



The External Motivation (Work Environment) and Burnout Incidence in ER and ICU Nurses

Atiek Murharyati^{1*}, Nova Okta Diani¹, S. Dwi Sulisetyowati¹, Wahyuningsih Safitri¹

Nursing Study Program, Kusuma Husada University Surakarta, Indonesia

Correspondent Author:

Atiek Murharyati

Email :
murharyatiatik@gmail.com

Keywords :

Burnout, Work environment, Nurses

Abstract

Burnout is exhaustion syndrome both mentally and physically which can lead to boredom. The work environment is something that exists around workers that can affect the results of their performance. The research method adopted quantitative with a cross-sectional approach of 30 people sample. The sampling used a non-probability sampling technique, and the study was conducted at RSUD Surakarta. The results of this study presented a significant relationship between external motivation (work environment) and burnout in nurses in the emergency room and ICU at the Surakarta City Regional General Hospital with an average score of mild burnout of 26 (86,7%), a moderate burnout level of 4 (13,3) and a burnout level of 0 (0%). Meanwhile, the results of the value of external motivation (work environment) indicated a poor work environment with 30 (100%). Even though the work environment is not good, it has a burnout level due to good stress coping in the emergency room and ICU at the Surakarta City General Hospital. The program of joint activities such as gymnastics, picnics, and helping each other can reduce the incidence of burnout in the emergency room and ICU at the Regional Public Hospital of Surakarta City

INTRODUCTION

Generally, motivation is a person's condition that promotes an urge or desire to perform an activity to achieve the expected goal. Therefore, motivation is a factor within a person that drives behavior to achieve the expected goals (Endra, 2022). Another opinion about motivation is a person's psychological characteristics that have contributed to the commitment level of a particular individual (Nursalam, 2015). The essence of fulfilling necessities is the nurses' domination, especially in finishing nursing care documentation which requires strong and wholehearted motivation. (Wigatama et al., 2020)

External work motivation consists of the work environment, interpersonal relationships, institutional policies, salary, and position. Other studies reported that the work environment could affect an employee.(Ranggayuni, Annisa; & Yusuf, 2016) A comfortable work environment could improve performance optimally, safely, and comfortably (Yanuarini, Triatmi Andri; & Triwahyuningsih, 2015). The work environment is essential and has a significant influence on employees because the work environment affects one's duties and work (Yulfita'aini, 2013)

Based on the study (Zuniawati & Pringgotomo, 2022), nurses in the inpatient room unit of the Islamic Hospital of Orpeha Tulungagung experienced burnout with 37 people (53.95) while 21 people (46.1%) experienced mild burnout. Burnout syndrome arises when a person feels enormously stressed with his job. Burnout syndrome is classified into internal factors such as age, gender, and working period. The external aspects of a heavy workload, internal conflicts with co-workers in the workplace, limited resources, and monotonous activity affect burnout syndrome in nurses. (Hera; Rasyidin; & Hasmin, 2016)

The amount of pressure or stressors in a work environment results in a high incidence of burnout. It leads to decreasing work motivation and other negative consequences such as unstable emotions, indifference at work, sensitivity, inattentiveness, and difficulty developing in a work environment, which then the results of the work are considered *poor* in providing nursing services (Astuti, Indita Wilujeng., 2020). Nurses attempt to experience stress due to some of the negative behavior at work. Negative emotions or job demands in the hospital environment cause stressful

conditions. Thus, a nurse tends to lose control and express ineffective feelings in performing nurse's duties, ultimately causing burnout.(Rahayu, Dwi Pangestika; & Fauziah, 2019)

The results of research by (Toga, Erik; Rudiyanto; Pamungkas, Achmad Yanuar Fahmi; & Al Ghani, 2021) the study revealed a significant relationship between the environmental conditions of the workplace and nurses who experienced work stress in the isolation room during Covid-19. It presented scientific evidence that nurses' work stress is associated with circumstances. Individuals fulfilled demands that count to prolonged pressure and stress that lead to burnout. In addition, pressure from leaders could also affect burnout.

RESEARCH METHOD

The study applied a quantitative research method with a cross-sectional approach. The population was 39 nurses in the emergency room and ICU at RSUD Surakarta. In its implementation, nine (9) people took annual leave and could not contribute to the activity. Inclusion criteria for respondents were nurses willing to be respondents, nurses in the emergency room and ICU room of RSUD Surakarta. Exclusion criteria for respondents were nurses who accepted maternity leave, extended leave, on-the-job learning, and trainee nurses. The research ethics was conducted at the ethics committee of health research at the University of Kusuma Husada Surakarta with an ethical exemption number No. 697/UKH.L.02/EC/V/2022.

RESULT

1. Univariate Analysis

a. Age

Table 1
Characteristics of Respondents by Age

Variable	Mean	Min	Max	Standard Deviation
Age	31,83	26	41	4,178

Table 1 shows the results, it was found that the average age of the respondents was 32 years.

b. Gender

Table 2
Characteristics of Respondents Based on Gender

Characteristic	Frequency	Percentage
Male	9	30%
Female	21	70%
N	30	100%

Table 2 shows the results, it was found that there were 9 male respondents (30%) and 21 female respondents (70%). Most respondents were women.

c. Working Period

Table 3
Characteristics of Respondents Based on Length of Work

Variable	Mean	Min	Max	Standard Deviation
Working Period	5,43	1	17	2,800

Table 3 shows the results, it was obtained that the average working period of the respondents was 5 years. External Motivation (work environment)

d. External Motivation (Work Environment)

Table 4
External Motivation (Work Environment) of Emergency Room and ICU Nurses at RSUD Kota Surakarta

Category	Frequency (n)	Percentage %
Poor	30	100
Good	0	0
N	30	100

Table 4 shows the results, it was presented that external motivation (work environment) was poor for 30 respondents 100%.

e. Burnout

Table 5
Burnout Rate in Emergency Room and ICU Nurses at RSUD Kota Surakarta

	Frequency (n)	Percentage %
Moderate	4	13,3
Mild	26	86,7
Severe	0	0
N	30	100

Table 5 shows the results, it was obtained that the average burnout rate for nurses was in the mild category of 26 respondents, 86.7%.

2. Bivariate Analysis

Table 6
The Relationship between External Motivation (Work Environment) and Burnout in The Emergency Room and ICU Nurses at RSUD Surakarta

Variable	Product Moment	Sig (2-tailed)
Work Environment-Burnout Level	-0,425	.019

Table 5 shows the results, of the Spearman's Rho test obtained a p value of .019, so $p < 0.05$ which concluded that there was a relationship between external motivation (work environment) and burnout in nurses in the emergency room and ICU at RSUD Kota Surakarta.

DISCUSSION

According to (Lybertha & Desiningrum, 2016), individuals are in the early adult phase in the age of 18 ± 40 years. The age of 30-34 years is owned by someone in their prime period. At the age of 25-29 years, someone is still active in producing results from what they have conducted since the first time they completed their education at university or high school. (Mutyah, Diyan; Ayu, 2020) This age is the most active for socializing, so there are many connections of experience, relationships, and working. (Ramadhan, Saiful Rizky; Sulisetyawati, S Dwi; & Suryandari, 2021)

The results revealed that the average age of respondents was 32 years because around 31-40 years age tend to experience fatigue easily. Based on research (Rudyarti, Edwina 2020) that fatigue could cause stress. In a prolonged time, the person concerned will be affected by burnout when the age is still productive, so they will tend to be stressed, exhausted, easily frustrated, and unable to control problems. Researchers argued that around 30 years old and over is a productive age that could trigger someone to obtain burnout because they could not manage received problems and work pressure. In addition, the respondent has work-related experience to perform the job.

Based on gender, women tend to experience higher levels of burnout than men. This condition is associated with the emotional exhaustion experienced by women (Due, Maximus Bertolomeus et al., 2020). According to (Eliyana, 2016) women showed a greater frequency of burnout than men

because women often feel emotional exhaustion. Men and women are different physically, socially, and psychologically, also have different ways of dealing with their problems.

Researchers stated that women tend to obtain burnout because women have multiple roles and burdens. There were role conflicts, limited support from co-workers and superiors, families, and women hormonal factors. Therefore, they tend to experience burnout.

According to (Ramadhan, Saiful Rizky; Sulisetyawati, S Dwi; & Suryandari, 2021) the situation of work environment make an individual to experience and comprehend both directly and indirectly. The results of (Gabriel,RN; Kolibu, Febi K; & Mandagi, 2017), about the relationship between the working period and nurse performance was related to experience and proficiency level in nursing services. The longer the nurse works, the more understanding and mastery of nursing services and work procedures were following the cases at hand. It inferred that the portion of work assigned to senior or experienced nurses was higher than junior nurses. The researcher argued that the longer the respondent has worked, the more experience than the new respondent and prone to being experienced high burnout.

Based on the results of data analysis, external motivation (work environment) has 100% of poor results. It caused conflicts in the relationship between nurses as arguments and differences of opinion in constructing joint decisions, minimum salary, incomplete tools to support the profession, and provided facilities to apply the expertise. The noisy room conditions also created individuals uncomfortable in performing responsibility.

According to the research results of (Mu'arif, Ardiman; & Setiawati, 2021), the physical environment around the workplace that can be felt and used directly is something that nurses who work in a hospital share at any time. Among them were hot room temperatures, limited air circulation, limited lighting, and all hospital facilities that can affect nurses. Disharmony between colleagues, seniors, and the atmosphere factors did not support nurses in their duties and responsibilities. It created boredom, pressure, and burnout. The more conducive the work environment situation, the lower the burnout. A nurse could not fulfill physical and psychological needs independently. Everyone required a work environment that supports nurses to be good physically. Researchers argued that good circumstances around the respondents did not lead to burnout who performed nursing care and vice versa. In addition, a good environment made individuals comfortable around the work environment.

It was evidenced by nurses who were tired at the end of working hours because they felt drained of energy during service to patients, tired when they wake up because of the heavy work, or even lazy to work, and emotional anxiousness about the job could be noticed from the sentiments in providing services to patients.

The study presented that increasing levels of burnout will affect nursing services to patients (Wirati et al., 2020). Nurses experience emotional and physical exhaustion in the long term was caused by work and it is often found in workers who interact directly with the community. Nurses experiencing burnout with a high category could affect their performance (Indryan, Nabila Khairunnisa Gilang et al, 2022)

The results of the study obtained 86.7% of respondents with mild burnout. The researchers argued that burnout was caused by the extensive workload, the number of nurses who did not match the number of arriving patients, and the discrepancy between individual expectations and the job. It would be pleasant to immediately avoid burnout's triggers by accomplishing positive activities, refreshing, taking annual leave, and conducting gymnastics together.

There were conflicts in the relationship between nurses as arguments and differences of opinion in making joint decisions, low salaries, limited adequate work tools to in each room, and limited hospital facilities to apply expertise. In addition, there were nurses who were tired at the end of working hours because of the depletion of energy when providing services to patients, felt tired when they wake up because they imagine the burden of accomplishing work, and even nurses who were lazy to work, worrying that this work will produce emotionally problematic as evidenced by Nurses sometimes accumulate emotional when providing services to patients. If it continued, physical and mental burnout will be affected.

The environmental factor related to role conflict, excessive workload, limited social support, work involvement, and level of work time flexibility. The environmental factors in the family were the number of children, family involvement, and the quality of relationships with family

members.(Pradana et al., 2019) The work environment was a factor that influences the emergence of burnout. The work environment was a situation around the workplace of employees or nurses while accomplishing their profession. The tendency became a condition that affects a person's welfare so that individuals will be efficient in producing something with high work capacity to deliver good performance and avoid work burnout (Sugiarto, Wayan; Milfayetti, 2020). Based on the study results, researchers claimed that the work environment could affect burnout where the work environment has a significant influence on the nurses' performance.

CONCLUSION

Burnout can occur due to coping stress in the emergency room and ICU, but it can be overcome with solid teamwork in solving problems and joint activity programs such as gymnastics, and employee picnics with family.

BIBLIOGRAPHY

Astuti, Indita Wilujeng., & E. (2020). Pengaruh burnout terhadap kinerja perawat di Instalasi Intensive Care RSUD Kardinah Tegal. *Jurnal Keperawatan Muhammadiyah*, 9(September), 113–120. <https://journal.um-surabaya.ac.id/index.php/JKM/article/view/5576>

Due, M. B., Nursalam, N., & Wahyudi, S. A. (2020). Hubungan Gaya Kepemimpinan dengan Burnout Syndrome dan Kinerja Perawat di Ruang Rawat Inap RSUD Bajawa. *Fundamental and Management Nursing Journal*, 3(1), 9–14. <https://doi.org/10.20473/fmnj.v3i1.17800>

Eliyana. (2016). Faktor - Faktor yang Berhubungan dengan Burnout Perawat Pelaksana di Ruang Rawat Inap RSJ Provinsi Kalimantan BaratTahun 2015. *Jurnal Administrasi Rumah Sakit Indonesia*, 2(3), 172–182. <https://doi.org/10.7454/arsi.v2i3.2200>

Endra, T. F. S. S. (2022). Pengaruh Motivasi Dan Kepuasan Kerja Terhadap Kinerja Karyawan Di Perusahaan Dazzel Yogyakarta. *Jurnal Among Makarti*, 14(2), 50–61. <https://doi.org/10.52353/ama.v14i2.218>

Gabriel, R., & Kolibu, Feby K; & Mandagi, C. K. F. (2017). *Hubungan antara supervisi dan keamanan kerja dengan kinerja perawat di ruang rawat inap Rsj Prof. Dr. V.l Ratumbuysang Sario*. file:///C:/Users/User/Downloads/rutler,+441-862-1-SM-1.pdf

Hera; Rasyidin;& Hasmin. (2016). Pengaruh Konflik Peran Ganda , Beban Kerja Dan Perawat Wanita. *Jurnal Mirai Management*, 1(1), 119–135.

Indryan, N. K. G. & S. (2022). Pengaruh Beban Kerja terhadap Burnout pada Perawat Covid-19 di RSAU Dr. M. Salamun. *Bandung Conference Series: Psychology Science*, 2(1), 310–318. <https://doi.org/10.29313/bcsp.v2i1.1068>

Lybertha, D., & Desiningrum, D. (2016). Kematangan Emosi dan Persepsi terhadap Pernikahan pada Dewasa Awal: Studi Korelasi pada Mahasiswa Fakultas Hukum Universitas Diponegoro. *Empati: Jurnal Karya Ilmiah Undip*, 5(1), 148–152. <https://ejournal3.undip.ac.id/index.php/empati/article/view/15094>

Mu'arif, Ardiman; & Setiawati, C. I. (2021). *Pengaruh Lingkungan Kerja Non-Fisik Dan Burnout Terhadap Kinerja Pekerja Dan Pemilik Bisnis Usaha Mikro Kecil Dan Menengah Di Kota Jambi*. 8(5), 6321–6334. file:///C:/Users/User/Downloads/16463-32374-1-SM.pdf

Mutyah, Diyan; Ayu, S. & D. (2020). Hubungan karakteristik individu (jenis kelamin dan usia) terhadap perkembangan psikososial mahasiswa keperawatan di Surabaya. *Journal of Health Sciences*, 13(01), 58–65. <https://doi.org/10.33086/jhs.v13i01.1317>

Nursalam. (2015). *Manajemen keperawatan, Aplikasi dalam Praktik Keperawatan Profesional*. (P. P. Lestari (ed.); 6th ed.). Salemba Medika.

Pradana, B. A., Kristanto, Rudi Suryo., & Hidayat, D. S. (2019). Pengaruh Lingkungan Kerja Dan Beban Kerja Terhadap Burnout Pada Perawat Rsud Kardinah Kota Tegal. *Magisma: Jurnal Ilmiah Ekonomi Dan Bisnis*, 5(2), 61–69. <https://doi.org/10.35829/magisma.v5i2.28>

Rahayu, Dwi Pangestika; & Fauziah, N. (2019). Hubungan Antara Regulasi Emosi Dengan Burnout Pada Perawat Rawat Inap Rumah Sakit Jiwa Daerah (RSJD) Dr Amino Gondohutomo Semarang. *Jurnal EMPATI*, 8(2), 354–360. <https://doi.org/10.14710/empati.2019.24398>

Ramadhan, Saiful Rizky; Sulisetyawati, S Dwi; & Suryandari, D. (2021). *Hubungan beban kerja perawat dengan kejadian burnout di ruang ICU RSUD dr. Moewardi*. https://eprints.ukh.ac.id/id/eprint/919/1/NASKAH_PUBLIKASI_PDF_SAIFUL_RIZKY_R_ST162056.pdf

Ranggayuni, Annisa; & Yusuf, M. (2016). Motivasi Eksternal Perawat dalam Menerapkan Patient Safety [Syah Kuala Banda Aceh]. In *Jurnal Ilmiah Mahasiswa Fakultas Keperawatan*. <https://jim.usk.ac.id/FKep/article/viewFile/1486/1794>

Rudyarti, E. (2020). Analisis hubungan stres kerja, umur, masa kerja dan iklim kerja dengan perasaan kelelahan kerja pada perawat. *Seminar Nasional Kesehatan Masyarakat 2020*, 240–249. file:///C:/Users/User/AppData/Local/Temp/1065-3109-1-PB.pdf

Sugiarto, Wayan; Milfayetti, S. L. & M. R. (2020). Hubungan Lingkungan Kerja dan Konsep Diri dengan Burnout pada Anggota Brigade Mobile Kepolisian Daerah Sumatera Utara. *Jurnal Ilmiah Magister Psikologi*, 2(2), 180–188. <https://jurnalmahasiswa.uma.ac.id/index.php/tabularasa/article/view/311>

Toga, Erik; Rudyanto; Pamungkas, Achmad Yanuar Fahmi; & Al Ghani, Z. (2021). Studi Korelasional Kondisi Lingkungan Kerja dengan Stres Kerja pada Perawat di Ruang Isolasi Khusus Covid 19. *Jurnal Keperawatan Jiwa (JKJ) Persatuan Perawat Nasional Indonesia*, 9(3), 621–628. <https://jurnal.unimus.ac.id/index.php/JKJ/article/view/7959>

Wigatama, A. S., Munawaroh, S., & Dwirahayu, Y. (2020). Literature Review : Hubungan Motivasi Kerja Perawat Dengan Kinerja Perawat Dalam Pengisian Dokumentasi Asuhan Keperawatan. *Health Sciences Journal*, 4(2), 47–56. <https://doi.org/10.24269/hsj.v4i2.513>

Wirati, N. P. R., Wati, N. M. N., & Saraswati, N. L. G. I. (2020). Hubungan Burnout Dengan Motivasi Kerja Perawat Pelaksana. *Jurnal Kepemimpinan Dan Manajemen Keperawatan*, 3(1), 8. <https://doi.org/10.32584/jkmk.v3i1.468>

Yanuarini, Triatmi Andri; & Triwahyuningsih, R. (2015). Pengaruh Motivasi Internal dan eksternal terhadap kinerja kader dalam program gebrak (Gerakan Bersama Amankan Kehamilan dan Persalinan)di Wilayah Puskesmas Blabak Kabu[paten Kediri. *Yanuarini, Triatmi Andri ., & Triwahyuningsih, Reni*, 3(2), 39–46. <https://ejurnaladhkdr.com/index.php/jik/article/view/113/94>

Yulfita'aini. (2013). Pengaruh Motivasi Internal, Eksternal dan lingkungan kerja terhadap kinerja karyawan Universitas Pasir pangaraian. *Jurnal Ilmiah Cano Ekonomos*, 2(1), 98–112. <https://media.neliti.com/media/publications/58672-ID-pengaruhmotivasi-internal-eksternal-dan.pdf>

Zuniawati, D., & Pringgotomo, G. (2022). Pengaruh beban kerja terhadap faktor burnout syndrome pada perawat unit rawat inap Rumah Sakit Islam Orpeha Tulungagung. *Jurnal Kesehatan Masyarakat (Undip)*, 10(5), 571–578. <https://jurnal.unimus.ac.id/index.php/JKJ/article/view/10076>