

Recognizing How the Job Involvement, Burnout, and Self-Efficacy Work Influences the Work Stress at International Hospitals

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Abstract—This study was to Determine the effect of self-efficacy, job involvement, the stress of work burnout on nurses of International Hospitals at Jakarta. The object of this research is nurses who work at International Hospitals. This study was conducted on 129 respondents using a quantitative descriptive approach. The results of this study show that the workload variable has a significant negative effect on the stress of work, job involvement has a significant positive effect on the stress of work and burnout has a significant positive effect on the stress of work. The approach used in this study is the Structural Equation Model (SEM) with a Smart-PLS analysis tool. Therefore, the results of this research test state that there is a joint effect between self-efficacy, job involvement and burnout variables on the stress of work at International Hospitals.

Keywords: *self-efficacy, job involvement, burnout, stress of work*

I. INTRODUCTION

Work stress caused by work load that is too heavy and dense. Individuals who have a too heavy workload will face the pressure that can trigger stress [1]. Work stress is the reaction of a person as a response to an adjustment to the demands both from within or from outside the organization felt as opportunities and threat that can be measured through the reaction and demands [2]. Stress that is too large can threaten a person's ability to deal with the environment. As a result, on the employee develops a wide range of symptoms of stress that can disrupt their operations. Work stress problems in the organization becomes an important symptom observed since the first occurrence of the demand for efficient inside job. Stress is basically caused by the inability of the individual to understand the advantages and disadvantages of himself. According Luthan is this inability that will lead to frustration, conflict, anxiety, and guilt are basic types of stress [3]. The main asset of a company is the human resource or HR. Good human resources and quality will bring benefits to the company. If HR experience high stress levels, then it will affect the quality of human resource services provided to its customers.

Work stress is a condition that affects the emotional tension, thought processes, and the person's condition [4]. Convergence with new individuals who have a different

character is also one of the causes of work stress, refers to the object of this study is the stress experienced by nurses working at the International Hospital. HR duty nurse is not only nurtures but also serve. Good service will make the patient feel comfortable and appreciated. As it is known that the level of International Hospital, should provide services as much as possible. The occurrence of stress is influenced by Self Efficacy low. Self-efficacy is the belief of individuals regarding her ability in performing tasks and actions required to achieve a particular result [5]. Self-efficacy is a self-assessment, whether to take action is good or bad, right or wrong, biased or not biased work as required [6].

Individuals who have a high level of Self Efficacy is believed to increase the confidence on the task, analyze problems quickly, improve the ability to think analytically, and decrease feelings of fear of failure. Self-efficacy is low will have an impact on individuals, i.e. it destroys motivation, lower aspirations, interfere with cognitive ability, and will indirectly affect physical health [5]. Furthermore, Low Self Efficacy can cause a person less precise in determining the attitude of such decision, then how to do the work in a good way. According Kusnadi, this is because a person feels unsure of himself to be able to do his job well [5].

Furthermore, Job Involvement or work involvement can also affect work stress. Job Involvement or work involvement in employee defined as a psychological identification with the current job [7]. Engagement is defined as the size of the job to which the employee participates in its work [7]. Employees will feel comfortable working due to no longer need to learn to adapt in other occupations. When employees are comfortable with the job, automatically increases the performance to be awarded from the company. Job Involvement or work engagement is the level of employee identification with his work, actively participate in its work, job Involvement or work engagement is internalizing values about the goodness of a job or the importance of a job in a person, and the possibility of measuring the extent to which one can socialize with an organization. Work engagement is also defined as the degree to which an individual's performance affects the price itself [8]. Job Involvement or employment is how big the psychological identification of individuals on the job [9]. The greater the

individual identifies himself with his work, the higher work engagement.

Involvement can be concluded that job or job involvement is feeling involved or concerned with his job as a responsibility shared by employees who have been passed to become a day-to-day work. For Job Involvement is very important that felt for the workforce in companies that have a sense of the work will affect the results of their work. Job Involvement high expected to reduce the level of work stress and the employees enjoy their work without any sense of a heavy burden due to the involvement of employees working, arising as a response to a particular job or role in a job situation. In other words, any type of work or the situation in the working environment will affect the person getting involved or not in his job. In this case the person in the employment relationship beyond the actual work covered.

If an employee already has a high Job Involvement, it can be said that employees already enjoy and feel comfortable so that the error rate can be minimized and employees do work more leverage and certainly higher productivity. That way the company's objectives will be achieved such as increased profitability and certainly proud to have human resources that have good talent. In addition to Self-Efficacy and Job Involvement affecting job stress of nurses in the International Hospital is Burnout. More and more demands on nurses make nursing work load is high and in the long term will cause stress so that it appears a so-called job Burnout [10]. Burnout is an event that often occurs. Job burnout is characterized by symptoms of emotional exhaustion, depersonalization, and lack of respect for the self-dependency [10]. Burnout is a human traits have undergone protracted stress as this indicates that the emotional exhaustion, which means emotions easily changed or up and down, a lack of awareness in the consciousness of the reality of the lack of confidence in the work that is on the run. Individuals who experience Burnout not only interfere with itself, but also affect the surrounding environment. Burnout experienced by nurses International Hospital would interfere with itself, co-workers, and of course the patients in their care. It is no wonder that Burnout is common and is experienced by nurses International Hospital. As is known Hospital is a place operated for 24 hours to better serve their patients for inpatient, outpatient, and emergency. It is no wonder that Burnout is common and is experienced by nurses International Hospital.

This study focuses on the nurse International Hospital, which serves in fact, treat patients, and meet new people, where the level of stress experienced very high. Indicators of stress in general nurses often make mistakes in his work, often absent from work without excuse and resign or resign. Stress that is supported by the feeling of saturated encourage a nurse for his resignation and could affect other colleagues to do the same. The quantity will affect the productivity of a company's employees are encouraged, so the company should be able to maintain the resources that already exist with the talents of quality control of his work. Based on the foregoing, the authors are interested in doing research to determine the effect of Self Efficacy,

A. *Research Purposes*

The aim of research to determine the effect Influence of Self Efficacy, Job Involvement, and Burnout Against Job Stress On Nurse.

B. *Benefits of Research*

The results of this study are expected to contribute to add insight or research studies as well as a basic and comparative studies and reference for similar research. The results of this study can be as consideration for the agency to determine the policy to be taken resolve influence of Self Efficacy, Job Involvement, and Burnout Against Job Stress On Nurse.

II. LITERATURE REVIEW

A. *Self-Efficacy*

According to Albert Bandura definition of self-efficacy is an individual's belief about her abilities in tasks or actions necessary to achieve the results of the objectives that have been defined [11]. Self-efficacy is an evaluation of a person's ability or competence about himself to task, purpose, and overcome obstacles [12,13]. David G. Myers found that self-efficacy in directing the daily life of individuals to be able to face the challenges faced in achieving its objectives [11] and be able to survive in the face of adversity [14]. Kreitner and Kinicki explains that self-efficacy is a person's beliefs about its chances for success in completing a task [14].

Bandura in his book explains that self-efficacy obtained through role models (figure role model), which means that individual ambition itself is an ambition that can be achieved, experience to master new skills, overcome obstacles encountered, and study the wisdom of a failure [15], Ghufroon and Risnawati revealed that self-efficacy in self each individual will vary from one individual to another based on three dimensions [13]. Here are dimensions of self-efficacy.

1) *Level*: This dimension is related to the degree of difficulty also when individuals feel able to do so. When people are faced with tasks organized by difficulty level, then the individual self-efficacy may be limited to tasks that most suits, in accordance with the perceived limits to meet the demands of the required behavior at each level.

2) *Strength*: The level of strength of belief or expectations of individuals regarding her potential. The hope of the weak easily swayed by experiences that do not support. Preferably, the hope of steady encourage individuals to survive in the business. Although it may be found the experience lacking. This dimension is usually associated direct with dimensional levels, namely the higher the level of difficulty of the task level, the weaker the confidence that is felt to finish.

3) *Generality*: This dimension is associated with a field of behavior and beliefs of the individual against his ability, whether limited to an activity, people around, and certain situations or on a series of activities, strangers, and situations vary.

B. Job Involvement

Job Involvement or work engagement is internalizing values about the goodness of a job or the importance of a job in a person, and the possibility of measuring the extent to which one can socialize with an organization.

Job Involvement as the extent to which individuals see their work in relation to the environment as work, the work itself and how their work and life are integrated [16]. Job Involvement is defined as the extent to which an individual identifies psychologically with their work, or the importance of the work to their overall self-image and self-esteem [16].

After seeing some of the above theory, it can be concluded that job involvement is the degree to which an employee is committed to the job. An employee considers their job is most important in their lives. And an employee makes more contribution to the company.

The dimensions and indicators of Job Involvement it is:

1) *The spirit (vigor)*: The spirit refers to the extent to which devotes the highest possible energy and mental resilience during stints of work, willingness to devote his energy in one job, and persistence even in the face of adversity.

2) *Dedication (dedication)*: Dedication is characterized by having an incredible passion to engage in an occupation and employees have significant experience, enthusiasm, inspirational, proud, and challenges.

3) *Focus (absorption)*: Focus refers to the concentration and feel delighted in doing the field work, where time passes quickly and there is one more job left out of the job [17].

C. Burnout

Fatigue (job burnout) is a kind of stress that is experienced by people who work in jobs against other human services [18]. Early signs of fatigue usually are a feeling that he suffered emotional exhaustion of the jobs. When asked to explain or describe what is perceived, a worker is emotionally exhausted would say that he felt exhausted and physically exhausted. Even the emotional fatigue that may come to those employees who feel enthusiastic about work and identical to what he accomplished. Although the outlook for outsiders to see the situation of emotional exhaustion as a natural response to a long period and solid interaction with humans as well as all the problem.

Maslach said that as a result of extensive studies, burnout is not a problem the man himself, but the problem of the social environment in which people work [18]. Hardly a person may be tired without much effort. Organizations or companies contribute diverse in burnout. The study showed that burnout is not the result of individual problems such as damage to the character or bad behavior can be changed through an organization or company so young organization or company can get rid of it.

Burnout is a syndrome of emotional exhaustion, depersonalization and lack of personal achievement arising from the long-term stress and emotion in individuals who work intensively dealing with others [19]. Can be concluded that

burnout does not appear by itself but influenced by other individuals directly associated either indirectly for example between coworkers, between the customer and the environment are concerns about work and daily activities.

According to Maslach, Schaufeli, and Leither [19] as the originator of the Maslach Burnout-Educators Survey (MBI-ES) presents three burnout dimensions, namely:

- Emotional exhaustion (emotional exhaustion), namely emotional exhaustion of the resources of the individual who marked feelings of frustration, despair, sadness, feeling bored, irritable, easily angry for no reason, easily tired, depressed and feeling trapped in a job.
- Depersonalization (depersonalization), namely the tendency of individuals to stay away from their social environment, cynical, apathetic, callous, do not care about the environment and the people around him. This dimension describes the burnout exclusively for work in the field of human services and education.
- Low self-esteem (low personal accomplishment) is a tendency of individuals to evaluate their performance negatively. Individuals who have dissatisfaction with his own work and feel never do something useful for themselves and for others.

D. Work Stress

Work stress is an adaptive response of workers mediated by psychological processes, environmental conditions and individual differences that result from physical or psychological demands someone excessively [20]. Work stress is feeling pressure or feel distress experienced employees in the face of the work [21].

Occupational stress is a response to the adjustment, mediated by individual differences or psychological processes as a result of any action, the circle of situations or events that define psychological or physical demand excessive to someone [22]. It can be concluded that the definition according to Gibson is feeling depressed.

The influence of work stress is not necessarily a negative in other words, work stress can also have a beneficial impact for the company. At a certain stage of stress can spur employees to be able to complete the job as well as possible. Workers or nurses who are working in stressful conditions will show changes in behavior. Such changes occur as a form of coping with work stress experienced. Robbins and Judge divides the three types of consequences of workplace stress [23]:

1) *Physiological symptoms*: Work stress creates disease in the body that is characterized by increased blood pressure, headaches, heart palpitations, even to heart disease.

2) *Psychological symptoms*: Symptoms shown is tension, anxiety, irritability, boredom, procrastinate and others. This stress can trigger a state of dissatisfaction.

3) *Behavioral symptoms*: Stress associated with behaviors can include in the product changes tivities, attendance, and the rate of discharge of employees. The other impacts are changes

in everyday habits such as eating, alcohol consumption, and other sleep disorders.

Robbins and Judge said, is that there is no shortage of factors in an organization that can cause stress. The pressure to avoid mistakes or complete the task within a limited time, work overload, and insensitive demanding boss and coworkers are unpleasant are some examples. Factor this category are:

- The tasks associated with one's job. They include job design (degree of autonomy, a variety of tasks, the level of automation), working conditions, and the layout of the physical work.
- Request a role related to the pressure placed on the person as a specific function and role it plays in the organization. Mungin role conflict makes it difficult to offset expectations or satisfied.
- Interpersonal demands are the pressure created by other employees. Lack of social support from colleagues and poor interpersonal relationships can cause stress, especially among employees with high social needs.

It can be concluded that stress is a condition where an employee is psychologically and physically impaired in the face of a problem or result in damage to the work performance of employees at certain levels can improve employee performance. In practice if stress experienced by nurses did not immediately overcome the adverse impact on nurses who directly interact to provide health services for patients.

According to Robbins, suggests work stress indicators, namely [23]:

- The task demands: A factor that is associated to the work of someone like working conditions and working procedures of the physical layout.
- Demands role: Dealing with the pressure exerted on a person as a function of the specific role played in an organization.
- Organizational structure: If the shape and structure of the organization is less obvious and occur in a long enough period of time, then it can be a source of stress. The position of the individual in the organization structure can also describe how the level of stress experienced.
- Leadership attitude: The attitude of leaders against employees who are a source of stress for employees. If a person is the boss does not give a good attention to the employee, the employee will feel depressed and feel neglected.

E. Conceptual Framework

Based on the previous description, the following is described models (chart) conceptual framework influence between the variables.

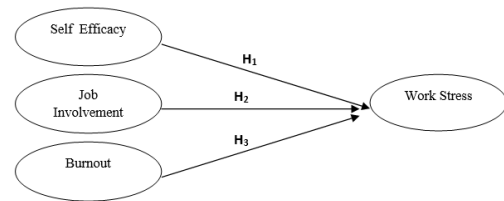


Fig. 1. Framework.

Research hypothesis

- Self-Efficacy a significant negative effect on job stress.
- Job Involvement positive effect and significant impact on work stress.
- Burnout positive and significant impact on work stress

III. METHODOLOGY

A. Research design

The research design used by the author in this study using quantitative research. Quantitative research can be interpreted as a method of research grounded in the philosophy of positivism, is used to examine the population or a particular sample, sampling technique is generally done at random, data collection using research instruments, data analysis is quantitative / statistical aim to test hypothesis set [24].

B. Data Collection Instrument

The instrument used for data collection was a questionnaire submitted to the employees. Questionnaires were distributed to 129 respondents nurses International Hospital.

C. Population

The population in this study were nurses numbered 129 Nurses International Hospital.

D. Samples

The samples are part of the population is taken through the particular ways that also have the specific characteristics, clear and complete are considered to be representative of the population. The sample is part of the number and characteristics possessed by this population [24]. Samples were taken because of the limitations of researchers in conducting research both in terms of money, time, energy, and the population very much. Therefore, the samples taken should really be able to represent the (representative). This study uses slovin formula to measure how much the number of samples taken from the total population. As for the use of formula slovin determined as follows:

$$n = \frac{N}{1 + N\alpha^2} \tag{1}$$

Where:

- n = sample size
- N = population size = 190 employees
- α = Limit fault tolerance (error tolerance) = 5%

Thus the number of samples required in research, with Slovin formula is

$$n = \frac{N}{1 + N\alpha^2}$$

$$n = \frac{190}{1 + 190(0.05)^2} = \frac{190}{1 + 190(0.0025)} = \frac{190}{1 + 0.475} = \frac{190}{1.475} = 128.81(129)$$

E. Data Analysis

Analysis and interpretation of data for research aimed to answer research questions in order to reveal certain phenomena. To analyze the data used the Structural Equation Modeling (SEM) of the PLS 3.0 statistical software in the model and the assessment of hypotheses, structural equation modeling.

IV. RESULTS AND DISCUSSION

TABLE I. RESULT CONVERGENT VALIDITY TESTING (MODIFICATION)

| variables | Indicator | Outer Loading | Information |
|-----------------|-------------|---------------|-------------|
| Self Efficacy | S3 | .830 | valid |
| | S4 | 0.821 | valid |
| | S5 | .580 | valid |
| | S6 | 0.722 | Valid |
| | S7 | .570 | Valid |
| | S8 | 0.835 | Valid |
| | S9 | .749 | Valid |
| Job Involvement | J2 | .913 | Valid |
| | J3 | 0.457 | Valid |
| | J5 | 0.468 | Valid |
| | J6 | 0.587 | Valid |
| | J7 | .938 | Valid |
| | J8 | 0.895 | Valid |
| | J9 | 0.878 | valid |
| Burnout | B2 | 0.657 | valid |
| | B3 | 0.617 | valid |
| | B4 | 0.758 | valid |
| | B5 | 0.742 | valid |
| | B6 | 0.489 | valid |
| | B7 | 0.721 | valid |
| | B8 | .730 | valid |
| | B9 | .892 | valid |
| | B10 | .638 | valid |
| | Work stress | SK1 | .664 |
| SK2 | | .736 | valid |
| SK3 | | .869 | valid |
| SK7 | | .910 | valid |
| SK8 | | 0.817 | valid |
| SK9 | | 0.844 | valid |
| SK10 | 0.724 | valid | |

Source: PLS Output

The results of the testing of convergent validity modifications in Table 1, it can be seen that all the indicators have met the convergent validity for values above 0.50 loading factor and thus all the indicators to measure the construct of the study was valid. If all indicators have loading factor above 0.5 then the proposed measurement model has the potential for further testing.

TABLE II. RESULTS OF TESTING AVE

| Variable | AVE |
|-----------------|-------|
| Burnout | 0,527 |
| Job Involvement | 0,579 |
| Self Efficacy | 0,543 |
| Work Stress | 0,638 |

TABLE III. RESULTS OF DISCRIMINANT VALIDITY TESTING (FORNELL LACKER CRITERIUM)

| | Burnout | Job Involvement | Self Efficacy | Work Stress |
|-----------------|---------|-----------------|---------------|-------------|
| Burnout | 0,726 | | | |
| Job Involvement | 0,471 | 0,761 | | |
| Self Efficacy | 0,629 | 0,687 | 0,737 | |
| Work Stress | 0,498 | 0,685 | 0,498 | 0,799 |

From Tables 2 and 3 it can be concluded that the square root of the average variance extracted (for each construct is greater than the correlation between constructs one to construct another model. Values AVE based on the above table, it can be concluded that the construct in the model estimated meets the criteria discriminant validity.

TABLE IV. RESULTS OF TESTING OF COMPOSITE RELIABILITY AND CRONBACH'S ALPHA

| | Composite Reliability | Cronbach's Alpha | Information |
|-----------------|-----------------------|------------------|-------------|
| Burnout | 0,895 | 0,880 | Reliable |
| Job Involvement | 0,900 | 0,865 | Reliable |
| Self Efficacy | 0,891 | 0,869 | Reliable |
| Work Stress | 0,924 | 0,904 | Reliable |

Based on Table 4 that the test results of composite reliability and Cronbach's alpha showed a satisfactory value, because all the latent variable has a value of composite reliability and Cronbach's alpha ≥ 0.70 . This means all the latent variables said to be reliable.

TABLE V. VALUE R² ENDOGENOUS VARIABLES

| | R Square | R Square Adjusted |
|-------------|----------|-------------------|
| Work Stress | 0.715 | 0.708 |

Structural models indicate that the model on work stress variables can be said to be strong because it has a value above 0.67. Model independent latent variables influence on work stress R-square value of 0.715 which can be interpreted that job stress construct variability can be explained by the variability of self-efficacy, job involvement, and burnout by 71.5%, while 28.5% is explained by other variables outside studied.

A. Hypothesis Testing

After testing the suitability of the model, it can be tested against the hypothesis. Research hypothesis testing is done using Structural Equation Modeling (SEM) with PLS software 3.0. As a basis for making hypotheses by comparing the amount of t-table with t-test at alpha of 0.05 (5%) = 1.96. If the t-table is less than alpha 1.96, then the hypothesis is not accepted or rejected, and vice versa if the t-table > 1.96, then the hypothesis is accepted or a significant difference between the two variables.

TABLE VI. RESULTS OF HYPOTHESIS TESTING

| | Original Sample | Standard Deviation | T-Statistics | P Values | Information |
|-------------------------------|------------------------|---------------------------|---------------------|-----------------|------------------------|
| Self Efficacy ->Work Stress | -0,625 | 0,164 | 3,821 | 0,000 | Negative - Significant |
| Job Involvement ->Work Stress | 0,946 | 0,078 | 12,104 | 0,000 | Positive - Significant |
| Burnout ->Work Stress | 0,571 | 0,130 | 4,388 | 0,000 | Positive - Significant |

B. Effect of Self Efficacy Against Job Stress

Based on hypothesis testing in this study showed T-statistic values for 3821, the value of the original sample at -0625, and the P value of 0000. Value T-statistic greater than the value of the T-table 1.96, the value of the original sample shows a negative value, and the value of P Values showed less than 0.05, these results show that self-efficacy effect negative and significant work stress,

According Octary, a person who has high self-efficacy, believe that individuals can cope with events and situations effectively [5]. The high self-efficacy decrease fear of failure, increase aspirations, improve the way of solving the problem, and the ability to think analytically. The results of this study are supported by research Vaezi and Fallah showed that self-efficacy had a negative correlation with job stress [5]. Where have meaning, that the higher self-efficacy, the stress level will decrease and vice versa lower self-efficacy, the stress levels will increase. According to research Kusnadi [25] self-efficacy has a negative correlation to job stress.

C. Effect of Job Involvement Against Job Stress

Based on hypothesis testing in this study showed T-statistic value of 12 104, the value of the original sample of 0.946, and the value of P Values of 0000. Value T-statistic greater than the value of the T-table 1.96, the value of the original sample showing a positive value, and the value of P Values showed less than 0.05, these results show that job involvement positive effect and significant impact on work stress,

Job Involvement or work engagement is defined in the literature as the extent to which a person identifies with psychologically job, relatively stable characteristics based on personal value orientation [26]. Job Involvement or work involvement in terms of psychological identification with the work or the importance of the work towards total self-image [26]. Job Involvement positive and significant effect on job stress. This indicates that high job involvement will lead to job stress is high in the employee [27].

D. Effect of Burnout Against the Job Stress

Based on hypothesis testing in this study showed T-statistic values for 4388, the value of the original sample of 0.571, and the value of P Values of 0000. Value T-statistic greater than the value of the T-table 1.96, the value of the original sample showing a positive value, and the value of P Values showed less than 0.05, these results show that burnout positive effect and significant impact on work stress, fatigue work or burnout is a protective mechanism of the body to the body avoid further damage resulting in the recovery after the break, but the tiredness could also be at risk if there is no further handling [28]. The risk of job burnout among is occur stress due to

work, occupational diseases and work-related accidents. The results are consistent with research Widyananti, demonstrated that Burnout has a significant relationship to the work stress [28]. Where is interpreted that Burnout positive influence on work stress. One risk of job burnout is to stress caused by work. The onset of fatigue in human beings is a process that accumulates on the various factors and bring tension or stress experienced by the human body. The high stress caused by the saturation level is also high. The higher the saturation level, the higher the level of stress experienced by workers.

V. CONCLUSIONS AND SUGGESTIONS

A. Conclusions

- Self-efficacy significant negative effect on the nurses' stress at the International Hospital. This means that the higher self-efficacy, the stress level will decrease and vice versa.
- Job involvement significant positive effect on job stress of nurses in the International Hospital. This means that the employees have a high level of involvement, the stress levels will increase nor vice versa.
- Burnout significant positive effect on job stress of nurses in the International Hospital. This means that the higher the level of employee fatigue, the stress of work will increase nor vice versa.

B. Suggestions

- Nurses in taking action to resolve the issue should consider and seek advice from a supervisor or a doctor, although nurses have higher self-efficacy that nurses must continue to follow the direction of a doctor in the act
- Nurses must have a high willingness and enjoying his profession as a nurse so that the nurse has a passion in your work and have a high level of involvement in the work.
- Nurses should be able to control yourself and control your emotions, to reduce fatigue in the work. Nurses need to feel relaxed and enjoy getting too tired to work.
- The hospital should conduct activities such as gathering for all employees both doctors, nurses, pharmacists, and entirely in relation binding so no awkward feeling in the work and nor communicate.

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