

## Analisis Tingkat Burnout Perawat pada Lingkungan Kerja di Ruang HCU IGD Rumah Sakit = Analysis of Nurse Burnout Levels in the Work Environment in Health Care Unit

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### Abstrak

Burnout pada perawat mempengaruhi kinerja perawat dalam memberikan asuhan keperawatan di ruang rawat. Faktor fisik dan psikologi perawat selama bekerja perlu menjadi perhatian bagi penyelenggara kesehatan. Laporan kasus ini menjelaskan mengenai burnout pada perawat di lingkungan kerja. Penilaian burnout dilakukan dengan observasi partisipatif, wawancara, dan survey dengan menggunakan kuesioner Maslach Burnout Inventory (MBI) yang membahas tiga dimensi burnout, dimensi kejenuhan mental, dimensi depersonalisasi, dimensi pencapaian diri. Kuesioner terdiri dari 22 pernyataan dengan rentang nilai 0 – 10 dan dikategorikan menjadi empat kategori ringan (0 – 2), sedang (3 – 5), tinggi (6 – 8) dan sangat tinggi (9 – 10). Penelitian dilakukan pada 22 perawat di ruangan Healthcare Unit. Hasil observasi partisipatif menunjukkan bahwa perawat mengalami kelelahan secara fisik karena adanya beban kerja yang cukup padat. Hasil wawancara didapatkan bahwa perawat merasa lelah dengan banyaknya beban kerja yang didapat, Namun nyaman dengan lingkungan kerja sehingga perawat mampu memberikan asuhan keperawatan dengan baik. Hasil analisis deskriptif dari kuesioner didapatkan mean dari dimensi kejenuhan mental 3,2 kategori tingkat burnout sedang, dimensi depersonalisasi 1,1 kategori tingkat burnout rendah, dan dimensi pencapaian diri 3,3 kategori tingkat burnout sedang. Secara umum, tingkat burnout perawat di ruangan yaitu kategori tingkat sedang. Evaluasi tingkat beban kerja dan skrining burnout secara berkala diharapkan mampu mengurangi tingkat kejadian burnout pada perawat sehingga dapat meningkatkan kualitas asuhan keperawatan yang diberikan.

.....Burnout on nurses affects the performance of nurses in providing nursing care in the ward. The physical and psychological factors of nurses during work need to be a concern for health providers. This case report describes burnout in nurses in the work environment. Burnout assessment is carried out by participatory observation, interviews, and surveys using the Maslach Burnout Inventory (MBI) questionnaire which discusses the three dimensions of burnout, the dimension of mental saturation, the dimension of depersonalization, and the dimension of self-morality. The questionnaire consists of 22 statements with a value range of 0-10 and the contents are divided into four categories of mild (0-2), moderate (3-5), high (6-8) and very high (9-10). The study was conducted on 22 nurses in the Healthcare Unit room. Participatory observation results show that nurses experience physical fatigue due to a fairly heavy workload. The results of the interviews showed that nurses felt tired with the amount of workload they received, but were comfortable with the work environment so that nurses were able to provide good care. The results of the descriptive analysis of the questionnaire obtained an average of the dimensions of mental saturation 3.2 categories of moderate burnout levels, depersonalization dimensions 1.1 categories of low burnout levels, and self-selling dimensions 3.3 categories of moderate burnout levels. In general, the burnout level of nurses in the room is the medium level category. Periodic evaluation of workload levels and burnout screening is expected to be able to reduce the incidence of burnout in nurses so as to improve the quality of nursing care

provided.