

## The Analysis of Lateral Violence among Nurses in Accredited Hospital in Riau Province

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### ABSTRACT

**Background:** Violence in the workplace affects the performance of nurses in providing nursing care. In addition, it can increase absenteeism, influence nurses' personal and professional lives, increase administrative stress and distrust, and increase staff burnout and turnover.

**Purpose:** This study aims to analyze lateral violence in hospital nurses.

**Methods:** The type of research used in this research is quantitative research with a descriptive approach. This research was conducted at an accredited hospital in Pekanbaru, in January 2019.

**Results:** The sample of the study was nurses in the room with a total of 50 respondents and the data were analyzed univariately.

**Conclusion:** The results of the study were obtained at Petala Bumi Hospital, as many as 100% of respondents: often treated politely and respectfully by co-workers, lateral violence from co-workers in the hospital is not a problem, the seriousness of a problem regarding lateral violence by co-workers is very serious category, never lose patience and become rude to coworkers, workload is a major cause of stress related to inadequate staff and resources to deal with while at Syafira Hospital Pekanbaru as many as 80% of respondents are often treated politely and respectfully by co-workers, 48% of respondents are lateral violence from co-workers in a large hospital or caused by many people, 36% of respondents are serious about a problem about lateral violence by co-workers very serious category, 48% of respondents sometimes lose their temper and become rude to coworkers, 64% of respondents workload the main cause of stress is related to inadequate staff and resources to deal.

**Keywords:** lateral violence, nurses, violence

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**BACKGROUND**

Nowadays violence in hospitals toward health care providers, especially nurses is a significant problem in every health setting in the world. Workplace violence is defined by the National Institute for Occupational Study and Health as an act of violence directed against a person on the job (National Institute for Occupational Safety and Health, 2022). Types of acts of violence experienced by emergency room nurses were verbal violence (79.6%), verbal threats (55.5%), physical violence (41.1%), and sexual harassment (15.9%). As many as 82.3% of nurses experienced verbal violence such as being shouted at, belittled, insulted and threatened. Physical violence experienced such as being kicked, slapped, pushed and rejected (73.9%). Sexual harassment such as sexually suggestive jokes, stories and questions that lead to sexuality, and indecent touching of private body parts were also experienced by nurses (51.2%) (Gacki-Smith et al., 2009; Talas et al., 2011).

Several studies of violence experienced by nurses, namely the research of Opie et al. (2010) found that the most frequently reported form of violence experienced by nurses in Australia was verbal aggression (80%), followed by physical violence (28.6%) and sexual harassment (22.5%). Most of these nurses were dissatisfied with the way they handled incidents of violence against nurses (Oppie et al., 2010).

In Jordan as in many countries, physical and verbal violence has increased not only in the workplace but in all community settings. Subsequently, many incidents were recorded and reported in the mass media. Several studies were conducted to explore that problem among nurses. The prevalence of physical violence against 420 Jordanian nurses who found that 22.5% of Jordanian nurses were exposed to such abuse. They also found many different sources such as administration, staff, security, patients, families and the public, responsible for the attack (AbuAlRub & Al-Asmar, 2011).

Violence in the workplace affects the performance of nurses in providing nursing care. In addition, it can increase absenteeism, influence nurses' personal and professional lives, increase administrative stress and distrust, and increase burnout and staff turnover. It can lead to dissatisfaction at work, resulting in decreased levels of general care (Boafo & Hancock, 2017). Furthermore, workplace violence not only affects the victim, but it can also affect the victim's colleagues, friends and family (Randle et al., 2007).

The effects of workplace violence result in serious physical injury, psychological trauma, and even death. Workplace violence also has negative organizational consequences such as low morale, increased worker turnover, a hostile work environment, and reduced trust from management and other co-workers. Nurses who experience verbal abuses frequently did not report it because no action will be taken. Due to abuse, they also experienced stress, low work performance, low job satisfaction, high absenteeism, and high turnover intentions (Kennedy & Julie, 2013; Shahzad & Malik, 2014).

The consequence of the workplace violence is the employees will need medical attention or are unable to work because of workplace violence injuries can use workers' compensation to pay for the costs. However, workplace violence can be prevented and research shows that comprehensive workplace violence prevention programs can effectively reduce workplace violence (Whelan, 2008).

**OBJECTIVE**

The study aimed to analyze lateral violence on nurses at an Accredited Hospital in Pekanbaru city.

## METHODS

The type of research used in this study is a quantitative study with a descriptive design, to determine nurses' perceptions of lateral violence. This research was conducted at Petala Bumi Hospital and Syafira Hospital Pekanbaru, in January 2019. The samples in this study were nurses at Petala Bumi Hospital and Syafira Hospital Pekanbaru City, with a sample of 50 respondents. The data collection instrument uses a structured questionnaire which includes the characteristics of the respondents and the quality of service. Quantitative analysis uses univariate analysis to get a picture of the quality of health services.

## RESULTS

### Overview of the lateral violence in petala bumi pekanbaru hospital

**Table 1.** Lateral violence in Petala Bumi Hospital Pekanbaru (n = 25)

| No | Statement                                                                          | f  | %   |
|----|------------------------------------------------------------------------------------|----|-----|
| 1  | Treated with courtesy and respect by colleagues work                               |    |     |
|    | a. Often                                                                           | 25 | 100 |
|    | b. Sometimes                                                                       | -  | 0   |
|    | c. Seldom                                                                          | 0  | 0   |
|    | d. Never                                                                           | 0  | 0   |
| 2  | Opinions about lateral violence from coworkers in the hospital                     |    |     |
|    | a. Extensive or caused by many people                                              | 0  | 0   |
|    | b. Limited to few people                                                           | 0  | 0   |
|    | c. No problem                                                                      | 25 | 100 |
| 3  | The seriousness of an issue about violence laterally by colleagues in the hospital |    |     |
|    | a. Very serious                                                                    | 25 | 100 |
|    | b. Kinda serious                                                                   | 0  | 0   |
|    | c. Not too serious                                                                 | 0  | 0   |
|    | d. Not serious at all                                                              | 0  | 0   |
| 4  | Losing patience and being impolite to your co-workers                              |    |     |
|    | a. Often                                                                           | 0  | 0   |
|    | b. Sometimes                                                                       | 0  | 0   |
|    | c. Seldom                                                                          | 0  | 0   |
|    | d. Never                                                                           | 25 | 100 |
| 5  | Stress related to staff and resource inadequate to handle                          |    |     |
|    | a. Main cause of workload                                                          | 25 | 100 |
|    | b. Light workload                                                                  | 0  | 0   |
|    | c. Workload is not the cause                                                       | 0  | 0   |

Based on table 1, 100% of respondents stated that they were often treated politely and respectfully by co-workers, 100% of respondents stated that lateral violence from co-workers in the hospital was not a problem, 100% of respondents stated the seriousness of a problem regarding violence. laterally by colleagues at the hospital in the very serious category, 100% of respondents stated that they have never lost their temper and have been rude to their co-

workers, 100% of respondents stated that workload is the main cause of stress related to staff and inadequate resources to deal with:

### The overview of lateral violence at syafira hospital pekanbaru

**Table 2.** Lateral violence at Syafira Hospital Pekanbaru (n = 25)

| No | Statement                                                                          | f  | %  |
|----|------------------------------------------------------------------------------------|----|----|
| 1  | Treated with courtesy and respect by colleagues work                               |    |    |
|    | a. Often                                                                           | 20 | 80 |
|    | b. Sometimes                                                                       | 5  | 20 |
|    | c. Seldom                                                                          | 0  | 0  |
|    | d. Never                                                                           | 0  | 0  |
| 2  | Opinions about lateral violence from coworkers in the hospital                     |    |    |
|    | a. Extensive or caused by many people                                              | 12 | 48 |
|    | b. Limited to few people                                                           | 11 | 44 |
|    | c. No problem                                                                      | 2  | 8  |
| 3  | The seriousness of an issue about violence laterally by colleagues in the hospital |    |    |
|    | a. Very serious                                                                    | 9  | 36 |
|    | b. Kinda serious                                                                   | 6  | 24 |
|    | c. Not too serious                                                                 | 8  | 32 |
|    | d. Not serious at all                                                              | 4  | 16 |
| 4  | Losing patience and being impolite to your co-workers                              |    |    |
|    | a. Often                                                                           | 3  | 12 |
|    | b. Sometimes                                                                       | 11 | 44 |
|    | c. Seldom                                                                          | 3  | 12 |
|    | d. Never                                                                           | 8  | 32 |
| 5  | Stress related to staff and resource inadequate to handle                          |    |    |
|    | a. Main cause of workload                                                          | 16 | 64 |
|    | b. Light workload                                                                  | 9  | 36 |
|    | c. Workload is not the cause                                                       | 0  | 0  |

Based on table 2, it can be seen that of the 25 respondents, 80% of the respondents stated that they were often treated politely and respectfully by their co-workers, 48% of the respondents stated that lateral violence from co-workers in the hospital was widespread or caused by many people, 36% of respondents stated that it was serious. a problem regarding lateral violence by co-workers in a hospital is in the very serious category, 48% of respondents stated that they sometimes lose their temper and become rude to their co-workers, 64% of respondents said workload is the main cause of stress related to staff and resources inadequate to deal with.

## DISCUSSION

The results of the research at the Petala Bumi Pekanbaru Hospital showed that often being treated politely and respectfully by co-workers lateral violence from co-workers at the hospital was not a problem, the seriousness of a problem about lateral violence by co-workers at the hospital was in the very serious category, never lost patience and being rude to your coworkers, workload is a major cause of stress related to staff and inadequate resources to deal with.

The results of the study at Syafira Hospital Pekanbaru found that they were often treated politely and respectfully by co-workers, 48% of respondents stated that lateral violence from co-workers in the hospital was broad or caused by many people, 36% of respondents stated the seriousness of a problem regarding lateral violence by colleagues. working in a hospital is in the very serious category, 48% of respondents stated that they sometimes lose their temper and become rude to their co-workers, 64% of respondents stated that workload is the main cause of stress related to inadequate staff and resources to deal with.

Stress can be interpreted as a stimulus that causes an imbalance in physiological and psychological functions. Stress is a pattern of reactions to stressors that come from within the individual and from the environment (Nasir & Muhits, 2011). Stress is the body's non-specific response to any demands on it. For example, how a person's body respond when he or she experiences an excessive workload. If he is able to handle it, it means that there is no disturbance in the function of the body's organs, then it is said that the person concerned is not experiencing stress. But on the other hand, if it turns out that he has a disorder in one or more organs of the body so that the person concerned is no longer able to carry out his job functions properly, then he is called experiencing distress (Alsulami et al., 2018).

Stress is a negative emotional experience caused by predictable changes in biochemical, physiological, cognitive, and behavioral, whose purpose is to change stressful events or accommodate the consequences. Stress causes the body to produce the hormone adrenaline which functions to defend itself. Stress is a part of human life. Mild stress is useful and can spur someone to think and try to think more and try faster and harder so that they can answer the challenges of everyday life. Mild stress can stimulate and give a sense of more excitement in a life that is usually boring and routine. But too much and continuous stress, if not addressed, will be harmful to health (Nasir & Muhits, 2011).

## CONCLUSION

The nurses were often treated politely and respectfully by co-workers and lateral violence from co-workers at the hospital was not a problem. Workload was the main cause of stress related to staff and inadequate resources to handle, most of the respondents stated that they were often treated unfairly. Lateral violence from co-workers in hospital widespread or caused by many people.

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