
Analysis of Job Stress and Burnout Syndrome on nurses in Emergency Unit During Covid-19 Pandemic Studied at East Java Region

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ABSTRACT

Burnout Syndrome is a accumulation of destructive physical, psychological and mental symptoms occurring from monotonous and stressful work fatigue. The purpose of this study was to analyze job stress and burnout syndrome on nurses in the emergency department during the covid-19 pandemic. The method used analytical survey with a cross sectional approach. The population is nurses who work in the emergency department of an East Java hospital with 250 respondents, the sampling technique is simple random sampling, the statistical test used Sperman Rank test with (0.05). The research instrument used the Maslach Burnout Inventory and depression anxiety stress scales (DASS 42) using Google forms. The results of the Spearman Rank statistical test obtained p value $0.000 < (0.05)$ where it can be concluded that there is a relationship between job stress and burnout syndrome on nurses who work in the Emergency Unit Around Hospitals at East Java. Efforts to minimize burnout syndrome includes increasing emotional intelligence, individual coping, spirituality, relationships with coworkers, and improving aspects of nurse leadership.

Keywords: Burnout Syndrome, Covid 19, Job Stress

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BACKGROUND

COVID-19 is a global pandemic with a wide community spread across many countries (WHO, 2020). This also has an impact on the nursing service system in Indonesia, especially nurses who work in the emergency unit at hospital, where is the first person to contact a COVID-19 patient. Nurses works at emergency unit who participate in treating patients are more at risk of Covid-19 infection, also their responsibilities and demands of work can potentially be a stressor for nurses. Stressors that occur continuously and cannot be adapted by nurses will cause several symptoms called burnout syndrome. Burnout syndrome is a destructive physical, psychological and mental symptoms occurring from monotonous and stressful work fatigue. Burnout syndrome is often found in human service professions such as nurses, especially nurses in emergency unit (Syafel & Fatimah, 2020).

Based on the results of a preliminary study conducted in the Emergency Unit RSU Anna Medika Madura on July 20, 2021, it was obtained from 9 nurses who worked in the Emergency Unit, 4 respondents who worked in the Emergency Unit experienced high burnout syndrome, 3 respondents who were emergency nurses experienced moderate burnout syndrome and 2 emergency room nurses experienced low burnout syndrome. Based on the results of the preliminary study above, it shows that the burnout syndrome of emergency room nurses is still high at the Anna Medika Hospital, Madura during the Covid-19 pandemic. The factors that influence Burnout Syndrome are divided into 2 factors, namely personal factors and environmental factors. Personal factors consist of personality, expectations, demographics or characteristics (age, education level, years of service), locus of control, efficiency level, while for environmental factors which consists of workload, work stress, rewards, ownership control, fairness and values (Mariana, Suroto, & Nanda Fajar Rezki, 2020).

Burnout syndrome experienced by nurses at work will greatly affect the quality of nursing services provided to patients, and can cause work effectiveness to decrease, social relations between coworkers become tenuous, and negative feelings arise towards patients, work, and the nurse's workplace. In severe cases, there will be a desire to switch to another profession. If this is allowed and not identified comprehensively, the hospital where the nurse works will experience a decrease in service quality. More than that, the image of the nurse as one of the health workers closest to the patient will be damaged in the public (Tawale, Budi, & Nurcholis, 2011), according to Fatmawati (2010) added that when feeling physically and emotionally tired due to burnout is experienced continuously, it will have an impact on the tendency to leave work. Efforts to minimize Burnout syndrome include increasing emotional intelligence, individual coping, spirituality, relationships with colleagues, and improving aspects of nurse leadership. (Puspitasari, Sulisno, Dwiantoro, Kristina, & Hartiti, 2019)

METHODS

The research design in this study was a quantitative and analytical survey using a cross sectional approach. The sampling technique in this study used a simple random sampling technique. This type of sampling is used by researchers to find out several variables in the population that use things that are important to achieve a representative sample (Nursalam, 2014). The population in this study were nurses in the emergency department in hospitals throughout East Java. So in this study, a large sample of 250 respondents was used by giving a questionnaire to the emergency room nurse. The data

analysis used in this research is univariate analysis by explaining the frequency distribution of each variable and bivariate analysis with Sperman Rank.

RESULTS

Characteristics of respondents based on demographic data

Table 1. Characteristics of respondents based on gender and level of education of nurses in the Emergency Room Hospital in East Java

Gender	Frequency	Ercentage (%)
Male	138	55.2
Female	112	44.8
Total	250	100%
Formal Education	Frequency	Ercentage (%)
D3	140	56.0
D4	4	1.6
S1	26	10.4
Ners	77	30.8
S2	3	1.2
Total	250	100%

Based on table 1, it can be concluded that nurses who work in the Emergency Unit at the East Java Hospital are mostly male as many as 138 (55.2%) respondents and most of them have D3 nursing education as many as 140 (56.0%) respondents.

Characteristics of respondents based on nurses' job stress

Table 2. Characteristics of respondents based on the job stress of nurses in the East Java Hospital Emergency Installation

Job Stress	Frequency	Percentage(%)
Normal	156	62.4
Light	64	25.6
Moderate	25	10.0
Severe	5	2.0
More Heavy	0	0
Total	250	100%

Based on table 2, it can be concluded that most of the nurses who work in the Emergency Unit of the East Java Hospital do not experience job stress or job stress in the normal category, but there are a small number of nurses who experience moderate job stress as many as 25 (10.0%) respondents, and a small proportion of nurses 5 (2.0%) respondents experienced severe job stress.

Characteristics of respondents based on burnout syndrome

Table 3. Characteristics of respondents based on nurse burnout syndrome in the Emergency Installation of East Java Hospital

<i>Burnout Syndrome</i>	Frequency	Percentage (%)
Low	15	6.0
Moderate	233	93.2
High	2	0.8
Total	250	100 %

Based on table 3, it can be concluded that the majority of nurses who work in the Emergency Room Hospitals in East Java experience moderate burnout syndrome as many as 233 (93.2%) respondents, and a small proportion of nurses who experience high burnout syndrome as many as 2 (0.8%) respondents.

Relation between job stress and burnout syndrome in nurses in all hospital emergency units in East Java

Table 4. Relation between job stress and burnout syndrome in nurses in the East Java Hospital Emergency Department

		Job Stress										Total	
		Normal		Light		Moderate		Severe		More Heavy			
		F	%	F	%	F	%	F	%	F	%	F	%
Burnout Syndrome	Low	12	4.8	0	0	3	1.2	0	0	0	0	15	6.0
	Moderate	142	56.8	64	25.6	22	8.8	5	2.0	0	0.0	233	93.2
	High	2	0.8	0	0	0	0	0	0	0	0	2	0.8
	Total	156	62.4	64	25.6	25	10.0	5	2.0	0	0	250	100

Statistic Spearman Rank Test

$\alpha = 0,05$

$p = 0,000$

Based on table 4, it can be concluded that most of the nurses who work in the Emergency Room Hospitals in East Java experience normal work stress with moderate burnout syndrome as many as 142 (56.8%) respondents and a small proportion of nurses with severe work stress with moderate burnout syndrome as many as 5 (2.0%) respondents.

From the results of the Spearman Rank statistical test, the value of $p = 0.000$ means that the value of $p < (0.05)$ and the correlation value is 0.272. Thus, it can be concluded that H_a is accepted, which means that there is a relationship between work stress and burnout syndrome in nurses who work in the Emergency Room Hospital in East Java.

DISCUSSION

Job Stress of Nurses in the Emergency Installation of All Hospitals in East Java

Based on the results of research conducted in the emergency department of a hospital in East Java, most of them did not experience work stress or work stress in normal coordination, but there were a small proportion of nurses who experienced moderate work stress as many as 25 (10.0%) respondents, and a small proportion of nurses who experienced moderate work stress. experienced heavy work stress as many as 5 (2.0%) respondents.

This is evidenced by the analysis of the work stress questionnaire with the highest score on question number 5 having difficulty relaxing when there is free time because there are too many patients. There are several factors that affect work stress for nurses in emergency units who work during the covid-19 pandemic, including the workload factor where the longer the workload, the greater the burden and responsibility it bears, the work environment creates a sense of saturation generally arising from conditions. monotonous work all the time and if there is no change or there is no new or refreshing stimulus to the emergency room nurse, it will make nurses become stressed, role conflicts and labor

patterns that are carried out routinely and repeatedly will make nurses feel like they are doing a very boring job. so it can cause stress (Musu, Murharyati, & Saelan, 2021).

The researcher argues that this is relevant to the findings at the emergency department of hospitals in East Java that there are several nurses in the emergency department who experienced increased work stress during the covid-19 pandemic, there were also some nurses in the emergency department who did not experience work stress during the pandemic. covid-19 work stress can occur due to emergency room nurses Difficulty relaxing when there is free time due to too many patients Difficult to tolerate criticism of communication from patients when I treat patients according to care during the covid 19 pandemic I feel a lot of energy spent because I handle so many patients find it difficult to carry out activities with family while working during the covid 19 pandemic, easily offended if there are patients who are not given good service while already handling patients well.

The results showed that most of the respondents had a D3 nursing education. This is because stress can have negative consequences on health, affecting thought processes and emotions because at that age they still have thoughts that are inconsistent with what they are doing, so stress can interfere with a person adapting to the environment, affecting his activities and work which causes work stress. (Mufidayani, 2020).

This is in line with the theory According to (Yanti, Nugraha, Wisnawa, Agustina, & Diantari, 2020) nurses have a professional obligation to care for patients during a pandemic, many nurses have concerns about their work and the impact on themselves. Nurses face various difficulties in their work, for example being overloaded when handling patients during the COVID-19 pandemic, causing work stress for the emergency room nurses on duty.

Burnout Syndrome in Nurses in the Emergency Unit of All Hospitals in East Java

Based on the results of research conducted at the emergency department of a hospital in East Java, it was found that the majority experienced moderate burnout syndrome as many as 233 (93.2%) respondents, and a small proportion of nurses who experienced high burnout syndrome as many as 2 (0.8%) respondents during the covid-19 pandemic. This is evidenced by the analysis of the family support questionnaire with the highest score in question number 2, I feel frustrated with working as a nurse during the covid 19 pandemic. There are several factors that affect burnout syndrome in nurses in the emergency department who work during the covid-19 pandemic in Indonesia. These include emotional exhaustion, depersonalization and decreased self-efficacy.

Researchers argue that burnout syndrome can occur that in reality not all emergency room nurses are able to carry out their duties and functions well, they often experience mental and emotional exhaustion due to their duties which must always be ready to provide maximum service for others. If not addressed immediately, it will drain stamina and energy when dealing with patients, as well as create pressure which causes emergency room nurses to experience burnout syndrome or work saturation. This is in accordance with research conducted in the emergency department of a hospital in East Java because emergency room nurses experience feeling very drained of emotion due to work at the hospital during the Covid-19 pandemic, feeling frustrated with work as a nurse during the Covid-19 pandemic, feeling too stressed. a lot of work with people directly during the Covid-19 pandemic, feeling very tired at the end of working hours (office) during the Covid-19 pandemic, worried that this work would make it difficult emotionally during the Covid-19 pandemic. The large number of patients who come to the ER during the Covid-

19 pandemic makes nurses have to be careful, quickly and accurately to identify every patient who comes to the ER.

In addition, the responsibility of the emergency room nurse is quite large because it involves the safety of a person's life. This makes nurses feel tired of doing work so nurses feel bored at work, especially during the Covid-19 pandemic. Emotional exhaustion is a time when individuals feel emotionally drained due to the large workload they are carrying. When individuals experience emotional exhaustion, individuals will feel sad, hopeless, depressed, helpless, frustrated, and feel very burdened by their work tasks so that the individual feels less able to provide services to others. Because feeling tired causes a person to feel drained of energy at work, resulting in feelings of reluctance to do new work and reluctance to interact with other people, most of them are related to job stress.

This is in line with the theory according to (Maslach, 2001) in (Mariana, 2020) states that the factors that influence burnout syndrome are divided into 2 factors, personal factors and environmental factors, personal factors consist of personality, expectations, demographics or characteristics (age, education level, years of service), control focus, efficiency level, while for environmental factors which consists of workload, work stress, rewards, ownership control, fairness and value. If burnout syndrome in nurses is not handled properly it will have an impact on the performance of nurses which will cause the quality of hospital services to decrease.

Relation between work stress and burnout syndrome in nurses in the emergency department of all hospitals in East Java

Based on the results of the study, it was shown that there was a relationship between work stress and burnout syndrome in nurses who worked in the emergency department of a hospital in East Java. The results of this study are the same as those carried out by (Lee & Ashforth, 2016) in (Wardani, 2020) factors that cause high and low burnout syndrome, work stress is one of the factors that affect the level of burnout syndrome when viewed effectively given work stress contributes 53% and as much as 47% is influenced by other factors outside of work stress that can affect burnout syndrome such as social support, ambiguity, role conflict and workload. In addition, the work stress experienced by emergency room nurses is also caused by higher job demands or longer working hours and the increasing number of patients is a major factor that can cause emergency room nurses to experience work fatigue and burnout syndrome in emergency room nurses during the pandemic. covid-19

The results of this study indicate that work stress affects burnout syndrome in nurses who work in emergency departments during the covid-19 pandemic. Therefore, based on the results of the correlation test, it can be concluded by the researcher that there is a relationship between work stress and burnout syndrome in nurses who work in the emergency department during the covid-19 pandemic. According to the researcher, this shows that the higher the work stress that occurs or is felt by nurses who work in the emergency department during the COVID-19 pandemic, the higher the burnout syndrome will be. Work stress is caused by an excessive workload on nurses so that they experience boredom and fatigue which will then have an impact on decreasing performance and if left continuously this tends to cause high work stress to the occurrence of burnout syndrome in emergency room nurses who work at during the covid-19 pandemic. There are several factors that influence work stress in emergency room nurses, namely workload, work environment, role conflict and labor patterns.

Researchers argue that work stress has a relationship with burnout syndrome in emergency room nurses who worked during the COVID-19 pandemic. The results of this study are in line with research (Ji soo kim, 2016) explained that work stress caused by the outbreak of MERS-CoV was also found to be the biggest influencing factor, which showed a correlation with burnout syndrome, namely the level of burnout syndrome was higher when work stress was high. Thus, during outbreaks of emerging infectious diseases such as MERS-CoV, the continuous influx of patients and the highly contagious nature of the disease increase the stress of nurses working in emergency departments, which in turn exacerbates their fatigue. To manage nurse fatigue in the emergency department, efforts must be made to find the source of work stress and overcome it. This study supports previous research conducted (Ji soo kim, 2016) with the test results obtained $p = 0.59 < 0.001$ meaning that there is a relationship between work stress and burnout syndrome in emergency room nurses during the Middle East Respiratory Syndrome Corona Virus Outbreak in Korea.

CONCLUSIONS

Based on the results of the study, it was found that there was a relation between job stress and burnout syndrome in nurses in the emergency department who worked during the COVID-19 pandemic at the East Java Hospital.

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