

Exploration of the Non-Physical Work Environment and Burnout Syndrome for Nurses at the Jember Regional Hospital

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ABSTRACT

Background: The non-physical work environment is part of the work environment, which is very important in increasing job satisfaction. Work saturation (burnout) is associated with mental exhaustion, loss of commitment, and decreased motivation, respectively. A right non-physical work environment is expected to increase job satisfaction. Job satisfaction can be realized when nurses are not bored at work. If work saturation (burnout) occurs then, it must be addressed immediately so that it does not reduce the job satisfaction of nurses

Aim: To describe how the non-physical work environment and burnout relate to Nurses in hospitals.

Methods: The method in this research is Non-experimental, which uses a correlational research design to explain the relationship between variables. This study's population was nurses in the inpatient ward of the hospital in the Pandalungan area of Jember, with a total of 133 nurses. The sampling technique used by researchers in this study was random sampling. The data collection technique used was a questionnaire.

Results: Respondent data shows the results that between non-physical work environment and burnout (fatigue, depersonalization and self-achievement) with scores in sequence: $\alpha = 0.027$, $\alpha = 0.04$, $\alpha = 0.011$.

Conclusion: A non-physical work environment with burnout syndrome nurse has a weak relationship with the negative relationship between non-physical work environment and burnout. Therefore, to create an excellent non-physical work environment, nurses must care not to experience burnout (saturation).

Keywords: Non-physical work environment, Burnout, nurses, hospital.

INTRODUCTION

Nursing is an activity in providing nursing care to individuals, families, groups, or communities in sick or healthy conditions (Law number 38 of 2014). A nurse has been declared to have graduated from higher education in nursing, both at home and abroad, and is recognized by the government by the provisions of laws and regulations. The most human resources in the hospital are nurses and the spearhead of service and are occupations or health workers tasked with providing continuous 24-hour service to patients and families in the hospital (Anderson et al., 2017). In providing services to clients, nurses' job satisfaction is also essential to note because the key to the hospital's success lies in employees who do not complain and leaders who always pay attention to employee satisfaction. One of the causes of nurse dissatisfaction is non-physical work environment factors, such as nursing action mechanisms or standard operating procedures that are not maximally adhered to (Nasution & DR, 2017).

The non-physical work environment is one of the factors that affect job satisfaction in the work environment. Nurses care about the work environment both for personal comfort and to make it easier to do assignments. For most nurses, work also fills the need for social interaction. Therefore, if you have colleagues who are friendly and supportive, it leads to increased job satisfaction. The behavior of one's superior is also a significant determinant of satisfaction (Fath, 2015). The work environment is divided into two, namely the physical work environment and the non-physical work environment. The physical work environment is all physical conditions around the workplace that can affect nurses either directly or indirectly.

Meanwhile, non-physical work environments are all situations related to work relationships, relationships with

superiors and relationships with colleagues, or relationships with subordinates (De Stefano et al., 2006). This is supported by Fenanti's (2015) results, which state a positive and significant relationship between non-physical work environment variables and teacher job satisfaction variables. This can be seen from the regression coefficient value of 0.545, count of 6.538, and a significance value of 0.000, which means that it can be concluded that the non-physical work environment has a positive effect on teacher job satisfaction. This shows that the harmonious non-physical work environment can increase teacher satisfaction at work. On the other hand, a non-physical work environment that is not harmonious can reduce teacher job satisfaction in Senior High School.

Work saturation (burnout) is a physical, emotional, and mental condition that decreases due to the demanding work conditions for an extended period (Triwijayanti, 2016). Work saturation is most often experienced in all types of work, and nurses are one of the jobs that have a risk of experiencing stress and a high workload. Thus, saturation becomes one of the problems for organizations if it causes performance and productivity to decrease (Suner et al., 2014). Work saturation (burnout) is associated with mental fatigue, loss of commitment, and reduced motivation sequentially (Maharani, 2012). The hope is that when nurses' non-physical work environment is good, it can minimize the incidence of burnout in nurses. This study aims to determine the relationship between the non-physical work environment of nurses to burnout syndrome nurses who work in hospitals.

METHODS

This research method is non-experimental, which uses a correlational research design to explain the correlative

relationship between variables. In correlational research, researchers involve at least two variables. This study's population was nurses in the inpatient room of a hospital in Jember Regency, with a total of 133 nurses as respondents. The sampling method in this study uses *non-probability sampling*. The sampling technique used in this study was simple random sampling. This research has also passed the ethical test from the Health Research Ethics Committee (KEPK), Faculty of Nursing, the University of Jember with number 11 / UN25.1.14 / KEPK / 2020.

RESULTS

Table 1: Characteristics of Respondents n (133)

Data on Characteristics of Respondents	N
Gender	
Male	56
Female	77
Last Education	
SPK (School of Health Nurses)	2
D3	82
D4	1
S1	5
Nurse	43
Post / Masters / Doctorate	0
Marital status	
Married	117
Unmarried	16
Employment Status	
Honorary / Contract	59
Permanent employee / ASN	74
Position in Room	
Executive Nurse	92
Team Leader	16
Head of Room	25
Working Period	
<1 year	3
1-4 years	28
> 4 years	101
Ages	
Late adolescence (17-25)	3
Early adulthood (26-35)	87
Late adulthood (36-45)	33
Early elderly (46-55)	10
Late elderly (56-65)	0

Table 2: Non-Physical Work Environment and Nurse Syndrome Burnout (n=133)

Variable	Mean	Median	Min-Max
Non-physical work environment	65.67	67.00	30-92
Burnout			
Emotional Fatigue	12.50	9.00	0-51
Self-Achievement	45.78	49	8-60
Depersonalization	13.0	11	0-54

The table above shows that the distribution of the respondents' characteristic data in this study is evenly distributed. In terms of gender, most are female, and nurses' last education is at Diploma Three. The majority of respondents' marital status is married, and the average respondent's employment status is a permanent employee or civil servant. In applying professional nursing care methods in the room, the average number of respondents is as a nurse, and the working period of the majority of respondents is over four years. Most respondents' age

range is in the age range 26-35 years, which means that they are still in productive age on average.

Table 2 above explains the mean, median, and min-max values of the two variables' items. The non-physical work environment variable shows an average value of 65.67, and the median value is 67, and the minimum value is 30, and the maximum value is 92. The burnout syndrome variable is divided into three indicators. Namely, the emotional fatigue indicator has a mean value of 12.50, median nine, and the min-max value is 0-51. The self-achievement hand has a mean value of 45.78, a median of 49, and a min-max value of 8-60. The depersonalization indicator has a mean value of 13, median 11, and a min-max value of 0-54.

Table 3: Analysis of the relationship between non-physical work environment and burnout syndrome nurses (n = 133)

Variable	Non-physical work environment		
	Emotional Fatigue	Self Achievement	Depersonalization
r	-0.191	0.221	-0.251
p value	0.027	0.011	0.004

Table 3 shows the p-value between non-physical work environment and emotional fatigue indicator, which is 0.027, which means a relationship between non-physical work environment and emotional fatigue with the coefficient correlation -0.191 means a very weak correlation. A non-physical work environment with self-achievement has a p-value of 0.011, which means a relationship between non-physical work environment and self-achievement with a correlation coefficient of 0.221, which means the correlation between variables is weak. A non-physical work environment with depersonalization has a p-value of 0.004, which means there is a relationship and has a correlation coefficient of -0.251, which means a weak correlation. In the results of the correlation coefficient, some are negative, and some are positive.

DISCUSSION

The non-physical work environment is all situations related to relationships with superiors and relationships with colleagues or supervisors. A non-physical work environment is a work environment that relates to the physical aspect and the work environment condition, which relates to the psychological element (Wursanto, 2009). Anderson's research (2017) states that a non-physical work environment can affect nurse job satisfaction, so it is essential to pay attention to it. The non-physical work environment itself is an inseparable part of achieving job satisfaction.

Burnout is when a person experiences severe psychological stress and experiences emotional exhaustion and has low work motivation. Burnout can also be interpreted as psychological fatigue, which is inherited from stressful stress at work and causes emotional exhaustion and personality changes in a person (Retno and Machmuroh, 2014). Research conducted by Maslach *et al.* (2001) states that problems *burnout* in jobs that interact to serve others usually show signs of *burnout* consisting of three, including emotional exhaustion, self-achievement, and depersonalization.

The research results explain that the non-physical work environment has an essential meaning in every nurse. The assessment found that the mean value is closer to the maximum value, which means that the non-physical work environment tends to be very influential on the nurses who work. The non-physical work environment, according to research from Nasution and Maqhfirah (2017), has a close relationship with nurse job satisfaction. The results obtained are that the non-physical work environment has a significant effect on job satisfaction. The non-physical work environment is also one of the factors that affect job satisfaction. Other factors include psychological, social, physical, and financial aspects (Sutrisno, 2012).

The research results for the burnout syndrome variable are divided into three dimensions, according to the indicators in the measuring instrument, namely the dimensions of emotional fatigue, self-achievement, and depersonalization. In the first dimension, emotional exhaustion, the mean value is closer to the median value than the minimum and maximum values. This achievement can be interpreted as far from the ultimate value, which means that nurses' emotional fatigue in the inpatient room can be considered acceptable, which means that the nurses' emotional fatigue is low. In the assessment of the second dimension of burnout syndrome, namely assessing, the mean score is closer to the middle value than the minimum and maximum values. These results median the inpatient nurses' self-achievement is still not optimal, so it needs to be optimized again. In the third dimension, the depersonalization aspect has the mean value above the median value. However, looking at the overall results is still far from a good score. Depersonalization aspects need to be minimized and, as much as possible, given more attention.

From the research results, it was found that the non-physical work environment of nurses and nurses' burnout syndrome has a relationship so that the two variables have a relationship. The non-physical work environment aspect with the dimensions of emotional exhaustion and depersonalization has a low relationship strength and negative correlation direction. This means that the more optimal the non-physical work environment is, the lower the dimensions of emotional exhaustion and depersonalization are. In a study by Imani et al. (2020), it is said that there is a correlation between the sizes of emotional exhaustion and depersonalization with organizational commitment. The relationship between these variables is negative, which means that if the corporate responsibility to nurses is maximal, the achievement in the dimensions of emotional exhaustion and depersonalization will decrease. The relationship between nurses' non-physical work environment and the burnout dimension of the self-achievement syndrome has a positive correlation. When the non-physical work environment is optimal, self-achievement is also optimal. According to research by Putri (2016) that the dimensions of self-achievement in the burnout syndrome nurse variable can increase patient caring so that one indicator of self-achievement is when it can improve service to patients optimally.

Overall, this study's results can be correlated between the nurses' non-physical work environment and the incidence of burnout syndrome among nurses. In Putri et

al.'s research (2020), it was found that boredom can affect self-confidence and support from the surrounding environment. From these results, it can be concluded that the dimensional factors in burnout syndrome correlate with environmental aspects. This environmental aspect is known to have physical and non-physical aspects of the environment. This study wants to see whether the non-physical work environment and burnout syndrome nurses have a relationship. From the above research results, it has been answered that there is a relationship between the non-physical work environment of nurses and nurse's burnout syndrome.

CONCLUSION

Based on the research results, it can be concluded that the non-physical work environment and burnout syndrome nurses have a relationship. In the dimension of emotional fatigue, it has a relationship with the direction of the negative association. In the measurement of self-achievement achievement, it has a relationship with the order of a positive relationship. The depersonalization dimension has a relationship with an antagonistic relationship direction. The strength of the relationship between the non-physical work environment and burnout syndrome is weak.

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