

RELATIONSHIP BETWEEN WORKLOAD PERCEPTION WITH NURSE BURNOUT LEVEL IN PKU MUHAMAMDIAH HOSPITAL SRAGEN DURING THE COVID-19 PANDEMIC

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ABSTRACT

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ABSTRACT

Background: During the COVID-19 pandemic, nurses were faced with an increasingly heavy workload, where the number of confirmed patients increased, the number of nurses on duty were confirmed positive and the use of complete personal protective equipment. The heavier workload is one of the trigger factors for burnout. **Objective:** to determine the relationship between perceived workload and nurse burnout level at PKU Muhammadiyah Hospital Sragen during the covid 19 pandemic. **Methods:** the research method is a quantitative cross-sectional approach with sampling techniques using a total sample and getting a total sample of 47 respondents. The instrument used to measure perceived workload was using the NASA TLX Questionnaire and nurse burnout was measured using the Maslach Burnout Inventory-Human Services (MBI-HS) Scale. **Results:** statistical analysis test using Spearman rank with a significance level of 95%, obtained p value = 0.035 or ($p < 0.05$), so it was found that there was a relationship between perceived workload and nurse burnout level at PKU Muhammadiyah Hospital Sragen during the covid 19 pandemic. **Conclusion:** Nurses with a heavy burden will trigger burnout syndrome. **Suggestion:** conduct further research on interventions to nurses who have high burnout rates

INTRODUCTION

In 2022 the world is still covered by the coronavirus Disease 2019 (COVID-19) pandemic, until now the number of transmission and death is still increasing with several variants of the COVID 19 virus. The incidence of COVID 19 on February 28, 2022 in the world with a total case of 435,993,199,

5,968,032 dead cases, 366,528,221 recovered cases and 63,495,946 active cases. In Southeast Asia 55,208,863 confirmed cases and 758,536 deaths. Meanwhile, in Indonesia, there were 5,564,448 confirmed cases with an addition of 25,054, 148,335 cases died with an addition of 262 and the number of recovered cases was 4,861,415 with an addition of 43,992 (Kemenkes, 2022)

During the COVID-19 pandemic, nurses are faced with an increasingly large workload (Shoja, et al., 2020). The workload of nurses increases because the number of patients often increases positive confirmed cases and decreases the number of nurses on duty confirmed COVID-19

(Handayani, et al, 2020). Nurses are also required to use complete personal protective equipment (PPE) that lacks circulation for a long period of time, especially those who work in the COVID-19 patient care room. (Wibowo, 2020)

Islam teaches about giving a workload that should not exceed a person's capabilities implied in the Qur'an Surah Al- Qashash (28):27 :

قَالَ إِنِّي أُرِيدُ أَنْ أُنكِحَكَ إِحْدَى ابْنَتَيَّ هَاتَيْنِ عَلَى أَنْ تَأْجُرَنِي ثَمَانِي
حَجَجٍ فَإِنْ أَتَمَمْتَ عَشْرًا فَمِنْ عِنْدِكَ وَمَا أُرِيدُ أَنْ أَمْلَأَ عَيْنَكَ
سَأَجِدُنِي إِنْ شَاءَ اللَّهُ مِنَ الصَّالِحِينَ

It means : He said: “I desire to marry one of these two daughters of mine to you on condition that you should serve me for eight years; but if you complete ten, it will be of your own free will, and I do not wish to be hard to you; if Allah please, you will find me one of the good”

The verse implicitly indicates that in giving work one must not ignore the principles of humanity, justice, and thoroughness. Of the three principles, if you burden a job that cannot be carried out, wages must be given in accordance with the work carried out. Rasulullah SAW ordered to give work according to his ability and lighten one's work

because it would later be a good deed for the employer.

Nurses who experience burnout give rise to a psychological disorder in the form of a poor self-assessment which can lead to an occurrence of depression (Praditya, 2019). In addition, nurses who experience burnout also have an impact on decreasing nurse performance. During the COVID-19 pandemic, longer working hours, pressure from various parties, increased stress, and fears of contracting the virus caused the workload of health workers to be greater than usual (Rosyanti et al, 2020). Emotional exhaustion and perceived depersonalization can lead to a loss of meaning at work. Then the feeling of not being confident with the abilities you have also affects the quality of the services provided (Rizky & Suhariadi, 2021).

The results of research conducted by Priyatmoko B, Meliala A, R Kusumaratna (2020) with the title Burnout during the Covid-19 Pandemic Period at XYZ Hospital found that there was a relationship between workload and fatigue with a value (p = 0.032).

The results of another study conducted by Handayani D, Hadi R D, Isbaniah F, Burhan E, (2020) on the description of nurses' perceptions of the workload during the pandemic in the Covid-19 isolation inpatient room there were 90.6% of nurses with moderate workloads, with these results nurses are expected to be able to optimize and

maximize the workload. the work he faces in order to properly treat COVID-19 patients.

The results of a preliminary study conducted at PKU Muhammadiyah Hospital Sragen by conducting interviews with the head of the room and three nurses found that nurses' perceptions of workload were influenced by several things, including excess number of patients, administrative actions, documentation of nursing care. Based on the background, the researcher is interested in knowing more about "the relationship between perceived workload and nurse burnout at PKU Muhammadiyah Hospital Sragen during the COVID-19 pandemic.

METHODS AND MATERIALS

The design of this research is analytic observational with cross sectional approach. This research was conducted in the PKU Muhammadiyah Hospital Sragen in June – August 2022. The number of samples used was 47 people. The sample of this study were all nurses at PKU Muhammadiyah Sragen Hospital with the criteria of implementing nurses who directly provided services to patients, nurses who were willing to become respondents as evidenced by filling out questionnaires, nurses with a minimum period of 1 month, nurses not on work permit/leave, nurses not working in a state of illness so that it can affect the research process.

The instrument used to measure perceived workload was using the NASA TLX

Questionnaire and nurse burnout was measured using the Maslach Burnout Inventory-Human Services (MBI-HS) Scale. The NASA TLX Questionnaire its validity and reliability have been tested by (Nurrianti et al., 2019) with the results of the validity value with the Pearsons test for mental needs 0.762, physical needs 0.779, time requirements 0.748, performance 0.656, effort 0.742 and frustration level 0.329, while the value of r table is 0.24. It is declared valid if r count $>$ r table, from the results of the analysis all items are declared valid. For the reliability test using Cronbach alpha with a value = 0.833 $>$ = 0.6, so the questionnaire is declared reliable. Maslach Burnout Inventory-Human Services (MBI-HS) Scale has been carried out by (Putri, 2019) using the Product moment person test with the criteria if the validity results are $<$ 0.05 then it is declared valid, the validity results obtained for the items emotional exhaustion, depersonalization, and low personal achievement are $0.001 <$ 0.05 then all statements are stated as valid . The reliability test results on the Cornbach's Alpha value for emotional exhaustion are 0.89, depersonalization is 0.77 and low personal achievement is 0.77 meaning $>$ 0.001, so the burnout questionnaire is reliable. Statistical analysis using the Spearman rank test with a significance degree of 95% (α 0.05)

RESULTS AND DISCUSSION

1. Univariate analysis results

- a. Characteristics of respondents based on age, education, gender, marital status, and years of service

Table 1. Frequency distribution of age, education, gender, marital status, and years of service

Characteristics	Frequency	Percentage
Age		
20 – 29 years old	25	53,2
30 – 40 years old	18	38,3
> 40 years old	4	8,5
Total	47	100
Gender		
Male	5	10,6
Female	42	89,4
Total	47	100
Education		
Nursing Diploma	38	80,9
Bachelor of nursing	9	19,1
Total	47	100
Marital Status		
Married	42	89,4
Not married yet	4	8,5
Divorce	1	2,1
Total	47	100
Years of service		
<1 years	1	2,1
1-10 years	41	87,2
>10 years	5	10,6
Total	47	100

Characteristics based on age showed that most of them were 25 people (53.2%) aged 20-29 years and a small portion, namely 4 people (8.5%) aged > 40 years. Age can affect a person's perception of the workload because someone who has a more mature age will have a more mature perception. The older a person is, the more constructive they are in using the knowledge acquired. This is also said in research conducted by (Simamora, 2019) which states that age can affect one's knowledge, because the older one gets, the more one's grasping power and mindset develop so that the knowledge gained is getting better.

Characteristics based on gender showed that most of the 42 people (89.4%) were

female and a small portion, namely 5 people (10.6%) were male. Gender will affect the emotional relationship between women and men at work. The female gender is faced with a conflict between taking care of the family or taking care of the patient professionally. The female nurse left a sick family in need of presence and had to help the patient professionally. This is similarly expressed in a study conducted by (Prihantoro, 2014) at RSI Surakarta with the number of samples in this study as many as 100 nurses which showed that there were emotional differences between men and women. Where the level of emotional tendency is higher in female nurses.

Characteristics of respondents based on the type of education, mostly 38 people (80.9%) have a D3 Nursing education and a small part, namely 9 people (19.1%) have a Bachelor's degree in Nursing and Nurses. Nurses who have an adequate level of education according to their profession will have good abilities in carrying out medical services or taking care of patients (Yani, 2020). The adjustment between education and the given task needs to be considered. Low levels of education when faced with tasks and workloads that exceed their capabilities tend to increase stress (Triwijayanti et al., 2016).

Characteristics of respondents based on marital status showed that most of them, namely 42 people (89.4%) were married and a small part, namely 1 person (2.1%) were divorced. Married nurses have more responsibilities and demands than

unmarried/unmarried nurses. Someone who is married will have responsibilities towards family and work, in contrast to someone who does not have a partner who can focus on his work (Pertiwi & Mulyana, 2019).

Characteristics of respondents based on years of service, it was found that most of the respondents, namely 41 people (87.2%) had a working period of 1-10 years and a small percentage of 1 (2.1%) people had a service period of <1 year. According to research conducted by (Sari, 2015) there is a significant relationship between tenure and the incidence of nurse burnout. Nurses who have a working period of more than 10 years longer work experience will make nurses have better adaptation to their work. Various problems in their work will be easily overcome so that they are less likely to experience burnout.

a. Characteristics of respondents based on perceived workload

Table 2. Frequency distribution based on perceived workload

Perceived workload	Frequency	Percentage
Light	2	4,3
Medium	29	61,7
Heavy	16	34,0
Total	47	100

Based on the results of the study, it was found that nurses' workload perceptions were mostly in the medium category, namely 29 people (61.7%) and a small part in the light category, namely 2 people (4.3%). The results of this study are in line with research conducted by (Widiastuti, 2018) with the Volume 21 Number 1, Februari 2023

results that the majority of respondents have a perception of workload in the medium category as many as 75% or 60 respondents from 80 samples.

Perception of workload is an individual's assessment of a number of task demands or activities related to mental or physical strength that must be completed properly and in accordance with predetermined targets. If the individual has a positive workload perception, he/she perceives the workload as a challenge at work so that they are more serious in their work and produce something that is beneficial for themselves and the company they work for. If a negative perception arises then the workload is considered as work pressure so that it can affect individual performance, having a negative impact on himself and the company where he works. Someone who has a positive perception of the workload will affect the high organizational commitment (Agusti et al., 2019)

b. Burnout perawat Characteristics of respondents based on nurse burnout

Table 3. Frequency distribution based on nurse burnout

Burnout	Frequency	Percentage
Light	23	48,9
Medium	24	51,1
Heavy	0	0
Total	47	100

Based on the results of the study, it was found that the burnout of nurses was mostly in the moderate category, namely 24 people (51.1%) and partly in the mild category,

namely 23 people (48.9%). This study is also in line with research conducted by (Rupang, 2021) with the result that the majority of respondents experienced moderate burnout, namely 20 nurses (48%) of 42 respondents and others experienced mild (16%) and severe (36%). Factors that affect burnout include age, gender, education, marital status and years of service.

Harnida (2015) said Burnout is a condition of work fatigue experienced by nurses caused by personal, family, and work environment factors. This situation will make the atmosphere in the work become cold, unpleasant, dedication and commitment will be reduced, performance and work performance will not be optimal. This causes workers to keep their distance, not wanting to be involved with their environment.

2. Bivariate analysis results

Table 4 The relationship between perceived workload and nurse burnout

Variable	N	Correlation Coefficient	p value
Perceived workload	47	-0.309	0,035
Burnout	47	-0,309	

The results of the Rank Spearman test in the table above, the p-value (0.035) <0.05, then H_a is accepted while H_o is rejected, this shows that there is a significant relationship between perceived workload and nurse burnout at PKU Muhammadiyah Hospital Sragen during the covid 19 pandemic. The results of this study are in line with research conducted by (Ardhani, 2017) with his

research entitled "The relationship between perceptions of workload on burnout syndrome in nurses" with the results that there is a positive relationship between perceptions of workload on burnout syndrome in nurses.

(Bemana et al., 2013) stated that employees who have a perception that the tasks given are not in accordance with their abilities will find it difficult to complete optimally, these demands are a threat to employees so that it can lead to prolonged stress that leads to burnout. Someone who has a good perception of a job will make the job feel easier and lighter, this is in line with research conducted by (Tirtaputra et al., 2018) which states that someone who has a positive perception of workload will certainly feel light and not feel overburdened at work.

Perceptions of workload are related to the role and work of nurses. This is because the perception of workload is closely related to a job, where individuals provide an assessment of a number of demands for tasks or activities that require mental and physical activity that must be completed within a certain time, whether it has a positive or negative impact on their work (Norawati et al., 2021).

Nurses who have a negative perception of workload will feel that the hospital provides difficult tasks to do, consider working during the night shift too heavy, and consider the leadership unresponsive. The conditions felt by nurses made burnout more severe, namely feeling tired at work, having body parts that hurt, being easily depressed when getting a lot

of work, finding it difficult to provide hospitality to patients, and being pessimistic about being able to carry out assigned tasks because of decreased work performance.

Nurses who have a good perception of the workload if there is increased working time will consider this as from hospital policy, that nurses are able to work well. If the nurse finds that the facilities and task regulations are not as expected, the nurse will discuss it with the hospital properly in order to get the right and efficient solution, thus making the burnout level decrease because the workload problem can be solved. Burnout that can be overcome makes the subject happy and enthusiastic in carrying out work so that they focus on working to provide the best service.

This is certainly related to the emergence of burnout syndrome where in work, of course, every employee experiences fatigue at work. Because of the workload, causing work fatigue, everyone wants comfort in their work, if someone feels uncomfortable with a job, then that person will definitely feel tired and tired of working. Conversely, the lower the perceived workload, the lighter the burnout experienced by nurses. This can be an opinion about the perception of workload has a relationship or not to burnout syndrome, where the higher the perception of the workload, the more severe the burnout experienced by nurses.

CONCLUSIONS AND SUGGESTIONS

The results showed that nurses' perceptions of workload were in the medium category, the burnout level of nurses was in the medium category and there was a significant relationship between perceptions of workload and nurse burnout at PKU Muhammadiyah Hospital Sragen during the covid 19 pandemic. Suggestions for further researchers are researchers can do research related to how to get a good perception of workload and how to overcome burnout with quasi-experimental research

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