

# The Influence of Workload on Burnout of Nurses at Sele Be Solu Provincial General Hospital, Sorong City During the Period of Endemic Transition of Covid-19 Through Role Stress as a Mediator

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## ARTICLE INFO



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### Keywords:

Burnout, Workload, Role Stress

### DOI:

<https://doi.org/10.33096/jmb.v11i1.778>

## ABSTRACT

*This study aims to analyze the influence of workload on nurse burnout at the Sele Be Solu Regional General Hospital, Sorong City during the transition period of the endemic Covid-19 through role stress as an intermediary. This research uses quantitative methods. The population in this study is all the nurses at the Sele Be Solu Regional General Hospital, Bandar Sorong, totaling 133 nurses. The number of samples was calculated using the Slovin formula with an error tolerance of 5%, thus obtaining a sample size of 100 nurses. Data collection was carried out using a questionnaire, then the data was processed using the SEM PLS program. The results of the research show that workload has a positive and significant effect on burnout of Nurses at the Sele Be Solu Regional General Hospital Sorong City, workload has a positive and significant effect on role stress for Nurses at the Sele Be Solu Regional General Hospital Sorong City, and role stress has a positive and significant effect. on the burnout of Nurses at the Sele Be Solu Regional General Hospital Sorong City, and role stress has a positive and significant influence on the influence of workload on the burnout of Nurses at the Sele Be Solu Regional General Hospital Sorong City.*

## ABSTRAK

*Penelitian ini bertujuan untuk menganalisis Pengaruh Beban Kerja terhadap Burnout Perawat Rumah Sakit Umum Daerah Sele Be Solu Kota Sorong Dimasa Transisi Endemi Covid-19 Melalui Role Stress sebagai Pemediasi. Penelitian ini menggunakan metode kuantitatif. Populasi dalam penelitian ini adalah seluruh Perawat Rumah Sakit Umum Daerah Sele Be Solu Kota Sorong yang berjumlah 133 perawat. Jumlah sampel dihitung menggunakan rumus Slovin dengan toleransi kesalahan 5% maka diperoleh jumlah sampel sebesar 100 perawat. Pengumpulan data dilakukan dengan menggunakan kuesioner, kemudian data diolah menggunakan program SEM PLS. Hasil penelitian menunjukkan bahwa beban kerja berpengaruh positif dan signifikan terhadap burnout Perawat Rumah Sakit Umum Daerah Sele Be Solu Kota Sorong, beban kerja berpengaruh positif dan signifikan terhadap role stress Perawat Rumah Sakit Umum Daerah Sele Be Solu Kota Sorong, dan role stress berpengaruh positif dan signifikan terhadap burnout Perawat Rumah Sakit Umum Daerah Sele Be Solu Kota Sorong, serta role stress mempengaruhi secara positif dan signifikan pada pengaruh beban kerja terhadap burnout Perawat Rumah Sakit Umum Daerah Sele Be Solu Kota Sorong.*



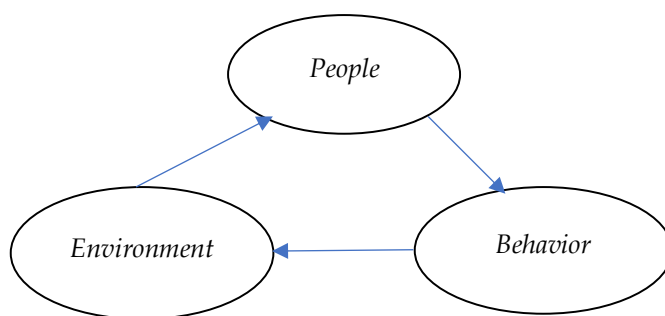
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## INTRODUCTION

In general burnout is often accompanied by complaints that they are not recognized at work, which can lead to a loss of meaning or feelings of ineffectiveness. Burnout is also a symptom of fatigue, both physical and mental, which develops negatively in oneself,

resulting in a lack of focus and negative work behavior. One of them, the outbreak of corona disease which resulted in nurses having to be mentally and physically strong in carrying out their duties every day to restore the patient's health and even save the patient from death. According to Anton and Sonja (2019) that excessive workload is also one of the factors that cause burnout. High and low workloads have an influence on employee fatigue (Arie and Dovi, 2020). Another factor that affects burnout among nurses is role stress or role stress where a person has difficulty understanding their job. Role stress is defined as a source of pressure (pressure) related to expectations about the behavior patterns of a person who occupies a certain position in a social unit. The higher the role pressure on an employee will have a negative effect on the employee's understanding, further increasing burnout (Sarah et al., 2019).

Based on social cognitive theory, human functioning is explained in a model of the relationship between three components (triad relationship), where behavior/behavior (B), person/cognition (P), and environment/environment (E) function in dynamic interaction (Bandura, 2019), can be seen below:



**Figure 1.** *Bandura's Cognitive Model*

Based on Figure 1, it can be seen that personal, environment and behavior interact with each other. Person and environment influence behavior and behavior can influence person and environment. Similarly, nurse burnout is a form of behavior that can be shown by nurses as a result of the influence of personal factors in the form of role pressure experienced by nurses as well as environmental factors where they work, such as the workload they bear. Therefore, based on this theory, it can be seen that it is important to understand a person's work behavior in terms of the influence of the person and the environment.

Meanwhile, the current problem is that at a virtual press conference on Tuesday 10 May 2022, the government stated that the situation in Indonesia is now shifting to endemic Covid-19 because the government believes there is no guarantee that the virus can be suppressed to zero (Park et al, 2020). The endemic period itself is a situation where a disease is endemic but only in certain areas but will still exist with a predictable level of contagion (RRI, 2022). Meanwhile, nurses still have a strategic role in helping the government make this transition a success. Recalling that Sorong City was once a Covid-19 red zone, of course the Sele Be Solu Regional General Hospital as the Sorong City General Hospital experienced an increase in patient visits, especially those exposed to Covid-19. Nurses as a profession whose job is to provide direct and more intensive care to patients certainly have an

increased workload compared to their usual practice at that time. Although this role is an obligation to their profession, nurses still have concerns about their work, especially concerns about being infected with the Covid-19 virus, transmission to family members and also at the same time nurses also have problems in various ways such as Understanding the incomplete operating SOP, Unstable image of nurses, decreased work motivation, and discomfort in the workplace that causes role pressure on the job so that if left untreated will cause burnout in nurses (Setkab, 2022). After what nurses have gone through regarding all the workloads and role pressures they feel during the pandemic, it is only natural that there should be an assessment of the degree of burnout they are experiencing and whether they have decreased during this endemic transition period. This is very interesting to research because nurses will continue to work according to their professional ethics, but nurses are not necessarily aware of the state of burnout they are experiencing.

This research aims to see to what extent nurse burnout at the Sele Be Solu Regional Hospital in Sorong City during the transition period of the endemic Covid-19 is affected by workload and role stress. Excessive workload is one of the factors that cause burnout. In this study, role pressure is used as a mediating variable for the influence of workload on burnout because its existence is considered capable of representing the influence of workload on burnout. Role stress itself is defined as a source of pressure (pressure) related to expectations about the behavior pattern of a person who occupies a certain position in a social unit.

The novelty of this research is the study object of the labor variable which is hospital nurses where most of the related studies previously used workers as the study object for this variable whether bank workers, company workers or shop workers. This research also has a clear novelty in the season in which it was conducted, which is to focus on the burnout condition of hospital nurses during the transition period of the endemic Covid-19, while previous research did not conduct research related to this matter in the current particular season.

## **THEORETICAL REVIEW**

### ***Burnout***

Burnout is a response to stress that results in an emotional response to a particular situation. Burnout can have significant financial and non-financial consequences for individuals and organizations (Fogarty, 2020). Meanwhile, a previous study found a lower level of burnout among service-oriented employees who showed positive emotional expression at work (Yang et al, 2019). When a person experiences burnout in their work, the work becomes unpleasant, the sacrifice of time, thought, energy and commitment decreases.

### ***Work load***

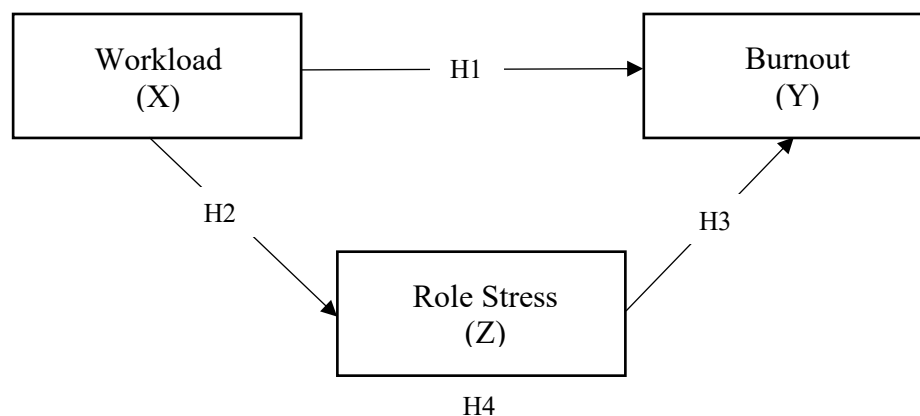
According to Hasibuan (2007), workload is the amount of work that must be carried by a department or organizational unit and is the result of work volume and time norms. According to Mangkunagara (2000), workload is a work situation with a task description that must be completed within a certain time limit. Workload can be further differentiated

into quantitatively excessive or too little workload, which arises as a result of too many or too few tasks given to the workforce to complete in a certain time, and qualitatively too much or too little workload, i.e. if people feel unable to. to carry out the task, or the task does not use the skills and/or potential of the workforce.

### **Role Stress**

Kahn in Hombrados (2011) first defined role stress as the pressure that individuals face when they cannot learn or understand the rights and obligations related to their work and to carry out their role well. Hardy in Hombrados (2011) believes that role stress is a status of imbalance caused by some external factors. These factors disrupt internal stability and cause individuals to be unable to express themselves with appropriate role behavior in the social structure.

Based on the explanation from the theoretical study above, the conceptual framework of this study can be described as follows:



**Figure 2.** *Conceptual framework*

### **Hypothesis**

**H1:**Workload has a positive and significant effect on nurse burnout at Sele Be Solu Regional General Hospital, Sorong City.

**H2:**The workload has a positive and significant effect on the role stress of nurses at Sele Be Solu Regional General Hospital, Sorong City.

**H3:**Role stress has a positive and significant effect on nurse burnout at Sele Be Solu Regional General Hospital, Sorong City.

**H4:**Role stress has a positive and significant influence on the workload and burnout of nurses at Sele Be Solu Regional General Hospital, Sorong City.

### **RESEARCH METHODS**

The research design used by the author is a causal research design because the research method used explains the causal relationship between variables and the research method used also describes the influence between variables, which aims to determine whether there is a causal relationship between or more variables. By using this method, researchers want

to review and find out the extent of "the influence of workload on burnout through the pressure of the role of nurses at Sele Be Solu Regional Hospital, Sorong City". This type of research is quantitative. The population in this study were all nurses at the Sele Be Solu Regional General Hospital, Sorong City, totaling 133 nurses. The number of samples in this study was determined by the Slovin formula (Sanusi, 2011) so that a sample size of 100 nurses was obtained. while the sampling technique in this research is proportional clustered simple random sampling, namely a technique for taking the number of samples by taking each class or group according to their proportions (Sekaran, 2006). In this research data and information were collected from respondents using a questionnaire. The data obtained will be viewed descriptively and will ultimately be analyzed using the PLS (Partial Least Square) analysis technique. According to Ghozali (2008), PLS is an alternative approach from the covariance-based to variance-based SEM approach.

## **RESULTS and DISCUSSION**

### ***Characteristics of Respondents***

This study has the characteristics of respondents based on gender which is dominated by women which are 74 nurses (70.81%). Age is dominated by nurses aged 25-35 years (51.10%). Based on the latest education, there are 74 nurses (70.81%) who have a bachelor's degree. Based on the length of work, 65 nurses (65.13%) have worked for more than 5 years.

### ***Data Analysis Using PLS SEM***

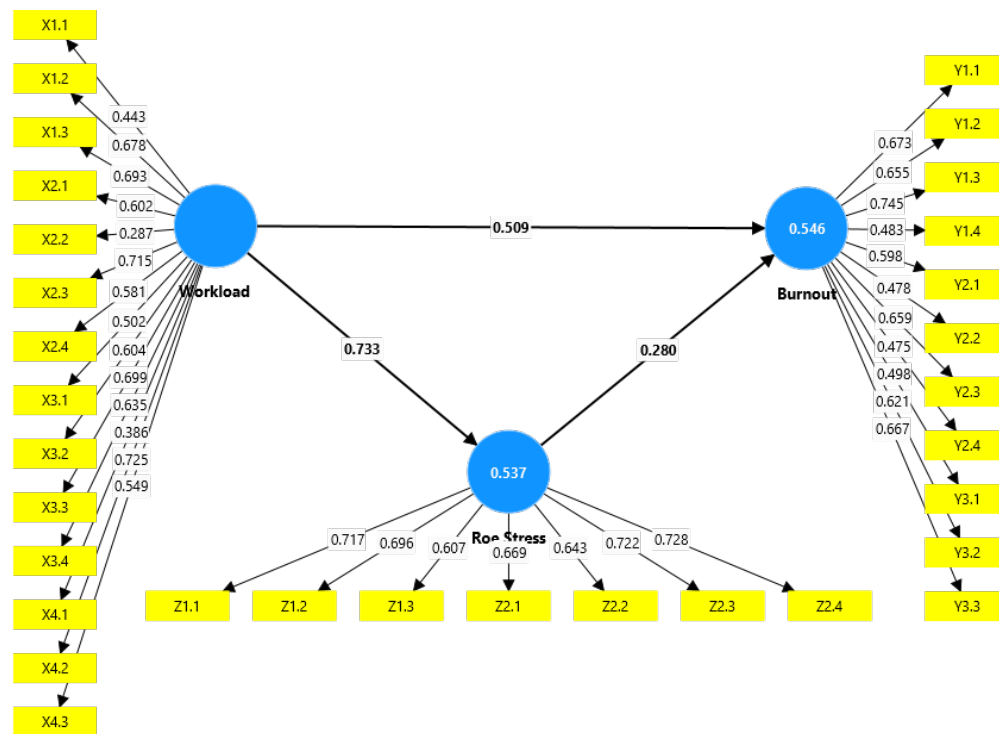
Data analysis was conducted using the SEM approach using Smart PLS software 4. While for the Partial Least Square (PLS) analysis steps using SmartPLS software, there are two models which are external models to test the validity and reliability of latent indicators. internal variables and modes to test the hypothesis (Abdillah & Jogyanto, 2015).

### ***Outer Model***

There are three criteria for using data analysis techniques with Smart PLS 4.0 to evaluate external models, namely convergent validity, discriminant validity and composite reliability. Based on three external model evaluations, the research is valid and reliable.

### ***Inner model***

There are 3 criteria for using data analysis techniques with smart PLS 4.0 to evaluate the internal model, namely r-square and hypothesis testing. The path coefficients of the internal model are seen in the image below. The following is the result of data processing for the Inner model which is:



**Figure 3.** Path coefficient analysis

Source: primary data processed by Smart PLS, 2024

### R-Square

R-square aims to see how much the value of the independent (exogenous) variable affects the dependent (endogenous) variable. Here are the r-square value results in this study:

**Table 1.** R-Square

Variables	Adjusted R-squared
On fire	0.372
Role Stress	0.324

Source: Primary Data processed by Smart PLS, 2024

Table 1 shows the adjusted r-squared value for the burnout variable of 0.372. These results show that 37.2% of the workload and role stress variables can influence burnout. While for the role pressure variable, it was obtained at 0.324. This result shows that 32.4% of the role pressure variable is affected by the workload variable.

### Testing hypothesis

To find out the structural relationship between the latent variables, hypothesis testing should be conducted on the path coefficients between the variables by comparing the pvalue number with alpha ( $<0.05$ ) or t statistic ( $>1.96$ ). P-values and t-statistics were obtained from the output in Smart PLS using the bootstrap method. The following are the results of data processing for hypothesis testing which are:



**Table 2.** *The results of the direct influence hypothesis test*

Hypothesis	Path Coefficient	Original sample (O)	Sample mean (M)	T statistic ( O/STDEV )	Value	Decision
H1	Workload -> Burnout	0.509	0.516	4,095	0,000	Significant
H2	Workload -> Role stress	0.733	0.742	13,495	0,000	Significant
H3	Role Stress -> Burnout	0.280	0.283	2,296	0.022	Significant
H4	Workload ->Role stress-> Burnout	0.205	0.211	2,150	0.032	Significant

Source: primary data processed by Smart PLS, 2024

**Hypothesis 1**, it can be seen that the workload on burnout has a significant effect in a positive direction, this can be seen from the t-statistic value  $4.095 > 1.96$  or from the p value which is  $0.000 < 0.05$ . The original sample value is 0.509 which shows the direction of the relationship is positive. In this way, hypothesis 1 is declared accepted.

**Hypothesis 2**, it can be seen that workload on role pressure has a significant effect in a positive direction, this can be seen from the t-statistic value  $13.495 > 1.96$  or from the p value which is  $0.000 < 0.05$ . The original sample value is 0.733, which indicates that the direction of the relationship is positive. In this way, hypothesis 2 is declared accepted.

**Hypothesis 3**, it can be seen that role pressure has a significant effect on burnout, this can be seen from the t-statistic value  $2.296 > 1.96$  or from the p value which is  $0.022 < 0.05$ . The original sample value is 0.280 which indicates the direction of the relationship is positive. In this way, hypothesis 3 is declared accepted.

**Hypothesis 4**, role pressure (Z) significantly affects the influence of workload (X) on burnout (Y) This can be seen from the statistical value  $t\ 2.150 > 1.96$  and p value  $0.032 < 0.05$ . In this way, hypothesis 4 is declared accepted.

## DISCUSSION

Based on the results of hypothesis testing using PLS software which can be seen in table 2 above, it can be seen that the workload variable has a positive effect on burnout in nurses at Sele Be Solu Hospital, Sorong City. This means that if there is excessive workload, it will have a positive influence on the Burnout attitude of nurses at Sele Be Solu Hospital, Sorong City. The burnout attitude referred to is that nurses increasingly feel that they are experiencing physical and mental exhaustion while working. Excessive burden will become a problem if management is not improved by the management of Sele Be Solu Hospital, Sorong City, which will lead to burnout. This will also directly harm the hospital.

Research supported by Tamrin (2020) states that workload has an influence on employee burnout. The same thing was also proven by Arie and Dovi (2020) that high and low workloads have an influence on employee fatigue. Rehman (2015) proved the same thing that workload has an influence on burnout. Tawale et al, (2011). states that workload has an influence on the occurrence of burnout in employees. Verified by Wu & Zheng (2019) High workload has an influence on employee fatigue.

Based on the results of hypothesis testing using PLS software which can be seen in table 2 above, it can be seen that the workload variables have a positive effect on role stress for nurses at Sele Be Solu Hospital, Sorong City. This means that the higher a person's workload, the higher their stress level. The management of Sele Be Solu Hospital, Sorong City, needs to review the role of each nurse in accordance with their respective responsibilities as soon as possible. If this matter is not followed up, it will cause a constant level of stress to the nurses. This research is supported by Aaron & Mohamed (2015) who says the same thing Higher workload experienced by employees will affect employee burnout, role stress that has a negative impact on employees. Research by Sarah et al. (2015) proved that there is an influence between workload variables and role pressure on employees. This is the same as Mega's (2019) research: workload and role stress have a positive interrelated influence. Confirmed by Bakker & Costa (2014). workload has a positive influence on the occurrence of role stress in employees. Arie et al, (2016) stated that workload with role pressure has a significant positive influence.

Based on the results of hypothesis testing using PLS software which can be seen in table 2 above, it can be seen that the role stress variables have a positive effect on burnout among nurses at Sele Be Solu Hospital, Sorong City. So it can be concluded that the higher the level of employee stress at work will trigger nurses' actions to burn out. The management of Sele Be Solu Hospital, Sorong City, must respond to this, which means avoiding the level of stress experienced by nurses that causes burnout at Sele Be Solu Hospital, Sorong City. The results of this study are supported by the study of Duygulu, et al (2019) which shows that work pressure has a positive influence on employee fatigue. Gede & Wayan (2019) say the same thing, the higher the role pressure on an employee will have a negative effect on the employee's understanding, further increasing job satisfaction (burnout). Research by Sarah et al. (2015) proved that there is a positive influence of role stress variables with high burnout on employees. This is similar to the study by Ratna & Gede (2019) where role pressure and burnout have a positive mutual influence. Verified by Khetarpal & Kochar (2015) Role stress has a positive influence on burnout in employees.

Based on the results of hypothesis testing using PLS software which can be seen in table 2 above, it can be seen that the workload has a significant effect on burnout through role pressure. The test results in table 2 show that the t-statistic value is greater than 1.96, meaning that the influence of workload has a significant impact on burnout through role pressure. So, the indirect influence model of workload variables on burnout has a significant effect through role stress. This shows that role stress variables are able to increase the influence of workload on burnout and provide a positive mediating influence. When the workload is of high quality in an organization, it will create high role stress behavior and high role stress behavior. Aristiani's study (2015) proves that there is an



influence of workload on employee fatigue. This is the same as Dewi's (2013) study that workload and fatigue have a positive interrelated influence. Atmajal (2019) emphasized that workload has an influence on employee fatigue. Gharakhani (2019) emphasized that role stress as a mediating variable has an influence on the positive relationship between workload and burnout. Arie & Dovi (2015) as a supporter of role stress is able to mediate the significant positive influence of workload on burnout.

## CONCLUSIONS

Based on the results of this study, it can be concluded that workload has a significant positive influence on nurse burnout at Sele Be Solu Hospital, Sorong City. This means that the higher the workload, the more optimal the fatigue. And also workload has a significant positive influence on role stress, this means that the higher the workload, the higher the role stress. And role stress has a significant positive influence on burnout, this means that high role stress will increase nurse burnout. Role pressure and workload have a significant positive influence on burnout, this shows that high role pressure and workload will increase the burnout of nurses working at Sele Be Solu Hospital, Sorong City.

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