

Doctors' Perceptions About Workload on Doctors' Performance During the Covid-19 Pandemic in the Emergency Departement

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ABSTRACT

The decline in the performance of doctors in hospitals is one of the problems that cause a decrease in the quality of patient care in hospitals. a doctor must be able to manage the workload so that his performance does not decrease. The workload is one of the factors that affect the performance of a doctor in carrying out services to patients. This study uses a qualitative method to determine the doctor's perception of the workload at the Harapan Ibu Hospital on performance during the COVID-19 Pandemic. Data was obtained through in-depth interviews. The analysis of this study uses descriptive qualitative analysis and the results of the study will present an in-depth picture of the workload in the hospital emergency department related to performance from the doctor's point of view. The results obtained are mostly from work experience carried out in large jobs, especially during the increasing cases of the Pandemic which made it exceed the capacity of the hospital. In addition, the workload increases such as changes in workflow, psychological health, work environment, and are added if the level of honesty of patients and families is low. These factors are cause changes in the doctor's declining performance

Keywords: *Workload, Performance, Emergency Departement, COVID-19*

1 Introduction

Many work systems that affect the work of doctors in hospitals (Caryon et al., 2014). The Emergency Departement (ED) is one part of the hospital that provides initial treatment when patients come to the hospital that requires immediate treatment, which is known as a high-risk environment, where doctors handle many demands, the workload varies greatly (Levin et al., 2006). The high workload in hospitals causes a decrease in performance capabilities which can reduce service quality (Haryanti et al., 2013). 2 factors that affect the workload, namely external factors, and internal factors, external factors include tasks, work organization, and work environment, internal factors include somatic factors (gender, age, body size, nutritional status, health conditions, and so on.), and psychological factors (motivation, perception, belief, desire, satisfaction, and so on) (Soleman, 2011).

The Covid-19 pandemic has resulted in an increased workload and stress for medical personnel in the Hunan province adjacent to Hubei, one of the main related factors being the continuous increase in the number of patients. in Indonesia based on research results from FIK-UI and IPKJI (2020).

The response that most often appears to health workers is feelings of anxiety and tension as much as 70%. High anxiety can have a negative impact According to Fehr (2015) anxiety causes weakening of social relations, the emergence of stigma, the emergence of angry disputes between the government and health workers. The average number of cases per day confirmed positive for COVID-19 in Indonesia in May 2021 was 4,922 and the average increase in cases per day in July was 39,722 new cases per day, in Purbalingga Regency in July there were 2,6363 active cases. , An increase in the number of patients occurred in the Harapan Ibu Hospital in July 2021, there was a spike in cases of 149 confirmed positive patients, while in May there were 17 positive confirmed cases, the surge in patients resulted in overcapacity of patients in the ED.

Research conducted by Kang L et al., 2019, shows that health workers who treat COVID-19 patients have considerable pressure, due to work demands, fatigue and frustration, accompanied by a lack of contact with their families. In addition, inadequate personal protective equipment can lead to contamination and infection that can endanger health workers. Health workers who often experience interference at work, perceive their work to be less controlled, in the end it is associated with an increase in workload, fatigue, stress and frustration which ultimately harms the performance of health workers, and also has a negative impact. on patient safety and outcomes (Weigle et al., 2011).

Harapan Ibu Hospital as a private hospital is a labor-intensive organization where many professions and fields of expertise play a role in running the wheels of health services. One of the professions play an important role in providing services to patients is a doctor. The decrease in performance will hurt the hospital because it can cause instability and errors in treating patients in the hospital.

Therefore, this study will focus on doctors' perceptions of the workload in the Emergency Installation of Harapan Ibu Purbalingga Hospital during the COVID-19 pandemic.

2 Literature Review

2.1 COVID-19 Pandemic

Coronavirus Disease 2019 (COVID-19) is a new type of disease that has never been previously identified in humans. On December 31, 2019, China reported a mysterious case of pneumonia of unknown cause. Within 3 days, the number of patients with these cases amounted to 44 patients and continues to grow until now there are millions of cases. Initially, epidemiological data showed that 66% of patients were related to or exposed to a seafood market or live market in Wuhan, Hubei Province, China. Samples of isolates from patients were studied with the results showing the presence of infection with a coronavirus, a new type of betacoronavirus, named 2019 novel Coronavirus (2019-nCoV). On February 11, 2020, the World Health Organization named the new virus SARS-CoV-2 and the name of the Coronavirus Disease 2019 (COVID-19). Coronavirus is the main cause of respiratory disease outbreaks. This virus is a single-stranded RNA virus that can be isolated from several types of animals, the latter is thought to have originated in bats and then transferred to humans. At first the transmission of this virus could not be determined whether it could be transmitted between humans. The number of cases continues to grow from time to time. Finally it was confirmed that this pneumonia transmission could be transmitted from human to human. (KEMENKES, 2020).

The Government of Indonesia announced the first case of COVID-19 on March 2, 2020, On March 11, 2020, WHO announced that COVID-19 had become a global pandemic (PEDOMAN COVID-19, 2020) In Indonesia, the number of infected cases was reported on August 31, 2021 was 4,079 . 267,203,060 active cases, and 132,491 deaths, as of August 2021, 1,967 health workers died due to COVID-19 (COVID.GO.ID). Health workers are at high risk of infection and psychological problems, research shows that doctors and medical nurses are at high risk of emotional exhaustion and infection due to exposure to disease, psychological stress, and lack of personal protective equipment (PPE) (Guangming, 2020).

2.2 *Emergency Departement*

Health care is provided in a complex environment with many individual interactions, such as the emergency department (ED), areas facing an increasing number of patients and more complex patient diagnostic tests (Derlet et al., 2001). The emergency department is the initial place for patients to come to the hospital with fluctuating patient volumes throughout the day, with complaints that require immediate treatment or the emergency department where the health workers who work have varying workloads (Levin et al., 2006). Emergency Departement has the main purpose of receiving, triage, stabilizing, and providing acute health care for patients, including patients who require resuscitation and patients with certain levels of emergency (Australasian College for Emergency Medicine, 2014). General principles of hospital emergency room services from the Ministry of Health (2010):

- Hospitals must have emergency services that have the ability and knowledge to carry out initial examinations of emergency cases as well as resuscitation and stabilization (live-saving).
- Hospital Emergency Units are required to provide services 24 hours a day for one week
- the name for the installation or emergency unit at the hospital must be the same or uniform as the emergency department.
- Hospitals are not allowed to ask for advance payments when handling emergency cases
- Emergency patients must be admitted within 5 minutes of arriving at the ED.
- The organization of the emergency department is based on a functional organization, where there is an element of leadership and an element of implementation.
- All hospitals should try to adapt emergency services to a minimum according to existing standards.

The complexity of services experienced by health workers, such as long and unpredictable working hours in treating patients, causes high mental and physical tension which has an impact on the ability to provide services in the form of safe and efficient care (Bragard et al., 2014).

2.3 *Workload*

The workload is defined as the cost incurred by a person to achieve a certain level of performance. The perceived workload is an important variable that can interfere with work demands and performance (Weigle et al., 2011).

The workload is a process carried out by a person in carrying out the duties of a job carried out under normal circumstances within a certain period time, every workload received by a person must

be appropriate and balanced between the physical and psychological abilities of workers. who receive the workload (Dhania, 2010). the factors that affect the workload are as follows:

- External factors, namely tasks, work organization, and work environment.
- Internal factors, including somatic factors (gender, age, body size, nutritional status, health conditions, etc.), and psychological factors (motivation, perception, belief, desire, satisfaction).

The workload arising from activities in the work environment is caused, among others, by the need to remain on high alert for long periods, the need to make decisions that involve many responsibilities, and a workplace that is isolated from others.

The beginning of COVID-19 starting from Hubei province starting November 2019, frontline medical staff across China have experienced increased workloads, increased working hours, and psychological improvements (Cai et al., 2020). Sunjaya's Research (2021) The COVID-19 pandemic causes psychological disturbances for health workers and the public. Health workers caring for and in contact with COVID-19 patients exhibit a higher psychological risk, in terms of depression and fatigue. The risk of psychological stress for health workers is their perception of the risks of their work in a high-risk environment, the effects of disease on their lives, and the possibility of being infected by patients, especially when caring for deceased patients (Cai et al. al., 2020). strict infection control protocols, complete equipment, and appreciation from the government and hospitals in handling COVID-19 patients are very important to improve the psychological condition of health workers (Cai et al.,)

2.4 *Performance*

Performance in an organization is carried out by all existing human resources, both leaders and workers. Several factors can affect human resources in carrying out their performance. Both factors come from within human resources and from outside themselves. Every worker has the ability based on knowledge and skills, competence according to his job, work motivation and job satisfaction. However, workers also have personalities, attitudes and behaviors that can affect their performance (Wirawan, 2009). the factors that affect performance are as follows (Djeremi et al., 2014):

- Effectiveness and efficiency, namely the achievement of a certain goal, meaning that the activities carried out are effective, but if they do activities that are not desired or have no purpose, even though the results are satisfactory, then the activity is not efficient.
- Authority is a command from a member to another member to carry out work activities in accordance with his contribution.
- Discipline is complying with applicable laws and regulations. Member work discipline is the activity of the member concerned in accordance with the work agreement with the organization where he works
- Initiative is creativity in forming ideas in planning something related to organizational goals.
- A work environment, namely a good work environment is also needed in an organization. Employees who care about the work environment both for personal comfort and to make it easier to do a better job.

Health workers in hospitals today have to face high job demands, which have an impact on their health, well-being and performance. The way to reduce work-related stress reactions and optimize positive work-related outcomes is to increase human resources and increase the chances of recovering from work (Niks et al., 2013). During the COVID-19 pandemic, health workers have a big role in providing services, therefore the Indonesian government provides incentives to health workers. Incentives and insurance from the government or health institutions are very important as rewards and compensation for health professionals, the provision of preventive interventions related to mental illness in all types of health care facilities must be a priority to ensure continuity of services provided by the Health Office. Profession (Sunjaya et al., 2021).

3 Research Methodology

The method used in this study is a qualitative research method to get an in-depth picture of doctors' perceptions of workload and performance during the COVID-19 pandemic at the ED Harapan Ibu Purbalingga Hospital.

3.1 Subjects

The subjects of this study were doctors who worked in the Emergency Installation of Harapan Ibu Purbalingga Hospital for a minimum of 4 years. These criteria were determined because the researchers assessed that doctors who had worked for at least 4 years had information before and during the COVID-19 pandemic. While additional information was obtained from supporting sources, namely the coordinator of the nursing care unit in the ED, the head of the emergency room, and the head of the personnel sub-section. Determination of research subjects is considered adequate if it has reached redundancy (data obtained are saturated and research subjects no longer provide new or varied information)

3.2 Data Collection

Data collection techniques were carried out by in-depth interviews. In-depth interviews were conducted using structured interviews where the researcher had a question instrument in the form of written questions with alternative answers that had been provided. Researchers will conduct structured interviews with doctors in the ED Harapan Ibu Hospital.

3.3 Data Analysis

The process of data analysis is carried out by researchers after the data in the form of transcripts of interview results and the required documentation are considered complete and perfect, the analysis will use the Miles and Huberman model followed by the following steps (Sugiyono, 2015)

- Reduction

Data reduction is defined as the process of sorting, summarizing, sorting out what is important and discarding unused data. So that researchers will select, summarize and discard unused data and proceed with the coding process in the analysis process and rearrange and draw conclusions.

- Verification

The next step is to verify the data. At this stage it will be used to strengthen some of the initial findings made in the previous steps. The initial conclusions that have been made cannot be said to be credible before the verification step is carried out. This verification step will match the initial conclusions with existing document data, so that if there is a match between the initial conclusions and the existing data, the results of this study can be said to be valid or credible.

4. Result

The results of this study were obtained through in-depth interviews with 3 doctors who work in the emergency department, 1 doctor who served as coordinator of the emergency department, 1 doctor as the most senior doctor in the emergency department, and 1 doctor who served as HRD. in the hospital. All informants have worked since before the pandemic until now and have been married for more than 4 years.

4.1 Workload

According to the informant, the task of doctors in the ED that must be done is to take quick and appropriate action in providing health services to patients who come, but in practice some informants stated that the many disruptions and changes in workflow made the workload increase. All informants said the workload increased because there was a significant change in workflow from before the pandemic to facing the peak of COVID-19 cases, a lot of preparation had to be done to provide services to patients.

At the high rate of COVID-19 cases, the emergency room at the hospital experienced high patient visits, patients scrambled to immediately ask for help with different characteristics of the community, even though this was limited to the maximum capacity of the hospital. Facilities and infrastructure are a concern when COVID-19 cases increase, such as oxygen scarcity, limited availability of PPE, limited medicines. Meanwhile, the ER does not only serve patients affected by COVID-19, but also serves non-COVID-19 patients. When patient visits are high, informants feel tired of working because they have to complete various kinds of work at once and sometimes outside working hours such as when conditions have to replace the work of doctors who are undergoing COVID-19 treatment.

4.2 Perception of workload on doctor's performance during the Covid-19 pandemic

All informants stated that all experienced changes in performance which decreased slightly due to sudden changes in workloads, informants revealed that it took time to make adjustments to the conditions of the COVID-19 pandemic, considering that doctors are the front line in fighting the COVID-19 pandemic.

The services provided by health workers will not always be stable from time to time, but with pandemic conditions like this, health workers are required to work quickly and precisely so that the COVID-19 pandemic passes quickly.

Work environment factors, task factors, psychological factors, and health factors are the most influential factors in increasing workload. The Health Protocol is one part of changing the work environment, the easy transmission of COVID-19 through the air makes health workers need to use level 3 PPE to protect themselves from contracting the disease, of course level 3 PPE if used for 7 hours will make users uncomfortable.

There is an additional flow of hospital services from conducting COVID-19 screening to treatment in patient rooms. In conducting screening, the honesty of patients and their families becomes very important, because doctors can diagnose 70% of patients through anamnesis or interviews about the course of the disease. Then the patient lies, which can be dangerous for the patient himself and also for the health workers who help the patient.

All informants are worried about the health of themselves and their families, if they are infected with COVID-19 without realizing it or do not cause symptoms, then returning home will cause the spread of COVID-19 in their place of residence, reduced interaction with family because doctors understand that their work has a high health risk. they.

The government and hospitals pay special attention to health workers, especially those dealing with COVID-19 by providing rewards in the form of incentives that are given every month, even though health workers feel that they are less than the workload, and hospital management provide complete PPE for health workers. Free PPE for health workers, especially health workers who serve patients directly, health workers, especially doctors, really appreciate this because hospitals or other health workers struggle with each other, hospitals at the beginning of the pandemic experienced a decrease in patient visits which of course reduced income from hospitals, while sick hospitals must continue to provide hospital staff salaries.

The above conditions can affect performance as a doctor

5. Discussion

A workload is an important aspect of performance. Likewise with the profession of a doctor who works in a hospital. From the results of interviews with informants, all informants stated that there was an increase in workload during the COVID-19 pandemic, especially when the number of COVID-19 cases increased. An increase in workload such as changes in workflow, an increase in the number of patients who exceed capacity, additional tasks, a useful work environment accompanied by a certain time limit that forces physical and psychological energy to be reduced. As stated by Kang L et al., 2019, that health workers who treat COVID-19 patients have considerable pressure, due to the demands of work and accompanied by a lack of contact with their families.

The increase in workload during the COVID-19 pandemic has an impact on the performance of a doctor, so that his condition is not optimal in working in hospitals. Risk factors experienced by health workers in dealing with COVID-19 can trigger burnout (Ornell et al., 2020). Burnout is an important predictor of decreased performance, productivity, and client satisfaction. Burnout also has a negative impact on psychological well-being and physical health (Bakker & Sanz-Vergel, 2020).

6. Conclusion

The performance of health workers, especially in hospitals, greatly affects the quality of service to patients, to maintain service. Various efforts need to be made by hospital management to maintain good performance, one of which is by managing the workload of health workers.

Workload is a vital thing that needs to be considered. Workloads that are in accordance with more focused work tasks can avoid work fatigue, and the comfort of doctors in carrying out services to patients. The suitability of compensation provided by hospital management in the form of salaries and incentives needs to be considered, one of which is by paying attention to the job satisfaction of health workers so that there is no decrease in performance.

There is a need for further research on other factors that can affect the performance of doctors in order to provide a more complete picture of this topic.

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