



## Burnout Syndrome and Nurses' Performance at Cibabat Regional Public Hospital

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### ABSTRACT

Burnout syndrome is characterized by emotional exhaustion, depersonalization, and reduced personal accomplishment, commonly experienced by nurses who work under high workload pressures. This study aimed to analyze the relationship between burnout syndrome and nurses' performance in adult inpatient wards at Cibabat Regional Public Hospital in 2025. A quantitative correlational design with a cross-sectional approach was applied, involving 49 nurses selected through total sampling. Burnout levels were assessed using the Maslach Burnout Inventory (MBI), while performance was measured using a standardized nursing performance questionnaire. Data were analyzed using the Chi-Square test. The results showed that the majority of nurses had low levels of burnout (55.1%) and demonstrated good performance (57.1%). A statistically significant association was found between burnout syndrome and nurses' performance ( $p = 0.002$ ), indicating that nurses with higher burnout levels tended to show lower performance. These findings emphasize the importance of organizational support, balanced workloads, and regular monitoring to reduce burnout risk and enhance nursing performance.

**Keywords:** burnout syndrome, nurses' performance, inpatient ward, nursing care

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### INTRODUCTION

Burnout syndrome is a psychological condition characterized by physical, emotional, and mental exhaustion resulting from prolonged exposure to work-related stress. It can affect an individual's attitudes, behaviors, and interactions, ultimately reducing the quality of nursing care provided. Nurses are particularly vulnerable to burnout due to the demanding nature of their work, heavy responsibilities, and constant exposure to emotionally challenging situations (Anggraeni et al., 2021; Kusumawati & Istiqomah, 2021).

Globally, burnout among healthcare workers has become a growing concern. The World Health Organization officially classified burnout as an occupational phenomenon in 2019, reflecting its significant impact on workforce well-being and organizational effectiveness. Studies have reported that burnout is highly prevalent among nurses, who consistently experience high workloads and emotional demands (Pinarsih et al., 2023; Herefa et al., 2023).

In Indonesia, burnout among nursing staff is also increasingly recognized as a serious issue. Previous research has shown that nurses frequently report emotional exhaustion, depersonalization, and decreased personal accomplishment, particularly among those working in

inpatient wards. Factors such as excessive workload, limited job control, insufficient recognition, and inadequate social support have been identified as major contributors to burnout in several hospitals across West Java.

To mitigate this problem, the Indonesian Ministry of Health established workload standards through Regulation No. 6 of 2024, which includes an ideal ratio of one nurse to two inpatient beds. However, many hospitals including Cibabat General Regional Hospital still fall short of meeting this standard. Internal data indicate that nursing staff in several inpatient wards face high patient loads and intense clinical demands. A preliminary assessment in wards C3 and D3 revealed signs of physical and emotional exhaustion among nurses, along with job-related stress that affected their motivation and interactions with patients.

These challenges underscore the importance of understanding burnout in the context of Cibabat Regional Public Hospital. Identifying burnout levels and associated factors may support the development of preventive strategies to protect nurses' well-being and maintain service quality.

Despite extensive research on burnout syndrome in Indonesia, few studies have examined its relationship with nurses' performance in adult inpatient wards, and no recent research has been conducted at Cibabat Regional Public Hospital. This gap highlights the need for the present study.

Based on this background, the present study aims to examine the relationship between burnout syndrome and nurses' performance in delivering nursing care in the adult inpatient wards of Cibabat Regional Public Hospital in 2025.

## METHOD

This study employed a quantitative approach with a correlational analytical design using a cross-sectional method. The research was conducted in May 2025 in the adult inpatient wards of Cibabat General Regional Hospital. The study population consisted of all nurses working in these wards, with a total of 49 respondents selected through a total sampling technique. The inclusion criteria were nurses who had worked in the adult inpatient wards for at least six months and were willing to participate. The exclusion criteria encompassed nurses who were on leave or unavailable during the data collection period.

This study received ethical approval from the Health Research Ethics Committee of Cibabat Regional Public Hospital, Cimahi, Indonesia (Approval No. 070/12/Ethical Clearance/RSUD Cibabat/IV/2025), valid from 23 April 2025 to 23 April 2026. All participants provided written informed consent after receiving information about the study objectives, procedures, risks, and benefits. Confidentiality, anonymity, voluntariness, and data protection were maintained throughout the research.

Data were collected using two instruments. The first was the Maslach Burnout Inventory (MBI), which consists of 22 items measuring three dimensions of burnout: emotional exhaustion, depersonalization, and reduced personal accomplishment. The second was a nurses' performance questionnaire consisting of 30 items assessing timeliness, accuracy, communication, and compliance with standard operating procedures. Prior to use, the nurse performance questionnaire underwent validity and reliability testing. All 30 items were declared valid with  $r$ -values ranging from 0.462 to 0.966, exceeding the  $r$ -table value at a significance level of  $p < 0.05$ . Reliability testing using Cronbach's Alpha yielded a value of 0.951, indicating excellent internal consistency. The Maslach Burnout Inventory has also been widely validated in previous studies and consistently demonstrates Cronbach's Alpha values above 0.70 across its three dimensions.

Data analysis was conducted using the Chi-Square test to examine the association between burnout syndrome and nurses' performance. The Chi-Square test was chosen because both variables were categorical, making it appropriate for identifying associations in a cross-sectional study. Although correlation or regression analysis could provide further insight into the strength

of the relationship, the Chi-Square test was considered sufficient to address the primary research objective. A significance level of  $p < 0.05$  was applied with a 95% confidence interval.

## RESULT

A total of 49 nurses participated in this study. The majority of respondents were female (75.5%), aged 26–35 years (55.1%), held a Diploma in Nursing (D3, equivalent to a three-year associate degree) (67.3%), and had 1–5 years of work experience (44.9%). The respondents' characteristics are presented in Table 1.

**Table 1: Characteristics of Respondents**

Variable	Frequency (n)	Percentage (%)
<b>Age</b>		
Late Adolescence (17-25 years)	11	22.4
Early Adulthood (26-35 years)	27	55.1
Middle Adulthood (36-45 years)	8	16.3
Early Elderly (46-55 years)	3	6.1
<b>Total</b>	<b>49</b>	<b>100</b>
<b>Gender</b>		
Female	37	75.5
Male	12	24.5
<b>Total</b>	<b>49</b>	<b>100</b>
<b>Education Level</b>		
Diploma (D3)	33	67.3
Bachelor of Nursing (Ners)	15	30.6
Master's (S2)	1	2.0
<b>Total</b>	<b>49</b>	<b>100</b>
<b>Pre-Professional Nurse</b>		
PRA PK	18	36.7
PK I	14	28.6
PK II	6	12.2
PK III	11	22.4
<b>Total</b>	<b>49</b>	<b>100</b>

Based on Table 4.1, the distribution of respondent characteristics by age indicates that out of 49 nurses, the majority working in the Adult Inpatient Ward of Cibabat General Regional Hospital were in the early adulthood category (ages 26-35), totaling 27 individuals (55.1%). This was followed by the late adolescence category (ages 17-25) with 11 individuals (22.4%), middle adulthood (ages 36-45) with 8 individuals (16.3%), and early elderly (ages 46–55) with 3 individuals (6.1%).

In terms of gender, the majority of respondents were female, totaling 37 individuals (75.5%), while 12 respondents (24.5%) were male. Regarding educational background, most nurses held a Diploma in Nursing (D3, equivalent to a three-year associate degree), with 33 individuals (67.3%), followed by those with a Professional Nurse Degree (Ners, Indonesia's professional nursing qualification) at 15 individuals (30.6%), and one respondent (2%) holding a Master's degree. Regarding clinical career levels, most nurses were categorized under PRA-PK (36.7%), followed by PK I (28.6%), PK III (22.4%), and PK II (12.2%).

**Table 2: Burnout Level**

Burnout Level	Frequency (n)	Percentage (%)
Low	27	55.1
Moderate	22	44.9
<b>Total</b>	<b>49</b>	<b>100</b>

Based on the results of the frequency distribution analysis, it was found that out of 49 respondents, the majority 27 individuals (55.1%) experienced a low level of burnout. Meanwhile, 22 individuals (44.9%) experienced a moderate level of burnout. These findings indicate that most nurses in the adult inpatient wards of Cibabat General Regional Hospital were still experiencing relatively low levels of burnout.

**Table 3: Nurses' Performance**

Nurses' Performance	Frequency (n)	Percentage (%)
Satisfactory	28	57.1
Adequate	21	42.9
<b>Total</b>	<b>49</b>	<b>100</b>

Based on the frequency distribution, out of 49 respondents, 28 nurses (57.1%) demonstrated good performance, while 21 nurses (42.9%) exhibited sufficient performance. These results suggest that nurses in the adult inpatient ward of Cibabat General Regional Hospital generally maintained an optimal level of nursing performance.

**Table 4: Relationship Between Burnout and Nurses' Performance**

Burnout Syndrome	Nurses' Performance				Total	p-value
	Sufficient	Satisfactory	F	%		
Low	10	37.0	17	63.0	27	100
Moderate	18	81.8	4	18.2	22	100
<b>Total</b>	<b>28</b>	<b>57.1</b>	<b>5</b>	<b>42.9</b>	<b>49</b>	<b>100</b>

Based on the analysis of the table above, it was found that out of 49 respondents, 27 nurses experienced a low level of burnout. Among them, the majority, 17 individuals (63.0%), demonstrated good performance, while the remaining 10 individuals (37.0%) showed sufficient performance.

Meanwhile, among the 22 nurses with a moderate level of burnout, most 18 individuals (81.8%) had sufficient performance, and only 4 individuals (18.2%) demonstrated good performance.

These results indicate a statistically significant relationship between burnout syndrome and nurses' performance ( $p = 0.002$ ), where a higher level of burnout tends to be associated with lower performance.

Although the Chi-Square test showed a statistically significant association between burnout syndrome and nurses' performance ( $p = 0.002$ ), this analysis does not indicate how strong the relationship is. Future studies may consider calculating the strength of the association to provide a more comprehensive understanding.

In this study, frequency distributions were presented to describe respondents' characteristics, burnout levels, and nurses' performance. Additional inferential analyses such as correlation or regression were not conducted because the primary objective of this research was only to determine whether a relationship exists, rather than to measure the magnitude of that relationship.

## DISCUSSION

This study explored the relationship between burnout syndrome and nurses' performance in the adult inpatient wards of Cibabat General Regional Hospital. The findings revealed that most respondents were in the early adulthood category (ages 26–35). This suggests a preference for employing nurses in their most productive phase, characterized by high energy, motivation, and career drive. A considerable proportion of respondents were also in the late adolescence category (ages 17–25), likely recent graduates in a transition phase. Without sufficient guidance, this group may be more susceptible to burnout over time.

The gender distribution showed that the majority of nurses were female (75.5%), a pattern consistent with national nursing demographics. Women in nursing are often perceived as nurturing and empathetic, traits that align with the profession's demands. However, female nurses may face heightened emotional exhaustion due to the dual demands of professional and domestic responsibilities. These findings are consistent with Herefa et al. (2023), who found that female nurses are more prone to emotional burnout and require additional support in managing work-related stress.

In terms of education level, most participants held a Diploma in Nursing (D3, equivalent to a three-year associate degree), followed by Professional Nurse Degree holders (Ners), and only one respondent with a Master's degree. Educational attainment can influence a nurse's coping capacity and problem-solving ability under pressure. Nurses with higher educational qualifications may possess greater theoretical and managerial skills, potentially reducing the incidence of burnout.

In addition to educational background, career stage also appeared to influence burnout risk. Many nurses were at the Pre-Clinical Career Level (PRA-PK), indicating that they were in the early stages of their careers. At this stage, nurses often struggle to adapt to the demands of clinical work, especially when facing complex tasks and heavy workloads. Recent studies indicate that nurses in early career stages are more vulnerable to stress and burnout due to limited experience and higher workload demands (Herefa et al., 2023). Adequate mentorship and professional development opportunities can reduce the risk of burnout and improve job satisfaction.

This study also confirmed a statistically significant relationship between burnout syndrome and nurses' performance ( $p = 0.002$ ). Nurses with low levels of burnout were more likely to perform well, whereas those with moderate levels of burnout tended to perform only adequately. These results are consistent with previous research by Pratama (2023), Setiyani et al. (2023), and Ramadhan et al. (2022), all of which demonstrated that burnout directly reduces the quality of nursing services.

Nevertheless, some nurses with moderate burnout maintained adequate performance. This may be influenced by individual psychological resilience and effective coping mechanisms. As noted by Zulfadli (2023), social support from colleagues and supervisors plays a critical role in maintaining mental stability and performance under stressful conditions.

Overall, this study supports the relevance of Roy's Adaptation Model, which views burnout as a condition that disrupts an individual's balance and functioning. Nurses with strong coping mechanisms are better able to adapt and maintain their performance, while those lacking sufficient support may experience a decline in work quality. Therefore, it is essential for hospital management to strengthen nurses' adaptive capacity and provide institutional support systems to mitigate the effects of burnout, ensuring the continuity of high-quality nursing care.

Although the findings align with previous literature, some variations were noted. For example, Herefa et al. (2023) reported higher levels of moderate and severe burnout than those found in this study. These differences may be influenced by institutional characteristics, leadership style, and workload distribution, indicating that burnout is highly context-dependent. This study also has several limitations. The sample size was relatively small (49 respondents) and drawn from a single hospital, which may limit generalizability. The cross-sectional design prevents causal conclusions regarding the relationship between burnout and performance. Data collection relied on self-report questionnaires, which may introduce bias, and the study did not examine other potential influential factors such as leadership, teamwork, workload assignment, or psychological resilience.

## RECOMMENDATION

The findings of this study demonstrate that burnout syndrome is significantly associated with nurses' performance in the adult inpatient wards of Cibabat Regional Public Hospital. Nurses with low burnout levels tended to show better performance, while those experiencing moderate burnout demonstrated adequate but reduced performance. These results contribute to the existing body of evidence by strengthening empirical support for the burnout performance relationship within the context of regional hospitals in Indonesia, where studies remain limited. The demographic findings such as early career stage, predominance of female nurses, and mixed educational backgrounds also provide insights into population characteristics that may influence burnout patterns in similar hospital settings.

Based on these findings, it is recommended that hospital management implement structured interventions to reduce burnout and improve nurses' performance. These include stress-management programs, peer-support systems, equitable workload distribution, and regular performance evaluations. Strengthening organizational support and fostering adaptive coping strategies aligned with Roy's Adaptation Model may help nurses maintain optimal performance despite challenging work environments. Future research should employ larger and more diverse samples, explore additional predictive variables, and utilize designs that allow stronger causal inference.

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