

# Analysis of Shift Work Perception on Burnout Syndrome Levels in Inpatient Nurses at Bhayangkara Hospital, Kediri City

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## ABSTRACT

Work shift is a work agenda that has been set by the workplace, which in its division can affect various things such as the occurrence of burnout syndrome. Burnout is fatigue caused by work. Workers who often experience burnout problems include nurses. With the existing workload, nurses have a high risk of developing burnout syndrome. The method used in this study uses a cross-sectional method with a sample size of 122 respondents. The SPSS test carried out was using the chi-square test. The results of this study indicate a significant influence between work shifts on the level of burnout syndrome in inpatient nurses at the Bhayangkara Hospital in Kediri City. With a significance value of 0.006 ( $P < 0.05$ ). Conclusion, Based on the results of this study, it can be concluded that if the work shift is effective, the level of burnout syndrome tends to be low, but if the work shift is not effective, the level of burnout syndrome will tend to be high.

## I. Introduction

According to the Minister of Health Regulation Number 3 of 2020 concerning Hospital Classification and Licensing, it states that "A hospital is a health service institution that can provide comprehensive individual health services that provide inpatient, outpatient, and emergency services". Based on the World Health Organization, a hospital is a business that provides a place for people who provide short-term and long-term medical services provided for observation, diagnostic, therapeutic and rehabilitative actions for people who are sick, injured and those who want to give birth. A hospital is a health service that operates 24 hours a day, one of the services is carried out by a nurse.

Nurses are health workers who are directly in contact with patients for a long period of time compared to other health workers. Like nurses in inpatient rooms who will often meet patients and families with various characters for a long period of time, this is what causes nurses, especially in inpatient rooms, to have a risk level twice as high as other health workers to experience burnout. Other factors that can cause nurses to experience physical, emotional and mental fatigue are the patient's family who are generally very demanding, co-workers who are not in line and doctors who sometimes give instructions or information that is not clear (Mariyanti, 2019)

In a study (Wiyarso, 2018) conducted on nurses in the inpatient ward of GMIM Pancaran Kasih General Hospital, it was found that nurses working the night shift experienced fatigue as much as 83.3%, the morning shift 50%, and the afternoon shift 67.4%. The results of this study are in line with research that has been conducted by (Astuti, 2018) stating that work shifts are related to fatigue experienced by nurses, this is evidenced by 13 people (92.9%) nurses experiencing moderate and severe fatigue when working the night shift, 20 people (71.4%) on the morning shift, and 8 people (50%) nurses working the



afternoon shift. From this research, it can be proven that work shifts can cause nurses to experience fatigue, both physically and mentally.

Burnout syndrome is emotional exhaustion, depersonalization and low personal accomplishment that can occur among individuals who do similar jobs. This is one response to chronic emotional stress that is faced extensively with other human beings. Based on data from the World Health Organization (WHO) (in Amornpipat, 2019) burnout in nurses in Japan ranges from 17.2%, while in Canada it is 32%, then in Australia and Ireland it is comparable to Canada which is 32%. In Jakarta, the level of burnout in health workers, especially nurses, is quite high, namely 27.3% per year. Research conducted by the research team of the Master of Medicine Study Program, University of Indonesia (MKK FK UI) in 2020 showed the fact that as many as 83% of health workers in Indonesia have experienced burnout, 82% of whom experienced moderate burnout, and 1% others severe burnout, while the remaining 17% did not experience burnout. (Basrowi, 2020)

Based on shift data in July 2023 at Bhayangkara Hospital, the shift rotation pattern at this hospital is two morning shifts, two afternoon shifts, two night shifts and two days off. Based on the Job Creation Law and PP no. 35 of 2021 concerning work time agreements, outsourcing, working hours and rest times, it is explained that the working hours per day in each shift are a maximum of 7 hours for 6 working days and 8 hours for 5 working days and also the number of working hours per shift must not exceed 40 hours per week. Based on shift data in July, the duration of the morning shift is 6 hours, afternoon 7 hours, and night 11 hours. For each week, the average total duration of the work shift is 46 hours with 1 to 2 days off (Data from the Melati Room Service, July 2023).

Based on the recapitulation of leave and sick leave data of employees of Bhayangkara Hospital, Kediri City from August to October, there has been an increase. In August, 22 people were sick, then in September, 24 people and in October, 32 people.

Based on data on the number of inpatients in 2023, in the last three months there has been an increase in the number of patients, namely in May 1005, June 1014, and July 1036. From these data we can see that with a fixed number of nurses, the number of patients is increasing every month. This can be a sign of an increase in the workload on nurses. If the right strategy is not immediately implemented to maintain the quality of service, it will have a negative impact on the quality of the hospital. Then, this is reinforced by data on work fatigue in nurses, which in 2022 reached 35%. Excessive workload can cause nurses to experience work fatigue which can later lead to burnout syndrome.

In the 2022 risk management report, in the inpatient ward, it is explained that the timeliness of drug administration to inpatients is ranked second in the inpatient unit, namely 6 risk scores. To minimize this risk, it is necessary to carry out an effective division of work shifts so that later there will be no decrease in patient satisfaction which will also have an impact on decreasing personal achievement in nurses or feelings of not being proficient enough in their work. Decreased personal achievement is one indicator of Burnout syndrome.

Based on the description, the researcher wishes to conduct further research on "Analysis of Shift Work Perception on Burnout Syndrome Levels in Inpatient Nurses at Bhayangkara Hospital, Kediri City".

## **II. Methods**

In this study, the researcher used an analytical survey research design with a cross-sectional study approach. The research method used is a quantitative method, with a research instrument in the form of a questionnaire which will contain work shift variables and burnout syndrome in nurses. The population in this study were all inpatient nurses at the Bhayangkara Hospital in Kediri City, with a sample of 122 nurses. The sampling technique

used in the study was Probability Sampling using the Simple Random Sampling Technique or simple random sample.

### III. Results and Discussion

#### Results

Based on the research results entitled Analysis of Perception of Work Shifts on Burnout Syndrome Levels in Inpatient Nurses at Bhayangkara Hospital, Kediri City, obtained data on the characteristics of respondents as follows:

##### 1. Respondent Characteristics Analysis

**Table 1. Characteristics of Respondents of Inpatient Nurses at Bhayangkara Hospital, Kediri in May 2024**

Data Types	F	%
Gender		
Woman	93	76.2%
Man	29	23.8%
Total	122	100%
Age		
20-30 years old	73	59.8%
31-40 years old	46	37.7%
41-50 years old	3	2.5%
Total	122	100%
Level of education		
D3 Nursing	53	43.4%
S1 Nursing	36	29.5%
Nursing Profession	33	27.1%
Total	122	100%
Length of work		
< 5 years	90	73.8%
5-10 Years	19	15.6%
11-20 Years	13	10.7%
Total	122	100%
Marital status		
Marry	69	56.5%
Not married yet	53	43.5%
Total	122	100%
Work Shift		
Morning	43	35.2%
Afternoon	40	32.8%
Evening	39	32%
Total	122	100%

Source: Primary Data, 2024

Based on the data above, it can be seen that nurses working at Bhayangkara Hospital Kediri out of 122 nurses, as many as 93 people (76.2%) are nursing care providers with female gender. While 29 people (23.8%) others are male gender. Based on age, as many as 73

(59.8%) respondents are dominated by nurses aged 20-30 years. While 46 (37.7%) other respondents are aged 31-40 years. Then the remaining 3 (2.5%) respondents are aged 41-50 years. For the level of education itself, inpatient nurses working at Bhayangkara Hospital Kediri are mostly dominated by nurses with an education program up to D3 Nursing, namely 53 (43.4%) respondents, while 36 (29.5%) other respondents are taking education up to S1 Nursing, then 33 (27.1%) respondents are taking education up to Profession Nurses.

Based on the table above, it can also be seen that there are still many inpatient nurses at Bhayangkara Hospital Kediri who have worked for less than 5 years, namely 90 (73.8%) respondents, while 19 (15.6%) respondents have worked for 5-10 years. Then for the rest, namely 13 (10.7%) respondents have worked for 11-20 years. Most inpatient nurses at Bhayangkara Hospital Kediri are married, namely 69 (56.5%) respondents, while 53 (43.5%) respondents are unmarried. For the respondent shift schedule, most respondents have a morning shift schedule, namely 43 (35.2%), followed by an afternoon shift of 40 (32.8%), then a night shift of 39 (32%).

## 2. Variable Characteristics Analysis

**Table 2. Characteristics of Inpatient Nurse Variables at Bhayangkara Hospital, Kediri in May 2024**

Data Types	f	%
Work Shift		
Effective	67	54.9
Ineffective	55	45.1
Total	122	100%
Burnout Syndrome Levels		
Low	59	48.4%
Tall	63	51.6%
Total	122	100%

Source: Primary Data, 2024

Based on the table above, it can be concluded that out of 122 total nurses, 67 (54.9%) respondents felt effective with the existing work shifts. However, 55 (45.1%) respondents still felt that the shift system was not effective. Meanwhile, 59 (48.4%) respondents had a low level of burnout syndrome. While the remaining 63 (51.6%) respondents had a high level of burnout syndrome.

## 3. Multivariate Analysis

**Table 3. Cross tabulation of work shift variables with burnout syndrome levels of inpatient nurses at Bhayangkara Hospital, Kediri, May 2024**

Burnout Syndrome	Work Shift					
	Effective		Ineffective		Total	
	F	%	F	%	F	%
Low	41	33.6%	18	14.8%	59	48.4%
Tall	26	21.3%	37	30.3%	63	51.5%
Total	67	54.9%	55	45.1%	122	100%

Source: Primary Data, Year 2024

By using cross tabulation between work shift variables and burnout syndrome levels, it was found that most nurses who have effective work shifts tend to have low burnout levels, which are 41 nurses, while nurses who have ineffective work shifts tend to have high burnout

levels, which are 37 nurses. It can be concluded that work shifts can affect the level of burnout in each nurse.

## **Discussion**

### **1. Identifying Work Shifts for Inpatient Nurses at Bhayangkara Hospital, Kediri City**

Based on the research results obtained, it is known that out of 122 total nurses, 67 nurses (54.9%) have felt effective with the existing work shift. However, 55 nurses (45.1%) still feel that the shift system is still ineffective. This is in line with research conducted by (Firmansyah, 2017) which stated that the work shift was effective for 81 (69.8%) people and the remaining 35 (30.2%) were still ineffective. The ineffective work shift occurred because it still implemented a permanent shift system. The results of the interview, it was found that nurses said that the work shift was effective because the shift system was divided into 3 work shifts and provided 30 minutes - 1 hour for rest, also nurses who had worked the night shift for 2 days were given time off and 1 day off. Meanwhile, for nurses who thought the work shift was not effective, it was because the night shift was quite long, which was 10 hours.

Most nurses who feel effective with the existing work shifts are nurses with morning shifts of 27 respondents (22.1%) and afternoon shifts of 23 respondents (18.9%). Meanwhile, nurses who feel less effective with the existing work shifts are mostly from the night shift of 22 respondents (18.1%). Even though the rotation work system has been implemented, nurses with night shifts tend to have a lot of working hours and also have high levels of fatigue. That is why there are still respondents who feel that the work shift system is still ineffective. This is in line with research conducted by (Andi Masti Amirah, 2022) which shows that out of 60 respondents who work in the morning shift with high stress, 25 people (92.6%), afternoon shift with high stress 2 people (9.5%) and night shift with high stress 6 people (50%).

Based on the research conducted, the level of effectiveness of the five work shift indicators was obtained, namely work activity 83 (68.1%), meaning that nurses here have adjusted well between work activities and tasks that have been given by nurses so that they can reduce the existing fatigue. Shift pattern 57 (46.7%), in this Hospital has implemented shift rotation, where the work shift pattern is made alternately with other nurses. Working time 60 (49.2%) most of the nurses who feel ineffective with the existing work shift are nurses with night shifts, where they feel that there is not enough time to rest and also feel that the duration of work is relatively long. Duration of work 52.5 (43.1%) based on shift data in July, the duration of work shifts at Bhayangkara Hospital Kediri is the morning shift, which is 6 hours, the afternoon shift 7 hours, and the night shift 11 hours. Rest in shift 68 (55.7) in this Hospital, nurses have received a 2-day holiday schedule in the existing shift rotation, then nurses also get a day off outside the existing work shift rotation.

Of the five indicators, shift duration has a low level of effectiveness, namely 52.5 (43.1%) with a high level of ineffectiveness, namely 69.5 (56.9%). Based on the Job Creation Law and PP no. 35 of 2021 concerning work time agreements, outsourcing, work hours and rest times, it is explained that the maximum working time per day in each shift is 7 hours for 6 working days and 8 hours for 5 working days and also the number of working hours per shift must not exceed 40 hours per week. The application of work duration in this hospital is still relatively high. This means that work duration plays a role in reducing nurses' perceptions of existing work shifts. Based on (Winarsu, 2018) it is explained that the criteria that must be considered in designing better work shifts include the maximum work shift time of only 8 hours per day and also providing 24 hours for rest.

## **2. Identifying the Level of Burnout Syndrome in Inpatient Nurses at Bhayangkara Hospital, Kediri City**

From the results of the research that has been conducted, out of 122 nurses, 59 nurses (48.4%) have a low level of burnout syndrome. While the remaining 63 nurses (51.6%) have a high level of burnout syndrome. This is in line with the Burnout Syndrome Level in nurses at Darmo Hospital Surabaya with moderate results of 74 people (71.1%), and high Burnout Syndrome of 30 people (28.9%). When carrying out their work, a nurse not only deals with the patients they are treating, but also with doctors, fellow nurses, the patient's family, and other parts of the hospital such as laboratories, radiology, and so on. The high level of interaction with other people, the heavy workload, is a pressure for hospital nurses (Saparwati, 2020). Most nurses feel tired when shifts change because they have to complete nursing reports besides having to care for patients too.

Based on the results of the study, nurses who work morning and night shifts tend to have a high burnout syndrome category, namely 20.5% and 18%. While nurses who work day shifts tend to have a low burnout syndrome category, namely 19.7%. This is also in line with research conducted by (Veza Azteria, 2020) which found that nurses who work night shifts have high stress levels, namely 19 (54.3%).

This is also in line with research conducted by (Okte Citra Indriawati, 2022) where in 10 implementing nurses on duty in the Inpatient Room, the results showed that 100% of respondents stated that they often experienced physical fatigue, 75% stated that they often experienced emotional fatigue, 50% stated that they often experienced sleep disorders, eating disorders and headaches and 50% stated that they occasionally wanted to switch to a profession other than nursing.

Research conducted by the research team of the Master of Medicine Study Program, University of Indonesia (MKK FK UI) in 2020 showed the fact that as many as 83% of health workers in Indonesia had experienced burnout, 82% of whom experienced moderate burnout, and 1% others experienced severe burnout, while the remaining 17% did not experience burnout. (UI, 2020).

However, the results of this study are not in line with the study conducted by (Yusnilawati i. M., 2018) which found that nurses in the inpatient installation room of Raden Mattaher Hospital and Abdul Manap Hospital Jambi experienced the highest mild burnout at 77.7%. Nurses in the inpatient room of Raden Mattaher Hospital and Abdul Manap Hospital overall experienced more mild burnout because the work environment and feedback from patients were very good, so nurses were more responsible and did not give up easily on their work and felt happier because they were close to their patients. Even so, some nurses felt tired and exhausted after work, this is normal, therefore most nurses experienced mild burnout. Nurses deal with various forms of emotions and various personalities, both from coworkers and from patients, but nurses still try to be confident and believe in their abilities so that few nurses experience depersonalization and decreased self-performance. Mild burnout needs to be considered because it can increase to moderate burnout to severe burnout. Nurses need to take time to reflect on the actions to be taken and those that have been taken to consider the causes of burnout faced and the balance between work and play, and nurses need a social support system that they have, whether from family, friends or other social networks.

However, in Bhayangkara Hospital Kediri itself has minimized the occurrence of this by giving time off to nurses and taking a vacation together according to the schedule determined by the hospital. So it is hoped that this activity can later reduce the level of burnout syndrome that exists.

### **3. Analyzing the Effect of Work Shifts on Burnout Syndrome Levels in Inpatient Nurses at Bhayangkara Hospital, Kediri City**

Based on the cross-tabulation of the work shift variable with the burnout syndrome level variable, the results showed that most nurses who have effective work shifts tend to have low burnout levels, which are 41 nurses, while nurses who have ineffective work shifts tend to have high burnout levels, which are 37 nurses. Based on the five work shift indicators, namely work activities, shift patterns, work hours, work duration and rest in shifts, there are two factors that can cause high burnout syndrome in inpatient nurses at the Bhayangkara Hospital in Kediri City, including work duration, which is 29.9%, followed by work time, which is 29.5%. This is related to research conducted by (Winarsu, 2018) which explains that the criteria that must be considered in designing better work shifts include work shift time, which is a maximum of only 8 hours per day.

Based on data analysis through the Chi-Square test between work shifts and burnout levels in inpatient nurses at Bhayangkara Hospital, Kediri, has a significance value of 0.006 ( $P < 0.05$ ) which means  $H_1$  is accepted and  $H_0$  is rejected. If the significance value is smaller than the alpha value, which is  $0.006 < 0.05$ , it can be concluded that there is an influence between work shifts and burnout syndrome levels in inpatient nurses at Bhayangkara Hospital, Kediri.

The results of this study are in line with research conducted by Astuti et al. (2017), stating that work shifts are related to fatigue experienced by nurses, this is evidenced by 13 people (92.9%) nurses experiencing moderate and severe fatigue when working night shifts, 20 people (71.4%) on morning shifts, and 8 people (50%) nurses working day shifts.

The results of this study are also in line with those conducted by Alves et al. in 2021 published in the journal "Journal of Occupational and Environmental Medicine" investigating the relationship between work shift patterns and the risk of burnout syndrome in workers in the healthcare sector. This study found that workers involved in rotating work shifts had a higher risk of experiencing burnout syndrome compared to workers who worked in fixed shifts. Factors such as work schedule instability, sleep pattern disturbances, and high work pressure were identified as potential contributors to burnout syndrome in workers involved in rotating work shifts. This study highlights the importance of proper work shift management and psychological support for workers in order to reduce the risk of burnout syndrome. (Alves, 2021)

However, the results of this study contradict the research conducted by (Novitasari 2020), where the results of the data analysis found that there was no significant relationship between work shifts and burnout in nurses.

From the results of the discussion, the researcher argues that the work shift system has an important role for a nurse. Having a good work system will increase the effectiveness of the nurse itself by minimizing the incidence of burnout syndrome. Therefore, a good shift system is needed in accordance with the guidelines that have been implemented. And also the implementation of working hours on the night shift needs to be considered again, so that later the incidence of burnout syndrome can be reduced again.

## **IV. Conclusion**

Based on the research that has been conducted, it shows that the work shift system that has been implemented is effective. This is because of the use of a rotational work shift system. Based on research that has been conducted, the level of burnout syndrome in inpatient nurses at Bhayangkara Hospital in Kediri is still relatively high. This happens because most nurses feel tired when shift changes occur because they have to complete nursing reports besides that they have to take care of patients too. However, this has been minimized by the joint holiday schedule that has been scheduled by the hospital. Based on

data analysis, it can be concluded that there is an influence between work shifts and burnout syndrome levels with a significance level of 0.006 with an alpha value of 0.05. If the work shift is effective, the burnout syndrome level tends to be low, but if the work shift is not effective, the burnout syndrome level will tend to be high.

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