Jurnal Kesehatan Akimal
e-ISSN: 2963-3338
Volume 5 No. 2 Edisi Oktober 2026
https://jurnal.akimal.ac.id/index.php/jka

The Association between Nurses' Workload and Nursing Care Implementation in the Inpatient Wards of Avicenna Hospital Bireuen

Nesa Fatna[1*], Bukhari[2]
Fakultas Ilmu Kesehatan Universitas Muhammadiyah Mahakarya Aceh
email :nesa.zaisa@gmail.com*, bukhari.mj@gmail.com

ARTICLE INFO

Received 28 April 2026
Accepted 10 August 2026
Published 31 Oct 2026

Keywords:
Nursing Care;Workload;
Nursing Implementation.

ABSTRACT

Background: Nurses play an essential role in providing comprehensive and effective hospital care. However, heavy workloads and professional demands may affect the quality of nursing care, particularly in inpatient settings. Objective: This study aimed to determine the relationship between nurses' workload and the implementation of nursing care in the inpatient ward of Avicenna Bireuen Hospital. Methods: This study employed a quantitative correlational design with a cross-sectional approach. Data were collected from nurses working in the inpatient ward. Univariate analysis was conducted to describe the research variables, while bivariate analysis was used to examine the relationship between workload and nursing care implementation. Results: The univariate analysis showed that 21 respondents (46.7%) experienced a low workload, while 25 respondents (55.6%) demonstrated good implementation of nursing care. The bivariate analysis revealed a statistically significant relationship between nurses' workload and the implementation of nursing care (p = 0.001), which was below the significance level of 0.05. Conclusion: Nurses' workload was significantly associated with the implementation of nursing care. Hospital management should strengthen workload management and provide structured training on standardized nursing care in accordance with Indonesian Ministry of Health guidelines to improve nursing performance and healthcare service quality.

How to cite: Fatna, N., & Bukhari. (2026). The Association between Nurses' Workload and Nursing Care Implementation in the Inpatient Wards of Avicenna Hospital Bireuen . *Jurnal Kesehatan Akimal*, *5*(2), 102–109. https://doi.org/10.58435/jka.v5i2.238

This is an open-access article distributed under a Creative Commons Attribution-ShareAlike 4.0 International License, that allows others to share the work with an acknowledgement of the work's authorship and initial publication in this journal.

* *Corresponding author: nesa.zaisa@gmail.com*

INTRODUCTION

Globalization and increasing competition in the healthcare sector have encouraged hospitals to strengthen their organizational performance and service quality. Nurses, as an essential component of hospital human resources, contribute significantly to achieving these goals through their professional

competence, productivity, and ability to provide effective patient care. Therefore, hospitals need to invest in continuous professional development, provide regular training opportunities, and establish supportive working environments. Effective nursing performance management is also necessary to maintain service standards and achieve organizational objectives (Vionitha, 2019).

As healthcare professionals, nurses are responsible for delivering quality services based on nursing principles and a holistic approach to health. Their responsibilities extend beyond curative care to include health promotion and disease prevention through efforts to maintain, improve, and protect individual and community health. These activities aim to prevent illness, optimize health outcomes, and improve productivity and quality of life, including among individuals experiencing health problems (Prihatini, 2020). Consequently, nurses are expected to provide comprehensive, continuous, and patient-centered care that addresses patients' physical, psychological, and social needs.

The quality of hospital services is closely related to the roles and responsibilities of nurses in providing continuous nursing care. Nurses are directly involved in identifying patients' needs, monitoring their health conditions, implementing nursing interventions, and maintaining patient safety throughout the treatment process. Fulfilling these responsibilities requires professional commitment, competence, and dedication. Furthermore, nurses' ability to deliver optimal care is influenced by organizational support, working conditions, and job satisfaction. Therefore, creating a supportive work environment and maintaining nurses' job satisfaction are important strategies for improving the quality of healthcare services (Widyanti et al., 2021).

However, nursing practice is often accompanied by considerable workload demands. Nurses are required to care for multiple patients with different levels of dependency, including those in critical conditions or requiring specialized attention. They must also ensure that each patient receives appropriate and equitable care in accordance with established professional standards. These responsibilities require considerable physical and psychological effort, particularly when the number of nurses is insufficient in relation to patient care needs. Despite these challenges, nurses are expected to maintain their professionalism and provide safe and effective care (Permana, 2020).

The World Health Organization (WHO, 2022) has highlighted the importance of adequate nursing resources and manageable workloads in maintaining the quality of nursing services. The data cited indicate that 61.43% of nursing care implementation was categorized as inadequate, while 42.86% was reported as good. Meanwhile, information from the Indonesian National Nurses Association (PPNI), covering Central Java, West Java, East Java, and the Special Region of Yogyakarta, identified excessive workload as one of the factors that may hinder optimal nursing performance. These conditions emphasize the need for appropriate workload distribution to ensure that nurses can fulfill their professional responsibilities effectively.

At the provincial level, a report from the Aceh Provincial Health Office (2024) indicated that 28.6% of nurses experienced a high workload, although nursing care implementation was still categorized as good. This finding suggests that

workload alone may not determine nursing performance, as individual motivation and professional commitment may also contribute to the quality of care provided. In general, workload refers to the amount of work and responsibility assigned to an individual or organizational unit within a specific period. Therefore, assigning nursing duties should take into account the balance between work demands, professional competence, and individual capacity. An imbalance between these factors may increase work-related pressure and potentially affect nurses' performance (Rohman, 2021). In addition to their clinical responsibilities, nurses also provide emotional support to patients and their families, communicate information about health conditions, and help patients cope with the challenges of illness. These additional responsibilities further demonstrate the complexity of nursing work, particularly in demanding hospital environments (Aswandi, 2022).

The implementation of nursing care involves a systematic process through which nurses assess patients' conditions, establish nursing diagnoses, develop care plans, implement appropriate interventions, and evaluate patient outcomes. This process requires adequate knowledge, clinical skills, and professional judgment. Nurses who have limited competence or insufficient time to complete each stage of the nursing process may experience difficulties in delivering comprehensive care. Consequently, inadequate implementation of nursing care may affect both nursing performance and the quality of services received by patients (Kusnanto, 2019).

Previous studies have examined the association between nurses' workload and the quality of nursing services. Peters et al. (2020) reported that excessive workload was significantly associated with reduced adherence to complete nursing care documentation. Similarly, Hasni (2024) found that an inadequate nurse-to-patient ratio contributed to delays in nursing interventions and lower patient satisfaction. These findings suggest that workload management is an important factor in maintaining effective nursing practice. Nevertheless, differences in hospital characteristics, staffing availability, and organizational management may influence how workload affects nursing care implementation. Further investigation is therefore necessary, particularly in Indonesian hospitals where human resource limitations may present additional challenges.

Preliminary observations at Avicenna Hospital revealed a concern regarding the implementation of nursing care. Among the ten nurses observed, seven (70%) had incomplete nursing care documentation. This situation was reportedly associated with the substantial workload experienced during a single shift. Incomplete documentation may reflect difficulties in allocating sufficient time to fulfill all nursing responsibilities and may potentially affect the continuity and quality of patient care. Despite these initial findings, limited research has specifically examined the relationship between nurses' workload and nursing care implementation at Avicenna Hospital.

Based on these conditions, further investigation is needed to provide empirical evidence regarding the relationship between nurses' workload and the implementation of nursing care in this hospital. Understanding this relationship is important not only for evaluating nurses' working conditions but also for identifying opportunities to improve nursing performance and the quality of patient care. Therefore, this study aimed to analyze the association between nurses'

workload and nursing care implementation in the inpatient unit of Avicenna Hospital, Bireuen Regency.

METHODS

This study employed an analytical quantitative design with a cross-sectional approach to examine the association between nurses' workload and the implementation of nursing care in the inpatient ward of Avicenna Hospital, Bireuen Regency. The study was conducted in January 2026. The study population consisted of all 45 nurses working in the inpatient ward. A total sampling technique was applied, whereby all members of the population were included as study respondents. Data were collected using two structured questionnaires: a workload questionnaire and a nursing care implementation questionnaire. Each questionnaire consisted of 20 items using a Guttman scale, with positive statements scored as 1 and negative statements scored as 0.

Nurses' workload was classified into three categories: low (scores 0–6), moderate (scores 7–13), and high (scores 14–20). Meanwhile, nursing care implementation was categorized as good (scores ≥15) and poor (scores 0–14). Data analysis included univariate analysis to describe the distribution of each study variable and bivariate analysis to examine the association between nurses' workload and nursing care implementation. Statistical significance was determined at a p-value of less than 0.05.

RESULTS AND DISCUSSION

Table 1. Frequency Distribution of Respondent Characteristics in the Inpatient Ward of Avicenna Hospital, Bireuen, 2026 (n = 45)

No	Respondent Characteristics	n	(%)
1	Age		
	23–30 years	20	44.4
	31–40 years	16	35.6
	41–50 years	9	20.0
	Total	45	100
2	Sex		
	Male	19	42.2
	Female	26	57.8
	Total	45	100
3	Education		
	Diploma III in Nursing	27	60.0
	Ners (Professional Nurse)	18	40.0
	Total	45	100
4	Length of Service		
	<1 year	10	22.2
	1–2 years	19	42.2
	>3 years	16	35.6
	Total	45	100

Table 2. Frequency Distribution of Nurses' Workload and Nursing Care Implementation in the Inpatient Ward of Avicenna Hospital, Bireuen, 2026 (n = 45)

No	Variable	n	(%)
1	Nurses' Workload		
	Low	21	46.7
	Moderate	14	31.1
	High	10	22.2
2	Nursing Care Implementation		
	Good	25	55.6
	Poor	20	44.4
	Total	45	100

Table 3. Relationship between Nurses' Workload and the Implementation of Nursing Care in the Inpatient Ward of Avicenna Hospital, Bireuen

No	Workload	Implementation of Nursing Care				Total		*p value*
		Good		Poor				
		f	%	*f*	%	*f*	%	
1	Low	19	90.5	2	9.5	21	100	0.001
2	Moderate	4	28.6	10	71.4	14	100	
3	High	2	20.0	8	80.0	10	100	
	Total	25	55.6	20	44.4	45	100	

Table 1 presents the characteristics of the 45 nurses working in the inpatient ward of Avicenna Hospital, Bireuen, in 2026. Most respondents were aged 23–30 years (20 respondents, 44.4%), followed by those aged 31–40 years (16 respondents, 35.6%), while nine respondents (20.0%) were aged 41–50 years. Regarding sex, female nurses represented the majority, with 26 respondents (57.8%), compared with 19 male nurses (42.2%). In terms of educational background, most respondents held a Diploma III in Nursing qualification (27 respondents, 60.0%), while 18 respondents (40.0%) had a professional Ners qualification. Regarding length of service, 19 respondents (42.2%) had worked for less than one year, 10 (22.2%) had 1–2 years of experience, and 16 (35.6%) had more than three years of experience. These characteristics indicate that most respondents were relatively young nurses, with Diploma III qualifications and varying levels of professional experience.

Table 2 shows the distribution of nurses according to workload and nursing care implementation. Most respondents experienced a low workload, accounting for 21 nurses (46.7%), while 14 nurses (31.1%) experienced a moderate workload and 10 (22.2%) experienced a high workload. Regarding nursing care implementation, 25 respondents (55.6%) demonstrated good implementation, whereas 20 (44.4%) were categorized as having poor implementation. These findings indicate that although more than half of the nurses demonstrated good

nursing care implementation, a considerable proportion still experienced difficulties in fulfilling nursing care responsibilities optimally.

Further analysis in Table 3 revealed a significant association between nurses' workload and nursing care implementation, with a Chi-square test result of p = 0.001 (p less than 0.05). Among nurses with a low workload, 19 of 21 respondents (90.5%) demonstrated good nursing care implementation, while only two (9.5%) demonstrated poor implementation. In the moderate workload category, 10 of 14 respondents (71.4%) demonstrated poor implementation, compared with four (28.6%) who demonstrated good implementation. Similarly, among nurses experiencing a high workload, eight of 10 respondents (80.0%) demonstrated poor implementation, while only two (20.0%) demonstrated good implementation. These results indicate that nurses with lower workloads tended to demonstrate better implementation of nursing care, whereas poor implementation was more prevalent among those experiencing moderate and high workloads.

The significant association observed in this study may be related to the complexity of nursing responsibilities in hospital settings. Nurses are required to perform several interconnected activities, including patient assessment, nursing diagnosis, care planning, intervention implementation, evaluation, and documentation. When workload demands become excessive, nurses may experience physical fatigue, psychological pressure, and reduced concentration. Limited time and energy may also make it difficult to complete every stage of the nursing process thoroughly. Consequently, certain aspects of nursing care, particularly documentation and evaluation, may receive less attention, even when direct nursing interventions continue to be provided (Edwid, 2026).

These findings are consistent with a study conducted by Setyaningrum (2025) in the inpatient ward of Mitra Siaga Tarub Hospital, which reported a significant relationship between nurses' workload and nursing care implementation (p = 0.000). The study found that nurses experiencing heavier workloads were more likely to implement nursing care incompletely than those with lower workloads. Time constraints were identified as one of the contributing factors, as nurses tended to prioritize immediate clinical interventions over administrative responsibilities, including nursing care documentation. Similarly, Kartikasari (2025), in a study conducted at PKU Muhammadiyah Demak Hospital, reported that 64% of nurses experiencing heavy workloads tended not to complete nursing care documentation. This condition was associated with an imbalance between the number of patients requiring care and the availability of nursing personnel during each shift. These previous findings support the present study by highlighting the importance of appropriate workload distribution and adequate nursing staff in maintaining comprehensive nursing care implementation.

In the context of Avicenna Hospital, preliminary observations also revealed that seven out of ten nurses (70%) had incomplete nursing care documentation. This initial finding is consistent with the present study, in which 44.4% of respondents demonstrated poor nursing care implementation. Furthermore, 53.3% of respondents experienced moderate or high workloads, indicating that workload management deserves greater attention. These conditions suggest that the demands of daily nursing activities may limit the time available for completing

all components of the nursing care process. However, workload should not be considered the only factor influencing nursing performance, as professional competence, motivation, work experience, leadership support, and the availability of hospital facilities may also contribute to the implementation of nursing care.

From a practical perspective, hospital management needs to consider strategies to create a more balanced working environment for nurses. These efforts may include evaluating the distribution of nursing responsibilities, adjusting the nurse-to-patient ratio according to patient care needs, and developing more balanced shift schedules. In addition, reducing administrative tasks unrelated to direct nursing responsibilities and providing an efficient documentation system may help nurses allocate more time to patient care. Regular training on standardized nursing care, in accordance with Indonesian Ministry of Health guidelines, is also important to strengthen nurses' knowledge, skills, and consistency in implementing the nursing process.

Overall, this study demonstrates a significant association between nurses' workload and nursing care implementation in the inpatient ward of Avicenna Hospital, Bireuen. Nurses with lower workloads were more likely to demonstrate good nursing care implementation, while poor implementation was more prevalent among those with moderate and high workloads. These findings highlight the importance of effective workload management, adequate staffing, and continuous professional development in supporting nurses to deliver comprehensive, safe, and quality healthcare services.

CONCLUSION

This study concludes that nurses' workload is significantly associated with the implementation of nursing care in the inpatient ward of Avicenna Hospital, Bireuen ($p = 0.001$). Nurses with lower workloads tended to demonstrate better nursing care implementation than those experiencing moderate or high workloads. Therefore, hospital management should strengthen workload management by ensuring adequate nursing staff, distributing responsibilities proportionally, and providing continuous professional training. These efforts are expected to support optimal nursing care implementation and improve the overall quality of healthcare services.

REFERENCES

Aswadi.(2022). Pengaruh Beban Kerja terhadap Kualitas Dokumentasi Keperawatan. Jurnal Keperawatan Indonesia, 15(2), 123 - 134.

Dinkes Aceh. (2024). Profil Kesehatan Aceh. Dinas Kesehatan Aceh.

Edwid,S., & Sianipar,B.K. (2026). Pengaruh beban kerja dan kepuasan kerja perawat terhadap pendokumentasian keperawatan di ruang rawat inap RS Ar Bunda Prabumulih. Student Scientific Journal, 4(1),115–122.itp2n.ac.id.

Hasni,N., Handayani,F., & Hidaya,N. (2024). Hubungan beban kerja perawat pelaksana terhadap pendokumentasian asuhan keperawatan. Jambura Journal of Health Sciences and Research, 6(2), 179–185. https://doi.org/10.35971/jjhsr.v6i2.19266.

Kartikasari, F. (2025). Hubungan Beban Kerja Perawat Dengan Kualitas Pendokumentasian Asuhan Keperawatan Di Ruang Rawat Inap Rumah

Sakit PKU Muhammadiyah Demak. Jurnal Ilmu Keperawatan Dan Kebidanan, vol. 16, no. 1, pp. 53–59.

Kusnanto. (2019). Hubungan Motivasi dan Kinerja Perawat di RSU Makassar. Diakses tanggal 18 Februari 2024. Http:/www.FikKes Jurnal Keperawatan.co.id/.

Permana, L. I. (2020). Analisa Kepuasan Pasien Dalam Pelayanan Kesehatan Di Puskesmas Pembantu Pararapak Kabupaten Barito Selatan. Jurnal Keperawatan Suaka Insan (JKSI).

Peters,M.D.J., Marnie,C., Tricco,A.C., Pollock,D., Munn,Z., Alexander,L., McInerney,P., Godfrey,C.M., & Khalil,H. (2020). Updated methodological guidance for the conduct of scoping reviews. JBI Evidence Synthesis, 18(10), 2119–2126. https://doi.org/10.11124/JBIES-20-00167

Prihatini, S. (2020). Prinsip Dasar Ilmu Keperawatan. Jakarta : PT. Gramedia Pustaka Utama.

Rohman, & Ichsan. (2021). Pengaruh Beban Kerja dan stress Kerja Terhadap Kinerja Karyawan PT Honda Daya Anugrah Mandiri Cabang Sukabumi. Jurnal Administrasi Bisnis, 2(1), 1–22.

Setyaningrum,I., Budianto,A., & Herniansyah,E. (2025). Hubungan beban kerja perawat dengan kelengkapan pendokumentasian asuhan keperawatan di ruang rawat inap RS Mitra Siaga Tarub. MINOR (Management of Nursing & Organization Review) ,3(1),8–14.itp2n.ac.id

Vionita, S., Astini. (2019). Hubungan Pengetahuan, Sikap dan Beban Kerja Dengan Kelengkapan Pendokumentasian Asuhan Keperawatan Irna di RSUP Sanglah," Denpasar: Fakultas Kesehatan Masyarakat Universitas Udayana.

Widyanti, T. Sumarni, dan W. E. Kurniawan. (2021). Faktor-Faktor Yang Mempengaruhi Kelengkapan Dokumentasi Asuhan Keperawatan. Jurnal Kebidanan Dan Keperawatan Aisyiyah,vol. 16, no. 2, pp. 186–195.