

## The Influence Of Stress Management On The Stress Level Of Nurses In The Emergency Room At Rsu Manado Medical Center

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### ABSTRACT

Stress is an unpleasant psychological condition that suppresses one's self and soul beyond the limits of one's ability. Stress management is the ability to use (human) resources effectively to overcome mental and emotional disturbances or disorders that arise due to responses (responses). Nurses as professionals in hospitals are very susceptible to work stress that causes physiological, psychological and behavioral disorders where stress itself is a form of physical, psychological and mental tension. The purpose of the study was to determine the effect of stress management on nurse stress levels in the emergency room at RSU Manado Medical Center. This research is a quantitative study is a quantitative study through the use of correlation research with a cross-sectional method involving a sample of 14 respondents and using the sampling technique with a total sampling . Collecting data by using a questionnaire and processing data using Mc Nemar test with value ( $\alpha=0.05$ ) . The study results show that there is an effect of stress management on nurse stress levels with p value = 0.025 and value of ( $\alpha \leq 0.05$ ). The conclusion of this study is that the effect of stress management on nurses' stress levels in the emergency room at RSU Manado Medical Center. Suggestions from this research are expected to be used as input for nurses learning process activities about stress management to reduce nurse stress

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## 1. INTRODUCTION

House Pain that is one means service health Good individual nor public as client demanded For provide the best service for individual and society, for increase vision and mission at home sick. As part front in give service to individual or public needed nurse giving service nursing , nurse be one part in gift service health at home sick . System health at home Sick covers service medical rehabilitation medicine and service nursing . this means that service to clients at home Sick No regardless from service nursing ( Hidayat , 2018) .

Emergency Unit Emergency is an important unit in the House Sick where UGD is door enter for all patient with various case and as end spear in service nursing at home sick . emergency unit emergency requires human resources who are nimble , skilled and fast inside take decision For minimize number death and disability in patients .

Nurse as power professional At home very vulnerable experience stress causing work disturbance physiological, psychological as well as behavior which is stressful That Alone is form tension from physical , psychological , and mental. Form tension This will influence daily someone ( Hermien , 2018 ) . Nurse is source Power related humans direct in gift service nursing . Seen from power nursing which amounted to 60% of amount power other health . Nurse own not quite enough relevant answer continuity life patient .

Stress Work is something form response psychological from body caused by pressures , demands exceeding work capabilities nurse , fine form demands physique nor environment and situation annoying social implementation task , which appears from interaction between individual with his work , and can change function physique as well as normal psychic , so rated harmful or not

fun . Treatment that includes bio, psycho , social , cultural , and spiritual needs . Situation this is often trigger stress Work for nurse ( Willy. T, 2020 ) .

Management stress is ability use source power ( human ) in a manner effective For overcome disturbance or mental and emotional turmoil that arise Because response ( response ) . There is another opinion stated that management stress is a program for do control or arrangement stress Where aim For know reason stress and know techniques manage stress , so people more Good in handle stress in life , As you know stress own impact negative , then from That method management stress is needed For reduce and prevent stress that can trigger impact negative . Objective from management stress That Alone is For repair quality life individual it in order to be more ok .

According to Ministry of Health of the Republic of Indonesia in 2017 that of 60.6% workers experience depression and 57.6 % of workers experiencing insomnia. Disturbance This relate with emotional mental disorders and developmental stressors career . The results of a survey conducted by PPNI in 2018 stated that around 50.9% of nurses in Indonesia experience work stress . According to data from the Ministry of Health of the Republic of Indonesia in 2014 the number nurses in Indonesia reached 237,181 people, with thereby number incident stress work for nurses Enough big .

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## 2. METHOD

Study This use method quantitative with use method study correlation that is purposeful method \_ To use determine connection between two variables . Technique of use sample in study This is total sampling , total sampling is technique taking sample Where amount sample The same with population . So sum sample in study This is as many as 15 people in the Emergency Room of RSU Manado Medical Center. Using a questionnaire measurement tool, prior to processing the data, *informed consent was distributed* to the respondents, then the data collected was processed and analyzed with the statistical test *Mc Nemar Test* with a significance level ( $\alpha$ ) 0.05 .

## 3. RESULTS AND DISCUSSION

Table 1 Distribution of respondent characteristics according to age, education, gender, length of work in the Emergency Room of RSU Manado Medical Center (n=14)

characteristics	Number of Respondents	
	Frequency ( <i>f</i> )	Percent (%)
<b>Age</b>		
20-30 Years	14	100
<b>Type Sex</b>		
Man	4	28,6
Woman	10	71.4
<b>Length of Work</b>		
< 1 year	1	7,1
< 3 years	13	92.9
<b>Education Total</b>		
D3	11	78.6
D4	28	7,1
S. Kep Nurse	46	14,3

Table 2 Distribution Frequency Stress Level Respondents Before Given Education Management stress (n=14)

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Before Education	The amount Respondents	
	<i>Frequency (f)</i>	<i>Presents (%)</i>
Heavy Stress	8	57.1
Light Stress	6	42.9
<b>Total</b>	14	100.0

Table 3 Distribution respondent Based on Nurse's Stress Level After Given Education Management stress In the Emergency Room of RSU Manado Medical Center (n=14)

After Education	The amount Respondents	
	<i>Frequency (f)</i>	<i>Presents (%)</i>
Heavy Stress	4	28.6
Light Stress	10	71.4
<b>Total</b>	14	100.0

Table 4 Distribution Respondents Based on Influence Management Sres Nurse To Tier up stress Nurse in the Emergency Room of Manado Hospital Medical Center (n=14)

Variable	Heavy Stress	Light Stress
	<i>f %</i>	<i>f %</i>
Before education	8 57,1	6 42,9
After education	4 28,6	10 71,4
<b>Total</b>	14 100	14 100

Based on Table 5.1 shows that category age highest that is aged 20-30 years 8 respondents (57.1%). Based on Table 5.2 shows that category type gender highest that is Woman as many as 10 respondents (71.4%) da category Lowest that is type amen male 4 respondents (28.6%).

Based on Table 5.3 shows that long working category highest ie 1 year as many as 9 respondents (64.3%) Based on Table 5.4 shows that last Education category highest namely D3 (Diploma 3) There were 11 respondents (78.6) and the last education category was the lowest namely D4 as much as 1 respondent (7.1%). Based on Table 5.6 shows that category level stress nurse before being given management stress mark not enough good 8 respondents (57.1%). Based on Table 5.7 shows that category level stress nurse after being given management stress that is as many as 10 respondents (71.4%). the el tab 5.8 above \_ before done education management experiencing stress \_ stress heavy amounted to 8 respondents (57.1%) and stress light amounted to 6 respondents (42.9%). Temporary For results after done education management stress showing exists reduction in stress heavy amounted to 4 respondents (28.6%) and stress light amounted to 10 respondents (71.4%). Based on Analysis results with use statistical test Mc Nemar test p -value = 0.025 where more small from  $\alpha=0.025$ .

## DISCUSSION

Based on results study This point that of the 14 respondents at most manifold sex Where highest that is Woman as many as 10 respondents (71.4%). Whereas age respondent highest that is aged 20-30 years 8 respondents (57.1%). Whereas most education \_ in study This final highest namely D3 (Diploma 3) A total of 11 respondents (78.6). Long time working nurse showing that long working category highest ie 1 year as many as 9 respondents (64.3%). Ansori & Martiana (2017) stated that There is strong connection Enough between factor age with emergence stress work , type sex own strength connection strong as influencing factors stress work , working time have strong connection Enough as influencing factors stress work , demands Work have strong connection Enough as influencing factors stress Work support Work have strong connection Enough as causative factor stress Work ( *Ansori & Martiana , 2017*).

Study This show that man No easy experience stress in comparison with girl . this \_ Because the man being sued For more strong than woman , so man more use sense than her feelings whereas

woman more use her feelings in face something problem . Man since Formerly forced by circumstances For Ready face problem so that For increase safety himself man have fight or flight response , p This useful For save self man in oppose stress ( *Sutjiato , 2015*).

Based on results study *pretest* showing that category nurse stress level before being given value stress management not enough Good namely 8 respondents (57.1% ) Research conducted by Windi Yunita Siwi data obtained by researchers about stress on nurses executor in room take care stay at RSJD Dr. Amino Gondohutomo namely , the nurse executor experience moderate stress level by 51.2%. A total of 44 nurses rim with amount nurse executor who admits Stress that occurs in nurses executor in the Inpatient Room of RSJD Dr. Amino Gondohutomo more leads to stress consequence structure organization or style leadership in force in the room . Nurse executor often experience conflict with boss , or superior seldom help nurse executor moment difficulty face patient . And measure back *post test* results study showing that category level stress nurse after being given stress management ie as many as 10 respondents (71.4%) . As well as having stress management with criteria well and rate stress nurse with post criteria as many as 6 respondents or (100%). This in line with research conducted by (Rizal, 2019), where results his research show that management stress influential to level stress nurse ( *Rizal, 2019* ). Also in line with research conducted by ( Nelsi , 2021), where results his research conclude that stress Work influential negative and significant to performance employee ( *Nelsi , 2021* ) .

In analyze in a manner bivariate researcher use approach cross sectional with design study Mc. Nemar . Research results showing of the 14 respondents who have management stress with criteria not enough well and rate stress nurse with pre criteria as many as 4 respondents or (50%). Management stress with criteria well and rate stress nurse with post criteria as many as 6 respondents or (100%). Based on results analysis with using statistical tests the chi square test obtained a  $p$ - value = 0.0 25 smaller than the value of  $\alpha = 0.05$ . Then there is  $H_a$  received , mean There is influence management stress to level stress nurse in the emergency room at RSU Manado Medical Center.

This in line with research conducted by ( Hasibuan , et al , 2021), where results his research show that leadership style ( style leadership ) effect on the performance of nurses ( performance nurse ). Also in line with research conducted by (Jameel & Ahmad, 2020), where results his research conclude that There is influence between leadership and performance. " According to ( Setyowati , 2013), leadership seen as very important for two reasons that is First exists reality that replacement leader in something company often will influence performance a unit, an institution nor organization . Second , one influencing internal factors success organization is leadership Because concerning the process of leadership in each level organization , competency and action the leader concerned . this Because leadership is something efforts made \_ For influence subordinate through the communication process Good in a manner direct nor No direct with objective For reach target that has set in something organization (Durbin, 2015 ). Opinion the in line with opinion expressed by ( Hasibuan , 2017), which explains that role a leader in influence his subordinates really important for progress organization nor progress performance individual , because existence a leader is needed For bring organization goals that have been which is usually set every leader own style their respective leadership .

#### 4. CONCLUSION

There is influence in do education Management stress Against Work Stress Levels Nurse in the Emergency Room of RSU Manado Medical Center .

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