



WORK DISCIPLINE OF STAFF NURSES: THE ROLE OF WORKLOAD AND RELATED FACTORS

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ABSTRACT

This study aims to examine the work discipline of staff nurses: the role of workload and related factors at Royal Prima Hospital Jambi, including goals and abilities, leadership role modeling, compensation, disciplinary sanctions, and workload. The study employed a quantitative approach with a total of 55 staff nurse respondents. The results of the univariate analysis showed that most respondents had good work discipline (87.3%), good goals and abilities (87.3%), good leadership role modeling (87.3%), good compensation (81.8%), good disciplinary sanctions (89.1%), and moderate workload (61.8%). The bivariate analysis indicated significant relationships between goals and abilities, leadership role modeling, compensation, disciplinary sanctions, and workload with nurses' work discipline ($p < 0.05$). Furthermore, multivariate analysis using logistic regression revealed that compensation was the most dominant factor associated with the work discipline of staff nurses ($p = 0.003$). The findings of this study conclude that improving the work discipline of staff nurses at Royal Prima Hospital Jambi is strongly influenced by compensation, in addition to leadership, competence, sanctions, and workload factors.

Keywords: associated factors; hospital; staff nurses; work discipline; workload

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INTRODUCTION

Hospitals as one of the health service facilities are part of the health resources that are very necessary to support the implementation of health efforts. Implementation service health in House Sick have characteristics and highly complex organizations. Various types of healthcare professionals, each with their own set of scientific instruments, interact with one another. Rapidly evolving medical science and technology, which healthcare professionals must keep up with to provide quality services, exacerbates the complexity of hospital issues (Nisa, 2020). The empowerment of human resources in hospitals is directed towards achieving high performance. To achieve high nurse performance, discipline is essential. matter Which very urgent. Discipline nurse need controlled And maintained with Good, because slowing down the execution of tasks will also have negative consequences for the hospital, which in a broader sense will reduce nurse performance. To achieve high productivity, hospital leaders must pay attention to nurses' work discipline. A lack of discipline will impact efficiency. Work And effectiveness task work. With existence discipline expected work will be done as effectively as possible. If discipline cannot be enforced then possibility objective Which has set No can achieved in a way effective and efficient (Hermianti, 2021).

Maintaining discipline in hospitals is crucial for nurses. Therefore, nurses are required to maintain discipline as part of their efforts to provide optimal nursing care to patients. However, the numerous tasks and responsibilities nurses must handle can impact their work performance and discipline (Khasanah & Saputra, 2023). Fluctuating workloads are one factor that can reduce nurse

performance. A high workload without a corresponding increase in nursing staff can lead to physical fatigue, work stress, anxiety, and psychological distress, which can ultimately lead to a decline in the quality of care and work discipline nurses (Siregar & Ananda, 2023).

Factor other Which influence discipline nurse is example leadership. In management nursing, leadership is ability a head room or nursing manager in influencing, direct, and guide nurses to work in accordance with nursing service standards and the hospital's organizational goals. Which discipline, responsible answer, and capable become example Which Good will It is easier to form disciplined behavior in nurses. The leadership's exemplary behavior is very important because the ward head is a role model for nurses in carrying out their duties, complying with SOPs, and guard quality service and safety patient (Annisa et al., 2024).

Reward or remuneration is a form of appreciation given by the hospital to nurse on performance And not quite enough answer in carry out Nursing services. In nursing management, providing rewards can increase motivation, work enthusiasm, and nurses' compliance with hospital regulations and standard operating procedures. Nurses who feel appreciated tend to be more disciplined and responsible in providing nursing care to patients. patients. In addition, discipline nurses too become factor important in maintaining quality service And safety patient in House sick (Muslim) et al., 2024).

Punishment or sanctions play a crucial role in improving nurse discipline and ensuring compliance with hospital regulations and SOPs. In nursing management, punishment is administered as a form of control over behavior that violates the rules. objective repair behavior nurse as well as prevent occurrence violation Repeated violations. The application of firm and fair sanctions can increase nurses' responsibility, compliance, and professionalism in providing nursing services. Furthermore, punishment also aims to maintain the quality of care and patient safety so that all nurses' duties and responsibilities are carried out effectively. can be implemented with good (Wulan, 2024).

Goals and abilities are factors that influence a nurse's level of discipline at work. In nursing management, clear work goals aligned with a nurse's abilities can increase responsibility, motivation, and compliance with work regulations. Assigned tasks and responsibilities based on competency will encourage nurses to work more diligently, professionally, and with discipline in providing care. care nursing to patient. Besides That, suitability between ability and workload is also important to maintain the quality of service and patient safety in hospitals (Walidah et al., 2024).

Based on an initial survey conducted by researchers at Royal Prima Jambi Hospital, several problems were still found related to nurses' work discipline, such as late attendance, incomplete nursing documentation, and less than optimal compliance with... SOP for service. Interview results also showed that some nurses felt that their reward was Which accepted Not yet in accordance with workload, implementation sanctions Not yet consistent, and role models leadership greatly influences discipline nurse. Besides that, the task that given sometimes Not yet in accordance with ability nurse. Based on condition the, This study was conducted to analyze factors related to the work discipline of implementing nurses at Royal Prima Jambi Hospital.

Study about discipline Work nurse previously more Lots discuss motivational factors, leadership, and work environment separately. However, research that analyzes connection objective And ability, example leadership, reply service, sanctions punishment, and burden work in a way together on work discipline nurse implementer is still limited, especially at Royal Prima Jambi Hospital. Therefore, this study was conducted to determine factors Which most relate with discipline Work nurse implementer at Royal Prima Jambi Hospital.

METHOD

This research is a quantitative research with a cross-sectional design. Population research is the whole implementing nurses at Royal Prima Jambi Hospital using total sampling technique is 55 person. Definition operational used For clarify variables study. All over measured variables through interview use questionnaire with scale ordinal. Discipline Work performance was categorized into good and poor, workload into heavy, moderate, and light, while other variables were classified into good and poor based on scores. Data analysis was conducted in three stages. Univariate analysis was used to describe distribution frequency from each variables. Analysis bivariate used for know connection between variables independent and dependent by using test chi-square on level meaning 0.05 as well as confidence interval 95%, and is equipped with an odds ratio value to see the potential for a relationship. Next, the analysis multivariate use regression logistics simple for know influence of variables in a way together as well as determine variables Which most dominant, with criteria significance p-value not enough from 0.05 after through stage selection beginning p-value less than 0.25.

RESULT

The results of the study on 55 respondents, most of the nurses were female nurses totaling 49 respondents. The age of the respondents was mostly in the age range of 20-30 years totaling 34 respondents. The religion of the respondents was mostly Muslim totaling 42 respondents, the marital status of the respondents was mostly single totaling 28 respondents (50.9%), the education of the respondents was mostly with D3 Nursing education totaling 23 respondents, and the length of work of the respondents was mostly 1-5 years totaling 31 respondents. The results of the study on 55 respondents showed that the majority of respondents had good work discipline, amounting to 48 respondents (87.3%). The majority of respondents had good work discipline. Good goals and abilities numbered 48 respondents (87.3%). Most respondents had good leadership role models numbering 48 respondents (87.3%). Most respondents had good rewards numbering 45 respondents (81.8%). Most respondents had good punishment sanctions numbering 49 respondents (89.1%). Most respondents had a moderate workload numbering 34 respondents (61.8%). The results of the study in the form of bivariate analysis or analysis used on two variables suspected of being related or correlated are described as follows.

Table 1

Distribution Frequency Discipline Work Nurse Executor As well as Role Burden Work And Related Factors

Variables	Factors						<i>p- value</i>
	Good		Not enough Good		f	%	
	F	%	f	%			
Objective and abilities							
Good	46	95.8	2	28.6	48	100	0,000
Not enough Good	2	4.2	5	71.4	7	100	
Example leadership							
Good	45	93.8	4	6.2	48	100	0,000
Not enough Good	3	42.9	4	57.1	7	100	
Reply Service							
Good	44	97.8	1	2.2	45	100	0,000
Not enough Good	4	40.0	6	60.0	10	100	
Sanctions punishment							
Good	46	93.3	3	6.1	49	100	0,000
Not enough Good	2	33.3	4	66.7	6	100	
Burden Work							
Heavy	4	80.0	1	20.0	5	100	0.017
Currently	33	97.1	1	2.9	34	100	
Light	11	68.8	5	31.2	16	100	

The results of the statistical test show a p-value = 0.000 ($p < 0.05$) in other words there is a significant relationship between the goals and abilities of the work discipline of implementing

nurses at Royal Prima Jambi Hospital. The results of the statistical test show a p-value = 0.000 ($p < 0.05$) in other words there is a significant relationship between the role model of the leader and the work discipline of implementing nurses at Royal Prima Jambi Hospital. The results of the statistical test show a p-value = 0.000 ($p < 0.05$) in other words there is a significant relationship between remuneration and the work discipline of implementing nurses at Royal Prima Jambi Hospital. The results of the statistical test show a p-value = 0.000 ($p < 0.05$) in other words there is a significant relationship between punishment sanctions and the work discipline of implementing nurses at Royal Prima Jambi Hospital. The results of the statistical test show a p-value = 0.017 ($p < 0.05$) in other words there is a significant relationship between workload and the work discipline of implementing nurses at Royal Prima Jambi Hospital. A multivariate analysis was conducted to determine the most dominant factors influencing the work discipline of nurses at Royal Prima Jambi Hospital. The multivariate analysis used simple regression.

Table 2.

Analysis Connection Variables Free with Variables Bound Based on Test Simple Regression

Variables Free	Sig (P- value)
Objective And ability	0.054
Example leadership	0.131
Reply service	0.003
Sanctions punishment	0.784
Burden Work	0.064

Based on table 2, it is known that from the results of the multivariate analysis, the most dominant variable related to work discipline is the reward variable with a p-value of value 0.003

DISCUSSION

The results of the study indicate a relationship between work objectives and competencies with the work discipline of implementing nurses at Royal Prima Jambi Hospital. Clear work objectives can increase discipline And not quite enough answer nurse in Work in accordance standard hospital (Alita, 2019). Nurse competencies include knowledge, skills, and professional attitudes. Nurses with good competencies tend to be more disciplined in carrying out their duties and complying with work regulations (Walidah et al., 2024). In nursing management, work discipline is important to maintain service quality and patient safety. Work objectives and good competence can form Professional work behavior of implementing nurses (Ng et al., 2024). Clear work goals can increase nurses' motivation and commitment to their work, thereby supporting nurses' work discipline (Soamole et al., 2025). Improving nurses' work discipline requires competency development through training, supervision, and regular evaluation to support service quality. House Sick (Sugiarto & Zainal, 2025). Researchers assume that combination work goals Which directed and competence Which Good will form behavior Work professional to the nurse implementer.

The results of the study indicate a relationship between exemplary leadership and the work discipline of nurses at Royal Prima Jambi Hospital. Theoretically, disciplined and responsible leaders can serve as role models for nurses in working according to hospital regulations and SOPs. Previous research also suggests that exemplary leadership contributes to nurses' performance. leadership relate with discipline And performance nurse At home (Annisa et al., 2024). In nursing management, leaders play a role in directing and coaching nurses to create a disciplined and professional work environment. Leadership's exemplary behavior can also increase nurses' work motivation and compliance with organizational rules. Related research shows that leadership influences to discipline Work And quality service health (Ng et al., 2024). Researchers assume that leaders who provide good work examples will increase compliance. And discipline nurse implementer. So that the more Good example leadership then the more Good also work discipline implementing nurse in the hospital.

The results of the study indicate that remuneration is related to the work discipline of nurses at Royal Prima Jambi Hospital. Good remuneration can increase nurses' motivation and compliance with work regulations (Sugiarto & Zainal, 2025). Good Also can increase loyalty And Spirit Work nurse so that more comply with hospital SOPs. Research shows that compensation influences the motivation and discipline of healthcare workers (Soamole et al., 2025). Appropriate compensation can improve professionalism And quality Work nurse. Study other mention that satisfaction with remuneration is related to the discipline of health workers (Ng et al., 2024). Hospitals need to pay attention to the remuneration system to improve discipline and

quality. service nursing. Study previously show that Work rewards influence the disciplinary behavior of health workers (Annisa et al., 2024). Researchers assume that appropriate rewards can create a more professional work environment. And can push nurse work more discipline.

The results of the study show that punishment sanctions are related to work discipline. nurse implementer in Hospital Royal Prima Jambi. In a way theoretical, sanctions punishment is a form control For increase compliance nurse to rule And SOUP hospital. Previous research also stated that rewards and punishments are related to work discipline of health workers (Wulan, 2024). Penalty sanctions Which applied fairly can increase awareness And compliance nurse to rule Work as well as not quite enough answer professional. Study related show that discipline Work influence the performance of health workers in hospitals (Wahono et al., 2024). In addition, criminal sanctions can prevent violation work discipline because more nurses be careful at work. Other research states that organizational factors are related to work discipline employee House Sick (Isnaini et al., 2025). Discipline Work nurse important For maintain quality service And safety patient so that House Sick need apply sanctions objectively according to organizational rules. Previous research shows that work discipline has an effect to performance employee House Sick (Asy-Syifa et al., 2024). Researchers assume that the application of appropriate sanctions can create a disciplined and professional work environment.

The research results show a relationship between workload and work discipline among nurses at Royal Prima Hospital in Jambi. Theoretically, workload can affect the physical and psychological condition of nurses, thus impacting work discipline. Study previously Also state that burden Work relate with discipline and performance of healthcare workers in hospitals (Soamole et al., 2025). Excessive workload can cause fatigue and reduce compliance with work rules, so that influence quality service. Study related show that burden Workload is related to nurse performance and productivity in hospitals (Wahono et al., 2024). Furthermore, appropriate workload allocation can help nurses work more effectively and in a disciplined manner, following SOPs. Workload management impacts the quality of healthcare workers' work (Ng et al., 2024). Nurses' work discipline is crucial for maintaining the quality of hospital services, so management needs to pay attention to nurses' workload. Previous research show that workload influences work behavior and performance power health (Sugiarto & Zainal, 2025). Researchers assume that load management the work that appropriate can create environment Work Which discipline and productive.

Based on the results of multivariate testing, compensation was the most dominant factor associated with work discipline among nurses at Royal Prima Jambi Hospital. Theoretically, compensation can increase nurse motivation, satisfaction, and compliance with work regulations. Previous research also indicated that that remuneration influence the motivation and performance of nurses in hospitals (Muslimin et al., 2024). In nursing management, good compensation can increase nurse loyalty, work enthusiasm, and compliance with hospital SOPs. Related research shows that compensation And discipline Work influential to productivity nurse in House Sick (Febrianti & Andriani, 2024). In addition, compensation also plays a role in increasing nurse motivation and professionalism. Other research indicates that motivation and work discipline influence nurse performance in hospitals (Putri, 2024). Nurse work discipline is important in maintaining service quality and patient safety, so hospitals need to pay attention to this. system reply service. Study previously show that satisfaction work and discipline Work relate with behavior Work nurse in House Sick (Melta & Elfitra, 2024). Researchers assume that nurses who receive compensation commensurate with their workload and responsibilities will be more motivated to work in a disciplined manner and maintain the quality of service. system reply service Which fair can create flavor valued so that Increasing nurses' commitment to the hospital organization and providing optimal compensation can increase nurses' work enthusiasm and professional responsibility in providing nursing care.

CONCLUSION

Nursing management is expected to develop a performance-based reward system for inpatient nursing care to increase the motivation, discipline, and professionalism of nurses in providing quality nursing services.

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