

CHAPTER I

INTRODUCTION

1.1 Background

The Intensive Care Unit (ICU) is a specialized hospital service unit designated for patients with critical and life-threatening conditions. In this unit, nurses are required to provide nursing care quickly, accurately, and comprehensively in response to patients' highly fluctuating conditions. These responsibilities demand a high level of competence, quick decision-making, as well as strong physical and emotional resilience from ICU nurses. However, behind these demands, issues regarding the low Quality of Nursing Work Life (QNWL) has become a major concern. QNWL reflects nurses perceptions of the balance between work demands and personal life, encompassing physical, psychological, social, and environmental aspects of the workplace. A decline in QNWL can potentially reduce productivity, job satisfaction, and the quality of nursing care. Furthermore, this situation can increase the risk of burnout, stress, and turnover (Alharbi et al., 2020).

In the ICU context, work-pressure stress is more intense than in other hospital units. ICU nurses must possess advanced clinical and technical competencies, including the ability to manage critically ill patients, make quick decisions, and manage emotional and psychological stress. The ICU work environment, characterized by high pressure, high expectations, and complex interdisciplinary interactions, which intensify the workload and psychological burden on nurses (Nurmawati & Daeli, 2022). Heavy workloads, emotional stress, and physical and

mental strain are the main challenges nurses face in performing their duties. According to previous research by (Rizky Ramadhan et al., 2021), most ICU nurses are unable to complete their work within the time available, indicating a high workload. A study by (Brooks et al., 2019) revealed that ICU nurses experience the highest levels of work-related stress compared to other units, due to patient conditions, long working hours, lack of managerial support, and imbalance between work and personal life.

Globally, QWL issues among ICU nurses remain a concern. Data from the International Council of Nurses (ICN) show that over 70% of nurses report high work-related stress and burnout, particularly in developing countries (March et al., 2025). In the United States, 2022 survey by the American Association of Critical-Care Nurses (AACN, 2024) found that over 60% of ICU nurses considered leaving their profession due to high work pressure. Data from the Indonesian Ministry of Health (Kemenkes, 2021) shows that the workload of nurses in referral hospitals, particularly in ICUs, increased significantly post-pandemic. In Indonesia (Lestari, 2020), it was reported that 4 out of 10 analyzed articles showed a low QNWL category with an average score of 58.5%. Factors contributing to the low QNWL include excessive workload, an unproductive work environment, and insufficient recognition of the nursing profession.

Quality Nursing Work Life (QNWL) has become a crucial aspect in maintaining the quality of nursing services. This concept encompasses multiple dimensions as stated by (Anderson & Brooks, 2004), including: work life-home life dimensions, work design dimensions, work context dimensions, and work world

dimensions, all of which represent significant aspects of a nurse's daily life. The work life–home life dimension evaluates the balance between professional and personal life; work design refers to the organization of tasks and responsibilities assigned to nurses; work context involves the environment and nursing practice systems; while the work world dimension reflects the social influences and professional dynamics that affect nurses' lives.

Furthermore, according to (O'Brien-Pallas & Baumann, 1992), the factors influencing QNWL are divided into internal and external factors. Internal factors include individual, social, and contextual, operational, and administrative aspects. On the other hand, external factors involve health policies, patient demands, and labor market conditions. These factors were further developed by (Anderson & Brooks, 2004), who categorized internal factors into several indicators: individual (age, education, marital status, length of service, income), socio-environmental contextual (communication, leadership, peer relations, interprofessional and interdepartmental relations), operational (work schedules, staffing levels, supervision, competition), and administrative (salary, career path).

Problems arise when factors fail the well-being of nurses. A stressful work environment, lack of ergonomic support, inadequate emotional backing from colleagues or supervisors, and insufficient recognition from institutions and society can lead to prolonged stress, burnout, and even turnover. In the context of the ICU, which is a unit with high work intensity and significant clinical demands, these issues become even more complex. ICU nurses often work under high-pressure

conditions, where social interaction is limited, and the recognition they receive for their work does not match the risks and responsibilities they bear.

According to a preliminary study by QNWL (Alharbi et al., 2020), workplace environment factors and social support play a significant role in determining job satisfaction and mental health among ICU nurses. Locally, data from RSUD Haji Surabaya (RSUD Haji Provinsi Jatim, 2023) show a 25% increase in the workload of ICU nurses over the past two years, alongside an increase in the number of critically ill patients and a shortage of nursing staff. Complaints from nurses regarding work-related stress, fatigue, and the increasing imbalance between work and personal life have been on the rise. This indicates the need for a comprehensive study on the factors influencing QNWL among ICU nurses, particularly at RSUD Haji Surabaya, as part of efforts to design effective and sustainable intervention strategies for improving the well-being of nursing staff.

Considering this background, the researcher was interested in conducting a study to analyze the most dominant factors influencing the quality of nursing work life among nurses in the intensive care unit of the Haji Provincial General Hospital in Surabaya, East Java. This is important to optimize the quality of the workforce in providing nursing care services in the ICU.

1.2 Problem Formulation

Considering the background, the problem formulation obtained is as follows::
What are the factors associated with the quality of nursing work life among nurses in the intensive care unit of RSUD Haji, East Java Province, Surabaya?

1.3 Objectives

1.3.1 General Objectives

To identify the factors associated with the Quality of Nursing Work Life among nurses in the Intensive Care Unit of RSUD Haji, East Java Province, Surabaya.

1.3.2 Specific Objectives

1. To identify individual factors such as age, education, marital status, number of children, length of service, and income among nurses in the Intensive Care Unit of RSUD Haji, East Java Province, Surabaya.
2. To identify social and contextual environmental factors among nurses in the Intensive Care Unit of RSUD Haji, East Java Province, Surabaya.
3. To identify operational factors among nurses in the Intensive Care Unit of RSUD Haji, East Java Province, Surabaya.
4. To identify administrative factors among nurses in the Intensive Care Unit of RSUD Haji, East Java Province, Surabaya.
5. To identify the Quality of Nursing Work Life (QNWL) among nurses in the Intensive Care Unit of RSUD Haji, East Java Province, Surabaya.
6. Analyzing the relationship between individual factors (age, education, marital status, number of children, length of service, and income) and the Quality of Nursing Work Life among nurses in the Intensive Care Unit of RSUD Haji, East Java Province, Surabaya.

7. Analyzing the relationship between social and contextual environmental factors and the Quality of Nursing Work Life among nurses in the Intensive Care Unit of RSUD Haji, East Java Province, Surabaya.
8. Analyzing the relationship between operational factors and the Quality of Nursing Work Life among nurses in the Intensive Care Unit of RSUD Haji, East Java Province, Surabaya.
9. Analyzing the relationship between administrative factors and the Quality of Nursing Work Life among nurses in the Intensive Care Unit of RSUD Haji, East Java Province, Surabaya.
10. Analyzing the dominant factors that have significantly associated with the Quality of Nursing Work Life among nurses in the Intensive Care Unit of RSUD Haji, East Java Province, Surabaya.

1.4 Research Benefits

1.4.1 Theoretical Benefits

This study is expected to add information and learning related to factors associated with quality nursing work life among nurses in the intensive care unit.

1.4.2 Practical Benefits

- a. For the Health Polytechnic of the Ministry of Health in Malang

This study is expected to provide information and insights to students regarding the relationship between factors associated with quality nursing work life among nurses in the intensive care unit.

b. For Hospitals

This study is expected to provide knowledge and information to hospitals regarding the relationship between factors associated with quality nursing work life among nurses in intensive care units and serve as a consideration for hospitals in optimizing the quality of nurses' work life in providing nursing care.

c. For Future Research

This study is expected to provide additional information and references for future research on the relationship between factors associated with quality nursing work life among nurses in intensive care units. Future research is expected to involve more respondents and develop research instruments to provide interventions to improve the quality of nurses work life.

