

ABSTRACT

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Background: The quality of service is influenced by the improvement and development of nurses and the provision of infrastructure to carry out service tasks. Inappropriate workload can cause work stress, one of the factors causing an inappropriate workload is the ratio between the number of patient visits and nurses available 3: 1, resulting in excessive delegation of tasks, this can cause work stress and will further affect nurse performance.

Objective: This study aims to determine the Relationship between Workload and Work Stress of Nurses at Charitas Hospital Palembang Emergency Department.

Method: The research method used was quantitative, survey design was cross sectional used of 36 respondents in total sampling with inclusion and exclusion criteria. Data was collected through a questionnaire, then analyzed univariately and bivariately. The Kendall test or use the significance value of 0,000%.

Results: Characteristics of respondents in IGD Hospital RK Charitas Palembang mostly had an age range between 20-40 years 26 (86.7%) respondents, DIII Nursing education 19 (63.3%), the most training that had been followed was BHD namely 26 (86.7%) respondents with length of work > 5 years 27 (90.0%) respondents. There is a significant relationship between workload and work stress ($\tau = 0.657$; $p = 0.000$).

Keywords: nurse, work load, work stress