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The Relationship between Social Supports to Burnout in Nurses at Hospital ER

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Abstract

This study aims to empirically examine the relationship between Social Support to Burnout in Nurses at Hospital ER. This study uses quantitative methods with subjects as many as 120 nurses. The results of simple regression analysis show that the F value is 87.968 and the significance coefficient is 0.000 ($p \leq 0.005$). Based on these results, the hypothesis obtained there is a significant effect of social support for burnout on nurses who work in the hospital emergency room. From the regression test results obtained R square value of 0.500 (50%) This means that the variable emotional maturity affects 50% of the burnout variable, while the remaining 50% is caused by other factors not included in this study.

Keyword : Social Support, Burnout, Nurse

A. INTRODUCTION

The nurse is the person who is the first and the longest person to establish contact with the patient. In addition, nurses are also people in the first line to serve the needs of patients and families of patients, so that patient needs can be met. Schaufeli and Jauczur (in Tawale, Nurcholas & Budi, 2011) said that nurses in carrying out their duties and functions are required to have high knowledge, concentration, and expertise. Things like this certainly make the workload experienced by nurses heavier.

These demands can come from the work environment, the existing work system, the demands of work from superiors, the demands of the work of fellow colleagues, the demands of patients and families of patients. Claims like this, not infrequently make nurses lazy to work, make emotions less stable and often make

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nurses lazy at work. The weight and complexity of the workload and the tasks carried out by nurses at the Hospital, this can cause the nurse to experience burnout. The more nurses experience burnout, the lower the quality of health services provided to the community.

Burnout is defined as total depletion of physical and mental resources caused by excessive struggle associated with work (Dessler, 2007). In addition, burnout is also defined as a psychological process that results from prolonged work stress, resulting in emotional exhaustion, personality changes, and feelings of decreased achievement. Burnout is a problem for people whose jobs require deep direct contact or people who have great responsibility for others. There are four factors that generally make an important contribution to the emergence of burnout, including high levels of workload, dead-end or no improvement careers, organizational rules and excessive writing work and poor communication (Ivancevich, Konopaske & Matteson, 2006).

Nurses are considered highly vulnerable to burnout due to the nature of nursing work, which they often interact with patients who are in emotional tension due to pain (Elder, 2009). In addition, the nursing profession is a profession that is vulnerable to burnout because the type of nurse's work is full of emotional pressure and demands (Schaufeli & Janczur, in Lailani, 2012).

Johana Purba, et al (2007) conducted research related to burnout relationships with social support. This research was conducted with a quantitative method with 159 respondents from 12 schools. The results of the study indicate that social support negatively affects burnout in teachers. The higher the social support the teacher receives, the smaller the level of burnout experienced. Previous research also carried out by Hamaideh in 2011 showed that social support had a negative effect on the three dimensions of burnout, namely emotional exhaustion, depersonalization, and low personal accomplishment.

Research also shows positive effects that can be expected from social support for complaints of burnout (Dierendonck et al, 1998). From the results of the study (Khan et al, 2006) who surveyed 339 teachers mentioning social support could effectively control burnout. If positive social support increases, burnout will decrease. If negative social support increases, emotional fatigue will increase. The results of the study (Greenglass et al. 1997) which sampled 833 teachers at all school levels in Canada found that social support from supervisors and co-workers was greater in predicting fatigue, especially to reduce the depressonalization of participants' increased feelings. Every worker must have the burden and demands of work that

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must be faced. Nurses as a profession engaged in the field of human service are always required to adapt to all the changes that occur in the work environment.

Burnout that occurs in the nurse will result in a decrease in the performance of the nurse. They will be cynical and indifferent to their patients because they lose motivation to work. Under these conditions, social support plays an important role for nurses. Like previous studies, social support has a negative effect on burnout. Nurses who experience burnout will really need the presence of other people to pay attention and give love. Nurses need support from colleagues, family, or lovers in dealing with problems, so that they will feel that the pressures they face are not felt by themselves, but there are others who help.

With the existence of social support, it is hoped that it can give a positive influence to nurses, among others, can lead to inner peace, give encouragement to work and generate self-confidence so that nurses can do their job well.

The same thing was stated by Labib (2013) in his research which said that there is a relationship between social support and the level of burnout having opposite properties, seen from the negative sign (-) in the correlation coefficient. In other words, the higher the social support obtained, the lower the burnout level. Associated with the opinion of Halbesleben and Jonathon (in Wulandari, 2013) that sources that can reduce burnout are social support. So the higher the social support received, the lower the burnout experienced.

B. LITERATURE REVIEW

Burnout has long been recognized as a danger to various professions, especially jobs whose work orientation is related to service, education, and nursing services. Burnout was first introduced by Freudenberger in 1974 and Christina Maslach in 1976 (Maslach, & Goldeberg, 1998). Maslach and Jackson (1981) define burnout as a syndrome of emotional fatigue, whereas Bahrer-Kohler (2013) defines burnout as a psychological syndrome that arises due to chronic work stress.

According to Sabbah, I., Sabbah, H., Sabbah, S., Akoum, H, and Droubi, N. (2012) burnout is a condition or negative psychology that develops over a long period of time between individuals, and is not categorized as a mental illness. In contrast to the opinion of Schermerhorn, Hunt, Osborn, and Uhl-Bien (2010) who say that burnout is a loss of interest or satisfaction with work due to stressful conditions at work.

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Maslach and Jackson (1981) classify burnout into three dimensions: emotional exhaustion, depersonalization, reduced personal accomplishment

Social support is defined as information from other people who convince someone that he is loved, cared for, and valued (Taylor, 2009). Taylor also added that social support could come from parents, spouses or lovers, other relatives, friends and contact with the community. A person with a high level of social support will reduce the possibility of stress when they are faced with stressful situations.

There are several components of social support according to Cohen & McKay, Cortona & Rusel; House Schaefer, Coyne & Lazarus and wills (in Sarafino, 1994): Emotional support, esteem support, instrumental support, information support, social network support.

C. METHOD

The sample in this study amounted to 120 nurses. The sampling technique used in this study is nonprobability sampling, which is a sampling technique that does not provide equal opportunities or opportunities for each element or member of the population to be selected as a sample (Sugiyono, 2007). The nonprobability sampling technique used is nonprobability sampling which is used is purposive sampling with criteria for nurses who work in the hospital emergency room.

Burnout in this study was measured using the MBI (Maslach Burnout Inventory) scale based on aspects of Maslach and Leiter's burnout (1997).

The social support scale adapted and modified from Cohen, et al (in Sarafino, 1994) is emotional support, reward support, instrumental support, information support, and social network support.

D. RESULTS

The results of simple regression analysis show that the F value is 87.968 and the significance coefficient is 0.000 ($p \leq 0.005$). Based on these results, the hypothesis obtained there is a significant effect of social support for burnout on nurses who work in the hospital emergency room.

From the regression test results obtained R square value of 0.500 (50%) This means that the emotional stability variable has an effect of 50% on the burnout

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variable, while the remaining 50% is caused by other factors not included in this study.

Regression Test Results Social support to Burnout

F	Sig	R *Square*
87.968	0.000	0.500

E. DISCUSSION

Based on the results of the analysis it can be seen that there is a significant effect of the variable social support on burnout. The results of simple regression analysis showed that the value of F = 87.967 ($p \leq 0.005$) and the R square value of 0.500 was obtained. This means that 50% of the burnout variable can be determined by social support variables and the rest is influenced by other variables outside the research.

In accordance with the results of the analysis, the hypothesis tested in this study was accepted, meaning that there was an influence of social support on burnout in nurses at the hospital ER. This is because the nurse as a profession engaged in the field of human service is always required to adapt to all the changes that occur in the work environment. Nurses will really need the presence of other people to pay attention and give love and need support from colleagues, family, or lovers in dealing with problems, so that nurses will feel that the pressures faced are not felt by themselves, but there are others who help him.

The results of this study are in line with the opinion of Parasuraman (in Andarika, 2004) which states that social support influences burnout. Social support obtained from superiors, coworkers, and families has a big contribution to alleviate the burden of someone experiencing burnout. Another factor according to Sarafini (1998) the high social support from the surrounding environment can affect the burnout of the emergency nurse. Social support can also come from different sources, such as loved ones, family, friends, co-workers, or community organizations. Nurses who get social support believe that they are loved, cared for, and valued, feel part of a social network such as family and community organizations, and get physical assistance and services, and are able to survive when needed or in danger.

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F. CONCLUSION

From the results of the analysis that has been described, the conclusions that can be drawn from this study are the influence of social support on burnout.

G. ADVICE

New nurses who work, of course, have more heavy burdens and obstacles. Therefore support from the hospital is needed so they can continue to carry out their roles well.

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