

The Relationship Between Burnout and Work Stress Among Nurses in the Inpatient Room of Hj. Anna Lasmanah Hospital, Banjarnegara

1st Khusnaeni

*Undergraduate Science of Nursing Student
Faculty of Health Science, Harapan
Bangsa University
Purwokerto, Indonesia
Email: khusnaeni1997@gmail.com*

2nd Tri Sumarni

*Nursing Lecturer
Faculty of Health Science, Harapan
Bangsa University
Purwokerto, Indonesia
Email: trisumarni@uhb.ac.id*

3rd Arni Nur Rahmawati

*Nursing Lecturer
Faculty of Health Science, Harapan
Bangsa University
Purwokerto, Indonesia
Email: arninr@uhb.ac.id*

Abstract—Hospitals as social organizations responsible for health services for the community are required to always provide good services. Every workplace always contains various potential dangers, with fatigue it can trigger stress that can affect health such as the onset of work stress. Job stress is a dangerous physiological and psychological response that can occur when work is not according to ability. One of the factors that influence burnout. The purpose of this study was to explore the correlation between burnout and work stress among nurses in the inpatient room of Hj. Anna Lasmanah hospital Banjarnegara. The is a quantitative research with descriptive analytic design with a cross-sectional approach. The sample of this study were 83 nurses with a purposive sampling technique. The inclusion criteria in this study were nurses who served as implementing nurses, the nurses with a minimum of diploma nursing education. The exclusion criteria were nurses who were sick, are on maternity leave, are attending education or training and doing research. The measurement of work stress uses the Job Stress Scale (JSS) questionnaire and burnout measurements used was the Maslach Burnout Inventory (MBI). Bivariate analysis used was the Spearman rank test. The results showed that the burnout of nurses was mostly moderate of 62 respondents (74.7%). Then the results of research on work stress nurses showed moderate stress by 66 respondents (79.5%). The results showed that there was a significant relationship between burnout and work stress of nurses in the inpatient room of Hj. Anna Lasmanah Banjarnegara with a p-value of 0.003.

Keywords: *burnout, job stress, nurse*

I. INTRODUCTION

Hospitals as social organizations responsible for health services for the community are required to always provide good and satisfying services for every user who uses them [1]. Each workplace always contains various potential hazards that can affect the health of the workforce or can cause occupational diseases such as physical or psychological disorders of the workforce. The occurrence of conflict in labor as a result arising from psychological disorders when not immediately addressed, it will have an impact on the emergence of work stress [2].

Work stress is an adverse reaction to excessive pressure or demands at work and work stress is also an individual's psychological response to demands in the workplace and works environment. Often they experience mental and emotional exhaustion due to the task that must always be ready to provide maximum service for others. When it is not immediately addressed by the hospital, it will drain the stamina and emotions of nurses, and cause pressure that causes nurses to experience burnout [14].

The results of a study conducted by Urip in 2015 at Gorontalo Hospital showed that there were 27 nurses of 49 nurses who experienced severe stress levels (55.1%). Research conducted by Gelsema in 2015 in France shows that around 74% of nurses in hospitals experienced work stress [3]. The results of data collected by PPNI in May 2009 in Makassar showed 51% of nurses experienced work stress, dizziness, fatigue, lack of rest due to the workload that was too high [1].

Burnout is a psychological condition in someone unable to cope with work stress that causes prolonged stress and causes several symptoms such as emotional fatigue, physical fatigue, mental fatigue and low self-esteem [15].

According to Kleiber & Ensmann, a recent bibliography containing 2496 publications on burnout in Europe shows that 43% of burnout was experienced by health and social workers (nurses), 32% experienced by teachers (educators), 9% experienced by administrative and management workers, law

and policy, and 2 % experienced by other workers (Novita and Dewanti, 2012). The results of a study conducted by Triwijayanti in 2016 at the Muhammadiyah Hospital in Palembang found that nursing staff experienced a tendency to burnout 63.6% emotional exhaustion, 36.3% experienced depersonalization, and 63.6% experienced low-personal accomplishment. Research has shown that nurses working in hospitals were at the highest risk of fatigue [16].

Results of a preliminary study conducted at Hj. Anna Lasmanah Banjarnegara, it was obtained the data on the number of nurses in the inpatient room of Hj. Anna Lasmanah Banjarnegara in 2018 of 105 nurses and obtained the Length of Stay (LOS) data in 2017 in the inpatient room were 3-5 days average, the researchers also obtained data on the workload of nurses using the Gillies method containing 66 indicator descriptions assignments and the number of nurses needed in the Dahlia room was 18 nurses, but in reality in the Dahlia room there were only 14 nurses. Based on the results of the interviews of two-room heads and four implementing nurses in the inpatient room it is known that for the assignment method nurses use the team method, nurses complained of frequent fatigue due to workload. Nursing actions were very fast when there were patients who contact the nurse to ask for help, as a result, nurses often complained of dizziness and body aches.

The purpose of this study was to explore the relationship between burnout and work stress of nurses in the inpatient room of Hj. Anna Lasmanah Banjarnegara, to identify the characteristics of nurses based on age, sex, education, and length of work, to identify burnout in the inpatient room of Hj. Anna Lasmanah Banjarnegara.

Based on the problem above, a research question can be formulated "Is there any correlation between burnout and work stress of nurses in the inpatient room of RSUD Hj. Anna Lasmanah Banjarnegara? ".

II. METHOD

The is quantitative research with analytic descriptive design with the approach used is cross-sectional. The setting of this study was in the inpatient room of Hj. Anna Lasmanah Banjarnegara. The sampling technique in this study was purposive sampling, the minimum sample formula used was the slovin formula of 83 respondents. Data collection was carried out in July 2019. The inclusion criteria in this study were nurses serving as implementing nurses, nurses with a minimum of diploma nursing education. The exclusion criteria were nurses who were sick, are on maternity leave, are attending education or training when doing research. The research instruments used were the Maslach Burnout Inventory (MBI) questionnaire and the Job Stress Scale (JSS). The results of the validity of the work stress questionnaire test were declared valid with the value of $r_{count} < r_{table}$ (0.361). Data analysis was performed by univariate analysis using frequency

distribution and bivariate analysis used in this study was the Spearman rank test.

III. RESULTS

The results show that the average age of respondents was 33.27 years with an average work of 7.51 years, most respondents were female respondents with a total of 55 respondents (66.3%) and had a diploma Civil Servant education of 52 respondents (62.7).

TABLE 1 NURSE CHARACTERISTICS BASED ON AGE, GENDER, EDUCATION, AND LENGTH OF WORK AT HJ. ANNA LASMANAH BANJARNEGARA IN 2019.

Variable	Mean ±	Frequency	Percentage
Age	33,27 ± 5,798		
Length working of	7,51 ± 5,549		
Gender			
Male		28	33,7
Female		55	66,3
Education			
D3 Nursing		52	62,7
S1 Nurse		31	37,7
Total		83	100

Based on the results in table 2, it shows that most nurse's burnout is moderate of 62 respondents (74.7%).

TABLE 2. BURNOUT FREQUENCY DISTRIBUTION IN THE INPATIENT ROOM OF HJ. ANNA LASMANAH BANJARNEGARA IN 2019.

Burnout	Frequency (f)	Percentage (%)
Light	21	25,3
Is	62	74,7
Weight	0	0
Total	83	100

Based on the results in table 3, it shows that the majority of nurses work stress are 66 respondents (79.5%).

TABLE 3. FREQUENCY DISTRIBUTION OF NURSES' JOB STRESS IN THE INPATIENT ROOM OF HJ. ANNA LASMANAH BANJARNEGARA IN 2019.

Job Stress	Frequency (f)	Percentage (%)
Low	17	20,5
Is	66	79,5
Weight	0	0
Total	83	100

Based on the results in table 4, it shows that respondents with moderate burnout had more moderate work stress as many as 54 respondents (65.1%). Based on the Spearman-rank test results obtained p-value was 0.003 which means p-value α (0.05) then H_0 was rejected and H_a was accepted, it can be concluded that there is a relationship between burnout and work stress of nurses in the inpatient hospital Hj. Anna Lasmanah Banjarnegara.

TABLE 4 RELATIONSHIP BETWEEN BURNOUT AND NURSE STRESS IN THE INPATIENT ROOM OF HJ. ANNA LASMANAH BANJARNEGARA IN 2019.

Burnout	Job Stress				Total		p value
	Low		Is		F	%	
	F	%	F	%			
Light	9	10,8	12	14,5	21	25,3	0,003
Is	8	9,6	54	65,1	62	74,7	
Total	17	20,4	66	79,6	83	100	CC: 0,232

IV. DISCUSSION

A. Characteristics Based on Age, Gender, Education, Length of Work in the Inpatient Room of Hj. Anna Lasmanah Banjarnegara in 2019.

Age is related to how an individual's tolerance for stress and the type of stressor is most disturbing. Physiologically age greatly affects the work of physical muscles, the older a person is, the more quickly he will experience fatigue which will cause burnout, and if not addressed, it will result in work stress [4]. According to the researchers' assumptions, a person's age can affect burnout and work stress levels on nurses, this is because excessive workloads and too long work periods also affect stress because the longer a person works the more susceptible to stress due to feeling bored doing something similar during many years.

Gender is a nurse characteristic based on biological differences. The difference in sex is very influential on the level of stress experienced by someone. This is due to the physiological response shown between men and women to the occurrence of stress [5]. According to the assumptions of researchers on nurses with female sex, it is easier to experience burnout and work stress than male gender nurses, this is because female nurses have a dual role as housewives in taking care of the family and also hospital employees who are responsible for patients in the hospital.

Education is a means to get quality human resources because education can influence the behavior and mindset of nurses in doing their work. A person's workability is closely related to the level of education that has been set to be pursued by someone as a nurse. According to the assumptions of

researchers the education level shows that nurses with the last education level diploma have a high level of burnout and work stress because the higher the level of education will facilitate someone in absorbing information and can easily implement it in daily behavior.

The length of work is the length of time someone donates his strength to a particular company. The extent to which the workforce can achieve satisfactory results in work depends on the ability, skills and specific skills[6]. According to the assumptions of burnout and work stress researchers can not only occur to someone with a long work period, burnout and work stress can also occur to someone with a short work period. This is caused by ballast factors such as high workload, conflicts with colleagues, adjustment phase, monotonous work routines and so on.

B. Burnout in the Inpatient Room of Hj. Anna Lasmanah Banjarnegara in 2019.

The results showed that most respondents experienced moderate level burnout of 62 respondents (74.7%). The results of the Maslach Burnout Inventory (MBI) questionnaire obtained the highest average value in the emotional exhaustion category, while the depersonalization category was the lowest average value. According to the assumption that burnout researchers can occur if the nurse's workload is too high and has a great responsibility in the hospital, dealing with people or clients every day which is flexible work that causes burnout.

These results are in line with the theory according to the American Thoracic Society, namely, the factors that influence burnout include internal and external factors age, gender, heavy workload, conflict with colleagues, lack of social support from superiors, imbalance in return for business results, and monotonous work [17].

Nursing is the spearhead of service that faces patients for 24 hours continuously during treatment to help overcome the patient's problems in the biological, psychological, social and spiritual aspects provided by nurses. So when nurses get too many tasks and responsibilities in serving patients make nurses feel the various high workload experienced by nurses, to make nurses experience high burnout as well [7].

Previous research conducted by Tinambunan and Tampubolon (2018), obtained results from burnout syndrome with 103 respondents studied were 35 respondents (34%) in the low category, while 68 respondents (66%) in the high category. Another study conducted by [8], found that the dimensions of emotional exhaustion showed a high category (18.7%). This shows that workload is an important role between the level of control and emotional exhaustion, and the presence of burnout felt by nurses can cause job stress.

C. Job Stress of Nurses in the Inpatient Room of Hj. Anna Lasmanah Banjarnegara in 2019.

The results showed that most respondents experienced moderate job stress as many as 66 respondents (79.5%). The results of the job stress questionnaire analysis adopted from the Job Stress Scale (JSS) were divided into four categories namely work stress scale, conflict of work expectations of work colleagues' support, and work-life balance. The highest average value is found in the work-life balance category, this can be overcome by balancing a healthy lifestyle and holding activities such as outbound or joint picnics to reduce nurses work stress, while the colleague support category is the lowest average value found in coworker points are lacking in assisting with work. This shows that in the world of work nurses need support from each other so that the workload that is felt is not too heavy which in turn can cause work stress.

The results of this study were in line with research conducted by [9], in his study the results of nurses' work stress were found in the moderate category of 8 respondents (53.3%) and the moderate category were 7 respondents (46.7%). Work stress can be overcome by maintaining a healthy pattern that is the best pattern of dealing with stress with the ability to manage behaviors and actions so that stress does not cause disturbances, but becomes healthier and develops.

D. Relationship between Burnout and Nurse Stress in the Inpatient Room Hj. Anna Lasmanah Banjarnegara in 2019.

The results showed that most respondents with mild burnout had low work stress (10.8%), respondents with mild burnout had moderate work stress (14.5%), and respondents with moderate burnout had moderate work stress (65.1%). Spearman-rank test results obtained a p-value of 0.003, which means p-value α (0.05), then H_0 is rejected and H_a is accepted, it can be concluded that there is relationship between a burnout and nurses' work stress in the inpatient Hj. Anna Lasmanah hospital in Banjarnegara. Spearman-rank test results obtained a correlation coefficient value of 0.323 this means that there was a significant relationship with the direction of a positive relationship that is the lighter the level of burnout, the lower the level of work stress of nurses, especially in the inpatient hospital Hj. Anna Lasmanah Banjarnegara. The results of this study are in line with the 2015 Lekahena study of 369 respondents, found several 67.82% burnout in the high category and work stress in the amount of 58.62% were in the high category. Data analysis obtained correlation coefficient (r) 0.728 with a significant value of 0.000 ($p < 0.05$) which means there is a significant positive relationship between burnout and nurse's work stress.

Scaufeli & Jauczur (1994) said that in carrying out their roles and functions a nurse is demanded to have high expertise, knowledge, and concentration. Many factors cause work stress namely intrinsic factors such as uncomfortable working environment conditions, shift work, high-risk work, excessive workload, burnout, use of new technology and so on. In addition to factors in work, several other factors can also cause

job stress such as the role of individuals in work organizations, lack of appreciation, career development factors, organizational structure factors and work atmosphere [10].

Burnout is physical, emotional and mental exhaustion because it is in an emotionally demanding situation which suggests that burnout is a change in attitude and behavior in the form of a reaction to withdraw psychologically from work (Nursalam, 2013). Nurse's burnout phenomenon is important to study because if nurses experience burnout, it is not only themselves who are affected, but the surrounding environment will also be affected, such as their families and workplaces. The impact on individuals is seen by physical and psychological disorders which include poor self-assessment that can lead to work stress[7]. Based on research that has been researched deficiencies in research are that researchers do not analyze the burnout and work stress of nurses based on inpatient classes in the inpatient room so that the result of the study cannot present the level of burnout and work stress of nurses based on inpatient classes.

V. CONCLUSIONS

Characteristics of nurses in the inpatient room of Hj. Anna Lasmanah Banjarnegara were average age of respondents 33.27 years with an average length of work of 7.51 years, most respondents were female as many as 55 respondents (66.3%) and had diploma Nursing education as many as 52 respondents (62.7). Burnout nurses in the inpatient room of RSUD Hj. Anna Lasmanah Banjarnegara were 62 respondents (74.7%). Work Stress in the inpatient room of Hj. Anna Lasmanah Banjarnegara were 66 respondents (79.5%). There was a significant correlation between burnout and nurses' work stress in the inpatient room of Hj. Anna Lasmanah Banjarnegara.

VI. RECOMMENDATION

The hospital is expected to continue to improve the performance of nurses related to awards to nurses. Hospitals can also hold activities aimed at reducing burnout and work stress such as outbound activities, joint picnics, and rotations for nurses. Also, it improves other performance such as knowledge, abilities and job satisfaction so that it will improve the quality and quality of nursing services at the hospital. It is expected that nurses who have effective stress management in the form of time management, creative problem solving and so on so that respondents are expected to reduce the stress they experience and can maintain their performance by continuing to carry out tasks based on applicable rules.

REFERENCES

- [1] D. Nugrohoseno, "Eka Candra Nadialis dan Dwiarko Nugrohoseno; Hubungan Usia, Masa ..., " vol. 2, no. April, 2014.

- [2] N. Publikasi and M. Ahmadun, "Hubungan beban kerja perawat dengan stres kerja di puskesmas kuala kampar kabupaten pelalawan provinsi riau," 2017.
- [3] M. & S. Ahmadun, "HUBUNGAN ANTARA BEBAN KERJA, STRES KERJA," pp. 25–36, 2017.
- [4] Khotimah Khusnul, "Hubungan antara persepsi terhadap lingkungan kerja psikologis dengan," 2010.
- [5] A. S. Rosyad, D. I. Keperawatan, F. Kedokteran, and U. Diponegoro, "HUBUNGAN KONFLIK PERAN GANDA (WORK FAMILY CONFLICT) TERHADAP STRES KERJA PERAWAT WANITA DI RUANG RAWAT INAP , INTENSIVE CARE DAN," 2017.
- [6] Selviani Aiska, "Analisis Faktor-Faktor yang Berpengaruh pada Tingkat Stres Kerja Perawat di Rumah Sakit Jiwa Ghrasia Yogyakarta.," 2014.
- [7] E. M. K. Tinambunan, L. F. Tampubolon, and E. E. Sembiring, "Burnout Syndrome pada Perawat di Ruangan Rawat Inap Rumah Sakit," vol. 1, no. 1, pp. 85–98, 2018.
- [8] Widayarsi Kurnia, "Hubungan Antara Kelelahan Kerja dengan Stres Kerja Pada Perawat di Rumah Sakit Islam Yaris Surakarta," 2010.
- [9] Lekahena Femmy, "Hubungan Stres Kerja dengan Burnout pada Perawat di RSUD DR. Haulussy Kota Ambon.," 2014.
- [10] A. Luthfan, "Pengaruh Stres Kerja dan Kepuasan Kerja Terhadap Kinerja Kinerja Perawat (Skripsi).," 2011.
- [11] M. Galanakis, M. Moraitou, and F. J. Garivaldis, "Factorial Structure and Psychometric Properties of the Maslach Burnout Inventory (MBI) in Greek Midwives Anastasios Stalikas," pp. 52–70, 2009.
- [12] Fitri Azizah, "Analisis Faktor-Faktor yang Berhubungan dengan Kejadian Stres Kerja pada Karyawan Bank.," vol. 2, 2013.
- [13] W. Bogaert, Kowalski and H. & Clarke, "The Relationship Between Nurse Practice Environment, Nurse Work Characteristic, Burnout and Job Outcome and Quality Of Nursing Care: A Cross Sectional Survey.," 2015.
- [14] Novita and Dewanti. 2012, "Hubungan antara efikasi diri (Self Efficacy) dan stres kerja dengan kejenuhan kerja (burnout) pada perawat IGD RSUD Kota Bekasi.," 2012.
- [15] Nursalam. 2013. Metodologi Penelitian Ilmu Keperawatan. Jakarta: Salemba Medika.
- [16] Putri Andani, F. Ekonomika, and U. Diponegoro, "Analisis Pengaruh Dukungan Sosial terhadap Burnout pada Perawat," 2014.
- [17] Saleh Muhammad, "Man Behind The Scene Aviation Safety. Yogyakarta: CV Budi Utama.," 2018.