



THE EFFECT OF SELF-EFFICACY GUIDANCE ON BURNOUT AMONG INPATIENT NURSES

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ABSTRACT

Burnout is a form of work exhaustion experienced by nurses, whether physically, emotionally or mentally. The tendency for nurses to experience burnout at work will affect the quality of nursing services. The purpose of this study was to determine the effect of self-efficacy guidance on burnout among nurses at the Panti WilasaCitarum Hospital. The research method used was a quasi-experiment, with all nurses at the Panti WilasaCitarum Hospital as respondents. The sample used cluster sampling, taken from 20 nurses in the Cempaka room as the treatment group and 20 nurses in the Dahlia room as the control group. The research instrument used a self-efficacy guidance module and a burnout syndrome questionnaire with a significant correlation level of 0.01 (2-tailed) and Cronbach's alpha reliability of 0.96. The results of the study stated that the level of burnout syndrome in nurses after self-efficacy guidance was found to have decreased significantly by 35% after the self-efficacy guidance treatment. This shows that there is an influence between burnout syndrome and self-efficacy guidance. This study proved to reduce the levels of emotional exhaustion, physical exhaustion, depersonalisation, and reduced self-achievement with a Sign value of 0.000 less than 0.05.

Keywords: burnout; nurses; self-efficacy

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INTRODUCTION

Guidance is the process of providing continuous assistance to someone to help them understand themselves, have the ability to direct themselves, and act in accordance with the demands and circumstances of their family and community. In this way, they can experience happiness in their lives and make a significant contribution. After receiving self-efficacy guidance, nurses are expected to improve the quality of service in each unit and reduce fatigue levels. Self-efficacy is a person's belief in their ability to produce a level of performance that affects their lives. Self-efficacy beliefs determine how people feel, think, motivate themselves, and behave (Pujiyanto et al., 2022).

Self-efficacy, according to Bandura in Asyifa's research, states that human actions are a reciprocal relationship between individuals, the environment, and behavior (triadic reciprocal causation). A nurse is able to do their job well if they are able to cope with their situation from every work pressure and adapt quickly to the work environment. Nurses with low self-efficacy usually lack the will to try, avoid difficult services, and have high levels of problems. Self-efficacy can help nurses improve their performance by trying to complete tasks that are highly difficult because they see them as challenges that can be overcome. (Arif & Wijono, 2022).

A person with high self-efficacy believes that they are capable of doing something to change the events around them, while a person with low self-efficacy considers themselves fundamentally incapable of doing anything around them. (Qurbani & Solihin, 2021). Self-efficacy is an individual's belief in their ability to perform the actions necessary to achieve certain results. This self-efficacy can drive motivation, cognitive abilities, and actions necessary to meet situational demands so that

even though they have a heavy workload and are faced with difficult problems, nurses still have high work enthusiasm. (Rohman et al., 2023).

Nursing is an applied science that uses interpersonal skills and nursing processes to help clients achieve optimal health. (Pardede, 2020). A nurse is someone who has completed a nursing education program, either domestically or abroad, that is recognized by the Government of the Republic of Indonesia in accordance with applicable laws and regulations. Nurses are one of the professions in hospitals that provide health services. It is important to note the performance of nurses in carrying out their duties to provide health services to patients. The assessment of nurses' performance in providing nursing care in inpatient rooms is still not perfect. Nurses are one of the professions in the health sector that have a high intensity of direct contact with patients. The many responsibilities, high complexity of work, and demands that nurses must endure make the nursing profession prone to stress and burnout. Research (Azzahra et al., 2023).

Nursing is a demanding and stressful profession that can cause fatigue, which has a negative impact on the well-being of nurses and the quality of patient care. Jakarta Islamic Hospital is known as a hospital with a high patient load, which can lead to a high prevalence of burnout among nurses (Dewi, Kamil et al., 2023). Work exhaustion experienced by a person physically, emotionally, or mentally is known as burnout. Nurse burnout syndrome is a psychological condition that occurs continuously in nurses due to stress in carrying out their work. Burnout is defined as emotional exhaustion, depersonalization, and reduced personal accomplishment that occurs in individuals after performing work or providing services to others. The impact of burnout is a loss of interest in work and decreased motivation, which ultimately leads to a decline in work quality and quality of life (Wirati et al., 2020).

The issue of burnout among nurses has become a concern for the government because it can have a negative impact on a person's physical and psychological health and affect the effectiveness of an institution. To prevent occupational diseases caused by psychosocial problems, the government has stipulated in the Regulation of the Minister of Health of the Republic of Indonesia Number 56 of 2016 concerning the Implementation of Occupational Disease Services. Addressing health issues among healthcare workers is crucial, so every hospital should strive to ensure that nurses remain in optimal health and productivity. The purpose of this study was to determine whether there was an effect of self-efficacy guidance on burnout syndrome among nurses in the inpatient ward of Panti WilasaCitarum Hospital in Semarang.

METHOD

This study utilised a quantitative method with a quasi-experiment. A quasi-experiment is a type of research that examines cause-and-effect relationships without controls, but it can use other methods to control the research with a two-group plan consisting of a control group and a treatment group. During the research, the treatment group was given self-efficacy guidance intervention, while the control group was left to follow the existing standard operating procedures of the hospital and was only observed without being given self-efficacy guidance. The respondents were 20 nurses from the Each group underwent a pre-test using a burnout syndrome questionnaire, then the treatment group with a significant correlation level of 0.01 (2-tailed) and Cronbach's alpha reliability of 0.96. (nurses from the Cempaka ward) was given self-efficacy guidance. After one month of guidance, the control group and treatment group underwent a post-test. Cempaka ward as the treatment group and nurses from the Dahlia ward as the control group.

RESULT

Researchers took a multifactorial approach to preventing and managing burnout syndrome. This means not only implementing prevention measures in the workplace but also implementing prevention strategies for each individual. The strategy is carried out by refreshing together after work by doing light activities such as playing together with the team. A managerial approach is

taken to facilitate the improvement of nurses' abilities and competencies in providing nursing care. Nursing development is carried out both internally and externally so that nurses can always update themselves on their competencies and abilities to perform their jobs optimally.

Research findings on inpatient nurses experiencing mild burnout revealed data on 8 nurses (20%), moderate burnout in 26 nurses (65%), and severe burnout in 6 nurses (15%). This means that a total of 30% of nurses in one service unit experienced severe burnout, which is in line with the findings of another study (2). Heavy responsibilities and job demands can potentially become stressors for nurses. Stressors that occur continuously and cannot be adapted to by individuals will lead to burnout.

The heavy burden on nurses under the current BPJS regulations is the very high turnover of inpatients. Cases involving patients requiring surgical procedures are subject to BPJS regulations regarding service provision and coding. For BPJS patients requiring non-specialist consultations, they must be referred back to primary healthcare facilities. This will reduce hospital revenue, which will impact the welfare of nurses at Panti WilasaCitarum Hospital in Semarang. Furthermore, if nurses fail to complete the Electronic Medical Records (EMR) for patients, the EMR will be incomplete, increasing the likelihood of BPJS claims being rejected. All of the above workloads will inevitably affect the burnout levels of nurses, especially new ones who must adapt to regulations that can change at any time.

Tabel 1.

An overview of the relationship between self-efficacy guidance and burnout syndrome among nurses

		Selfff-efficacy	Burnout Treatment
Selfff-efficacy	Person corelation	1	0,047
	Sign-2 tailed	20	20
Burnout Treatment	Person corelation	0,047	1
	Sign-2 tailed	20	20

The results of the multivariate analysis in Table 4.13 show that self-efficacy guidance was beneficial in reducing the level of burnout syndrome among nurses at the Panti WilalasaCitarum Hospital in Semarang, as indicated by a Sign value of 0.047, which is less than 0.05.

Table 2.

Predictors Table: (Constant), dependent variable self-efficacy in nurses

Model	Dependent Variables	T Value	Sign
1	Post treatment Physical-Exhaustion	0.000	1.000
	Post treatment emotional-Exhaustion	-2.133	0.049
	Post treatment personal accomplishment	.133	869

The results of multivariate analysis with SEM in Table 2. show that the post-treatment emotional saturation treatment group had a significant effect on self-efficacy ($p = 0.049 < 0.05$), with a negative direction. This means that the higher the emotional saturation, the lower a person's self-efficacy. The variables of physical saturation treatment and personal accomplishmen treatment did not have a significant effect on self-efficacy because the p-value was > 0.05 .

DISCUSSION

Researchers took a multifactorial approach to preventing and managing burnout syndrome. This means not only implementing prevention measures in the workplace but also implementing prevention strategies for each individual. The strategy is carried out by refreshing together after work by doing light activities such as playing together with the team. A managerial approach is taken to facilitate the improvement of nurses' abilities and competencies in providing nursing care. Nursing development is carried out both internally and externally so that nurses can always update themselves on their competencies and abilities to perform their jobs optimally.

Burnout syndrome among nurses at Panti WilasaCitarum Hospital in Semarang actually occurs among nurses of productive age who have been working for 1-10 years, when they should be enjoying the beauty of their work. This is in line with what Tri IsmuPujiyanto stated in his research

entitled 'Analysis of work fatigue as a risk factor for decreased performance among nurses in hospitals.' Tri IsmuPujiyanto stated that efforts to improve work performance can help an organisation overcome work-related stress, which can contribute to fatigue among nurses. A key issue is how to improve nursing service performance by addressing the Burnout Nurse syndrome. Enhancing nursing performance significantly impacts hospital service quality. Nurses at RS Panti WilasaCitarum in 2025 are facing changes in BPJS regulations, which will continuously influence service delivery at the hospital. Starting from the requirement to follow rules that change constantly, class 3 patients are not allowed to move up a class, while class 2 patients may be placed one level higher in the next class. This arrangement requires nurses to constantly update their information when providing care. This includes managing visits by doctors, which should be the responsibility of each profession. A nurse must remind the relevant professionals to carry out their duties, so that when a nurse provides care to a patient internally, other tasks must be performed.

In line with research conducted by NuzulFathur Rochman on 'The Relationship Between Self-Efficacy and Burnout in Nurses in the Emergency Room and ICU,' the results show a strong relationship between self-efficacy and burnout. Burnout can be influenced by various factors, both internal and external. Respondents experiencing mild burnout were influenced by gender, age (respondents were in the productive age group), implementation and stabilisation, length of service and work experience, as well as educational background. Research conducted at PantiwilasaCitarum Hospital in Semarang found that the level of burnout syndrome among inpatient nurses was dominated by the variables of emotional exhaustion and high workload. In one service unit, in addition to providing nursing care, nurses must perform administrative tasks such as inputting service results into the ERM system. In a single day, they may receive 10 patients and discharge 10 patients on the same day.

CONCLUSION

Experience is a good learning process for improving self-efficacy. Researchers strongly agree with this theory because with work experience in nursing, the level of self-efficacy will definitely be higher. There is a significant difference in the provision of nursing care between newly qualified nurses and those with extensive experience. Particularly when dealing with difficult and critical situations, nurses with high competence are those who have considerable experience and expertise in their field.

Caring consists of carative factors that satisfy certain human needs. Effective caring improves the health and growth of individuals and families. A caring response accepts a person not only as they are now, but also accepts what they will become. A caring environment is one that offers development of existing potential, while at the same time allowing a person to choose the best course of action for themselves at that moment. This leads to the formation of optimal self-efficacy and prevents burnout syndrome. Researchers advise all nurses that it is important to practise caring towards patients and fellow nurses. When someone in a team is unable to cope with a problem, other nurses in the team should support and assist them in resolving the issue. The work of a team or unit will be effective and completed on time when all members practise caring effectively.

The results of this study indicate that self-efficacy guidance for inpatient nurses at Panti WilasaCitarum Hospital in Semarang is beneficial in reducing the level of burnout syndrome among nurses at Panti WilasaCitarum Hospital in Semarang. (Nurses at PantiwilasaCitarum Hospital must be able to face the difficulties and problems they are currently facing. Management demands, with changes in BPJS regulations as the largest patient cost coverer (currently 90%) that change from time to time, can increase nurses' resilience in facing them. Nurses must remain resilient and wholehearted in facing the harsh world of hospital service.

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