



Factors Affecting Burnout on Nurses' Performance in Nursing Care in the Inpatient Department of Hasanuddin University RSPTN

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KEYWORDS

work fatigue, workload, dual roles, nurse performance

ABSTRACT:

Introduction: Poor performance will result in poor service, patients feel uncomfortable and dissatisfied. Performance in this case is closely related to the workload and work stress of nurses in providing health services.

Objectives: This study aims to determine the factors that influence work fatigue (burnout) on the performance of nurses in nursing care in the inpatient department of Hasanuddin University Hospital.

Methods: The research design uses a cross-sectional study approach. Hasanuddin University Hospital Makassar in December 2023. The population in this study were all nurses with status who worked at Hasanuddin University Hospital Makassar with a total sample of 66 nurses. The sampling method is total sampling. The data collection instrument uses a structured questionnaire. Bivariate analysis was carried out using the chi-square test and then continued with multivariate analysis. Presentation of data in tabular form is accompanied by narration.

Results: The results of the multivariate analysis show that There is a significant positive effect of Workload on Work Fatigue (Estimate = 0.273, $p = 0.002$). There is a significant positive effect of Dual Roles on Job Fatigue (Estimate = 0.645, $p = 0.000$). There is a significant negative effect of Job Fatigue on Performance (Estimate = -0.306, $p = 0.011$). There is an indirect effect from Workload to Performance through Work Fatigue (Estimate = -0.084). There is an indirect effect from Dual Role to Performance through Job Fatigue (Estimate = -0.198).

Conclusions: Workload and Dual Roles contribute to an increase in nurses' Job Fatigue. Work fatigue has a significant negative impact on nurse performance. Apart from its direct influence, workload and dual roles also indirectly influence nurse performance through job fatigue. Thus, effective management strategies and adequate organizational support need to be considered to achieve this goal.

1. Introduction

Hospitals, as a health service organization, according to Law No. 44 of 2009, have the task of providing complete individual health services. This is closely related to the quality of health services. The quality of health services is a major issue in health development efforts (1). One element that really determines the quality of hospital services is the role of health workers. Hospital health workers who have a very large role are nurses and doctors, this is because the profession of nurses and doctors has a relatively large proportion, namely almost

more than 50% of all hospital Human Resources (HR). Besides that, the work and duties of nurses and general practitioners are more numerous than other personnel, because the nature and function of these personnel is to support medical services in the form of nursing services known as Nursing Care (2).

Hasanuddin University Hospital (RSUH) is a teaching hospital managed by Hasanuddin University. With the support of 853 human resources, including 487 medical personnel and 366 non-medical personnel, RSUH is widely known in the community and provides 24-hour



health services and accepts BPJS patients. However, the high number of patients and high work demands, especially in Inpatient Installations, cause nurses' workload to increase, which in turn can cause decreased performance and fatigue. Factors such as increased work pressure, tight deadlines, and an imbalance between the number of patients and nurses have contributed to worsening the situation. Solutions to overcome this problem include adjusting the nurse-patient ratio, improving workload distribution, and increasing work team support to reduce fatigue and improve nurse performance in order to improve the quality of health services and patient satisfaction. Based on research conducted by Yulia (2016), there is a relationship between the level of workload and the level of burnout experienced by nurses (3). High workloads, such as time, physical and mental burdens, can cause fatigue and burnout in nurses. In addition, the dual role of nurses, especially women, also plays an important role in improving nurse performance and overall organizational performance. Factors such as economic difficulties and dual role conflict between work and family also influence nurses' performance. Apart from that, individual characteristics and suitability to hospital needs also influence nurse performance. This shows that improving nurse performance requires holistic treatment, including managing workload, supporting balance between work and personal life, and paying attention to individual and organizational factors that influence nurse performance (4). Based on the background that has been explained, this research aims to determine the factors that influence work fatigue (burnout) on the performance of nurses in nursing care in the inpatient department of Hasanuddin University Hospital.

2. Methods

This research was conducted at RSPT Hasanuddin University. This type of research is quantitative using an analytical observational design with a cross sectional study approach. The population of this study were all nurses with status who worked at Hasanuddin University Hospital, Makassar. The total sample was 66 nurses selected using the total sampling method. This research uses primary and secondary data. Primary data is specifically collected by researchers to answer research questions. In this study, data was taken based on a questionnaire created by the researcher referring to the conceptual framework and variables to be studied for

respondents. Whereas Secondary data consists of data obtained by researchers directly from Hasanuddin University Hospital, Makassar, data from hospital staffing, as well as other sources in the form of literature with the problem being studied. In quantitative research, data collection is carried out using a structured questionnaire containing questions about variables filled in by respondents. Data collection regarding nurse performance, workload, dual roles and work fatigue was completed by nurses as respondents. The data collection technique is carried out using a questionnaire (questionnaire), which is a data collection technique that is carried out by giving a set of questions or written statements to respondents to answer. The data analysis used in this research is univariate, bivariate and multivariate. Bivariate analysis was carried out to see the relationship between two variables, namely between the independent variable and the dependent variable. This analysis is carried out using the chisquare test, while multivariate analysis is a statistical method that allows us to carry out research on two or more variables against other variables at the same time using pathway analysis.

3. Results

a. Sample characteristics

Based on the distribution characteristics of respondents in terms of age, the majority of respondents (72.7%) were in the category less than 30 years old, with 48 people in this group. Meanwhile, 18 respondents (27.3%) were over 30 years old. Based on gender, women dominate with 57 respondents (86.4%), while men make up 13.6% of the total respondents, namely 9 people. Based on educational characteristics, the majority of respondents (87.9%) had a Bachelor's/D4 educational background, while 8 respondents (12.1%) had a Master's/S3 degree. Based on the work experience category, most respondents (95.5%) had less than 10 years of work experience, with only 3 respondents (4.5%) having more than 10 years of work experience. Based on marital status, 27 respondents (40.9%) stated that they were married, while 39 respondents (59.1%) were still unmarried (Table 1)

b. Multivariate Analysis

Results analysis The path shows the influence between the research variables, namely Workload and Dual Role, on Performance through Work Fatigue as follows.

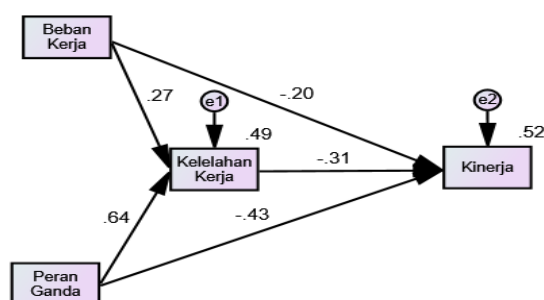


Figure 1. Path Analysis

Workload has a significant positive influence on Work Fatigue, which means that the higher the Workload felt, the higher the level of Work Fatigue experienced by the respondent.

- 1) Dual Roles also have a very strong positive influence on Job Fatigue, showing that the more complex the dual roles experienced by respondents, the higher the level of Job Fatigue they feel.
- 2) Job Fatigue has a significant negative influence on Performance. This indicates that the higher the level of work fatigue, the lower the level of performance that can be achieved by the respondent.
- 3) Workload and Dual Roles also have a significant negative influence on performance directly. The higher the workload or the more complex the multiple roles experienced by the respondent, the lower the level of performance achieved.
- 4) There is an indirect effect of Workload and Dual Roles on Performance through Work Fatigue. Part of the negative influence of Workload and Dual Roles on Performance is explained by the effect of Job Fatigue.

4. Discussion

a. The influence of workload on burnout of nurses at Hasanuddin University Hospital, Makassar.

Based on the results of the path analysis, it can be concluded that there is a significant positive influence of workload on nurses' job fatigue at Hasanuddin University Hospital, Makassar. The estimated value of 0.273 with a significance level (p) of 0.002 indicates that every increase in workload contributes positively to increasing the level of work fatigue of nurses. In other words, the higher the intensity of workload felt by nurses at Hasanuddin University Hospital, the higher the level of fatigue they experience. Workload can include a number

of factors such as the amount of work, task complexity and time pressure.

The implication is that hospital management or health care organizations need to consider effective strategies for managing nurse workload. This can involve reviewing duties and responsibilities, setting better priorities, as well as providing adequate support to address workloads that may trigger burnout. Thus, effective workload management can help reduce the level of work fatigue and improve the performance of nurses in hospitals. The results of research conducted by Maharja (2015) showed that the majority of respondents had moderate physical workload and experienced moderate levels of work fatigue, and confirmed the existence of a unidirectional and strong relationship between physical workload and work fatigue (5).

Another research by Mulfianti showed that as many as 43.1% of nurses felt high fatigue, while 61.5% experienced moderate workload. This research also found a significant relationship between workload and work fatigue in nurses (6). Apart from that, the results of research by Agustiwati show that there is a very strong relationship between workload and work fatigue among bokordi craftsmen in Menyali Village (2). In the overall results of this research, there is consistency in the findings that there is a relationship between workload and work fatigue in various professions, including nurses, which confirms the importance of workload management to reduce the level of work fatigue.

b. The influence of dual roles on burnout of nurses at Hasanuddin University Hospital, Makassar

The results of the path analysis show a very strong positive influence of Dual Roles on Nurse Work Fatigue at Hasanuddin University Hospital, Makassar. With an estimated value of 0.645 and a significance level (p) of 0.000, it can be concluded that the more complex the multiple roles experienced by respondents, the higher the level of Job Fatigue they feel. Interpretation of a positive estimate value indicates a positive influence between the Dual Role and Work Fatigue variables. This means that the higher the level of multiple roles carried out by nurses, the greater their contribution to increasing the level of work fatigue. The importance of dual roles can cover various aspects, such as high job demands at home and at work, as well as the roles as a worker and as a family member. Fatigue that arises can originate from an



imbalance between work demands and family roles. Therefore, understanding this dual role can be key in efforts to manage and reduce the level of job burnout among nurses.

With a very low level of significance ($p = 0.000$), these results indicate that the relationship between Dual Roles and Job Burnout does not occur by chance and is reliable. The implication is that hospital management or health care organizations need to consider effective strategies to manage the multiple demands experienced by nurses, in order to reduce the level of Job Burnout that may arise due to the complexity of their role. The results of this research are in line with Hanani's findings which show that there is a significant influence between the Influence of Workload, Satisfaction and Facilities on Nurse Performance in the Mawar Treatment Room, Floor II, RSU Wisata UIT Makassar (7). Dual role conflict is explained as conflict that arises because work-related responsibilities interfere with demands, time, and tension within the family sphere. Apart from that, multiple role conflicts can also have an impact on performance.

c. The influence of work fatigue (Burnout) on the performance of nurses at Hasanuddin University Hospital Makassar

In the results of this research, it was found that work fatigue had a significant negative influence on the performance of nurses at Hasanuddin University Hospital, Makassar. The estimate value is -0.306 with a significance level (p) of 0.011 indicating that the higher the level of work fatigue felt by the respondent, the lower the level of performance that can be achieved. These findings illustrate the existence of a negative relationship between work fatigue and nurse performance at Hasanuddin University Hospital. This means that when nurses experience high levels of fatigue, their performance tends to decrease in carrying out their daily tasks. The significance level reaching 0.011 confirms that this relationship does not occur by chance, so this result is reliable.

The implication of these findings is the need for attention to nurse workload management to reduce the level of work fatigue. Steps such as managing workload, providing psychological support, and designing stress management strategies need to be implemented to improve nurse performance. The results of this study are in line with Darojati's findings which show that workload

has a significant effect on nurse performance (8). However, these findings are not consistent with Suci's research which shows that burnout has a negative influence on the performance of paramedic nurses (9).

d. Indirect influence of workload on nurse performance through burnout at Hasanuddin University Hospital, Makassar

The results of the path analysis show that there is an indirect influence from Workload to the Performance of nurses in Hasanuddin University Hospital through Work Fatigue. With an estimate value of -0.084 , these findings indicate that part of the negative influence of workload on performance can be explained by the effect of work fatigue. Even though this indirect effect is relatively small, its existence confirms that Job Fatigue can be a mediator that connects Workload with Performance. Therefore, efforts to manage nurses' workload can not only improve performance directly, but can also reduce the level of work fatigue, providing a positive impact on their performance.

The results of this research are in line with the concept that a high workload can cause fatigue, which ultimately affects performance. Therefore, nurse management needs to consider strategies to reduce unnecessary workload, increase work efficiency, and implement welfare programs to manage nurse burnout. The results of this research are supported by the findings of Maharani and Kusumaningrum which show that there is a direct and indirect influence of workload on performance (10)(11). Furthermore, Suma'mur's theory adds that an imbalance between workload and individual capacity can cause fatigue and physical complaints and affect nurse performance (12). So, in conclusion, it is necessary to pay attention to the workload management of nurses at Hasanuddin University Hospital to improve their performance by reducing the level of work fatigue which can be caused by excessive work demands.

e. Indirect influence of dual roles on nurse performance through burnout at Hasanuddin University Hospital, Makassar

Path analysis found that there was an indirect influence from Dual Role to Nurse Performance at Hasanuddin University Hospital through Job Fatigue. With an estimated value of -0.198 , this shows that part of the negative influence of Dual Roles on Performance can be



explained by the effect of Job Fatigue. Even though the magnitude of this indirect effect is relatively small, its existence confirms that Job Fatigue can be a factor that explains the relationship between Dual Roles and Nurse Performance. Therefore, nurse management needs to pay attention to the complexity of multiple roles and the impact of fatigue on their performance. Steps such as managing workload, offering additional support, and implementing stress management strategies can help reduce burnout levels and improve nurse performance.

Previous research shows that most nurses experience moderate levels of burnout, indicating significant job stress. Dual role conflict is also explained as tension that arises due to the expectations of two different roles that a person has, both at work and in personal life. So, in conclusion, nurse management needs to pay attention to the complexity of multiple roles and work fatigue as factors that can influence their performance. Efforts to reduce workload, offer support, and manage stress can help improve overall nursing performance.

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