

## ABSTRACT

Paulus Hadi Sulistio 1533082

*The Relationship of Workload with Performance of Nurse and Midwife at Polyclinic RK Charitas Hospital Palembang*

**SKRIPSI**

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**Keywords:** *Workload, Performance, Nurse and Midwife*

*(xvi + 96 pages + 3 harts + 13 table+ 10 appendices)*

**Background:** *The work load represents all activities or activities undertaken by a nurse and midwife during a duty at a nursing service unit at Polyclinic RK Charitas Hospital Palembang. High workloads can lead to poor communication between nurses and patients, failures of collaboration with physicians, and nurse performance dissatisfaction.*

**Purpose:** *This study aims to determine the relationship of workload with performance of nurses and midwives in polyclinic RK Charitas Hospital Palembang in 2017*

**Method:** *This research was conducted on 2 until 8 May 2017 using cross sectional analytic survey design with quantitative approach. Sampling using total sampling technique counted 50 respondents*

**Results:** *A statistical test of 43 (86 %) of people stated a heavy workload and 7 (14 %) of people stated medium workload. Performance statistics test showed 42 (84 %) good performance and 8 (16%) performance is enough. The result of statistical test of bivariate analysis using total sampling obtained  $p$ -value 0.039 ( $<0.05$ ).*

**Conclusions:** *It also shows that the heavy workload felt by most nurses and midwives (86.3%) has a positive impact on the performance of nurses and midwives. Although the workload of nurses and midwives is severe but work performance of nurses and midwives is still good.*

**Recommendation:** *The result of the research is expected, the researcher can further examine the factors related to workload and performance of nurse and midwife in polyclinic as performance appraisal.*

*.References: 1996 - 2017*