

# The Nurse *Burnout* Incident in the Outpatient Room of RSUD Dr. Soedarso Public Hospital, West Kalimantan

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**Abstract**— *Burnout is a condition that shows extreme fatigue which is characterized by emotional exhaustion, depersonalization, and decreased personal achievement. This cross-sectional quantitative descriptive research aimed to obtain an overview of the incidence of nurse burnout in the Outpatient Installation of the Doctor Soedarso Regional General Hospital (RSUD), which was conducted at the same hospital, in Pontianak City, West Kalimantan, Indonesia. Respondents consisted of 85 nurse-practitioners who have been working at the hospital. Approximately 82.4% of nurses experienced mild fatigue. Therefore, nurses need to maintain physical and emotional balance in order to prevent fatigue and provide maximum nursing services.*

**Keywords**— *Burnout, nurse, outpatient installation.*

## I. INTRODUCTION

*Burnout* is a collection of symptoms that arise as a result of using energy that exceeds a person's resources, resulting in physical, emotional and mental fatigue. (Thyer, Simpson & Nugteren, 2018). The context of burnout is used in public services such as nurses, social workers, workers in companies, educational institutions, and others related to providing services that involve social and interpersonal relationships, which cause the emergence of three signs of burnout (Maslach & Leiter, 2016). According to WHO (2019), burnout is included in the 11th Revision of the International Classification of Diseases (ICD-11) as an occupational phenomenon and should not be applied to describe experiences in other areas of life.

Fernandes and colleagues found that burnout syndrome was most evident in professional nursing as a result of demands, workload, multiple shifts, occupational hazards, insecurity of material resources, lack of qualified personnel and conflicting interpersonal relationships. Gradual exposure to these factors, which are considered stressors, causes physical and emotional exhaustion, impairs quality of life, and disrupts interactions with their functioning and the work environment that triggers the syndrome (Fernandes, Nitsche, & De Godoy, 2017).

The results of research by Fernandes, Nitsche, and De Godoy (2017) on Intensive Care Unit Nurses at several hospitals in Rio De Janeiro, Brazil, showed that of the 47 respondents, 74.5% of respondents had a high level of fatigue,

93.7% for low job satisfaction, and up to 93.7% of those respondents had a high depersonalization rate. Another study by Liz Thyer, Paul Simpson, and Benjamin Van Nugteren in 2018 titled "Burnout in Australia Paramedics" found that more than half (or 55.9%) of the respondents were confirmed to have experienced total burnout when completing a survey; 43.4% experienced patient-related burnout; 62.7% experienced work-related burnout; and 69.1% experienced personal related burnout. Likewise, the results of a study by Gilavandi et al (2019) on 287 nursing staff at Ziaei Hospital Tehran, Iran, showed that 75% of the population experienced severe emotional exhaustion and depersonalization as well as mild personal dysfunction.

The severity of emotional exhaustion, depersonalization, and decreased individual performance is greater in high-level staff. In line with that, Saparwati and Apriyatmoko (2020) in their research found that of the 63 nurse respondents at Ungaran Regional Hospital, 32 nurses experienced moderate burnout (50.8%), 14 experienced mild-burnout (22.2%), and 17 experienced high and a severe burnout fatigue category (27%). This finding is in line with a study by Suryanti, Thrisna Dewi, and Novita Wati (2020) on nurses in the Intensive Room at Sanglah Hospital, Bali. The research results showed that the majority of nurses experienced burnout in the high category, such as emotional exhaustion as many as 52 people (43%), burnout in the depersonalization dimension was also in the high category as many as 57 people (47.1%), and burnout in the dimension of decreased personal achievement was also included in the high category, as many as 55 people (or 45%). In fact, there is no significant difference between the incidence of nurse burnout in private hospitals and public hospitals (Lombo, Lopian & Tumewu, 2018).

Nurses experiencing burnout will tend to be cynical towards other people and patients, feel tired all day, feel unable to do their work and even start to be reluctant to work. Especially, in a severe condition there will be a desire to stop working. Consequently, if nurses experience burnout, this will of course hamper their performance and become inconsistent with the hospital's vision and mission in improving the quality of nursing services. Furthermore, burnout has a huge impact on the human immune system because the excessive stress will result in an increase in the hormone cortisol which can

cause prolonged stress, even depression (Corwin, 2009). As a matter of fact, burnout has a very high risk of causing suicide (Warner, 2014).

The results based on research conducted by Tya Juniarsi in 2022 showed that more than 50% of practicing nurses in the inpatient unit of Soedarso Pontianak Hospital experienced moderate and high burnout. the majority nurses were female and in the age range of 36-45 years, and have a D3 Nursing education background. Most of them also have been working in the hospital for more than 5 years. However, the results of this study can only be generalized to the nurses who work in the inpatient unit at Dokter Soedarso RSUD Hospital, which provides both inpatient and outpatient service cares. In particular, based on brief interviews with several nurses who work in outpatient installation unit, outpatient nurses often face complaints from patients regarding their services which are considered slow. Meanwhile, the outpatient nurses are required to provide maximum service and complete many administrative tasks. Therefore, based on the articulated background previously, the formulation of the problem in this study is "What is the description of the incidence of nurse burnout at the Outpatient Installation Unit of Doctor Soedarso Hospital, West Kalimantan?".

## II. OBJECTIVES

The purpose of this study was to analyze the incidence of nurse burnout at the Outpatient Installation Unit of Doctor Soedarso Regional General Hospital (RSUD), Pontianak.

## III. METHODOLOGY

This research employed a cross-sectional descriptive quantitative research approach. It was conducted at RSUD Dr. Soedarso, West Kalimantan, with a total of 85 nurses, which was carried out from February to July 2023. The instrument used in this research was a questionnaire containing 22 question items to measure the level of fatigue in the dimensions of emotional exhaustion, depersonalization and decreased personal achievement.

## IV. RESULTS

The results of data analysis are presented in the following table 1 below:

TABLE 1. The characteristics of respondents based on the level of burnout in the Outpatient Unit at RSUD Dr. Soedarso, West Kalimantan.

Respondent Characteristics	Burnout		
	Low	Medium	Total
<b>Age</b>			
< 25 years	1.2%	0%	1.2%
26-35 years	4.7%	4.7%	9.4%
36-45 years	36.5%	7.1%	43.6%
46-55 years	35.3%	5.9%	41.2%
56-60 years	4.7%	0%	4.7%
<b>Sex</b>			
Male	16.5%	9.4%	25.9%
Female	65.9%	8.2%	74.1%
<b>Education</b>			
Diploma III Nursing	57.6%	11.8%	69.4%
Bachelor Nursing	16.5%	4.7%	21.2%
Diploma IV Nursing	7.1%	0	7.1%
Master of Nursing	1.2%	1.2%	2.4%
<b>Years of service</b>			

< 5 years	2.4%	1.1%	3.5%
≥ 5 years	80%	16.5%	96.5%

The results of the research as presented in table 1 show that the majority of respondents who experienced low burnout were in the age category ranging from 36-45 years (36.5%), female nurses (65.9%), and had a Diploma III education level in Nursing and had work experience ≥ 5 years.

TABLE 2. Incidence of Burnout Rate in the Outpatient Unit of RSUD. Dr. Soedarso, West Kalimantan.

Burnout	Frequency	Percentage
Low	70	82.4%
Medium	15	17.6%
Total	85	100

Table 2 shows that the majority of nurses who work in the Outpatient Unit at RSUD Dr. Soedarso experienced mild burnout, that was 82.4%

## V. DISCUSSIONS

The hospital is a public facility that provides services to improve individual health status. One of the services offered by the hospital is the Outpatient Installation Unit. As a health service institution, hospitals need to optimize their quality to ensure patient satisfaction with outpatient services (Subagja & Rosyidah, 2022). However, in providing services, nurses often experience fatigue both physically and emotionally. In particular, burnout is a condition that shows extraordinary fatigue, characterized by emotional exhaustion, depersonalization, and decreased personal achievement.

The results showed that most of the outpatient installation nurses experienced low burnout, which was around 82.4%. This condition occurs because the activities of nurses who work in outpatient installations are different from the duties and responsibilities of nurses who work in inpatient installations. Nurses' activities in outpatient installations are lighter because the patients who visit are patients with mild cases or outpatients who come to consult about health conditions. Moreover, nurses who work in outpatient installations only carry out assessments, physical examinations, measuring vital signs, recording and reporting patients so that physical and emotional stress and workload are lighter. According to researchers, low levels of burnout in outpatient services can maximize the quality of services provided by nurses to patients. Thus, patients feel satisfied with the services provided by nurses. Pohan emphasized that patient satisfaction is an important indicator that must be considered in health services. In this case, patient satisfaction is the result of the patient's assessment of health services by comparing what is expected in accordance with the reality of the health services they receive in the hospital health environment (Pohan, 2014).

According to research findings by Rosales (2013), nurses experience moderate levels of fatigue and admit to being slightly dissatisfied with their work. The level of nurse burnout is manifested by emotional exhaustion, depersonalization, and personal accomplishment. Therefore, the results generated in this study confirm the findings of

previous studies which stated that nurses are very vulnerable to experiencing fatigue problems.

## VI. CONCLUSION

Most nurses who work in outpatient unit settings experience mild burnout. The low level of burnout in outpatient installations can also maximize the quality of services provided by nurses to patients so that patients feel satisfied with the nursing services provided. Accordingly, nurses need to keep improving the quality of nursing services in order to maintain customer loyalty.

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