

Factors That Influence Nurses' Performance in Inpatients at the General Hospital Dr. Sayidiman Magetan

ABSTRACT

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Nurses in providing nursing services must be professional so that maximum performance results. If the performance of nurses in basic services is maximized, the quality of the quality of health services will be better. Declining performance results in a sense of patient and family satisfaction, which will have an impact on the quality of hospital services. . Factors that influence the risk of decreased performance are workload, work stress and work motivation. The purpose of this study was to determine the effect of workload, work stress and work motivation on the performance of nurses in the inpatient installation of Dr. Sayidiman Magetan Hospital. The research design used was quantitative analytic with cross sectional approach. The sampling technique uses Proposinal Random Sampling with a sample of 100 respondents. Data were collected using a questionnaire, then analyzed using the ordinal regression test. The results showed, from the results of statistical tests stimulative obtained p value of $0,000 < \alpha = 0.05$, meaning that all independent variables jointly influence the dependent variable. Statistical test results partially found that there was an influence between workload and work stress on nurses 'performance while, there was no effect between work motivation on nurses' performance, with p values for each variable namely workload ($p < 0,000$), work stress ($p < 0.007$), work motivation ($p < 0.862$). Ordinal regression analysis shows work motivation is a variable that does not affect the performance of nurses with a value ($p < 0.862 > 0.05$). Nurse performance is influenced by workload factors, work stress and work motivation, so these aspects need to be managed well in the hope of getting better performance results and service quality.

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INTRODUCTION

Hospitals according to WHO (World Health Organization) about medical care organizations are an integral part of social and medical organizations, whose function is to provide complete health care for the population, both curative and preventive and outpatient services that reach families and their homes, hospitals it is also a center for training of health workers and biosocial research.

In an increasingly advanced and increasing globalization, the demands of society in terms of services are increasingly high. Therefore, the government is demanded to be able to create a quality and quality health service system so that it can be relied on in all walks of life both from the lower and upper classes to be able to use it. One of the missions set in the strategic plan of the Ministry of Health 2015 - 2019 is the Healthy Indonesia program that focuses on efforts to improve health status and improve the nutritional status of the community through health efforts with strategies to strengthen health services (MOH, 2015).

Hospitals as one of the health providers currently have experienced a lot of progress, where one of them can be seen from the increasing number of hospitals. The number of hospitals in Indonesia itself tends to increase from year to year, where the number of hospitals that have increased in that period are hospitals owned by provincial / district / city governments and private hospitals. Until 2014 the number of hospitals in Indonesia reached 2,368 units, 53% were privately owned, followed by 30.4% of public hospitals owned by the city / regency government and predicted to increase to 2,809 units in 2017 (MOH, 2015).

The hospital is a means of health efforts that organizes health service activities and is a service provider institution. Complex services need to be managed professionally by human resources. One of the service providers in the hospital is a nurse. Nurses at the hospital do nursing practice in the form of nursing services called nursing care. Inpatient services are activities carried out in the inpatient room in an effort to improve health in the form of: disease prevention, healing, recovery, and health care. Emphasis on health services must be in accordance with the authority, responsibilities and ethical codes of the nursing profession. As a health service provider, the hospital operates 24 hours a day. The hospital has separated patient services, which are patient care services that require emergency, non-emergency and hospitalized care. Handling in these services is carried out by hospital health workers. Most hospital health workers are nurses, amounting to around 60% of the health workers in the hospital. The nurse is one of the health workers to get responses, information and answers that are always available in every hospital and are the spearhead of hospital health services. Hospital nurses are assigned to inpatient, outpatient or polyclinic services and emergency services (Lilis, 2007).

Nurses are one of the professions in hospitals that have an important role in the delivery of health services. Therefore, the hospital where the nurse works always makes various efforts aimed at improving the quality of professionalism of nurses. Nursing is an integral part of the health care system and is one of the factors that determines the quality of health services. For this reason, it is important to consider the performance of nurses in carrying out their duties and functions in providing health services to patients. Services provided by nurses are still often complained of by the community. Highlights on the performance of nurses is a problem that must be addressed immediately, because nursing services determine the quality of hospital services. Poor performance will have an impact on the low service, patients feel uncomfortable and dissatisfied.

In carrying out or carrying out their duties, a nurse is required to always develop attitudes, behavior and knowledge in conducting studies, planning, then implementation to evaluation in practice. The attitude and behavior given by nurses in caring for patients and families by providing positive encouragement, support and improvement of nursing services. The behavior displayed by nurses is to provide comfort, attention, affection, caring, empathy, love, trust, protect, support, give touch, and are ready to help and visit patients. Such behavior will encourage patients in changing aspects of physical, psychological, spiritual and social towards a better (Dewit, 2011).

The impact of nurses' behavior for patients is an increase in a relationship of trust, can increase physical healing, a sense of security, and lower treatment costs that can cause comfort for patients. The results of a study conducted by Agustin (2010) conducted at a surgical inpatient installation in Jakarta showed that there was a positive relationship between nurses' behavior and the level of patient satisfaction. The better the nurse's behavior towards patients will increase the proportion of patient

satisfaction with nursing services. Patient satisfaction with nursing services is an important indicator of quality of service in hospitals, because most of the services available in hospitals are provided by nurses.

The delivery of quality and quality health services in a hospital institution is influenced by the performance of HR (Human Resources), which is one of the nurses. Services provided by nurses are still often complained of by the community. Highlights on the performance of nurses is a problem that must be addressed immediately, because nursing services determine the quality of hospital services. Poor performance will have an impact on the low service, patients feel uncomfortable and dissatisfied. Performance in this regard is closely related to how much workload, work stress and work motivation of nurses in providing health services. The lower the workload and work stress nurses the better their performance. The greater the work motivation of nurses the better their performance.

Other medical and nursing personnel will become a main pillar for hospitals that can support the competitive advantage of the hospital if the management system and human resource development in it can be managed properly, which includes the fulfillment of standardized competency indicators, skills development with training and nursing care, an objective performance appraisal, fair distribution of working hours, and a compensation system that can provide job satisfaction in order to improve individual performance which results in an increase in overall hospital performance.

This is also consistent with the results of Hente's (2010) research on the effect of job satisfaction, job stress and work motivation on employee performance at the Tadulako University Rector's satker. The results of his research that work stress partially has a positive and significant effect on employee performance. The same study was also conducted by Ningsih (2012), that stress variables significantly influence the performance of Psychiatric Special Nurses in the Inpatient Room at the mental hospital. Madani Region of Central Sulawesi Province.

From the results of the pre-survey in the Inpatient Installation of RSUD dr. Sayidiman Magetan known that high workload, work stress and work motivation to nurse performance is the ratio of the number of nurses and unbalanced beds and there are still many nurses in the inpatient room whose education level is not in accordance with the target.

It is known that there are still many inpatients in this hospital who are not satisfied with the nursing services provided by nurses. So as nurses who are less skilled in performing their duties and functions, nurses who are less friendly when doing nursing services, nurses who are less prepared when doing nursing services, the inaccuracy of the nurses doing in providing nursing care, and so forth.

These results indicate that nurse performance is still not optimal. Problems faced by nurses in the Inpatient Installation of RSUD dr. Sayidiman Magetan is a nurse who feels that the number of nurses is not proportional to the amount of work that must be completed, so it must finish work outside of working hours. Complaints from nurses who are on duty often experience health problems such as pain in the joints, back which results in difficulty resting at night so that at work often sleepy and unable to concentrate, easily tired and easily offended for no apparent reason.

The negative result of increased workload is the possibility of emotion that the nurse does not match as expected by patients. This excessive workload is very influential on the productivity of health workers and certainly affects the productivity of nurses. Azizah Indriyani (2009) states that if the number of tasks is not proportional to the ability of both physical and expertise and the time available it will be a source of stress.

If the stress experienced by the nurse is too great, then the performance will begin to decline, because the stress is interfering with the work of the nurse and will lose the ability to control it or become unable to make decisions and behavior becomes uncertain. The most extreme result is the performance of nurses is greatly decreased, nurses experience interference, become sick, and no longer strong enough to work, become discouraged, quit or refuse to work (Luthfan Atmaji, 2011).

According to a survey in France it was found that the percentage of stressors occurring in nurses was 74%. The results of research in Indonesia, the Indonesian National Nurses Association (2015) nurses who experienced work stress as much as 50.9%. Motivation is also one of the most important factors to increase the enthusiasm of nurses' work. Nurses who have low motivation tend to have low performance as well. Conversely nurses who have high motivation will have good performance. There are several factors that cause the nurse's lack of motivation to work, among others: lack of a person's satisfaction with their work and lack of incentives received. Lack of incentives is not just a matter of

money but can be caused by lack of educational opportunities and other gifts in the form of awards and it can also be due to work space and an unpleasant working atmosphere.

This will directly have an impact on nurse performance so that it will result in low quality of service (Aditama, 2004). Achievement of nurse performance is strongly supported by a nurse's motivation. This is due to one factor, namely nurses are always confident in carrying out nursing care to patients so that it can improve the performance of nurses (Tasnim, 2011).

The results of interviews in general of 10 of the 80 nurses who served in the inpatient hospital Dr. Sayidiman Magetan, it was found that 8 of them said that their performance decreased when they were exhausted due to work that required to work optimally with workloads such as the number of patients in the room. It is not only from the patient's side that makes nurses experience physical, emotional and mental fatigue but also from the family side of patients who are demanding and colleagues sometimes not in line. Meanwhile, 2 other nurses said that despite experiencing fatigue, their performance was still good.

METHODS

In this study, researchers used a quantitative analytic design with a cross sectional approach that is a study to study the dynamics of the correlation between risk factors and effects, by way of approach, observation or data collection at a time (point time approach), that is, each subject the study was only observed once and measurements were made on the character status or subject variables at the time of examination. This does not mean that all research subjects were observed at the same time (Soekidjo, 2002). This study will analyze the factors of workload, work stress and work motivation on the performance of nurses in inpatients at RSUD dr. Sayidiman Magetan.

The number of samples of this study were 100 respondents with a sampling technique using proportional random sampling. Data analysis uses Ordinal Regression test.

RESULTS

Table 1 Distribution of nurses' workload in RSUD dr. Sayidiman Magetan

| No | Workload | Frekuensi | Persentase % |
|-------|----------|-----------|--------------|
| 1 | High | 23 | 23.0 |
| 2 | Middle | 47 | 47.0 |
| 3 | Low | 30 | 30.0 |
| Total | | 100 | 100 |

Based on table 1 above shows that the level of distribution of respondents in Dr. Sayidiman Magetan Hospital based on workload. Out of 100 respondents there were 47 respondents (47.0%), the workload was in the moderate category.

Table 2 Distribution of work stress in RSUD dr. Sayidiman Magetan

| No | Work Strees | Frekuensi | Persentase % |
|-------|-------------|-----------|--------------|
| 1 | High | 27 | 27.0 |
| 2 | Middle | 42 | 42.0 |
| 3 | Low | 31 | 31.0 |
| Total | | 100 | 100 |

Based on table 2 above shows that the level of distribution of respondents in Dr. Sayidiman Magetan Hospital based on work stress. Of the 100 respondents there were 42 respondents (42.0%) of work stress in the moderate category.

Table 3 Distribution of work motivation in RSUD dr. Sayidiman Magetan

| No | Work Motivation | Frekuensi | Persentase % |
|-------|-----------------|-----------|--------------|
| 1 | Good | 31 | 31.0 |
| 2 | Enough | 58 | 58.0 |
| 3 | Less | 11 | 11.0 |
| Total | | 100 | 100 |

Based on table 3 above shows that the level of distribution of respondents in Dr. Sayidiman Regional Hospital based on work motivation. Of the 100 respondents there were 58 respondents (58.0%) working motivation in the sufficient category.

Table 4 Distribution of nurse performance at RSUD dr. Sayidiman Magetan

| No | Nurse Performance | Frekuensi | Persentase % |
|-------|-------------------|-----------|--------------|
| 1 | Good | 33 | 33.0 |
| 2 | Enough | 43 | 43.0 |
| 3 | Less | 24 | 24.0 |
| Total | | 100 | 100 |

Based on table 4 above shows that the level of distribution of respondents in Dr. Sayidiman Regional Hospital based on nurse performance. From 100 respondents there are 43 respondents (43.0%) nurses workload in the sufficient category.

DISCUSSION

Nurse workload in the inpatient installation of RSUD dr. Sayidiman Magetan

Based on the results of the study showed that of the 100 respondents obtained as many as 47.0% (47 people) respondents had sufficient workload, 23.0% (23 people) respondents had high workloads and as many as 30.0% (30 people) respondents had low workloads.

From the results of crosstab between workloads with sex, moderate workloads on female gender are 35.0% (35 people), low workloads on female sex are 23% (23 people) and high workloads on female sexes. as many as 13.0% (13 people). The crosstab results showed that the majority of respondents were female by 35 respondents (35.0%).

The results of research conducted in the inpatient room of RSUD Dr. Sayidiman Magetan, showed that most nurses have a moderate workload, because these nurses feel burdened with their duties at the hospital. Activities or tasks that must be completed by workers within a certain period which in its implementation requires the ability of an individual both in quantitative and qualitative terms.

Regarding the workload questionnaire measuring physical, psychological and work time aspects, the nurses answered that they did not agree with almost 60% or 60 people with questions that the number of nurses on duty in each shift was sufficient to carry out the task of caring for patients, but only 70% or 70 people answer very agree with the question When working I work with other friends so that work is quickly completed then the workload in nursing can be related to the number of patients treated in one room that can cause fatigue and fatigue felt by nurses during duty but togetherness to complete tasks there is always a grouping to achieve a common goal.

Besides psychological environment factors that are less comfortable, then doing additional tasks assigned by superiors will increase the workload of nurses in providing nursing services and have an impact on the quality of services available at the hospital. If someone is in a work environment that has a high workload, it is very likely that the person does not produce satisfactory performance and can even cause burnout. For this reason, it is necessary to harmonize work capacity, workload and work environment in order to obtain optimal work productivity, which in turn will have a positive impact on the quality of service implemented.

The work stress of nurses in the inpatient installation of RSUD dr. Sayidiman Magetan

Based on the results of the study showed that out of 100 respondents found 42.0% (42 people) respondents were moderate work stress, 27.0% (27 people) respondents were high job stress and as many as 31.0% (31 people) respondents were low work stress.

From the results of crosstab between work stress and age, moderate work stress at 26-30 years old is 12.0% (12 people), low work stress at <25 years old is 8.0% (8 people) and high work stress at aged 36-40 years as much as 8.0% (8 people).

A person's response to a problem faced in general is often experienced by nurses in performing virgin care depending on their characteristics, there are several factors that cause increased work stress namely workload, work environment, working conditions and organizational systems in nursing services.

Related to the measurement tools of the work questionnaire namely the demands of the task, the demands of the role, interpersonal relations, economic problems, family problems and personality. there are almost 60% or 60 people answered strongly disagree with the statement of no support from fellow employees or superiors where I work, but almost 70% or 70 people answered disagree with the statement of the diversity of tasks / number of tasks given greatly affect my performance. This shows that all this time nurses can manage their time, so they can complete their tasks well.

The key to managing time is to make a daily list of activities carried out, prioritize activities based on their priorities and know their daily life cycle. With the record of these activities, it is hoped that there will be no time for nurses to be wasted and there will be no piling of work when the urgent time is just done so that it does not impact on the loss of nursing services, especially patient safety and quality of health services.

Nurse's motivation in the inpatient installation of RSUD dr. Sayidiman Magetan

Based on the results of the study showed that of 100 respondents found 58.0% (58 people) respondents had sufficient motivation, 31.0% (31 people) respondents had good motivation and as many as 11.0% (11 people) respondents had less motivation.

From the crosstab results between work motivation and education level, it is found that enough work motivation at the level of education in DIII is 41.0% (41 people), work motivation is lacking at the level of education in DIII as much as 8.0% (8 people) and good motivation at the level of education in DIII as many as 22.0% (22 people). The results of the study of the majority of nurse education levels are D3 Nursing as many as 41 people (41.0%). Ilyas (2005), education is a description of a person's abilities and skills and is a major factor influencing performance.

This certainly affects the ability of someone to meet their needs and desires. Work motivation plays an important role for performance improvement because it is a consistency of a person's attachment to his organization. With the motivation in human beings will form a condition like the motives that arise in themselves to do something optimally. The emergence of motives that form the spirit in the self will help humans to complete performance optimally.

The existence of high and appropriate motivation will improve employee work and have a positive impact on job performance. A nurse who has a strong organizational commitment in the form of a desire to do something for the success of an agency or organization and for her actualization will strive to do the work and achieve results on established standards. Motivation functions as a motivator, mobilizer, in attitude and is a real implication in an action. The motivation of nurses in providing nursing services related to the desire to carry out their responsibilities as a nursing service provider to serve patients well during the care process. This is a reason or encouragement for a nurse to take action. Reasons or encouragement can come from outside or from within the nurse itself.

The performance of nurses in the inpatient installation of RSUD dr. Sayidiman Magetan

Based on the results of research conducted in the inpatient room of RSUD d. Sayidiman Magetan showed that out of 100 respondents there were 43.0% (43 people) respondents with sufficient performance, 33.0% (33 people) respondents had good performance and as many as 24.0% (24 people) respondents had poor performance.

From the results of crosstab between nurses' performance with tenure, it is found that sufficient performance with ten years <10 years is 41.0% (41 people), less performance with tenure <10 years is

24.0% (24 people) and good performance with tenure work <10 years as much as 14.0% (14 people). The results showed that the majority of nurses' length of work was <10 years as many as 41 people (41.0%).

Nurse performance is the final result of the work evaluated by the health team to improve the quality of services that are more transparent and efficient. Nurses are one of the professions in hospitals that have an important role in the delivery of health services. Therefore, the hospital where the nurse works always makes various efforts aimed at improving the quality of professionalism of nurses. Nursing is an integral part of the health care system and is one of the factors that determines the quality of health services. For this reason, it is important to consider the performance of nurses in carrying out their duties and functions in providing health services to patients.

Services provided by nurses are still often complained of by the community. Highlights on the performance of nurses is a problem that must be addressed immediately, because nursing services determine the quality of hospital services. Poor performance will have an impact on the low service, patients feel uncomfortable and dissatisfied

The influence of workload on the performance of nurses in inpatients at RSUD dr. Sayidiman Magetan

Based on the results of ordinal regression analysis the nurse workload variable has a $p\text{-value} = 0,000 < \alpha = 0.05$ so that H_0 is rejected and H_1 is accepted. Based on the $p\text{-value}$, it can be explained that there is an influence of workload on the performance of nurses in inpatients at RSUD dr. Sayidiman Magetan. Researchers found that there was an influence between workload and nurse performance at Dr. Sayidiman Magetan Hospital. This can be related to the number of patients being treated in one room which can cause fatigue and fatigue felt by nurses due to high workload during duty. Besides psychological environment factors that are less comfortable, then performing additional tasks assigned by superiors will affect the behavior of nurses in providing nursing services and have an impact on the quality of services available at the hospital.

This also depends on the attitude and skills, physical fitness, nutritional conditions, sex, age and body size of the worker concerned because the capacity of a person needed to do the task in accordance with expectations is different from the others. If someone is in a work environment that has a high workload, it is very likely that the person does not produce satisfactory performance and can even cause burnout. For this reason, efforts must be made to harmonize work capacity, workload and work environment in order to obtain optimal work productivity, which in turn will have a positive impact on the quality of existing services.

The influence of nurses work stress on the performance of nurses in inpatients at RSUD dr. Sayidiman Magetan

Based on the results of ordinal regression work stress variables have $p\text{-value} = 0.007 < \alpha = 0.05$ so that H_0 is rejected and H_1 is accepted. Based on the $p\text{-value}$, it can be explained that there is an influence of work stress on the performance of nurses in providing nursing services in the inpatient installation of RSUD dr. Sayiman Magetan.

The results of the research have an effect on the performance of nurses in RSUD dr. Sayidiman Magetan because it involves the level of stress faced by nurses. In general, people argue that if someone is faced with work demands that exceed the ability of the individual, then it is said that the individual experiences work stress.

Job stress is a condition of tension that creates physical and psychological imbalances, which affect emotions, thinking processes and the condition of an employee, suggesting that factors that can cause stress include excessive workloads, pressures and attitudes of leaders that are unfair and reasonable, inadequate time and work equipment, interpersonal conflicts with the leadership or work group, too low retribution, and family problems. This research shows that the higher the stress the performance will also increase.

It is suspected that there is good collaboration between co-workers, mutual support in completing tasks and clear division of tasks so that despite high workloads, nurses always try to carry out work by providing maximum service to patients. Thus it can be concluded that the effects of stress on individuals

can have a negative or positive impact is entirely dependent on the response of individuals in dealing with any problems in existing work.

The influence of motivation on the performance of nurses in inpatients at RSUD dr. Sayidiman Magetan

Based on the results of ordinal regression analysis the motivation variable has a $p\text{-value} = 0.86 < \alpha = 0.05$ so that H_0 is accepted and H_1 is accepted. Based on the $p\text{-value}$, it can be explained that there is no positive and significant effect on the performance of nurses in the inpatient room of RSUD dr. Sayidiman Magetan.

Based on the results of the study, that motivation has a positive and not significant effect on the performance of nurses in inpatients at RSUD dr. Sayidiman Magetan. It is suspected that the results of the questionnaire in particular the dimensions of physiological needs are very many who answered that they did not agree with the medical services currently being received, because they were not in accordance with the workload done. Professionalism is highly valued by a nurse, because being a nurse is a calling and is a choice that is in accordance with the conscience and ideals and desires as a nurse, so that they can work seriously based on high responsibility to meet their needs. patient needs related to nursing care provided, although there are still expectations that have not been met but always strive to provide the best service to improve the quality of service.

Workload, work stress and work motivation factors on the performance of nurses in inpatients at RSUD dr. Sayidiman Magetan

Based on the results of the analysis of the multivariate test all the variables simultaneously showed significant results of 0,000. Statistically means that the overall independent variables jointly influence the dependent variable.

From these results the workload variable is the most influential variable on the behavior of nurses in providing services in the inpatient installation of Dr. Sayidiman Magetan Hospital with a significant level of 0,000. This value is the highest compared to other variables. Where the work stress variable only has a significant level of 0.007, then the motivation variable has a significant level of $0.063 > 0.05$ does not affect performance.

The workload that must be carried out by nurses should be evenly distributed, so that it can be avoided that a nurse has too much or too little workload. However, this even workload does not mean that every nurse in the organization must remain the same workload. Research results at the RSUD installation dr. Sayidiman Magetan is rated as moderate. Some aspects related to workload are the number of patients who must be treated. This shows that the ability and capacity of nurses is very helpful to improve the performance of nurses, but the working time owned by nurses is reduced in performing nursing care so that the target is not in accordance with the achievement which creates a gap between expectations and reality. This causes there is a buildup of work that should be done at a certain time. As a result of being chased with time and workload that increases so that nurses in nursing care has not been maximized. For this reason, it is necessary to have an even distribution of tasks related to the capacity and capabilities of nurses related to working hours to the level of patient dependence so that nurses can work as much as possible in accordance with nursing care in improving the quality and quality of hospital nursing services.

CONCLUSION

There is an influence between workload on the performance of nurses in providing nursing services in the inpatient installation of RSUD dr. Sayidiman Magetan ($p\text{-value} = 0,000 < \alpha = 0.05$).

There is an influence between work stress on the performance of nurses in providing nursing services in the inpatient hospital of Dr. Sayidiman Magetan ($p\text{-value} = 0.007 < \alpha = 0.05$).

There is no influence between work motivation on the performance of nurses in providing nursing services in the inpatient installation of RSUD dr. Sayidiman Magetan ($p\text{-value} = 0.086 > \alpha = 0.05$).

There is a joint effect between workload, work stress and motivation on the performance of nurses in providing nursing services in the inpatient installation of RSUD dr. Sayidiman Magetan ($p\text{-value} = 0,000 < \alpha = 0.05$).

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