

The Nurse Working Performance in an Indonesian Psychiatric Hospital

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Abstract: Psychiatric nurses working in mental hospitals often experience poor performance due to various pressures from their work environment. However, exactly how they performed in the hospital has yet to be discovered. This study aims to determine the picture of the performance of Psychiatric nurses. The study was a study of 85 nurses. The study used the Six-D Scale of Nursing Performance questionnaire to measure nurses' performance. The data were analyzed using descriptive statistics. Results showed that more than half of the nurses performed well, while the rest did poorly. Therefore, hospital management must pay special attention to motivating underperforming nurses to work optimally in treating patients with mental disorders.

Keywords: Performance, Nurse, Psychiatric, Hospital

I. Introduction

Nurses working in mental hospitals face environments that have high stressors, such as a lack of energy and unpredictable patient behaviours, such as aggression and violence (Robinson et al., 2013). The increased stress in mental care is compounded by difficulties communicating with patients, repeated patient relapses, and caring for potentially physically abusive patients. This condition impacts productivity and will ultimately reduce the performance of psychiatric nurses (Matsumoto & Yoshioka, 2019).

Several studies show that psychiatric nurse performance problems are influenced by management factors and related to psychological factors such as psychological capital and mental health (depression, anxiety, and stress). An et al. (2020) suggest that nurses' performance is also influenced by positive psychological capital. These findings contribute to the understanding that positive psychological capital will improve performance. Therefore, this study aims to examine the overall performance of psychiatric nurses working in a psychiatric hospital.

II. Research Methods

This cross-sectional study was conducted among nurses working in a mental hospital in Indonesia. A convenience sampling method was used to select 85 nurses who participated in this study. The Six-D Scale of Nursing Performance questionnaire examined the nurse's performance. The analysis used descriptive statistics to see a picture of nurses' performance and other demographic data. All nurses involved in the study were informed consent in writing and engaged in the study voluntarily. The university's research ethics committee granted ethical permission to conduct this research.

III. Result

More than half of the 85 psychiatric nurses involved in the study were between 20 and 40 years old (62%), were women (60%), had a bachelor's degree in nursing (51%), and the rest had a nursing diploma. Most were permanent staff (68%), and about 72.8% had been in the hospital for over five years. Related to nurse performance, more than half (56%) have good performance, while the rest have poor performance as Psychiatric nurses.

IV. Discussion

The results showed that more than half of the psychiatric nurses performed well. Many factors are involved in improving the performance of psychiatric nurses. In their research, Ma et al. (2022) said that job satisfaction plays an essential role in the performance of psychiatric nurses. Likewise, seniority or length of service positively improves psychiatric nurses' performance.

Fia et al. (2022), in a study, revealed that the performance of psychiatric nurses is negatively affected due to the effects of stress, which include mild to severe headaches, loss of concentration, fatigue, anger, overreaction, looking for excuses, and absence from work, and forgetfulness.

Furthermore, Matsumoto and Yoshioka (2019) found that the psychological condition of psychiatric nurses could affect their performance in nursing care. There is increased stress in mental care workers resulting from difficulty communicating,

repeated patient relapses, and caring for violent or aggressive patients. This condition impacts productivity and will ultimately reduce the performance of psychiatric nurses.

Most previous studies agree that psychiatric nurses are prone to high-stress levels. Recent studies have moved from measuring psychiatric nurses' stress levels to researching the reasons behind such high-stress levels. For example, psychiatric nurses report symptoms of post-traumatic stress and post-traumatic stress disorder caused by high rates of assault by people with mental health conditions. In addition, a study examining work stress for psychiatric nurses in China reported that high-stress levels in male nurses were mainly due to physical violence and verbal attacks from people with mental health conditions. In contrast, female nurses faced more sexual harassment from people with mental health conditions (Masa'Deh et al., 2018).

Research by Fia et al. (2022) concluded that there is a significant and negative relationship between work stress and performance. When mental care workers experience stress, patients with mental disorders who are treated also receive the impact. Several factors contribute to the occurrence of stress in psychiatric nurses, as stated by Elsayed Abdel Kawy et al. (2023), namely heavy workload, organizational structure, difficulties with patients, home/work conflicts, increased administrative work, lack of professional development opportunities, role conflicts (performing tasks contrary to the nurse's ethical values) for example, detention, self-isolation, forced feeding and administration of drugs against the wishes of the patient, lack of support from management, especially in crises and lack of proper supervision for the newly graduated staff or unqualified staff leading to feelings of depression, helplessness, and hopelessness.

A strategy is needed to overcome stress in psychiatric nurses that impact their performance in providing nursing care to people with a mental health condition. Hallman et al. (2017) implemented a stress management training program that measures stress levels before and two months after the program. The findings showed that the training program reduced the stress levels of psychiatric nursing staff during the two-month post-training period.

Jacobowitz (2013) conducted an intervention study, namely improving safety culture in high-alert child/adolescent psychiatry inpatient units through nursing staff training for mindfulness-based stress reduction. The results of this study showed that the implementation of training courses was a predictor of lower stress levels for psychiatric nurses. This finding is consistent with a literature review on stress and post-traumatic stress disorder of psychiatric nurses, which concluded that psychiatric nurses who are trained in strategies used to deal with psychiatric patients and aggressive patient management play an essential role in lowering stress levels and facilitating the development of resilience among psychiatric nurses.

In conclusion, a positive nurse performance play a significant role in solving mental patients' problems. Standard competence in psychiatric nurses are required in order for nurses to work at their best level in taking care of people with mental illness.

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