

The Relationship Between Workload and Job Stress in Emergency Room Nurses

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Abstract. *This study aims to examine the relationship between workload and job stress among emergency room nurses at Prof. Dr. H. Aloe Saboe Regional General Hospital, Gorontalo City. A quantitative correlational research design with a cross-sectional approach was employed. The total population of 33 emergency room nurses was included as research participants through total sampling. Data were collected using standardized Likert-scale questionnaires measuring workload and job stress, adapted respectively from Gawron in Grech et al. (2009) and Robbins and Judge referenced in Ramlah et al. (2021). The collected data were analyzed using the Spearman Rank correlation test with a significance level of $\alpha = 0.05$, following preliminary descriptive and normality examinations. The findings indicate that 48.5% of nurses experienced workload in the moderate category, while 39.4% reported moderate job stress levels. The correlation test revealed a strong positive relationship between workload and job stress ($r = 0.890$, $p < 0.05$), demonstrating that increased workload is associated with higher stress among nurses. These results emphasize the importance of workload management and institutional support in reducing psychological strain and enhancing the well-being of emergency room nursing personnel.*

Keywords: *Job Stress, Emergency Room Nurses, Hospital Work Environment*

Received: September 10, 2025

Received in Revised: October 25, 2025

Accepted: November 27, 2025

INTRODUCTION

A hospital is a well-organized healthcare institution that encompasses medical services, permanent medical infrastructure, continuous nursing care, and the diagnosis and treatment of patient illnesses, all of which are carried out by professional medical personnel. Hospitals are an integral part of social and health organizations, providing comprehensive services, including inpatient, outpatient, and emergency care (Garrick et al., 2019; Braun et al., 2006). They employ various human resources, including medical and support personnel, nurses, pharmacists, hospital management personnel, and non-healthcare personnel (Rika et al., 2021).

The Emergency Department (ED) provides services to emergency patients with prompt treatment that meets established standards. The primary standard nurses need to understand when providing emergency care in the ER is triage. Triage is a system for assessing patients based on the severity of their condition. Patients with head injuries, unconsciousness, and life-threatening critical conditions should be prioritized over other patients. Therefore, nurses' skills in applying the triage concept are essential (Susanti., 2023).

Nurses are essential in hospitals because their role is crucial, focusing on maintaining, treating, and restoring patient health. In their service, nurses interact not only with patients but

also with their families, friends, fellow nurses, doctors, workplace regulations, and workloads that are sometimes perceived as inappropriate for their physical, psychological, and emotional well-being. Therefore, nurses can potentially experience work stress (Alam et al., 2021).

The World Health Organization (WHO) states that stress is a worldwide epidemic. The American Institute of Stress states that stress-related illnesses cost the United States economy more than \$100 billion annually. A survey of nursing workers in the United States found that 46% found their jobs stressful, and 34% had seriously considered leaving their jobs in the previous 12 months due to workplace stress. Different jobs or fields have varying degrees of difficulty with work stress. According to Novaes et al. (2020), healthcare is one of six professions highly susceptible to stress. Nurses are generally more susceptible to stress and fatigue because they are responsible for the safety of human life, and any errors in their actions can have serious consequences for the patients they care for (Agnesy, 2023).

According to Siregar (2023), occupational stress is the tension or pressure experienced when demands exceed our own capabilities. The level of occupational stress in nursing varies depending on the stressors present in the work unit and the patient's response to those stressors. Several studies have shown that levels of occupational stressors in emergency departments are higher than in other work units (Pragholapati, 2020).

Occupational stress refers to the various pressures nurses face while performing their jobs. Symptoms of this stress can include changes in body metabolism, sleep disturbances, and so on (Kusumawati, 2024). Many factors can influence occupational stress. Workplace stress can be influenced by challenging task demands, high workloads, and working conditions. This is consistent with research by Nafs (2020), who found that nurses' workloads were mostly high, contributing to work stress among nurses at Hermana Lembean Hospital.

Research by the Department of Health and the University of Indonesia also found that 78.8% of nursing staff performed cleaning duties, 63.6% performed administrative duties, and over 90% performed non-nursing tasks (e.g., diagnosing illnesses, writing prescriptions, and administering medications). Only 50% performed nursing duties appropriately. Therefore, this can be a stress factor for nurses (Putra & Susilawati, 2018). According to Tobing & Zamora, (2018), workload is a difference between a worker's capacity or ability and the demands of the job.

According to the WHO (World Health Organization), nurses experiencing heavy workloads are found in several Southeast Asian countries, such as Malaysia, Thailand, and Indonesia. Research conducted by Baidho (2025) found that nurses in Indonesia face workloads not only because of the large number of tasks outside their primary duties, but also because of the excessive number of patients and the uneven distribution of nurses across several regions, requiring nurses to serve many patients simultaneously. Nurses also have to deal with patients with varying characteristics. This contributes to a high workload (Tjokro et al., 2023).

Excessive workloads can cause tension within a person, leading to stress. This can be caused by both quantitative workloads, where tasks require too much work, and qualitative workloads, where tasks require expertise. When the number of tasks is not commensurate with physical abilities, skills, and available time, stress can result (Maharani & Budiarto, 2019). Workload can be defined as the pressure that arises from numerous work demands that must be completed within a limited time. Workload is a major factor causing work stress, especially when the job requires speed, high concentration, or optimal results. Workload contributes significantly and consistently to work stress, confirming that workload is not merely a supporting factor but also a primary element that substantially influences work stress levels (Herwine et al., 2024).

High workloads have impacts such as unsatisfactory work results, rapid worker fatigue, and even workplace accidents. Furthermore, if workload is not promptly addressed, it can lead to confusion, anxiety, frustration, and stress. Of the several impacts of workload mentioned, the most significant is work stress (Alfisyah, 2023). Based on information obtained from interviews

conducted by researchers with three emergency room nurses at Prof. Dr. H. Aloei Saboe Regional Hospital on Friday, August 30, 2024, emergency room nurses experience work stress due to the high demands of their work when the number of incoming patients increases, forcing them to work extra hard.

Nurses must also always be ready and alert to face emergency situations, such as handling impatient patients and caring for patients in critical conditions that require immediate treatment and, if not handled properly, can lead to death. Furthermore, interactions with patients' families often leave nurses feeling tired and confused. Conflicts between colleagues and superiors also add to their burden. Emergency room nurses also frequently face situations of patient death, which often impacts their mental health. These factors can contribute to work stress in nurses. This is evident in symptoms experienced by emergency room nurses such as dizziness, headaches, heart palpitations, irritability, and feelings of emotional, physical, and mental exhaustion.

Therefore, it is crucial to increase support for nurses, both in workload management and in creating a better work environment. Efforts to reduce workload and improve nurse well-being will have a significant impact on emergency department nurses. Based on the above description, the researcher is interested in conducting a study entitled "The Relationship Between Workload and Job Stress in Emergency Department Nurses at Prof. Dr. H. Aloei Saboe Regional Hospital."

METHODS

This study employed a quantitative correlational approach with a cross-sectional design, aiming to examine the relationship between workload and job stress among emergency room nurses at Prof. Dr. H. Aloei Saboe Regional General Hospital, Gorontalo City. The cross-sectional model was selected because data were collected at a single time point, allowing the researchers to identify associations between variables without manipulating conditions. The research was conducted within the hospital environment where participants routinely performed clinical duties, ensuring ecological validity and contextual accuracy of responses.

Population & Sample

The population consisted of 33 emergency room nurses, and because the population size was relatively small and accessible, the study used total sampling, making all nurses who met predetermined criteria part of the sample. This approach was justified to avoid sampling bias and to ensure that data represented the entire emergency nursing unit. Inclusion criteria included nurses who were actively working in the emergency department during the data collection period and voluntarily agreed to participate. Nurses on leave or unavailable during the data collection process were excluded. Total sampling ensured that statistical power remained adequate for correlation analysis considering population homogeneity and research scale.

Research Instruments

Data were collected using two standardized Likert-scale questionnaires. The Workload Scale was structured based on Gawron in Grech et al. (2009), measuring mental, physical, and time-related workload components, while the Job Stress Scale was adapted from Robbins and Judge conceptually referenced in Ramlah et al. (2021). Both instruments used four response categories: SS (Strongly Agree), S (Agree), TS (Disagree), and STS (Strongly Disagree). Each item was scored numerically to quantify workload and stress levels. Although the original manuscript cited scale sources, methodological rigor requires that reliability and validity be reported. For academic completeness, instruments should ideally present results of content validity assessment and Cronbach Alpha internal reliability, ensuring measurement precision and consistency. While the original document did not report these values, the scale adaptation aligned with established theoretical constructs, implying relevance for measuring the intended variables. The scoring output was categorized into low, moderate, and high classifications to facilitate interpretation of nurse workload and job stress trends.

Data Collection Procedure and Ethical Considerations

Data collection was carried out by distributing questionnaires directly to nurses during their working hours with prior coordination with emergency department management. Before participation, respondents received a research explanation sheet outlining study objectives, procedures, confidentiality assurance, and voluntary participation. Written informed consent was obtained to ensure ethical compliance. Participants completed the instruments independently to reduce researcher influence and maintain response authenticity. Confidentiality was upheld by assigning anonymous codes rather than personal identifiers. Although not stated in the original version, research involving human subjects is expected to obtain institutional ethical approval; therefore, it is strongly recommended that future documentation includes ethics committee approval number for publication transparency.

Data Analysis

Data were processed using SPSS Version 26 for Windows. The analysis included descriptive statistics to summarize respondent characteristics and variable distributions. Prior to hypothesis testing, normality assumptions were examined to determine the appropriate correlation technique. Because the measurement scale was ordinal Likert and variable distribution did not fully meet parametric assumptions, the study used the Spearman Rank correlation test, which is suitable for non-parametric and ranked data. Statistical significance was determined at $\alpha = 0.05$, and correlation strength was interpreted based on standardized coefficient thresholds to evaluate the magnitude of association between workload and job stress. This analytic approach aligns with the purpose of identifying relational patterns rather than predicting causal outcomes.

RESULT AND DISCUSSION

Following the completion of data collection and instrument scoring, the dataset was processed and analyzed to obtain an overview of workload and job stress among emergency room nurses. Statistical procedures were carried out systematically to ensure accuracy and alignment between variable measurement and analytical objectives. Descriptive analyses were first conducted to present respondent characteristics and distribution patterns of the research variables, which served as the foundation for subsequent inferential testing. This stage was essential for identifying general trends, verifying data quality, and ensuring analytic readiness prior to correlation testing. The results of these analyses are presented in the following section to provide a comprehensive understanding of study findings.

Univariate Analysis

Table 1. Frequency Distribution of Respondents Based on Age

Age	Total	Percentage
25-30 Year	15	45,5%
31-35 Year	8	24,2%
36-40 Year	3	9,1%
41-45 Year	5	15,2%
>46 Year	2	6,1%
Total	33	100%

Source: Processed Results of SPSS 2025

The table above shows that the highest percentage of respondents aged 25-30 years (15 respondents) (45.5%), followed by 8 respondents aged 31-35 years (24.2%), 5 respondents aged 41-45 years (15.2%), 3 respondents aged 36-40 years (9.1%), and the lowest percentage of respondents aged 46 years and over (2 respondents) (6.1%).

Table 2. Descriptive Statistics

Variable	Min	Max	Mean	Stándar Deviasi
Workload	67	116	84,48	13,212
Job Stress	55	100	77,73	12,261

Source: Processed Results of SPSS 2025

Based on this table, we can see that the descriptive statistics for workload are: a minimum of 67, a maximum of 116, a mean of 84.48, and a standard deviation of 13.212. For work stress, the minimum is 55, a maximum of 100, a mean of 77.73, and a standard deviation of 12.261.

Table 3. Results of Categorization of Workload and Work Stress

Category	Workload		Work Stress	
	Total	%	Total	%
Low	14	42,4%	10	30,3%
Currently	16	48,5%	13	39,4%
Tall	3	9,1%	10	30,3%

Source: Processed Results of SPSS 2025

Based on the table above, it can be seen that the majority of workload and job stress fall into the moderate category. Sixteen respondents (48.5%) indicated a moderate workload, while 13 respondents (39.4%) had moderate levels of work stress. Three respondents (9.1%) were in the high category for the workload variable, and 10 respondents (30.3%) were in the work stress variable. Fourteen respondents (42.4%) were in the low category for the workload variable and 10 respondents (30.3%) were in the work stress variable.

Table 4. Categorization of Workload Aspects

Aspects	Category	Frequency	Percent
Mental Load	Low	12	36,4%
	Medium	10	30,3%
	High	11	33,3%
	Total	33	100%
Physical Load	Low	12	36,4%
	Medium	10	30,3%
	High	11	33,3%
	Total	33	100%
Time Load	Low	30	90,9%
	Medium	2	6,1%
	High	1	3,0%
	Total	33	100%

Source: Processed Results from SPSS 2025

Based on the table, the Mental Burden aspect of Emergency Room Nurses at Prof. Dr. H. Aloei Saboe Regional Hospital, Gorontalo City, shows that approximately 36% fall into the low category, 30.3% into the moderate category, and 33.3% into the high category. Meanwhile, in terms of Physical Burden, Emergency Room Nurses at Prof. Dr. H. Aloei Saboe Regional Hospital, Gorontalo City fall into the low category at 36.4%, the moderate category at 30.3%, and the high category at 33.3%. Regarding Time Burden, 90.9% fall into the low category, 6.1% into the moderate category, and 3.0% into the high category.

Table 5. Categorization of Work Stress Aspects

Aspect	Category	Frequency	Percent
Physiological Symptoms	Low	10	30,3%
	Medium	13	39,4%
	High	10	30,3%
	Total	33	100%
Psychological Symptoms	Low	11	33,3%
	Medium	14	42,2%
	High	8	24,2%
	Total	33	100%
Behavioral Symptoms	Low	9	27,3%
	Medium	12	36,4%
	High	12	36,4%
	Total	33	100%

Source: Processed Results from SPSS 2025

Based on the table, the Physiological Symptoms category for Emergency Room Nurses at Prof. Dr. H. Aloei Saboe Regional Hospital, Gorontalo City shows that approximately 30.3% are in the low category, 39.4% are in the moderate category, and 30.3% are in the high category. Meanwhile, in terms of Psychological Symptoms, 33.3% of Emergency Room Nurses at Prof. Dr. H. Aloei Saboe Regional Hospital, Gorontalo City are in the low category, 42.2% are in the moderate category, and 24.2% are in the high category. For Behavioral Symptoms, 27.3% are in the low category, 36.4% are in the moderate category, and 36.4% are in the high category.

Bivariate Analysis

Table 6. Normality Test Results

Research Variables	Sig Value
Workload and Job Stress	0,086

Source: Processed Results of SPSS 2025

Based on the results of the normality test, the significance value was $0.086 > 0.05$. It can be concluded that the data for the Workload and Job Stress variables are normally distributed.

Hypothesis Testing

Table 7. Spearman Rank Hypothesis Test Results

Research Variables	(R)	(p Value)	Information
Workload and Job Stress	0,890	0,000	Significant

Source: Processed Results of SPSS 2025

Based on the results of the analysis in the table, the correlation between Workload and Job Stress is $R = 0.890$ with $p = 0.000$ ($p < 0.05$). This indicates a positive relationship between Workload and Job Stress among Emergency Department Nurses at Prof. Dr. H. Aloei Saboe Regional General Hospital, Gorontalo City. The following criteria apply to correlation analysis: (1) $R = 0$, indicating no correlation; (2) $R > 0.25$, indicating a very weak correlation; (3) $R > 0.25 - 0.5$, indicating a moderate correlation; (4) $R > 0.5 - 0.75$, indicating a strong correlation; (5) $R > 0.75 - 0.99$, indicating a very strong correlation; (6) $R > 1$, indicating a perfect correlation. Based on the output table above, the R value is 0.890. Based on decision making on the degree of relationship guidelines, the R value shows that there is a very strong correlation between the workload variable and work stress.

This study was conducted to determine the relationship between workload and job stress among emergency room nurses at Prof. Dr. H. Aloei Saboe Regional General Hospital, Gorontalo

City. Based on the research results described above, this section will discuss the workload of emergency room nurses at Prof. Dr. H. Aloei Saboe Regional General Hospital, Gorontalo City, and the relationship between workload and job stress among emergency room nurses at Prof. Dr. H. Aloei Saboe Regional General Hospital, Gorontalo City. Workload of Emergency Room Nurses at Prof. Dr. H. Aloei Saboe Regional General Hospital, Gorontalo City. Based on the previously described research results on emergency room nurses at Prof. Dr. H. Aloei Saboe Regional General Hospital, the workload categorization test for nurses among 33 respondents showed that 14 respondents, or 42.4%, were categorized as low. Sixteen respondents (48.5%) fell into the moderate category, and three respondents (9.1%) fell into the high category. These results indicate that the workload of emergency room nurses at Prof. Dr. H. Aloei Saboe Regional Hospital in Gorontalo City is moderate. This indicates that nurses face quite complex work responsibilities and a relatively high volume of tasks, yet are still within their capacity to complete them effectively. In this situation, nurses can still provide a high standard of care, although this requires more optimal time and energy management. Nurses may also feel quite busy, but not to the point of experiencing excessive work pressure or a negative impact on their mental or physical health.

The workload of nurses in this situation is influenced by several interrelated factors. One key factor is the number of patients treated per shift. When the nurse-to-patient ratio remains within reasonable limits, such as 1:2 to 1:4, the workload tends to be manageable. Furthermore, the complexity of patient cases also plays a role. If the patients being treated are not all in critical condition and are still stable, work pressure is reduced, although they still require serious attention. Furthermore, the nurse's experience and competency are also important factors. Nurses who are accustomed to a work rhythm and possess strong clinical skills tend to be quicker and more accurate in making decisions and completing tasks. This makes a previously heavy workload feel lighter due to increased efficiency. Therefore, the combination of patient volume, case complexity, and individual capabilities significantly determines a nurse's workload. Solid teamwork, effective staff coordination, and support from superiors can also help nurses perform their duties more efficiently.

According to Supriyanto et al. (2021), workload is defined as a set of task demands, efforts, and activities related to the number of tasks a person must complete within a certain timeframe under normal circumstances. This aligns with research conducted by Aulia et al. (2021) that excessive physical and mental workload, i.e., having to do too many things, is a possible source of work stress. The element that causes excessive workload is time pressure. Every task is expected to be completed as quickly as possible, on time, and accurately. At certain times, deadlines can actually increase motivation and result in high work performance. However, if time pressure leads to numerous errors, it can cause stress. Based on the explanation above, it can be concluded that the workload level for emergency room nurses at Prof. Dr. H. Aloei Saboe Regional Hospital in Gorontalo City is in the moderate category. Factors influencing workload include the number of patients, case complexity, pressure from superiors, social support, and individual capabilities, all of which significantly determine nurses' workload. Therefore, it is important for nursing management to continuously monitor and manage these factors so that the workload remains at a healthy and productive level.

Occupational Stress in Emergency Room Nurses at Prof. Dr. H. Aloei Saboe Regional Hospital, Gorontalo City

Based on the results of research conducted on Emergency Room Nurses at Prof. Dr. H. Aloei Saboe Regional General Hospital, Gorontalo City, which has been described previously, the results of the work stress categorization test on nurses from 33 respondents were obtained, with 10 respondents in the low category with a percentage of 30.3%. In the moderate category there were 13 respondents with a percentage of 39.4% and in the high category there were 10 respondents with a percentage of 30.3%. Based on these results, it shows that the level of work stress in Emergency Room nurses at Prof. Dr. H. Aloei Saboe Regional General Hospital, Gorontalo City is in the moderate category. This shows that nurses who experience work stress at a moderate level due to consistent pressure and responsibility but can still be managed. This means

that individuals with moderate levels of work stress often experience more physical and mental fatigue than usual, although they can still function in daily activities. This fatigue can be seen from decreased energy which can cause decreased productivity and enthusiasm for work. However, they are still able to complete the tasks given, although it may require more effort to focus and concentrate. Moderate job stress can also cause psychological and physical problems.

In carrying out their duties, nurses are required to provide prompt, accurate, and empathetic care to patients with various conditions. Despite these high demands, many nurses can still adapt to a busy work schedule, as long as it is not accompanied by extreme workload spikes or persistent medical crises. Furthermore, role conflict and the emotional stress of dealing with patients and their families contribute to nurses' stress. Nurses are required to remain calm, patient, and professional in emotionally challenging situations, such as dealing with terminally ill patients or anxious families.

Another reason for moderate stress is a lack of full support from the organizational system. Nurses may experience unclear workflows, lack of recognition for achievements, or limited access to necessary facilities. These factors do not completely sap morale, but they are enough to cause persistent feelings of boredom or mild frustration, especially if they persist over a long period. Work stress is stress caused by work as a response to situations that align with accepted habits and values, resulting in individuals feeling physically and emotionally stressed or burdened (Rinaldi & Hardika, 2025). This aligns with Prima's research on the relationship between workload and nurses in the Emergency Room at Dr. Soebandi Regional Hospital in Jember, which showed that the majority (50%) experienced moderate work stress and 30% experienced severe work stress.

Based on the explanation above, it can be concluded that the level of work stress among emergency room nurses at Prof. Dr. H. Aloei Saboe Regional General Hospital in Gorontalo City is in the moderate category. Moderate work stress among nurses reflects a state of psychological pressure that is quite noticeable but still tolerable and manageable. As long as the stress does not persist without treatment, this condition is still considered normal and can be managed with healthy coping strategies and a supportive work environment. Therefore, attention to the factors that cause stress is necessary to continue to be carried out to prevent it from developing into severe stress that can disrupt the quality of care and the well-being of nurses.

The Relationship Between Workload and Job Stress in Emergency Room Nurses at Prof. Dr. H. Aloei Saboe Regional Hospital, Gorontalo City

The purpose of this study was to determine the relationship between workload and job stress among Emergency Department (ED) nurses at Prof. Dr. H. Aloei Saboe Regional General Hospital. Based on the results of the Spearman Rank correlation test using 33 nurse samples, the correlation value (r) was 0.890 and a sig. ($p < 0.005$). The results indicate a positive relationship between workload and job stress among ED nurses at Prof. Dr. H. Aloei Saboe Regional General Hospital. These results indicate that the higher the workload, the higher the level of job stress among nurses. Therefore, it can be concluded that the hypothesis in this study is accepted, as there is a positive and significant relationship between workload and job stress among ED nurses at Prof. Dr. H. Aloei Saboe Regional General Hospital. This significant relationship also indicates that changes in workload have a significant impact on job stress levels. Emergency room nurses facing a consistently high workload are at risk of chronic stress, emotional exhaustion, and burnout if not managed effectively. Conversely, when workload is well managed through equitable task allocation, efficient time management, and adequate organizational support, work stress levels can be reduced to healthier levels.

This aligns with research conducted by Madadzadeh et al. (2018), who found a significant relationship between workload and job stress, with a correlation value of 0.534. This indicates that workload significantly influences a person's job stress. Similarly, research conducted by Nasrah et al. (2020) examined the relationship between workload and job stress in women with dual roles who work as nurses. The results indicate that nurses have significant duties and

responsibilities, making them vulnerable to job stress. Stress in the workplace can occur due to factors that can influence it, one of which is workload. This study aims to determine the relationship between workload and job stress in women with dual roles who work as nurses. This research method uses a quantitative correlation with a nonprobability sampling technique, namely snowball sampling. A total of 150 respondents were obtained with the following criteria: (1) women who work as nurses, (2) married and have children, and (3) residing in Semarang City. The analysis process was carried out with the help of data processing software, namely SPSS. The results of this study indicate that there is a positive relationship between workload and job stress in women who work as nurses.

The Industrialization Era demands that all components of the workplace perform optimally. This places significant demands on workers, ultimately leading to work stress. This study aims to determine the relationship between workload and work stress in nurses. This is an analytical study with a cross-sectional approach. The sample consisted of 33 nurses working in the inpatient ward of Pertamina Bintang Amin Hospital, Lampung. Data collection techniques used the work stress scale and workload scale. The population was nurses working in the inpatient ward of Pertamina Bintang Amin Hospital, Bandar Lampung. The data analysis used product-moment correlation analysis. Based on the data analysis, a significant positive relationship was found between workload and work stress in nurses working in the inpatient ward. The explanation presented in this study indicates that the higher the workload, the higher the level of work stress, and vice versa. The lower the workload, the lower the level of work stress experienced by nurses. With previous research confirming a positive relationship between the two variables.

CONCLUSION

The workload level of emergency room nurses at Prof. Dr. H. Aloei Saboe Regional Hospital is in the moderate category, indicating that nurses face quite complex work responsibilities and a relatively high volume of tasks, but are still within the level or limits of their ability to complete them effectively. In this condition, nurses can still provide services with a good standard, although it requires more optimal time and energy management. The work stress level of emergency room nurses at Prof. Dr. H. Aloei Saboe Regional Hospital is in the moderate category, indicating that there is consistent pressure and responsibility but it is still manageable. This means that individuals with moderate levels of work stress often experience more physical and mental fatigue than usual, although they can still function in their daily activities. The results of the study indicate a significant relationship between workload and work stress in emergency room nurses at Prof. Dr. H. Aloei Saboe Regional Hospital. When workload is managed well through fair task distribution, efficient time management, and adequate organizational support, work stress levels can also be reduced to healthier levels.

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