namely that quantitative work demands have a negative relationship with psychological well-being. Social support has a positive relationship with psychological well-being ($r = 0.20$, $p > 0.05$) meaning that hypothesis two is rejected.

Furthermore, the results of this study found that social support did not act as a moderator of the relationship between quantitative work demands and psychological well-being. This is contrary to several previous studies, which state that social support can inhibit or reduce the negative effects of quantitative work demands (Diehl et al., 2021; (Velando-Soriano et al., 2020).

However, this research is supported by the results of previous research from Lee (2019) that social support from superiors and co-workers is not positively related to psychological well-being, because it is more influenced by personality, namely "active coping" and "optimism". Other research links psychological well-being with personality type, namely the personality with the highest psychological well-being is the conscientiousness type and the personality type with the lowest psychological well-being is the neuroticism type (Febriyanti et al., 2022).

Tabel 6. Regression Tets

	B	Z	P
Psychological Well-Being	0.05	-3.16	0.00
Quantitative Job Demands	0.15	-2.50	0.01
Social Support	0.01	0.61	0.5

The results of the moderation effect test found that the interaction regression coefficient was $b = 0.01$, $p > 0.05$, not significant so the third hypothesis was not supported. This means that social support cannot inhibit or reduce the negative effect of quantitative work demands on psychological well-being.

DISCUSSION

The results of this research are that quantitative demands have a negative relationship with psychological well-being in accordance with the results of previous research, namely research from Kumar & Narula (2021), Mette et al., (2018) and Santos et al.,(2020) . This explains that high quantitative work demands can increase stress and burnout in nurses which will ultimately reduce psychological well-being. The results of this study are different from the results of previous research by Deng et al., (2021), Lee (2019) which stated that quantitative work demands are not related to psychological well-being at work.

This research found that social support has a significant positive relationship with psychological well-being. The results of this study are supported by the results of previous research that social capital or social support from colleagues and superiors (e.g. information provided by superiors, high-quality relationships with superiors, constructive feedback) is positively related to psychological well-being (Lindert et al., 2022;Shen et al., 2022).

Although in some studies social support can inhibit the negative effects of quantitative work demands, other studies provide evidence that the buffering effect of social support is present only under certain conditions, namely when there is a match between the stress trigger and the source of social support (Cohen & Wills, 1985). Medzo-M'engone (2021)research found that the appropriate source of social support to provide a buffering effect between quantitative work demands and psychological well-being is social support originating from the organization (Perceived Organizational Support).

The weakness of this study is that the participants only came from one hospital with a limited number of participants. Suggestions for further research are to increase the number of research samples not only in one hospital but also to take research samples from other hospitals so that the characteristics of the nurses studied are more heterogeneous. In addition, further research can control gender and age, because previous research found that gender and age are factors that have an influence on psychological well-being.

CONCLUSION

This research aims to look at the relationship between quantitative work demands and psychological well-being

with social support as a moderator for nurses at Hospital Future research should consider support from other sources, for example support from organizations and support from the family. From the research results, organizations must pay attention to quantitative work demands on nurses in portions that are not too heavy to exceed the capacity of nurses so that their psychological well-being is maintained in good condition and provides satisfactory service to patients.

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