

THE EFFECT OF FAMILY SUPPORT ON NURSES' BURNOUT LEVEL: A CROSS-SECTIONAL STUDY

Pengaruh Dukungan Keluarga Terhadap Tingkat Burnout Perawat: Studi Cross-Sectional

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ABSTRACT

Background: Nurses experience burnout due to high workloads and various job demands. Family support is one of the factors which influences the levels of burnout. **Purpose:** To examining the effect of family support on the burnout levels faced by inpatient unit nurses at Blambangan Hospital. **Methods:** This study was conducted quantitatively with a cross-sectional study design. It took place in December 2022 at Blambangan Hospital. Respondents were 136 inpatient unit nurses. Both primary and secondary data were collected, which included a survey using the Maslach Burnout Inventory questionnaire. This research instrument was tested for validity and reliability. The research data was analysed using a simple linear test with SPSS 23. **Results:** Based on the results of the linear regression equation, it is discovered that family support positively influences burnout among nurses in the inpatient unit of Blambangan Hospital. In addition, family support has an effect of 6% on burnout in nurses; meanwhile, 94% of burnout is influenced by other unexamined variables. **Conclusion:** Family support reduces burnout levels among nurses. Therefore, it is necessary to form crucial stress management strategies to reduce burnout for nurses by fostering the family support system.

Keywords: burnout, family support, nurse

ABSTRAK

Latar Belakang: Perawat mengalami burnout karena beban kerja yang tinggi dan tuntutan pekerjaan yang beragam. Dukungan keluarga merupakan salah satu faktor yang mempengaruhi tingkat burnout. **Tujuan:** Untuk mengetahui pengaruh dukungan keluarga terhadap tingkat burnout yang dihadapi perawat unit rawat inap Rumah Sakit Daerah (RSUD) Blambangan. **Metode:** Penelitian ini dilakukan secara kuantitatif dengan desain penelitian cross sectional. Itu terjadi pada Desember 2022 di RSUD Blambangan. Responden adalah 136 perawat unit rawat inap. Data primer dan sekunder dikumpulkan, termasuk survei menggunakan kuesioner Maslach Burnout Inventory. Instrumen penelitian ini diuji validitas dan reliabilitasnya. Data penelitian dianalisis menggunakan uji linier sederhana dengan SPSS 23. **Hasil:** Berdasarkan hasil persamaan regresi linier diketahui bahwa dukungan keluarga berpengaruh positif terhadap burnout perawat di ruang rawat inap RSUD Blambangan. Selain itu, dukungan keluarga berpengaruh sebesar 6% terhadap burnout pada perawat; Sementara itu, 94% burnout dipengaruhi oleh variabel lain yang tidak teruji. **Kesimpulan:** Dukungan keluarga menurunkan tingkat burnout pada perawat. Oleh karena itu, perlu dibentuk strategi manajemen stres yang krusial untuk mengurangi kejenuhan bagi perawat dengan membina sistem dukungan keluarga.

Kata kunci: burnout, dukungan keluarga, perawat.

INTRODUCTION

A study ([Humas Fkui 2020](#)) shows nurses have twice the risk of burnout since they are healthcare workers who interact directly with patients for an extended period. Nurses have a significant role in helping patients to recover and restore health and even saving patients' lives. Inpatient nurses must have the competence to meet all the needs of patients, work professionally fast, and have a high spirit of independence while still having good teamwork skills in carrying out nursing care. The increased workload of nurses makes this job highly vulnerable to work stress. In addition, nurses are expected to work by shift system and spend significant time accompanying the patients. Putting all together, many tasks and demands could lead to work-related stress among nurses, possibly decreasing their performance ([Maros and Juniar 2016](#)).

Freudenberg initially introduced the term burnout in 1974. Burnout is a chronic stress syndrome experienced physically, mentally, and emotionally due to high work demands ([Prestiana and Purbandini 2012](#)). Burnout is commonly experienced among medical professionals, including psychologists, doctors, and nurses ([Anggraini and Chusairi 2022](#)). Data from Persatuan Perawat Nasional Indonesia (PPNI) also supported the results of this study, in which 51% of the nurses suffered dizziness, fatigue, work stress, and lack of resting time caused by high workloads ([Mariyanti and Citrawati 2011](#)). This aligns with the research conducted by [Hardiansyah \(2019\)](#) that the majority (74.5%) of nurses in the Bhayangkara Sartika Asih Hospital Bandung Hospital experienced burnout. Meanwhile, previous research on ten inpatient nurses at Blambangan Banyuwangi Hospital also discovered that nurses had levels of burnout, namely physical and psychological fatigue, due to high workloads.

Multiple internal and external factors influence the experience of burnout. The internal factors consist of gender, personal behavior, self-esteem, and level of fatigue at work; meanwhile, the external factors include the lack of job promotion opportunities, education level, inappropriate wages, and social support. Social support is defined as experiences in which individuals feel valued, respected, cared for, and loved by family, friends, and teachers ([Yasin and Dzulkifli 2010](#)). Impact on social support makes individuals feel more capable of dealing with unpleasant things and will reduce stress. Social support can provide a feeling of being loved and valued, minimizing burnout. Conversely, if a person fails to obtain social support, it can affect the emergence of tension and increase the occurrence of burnout. [Khan and Zafar \(2013\)](#) stated that social support can be received from superiors, colleagues, and family. Based on research conducted by [Bunga, Simamora, and Deniati \(2022\)](#), there is a significant correlation between social support for burnout syndrome in nurses. Given these, our study focused on examining the effect of family support on the burnout levels faced by inpatient unit nurses at Blambangan Banyuwangi Hospital.

METHOD

This research was conducted quantitatively using a cross-sectional study design. It was conducted in December 2022 at the Blambangan Regional General Hospital (RSUD) Banyuwangi. A total of 136 inpatient unit nurses were recruited. Online questionnaires were distributed via the WhatsApp group, which contains all members of the inpatient nurses at RSUD. Family support was the independent variable, and burnout level was the dependent variable. Both primary and secondary data were collected for these variables. The secondary data came from RSUD supporting data, including the profiles of the hospital and the nurses' data. At the same time, the primary data was

obtained through the Maslach Burnout Inventory (MBI) questionnaire, which consisted of ten aspects with 22 items to measure burnout levels, and the Social Provisions Scale (SPS). Meanwhile, measuring the family support variable consists of 5 aspects, each of which has two items; all the questionnaires were tested for reliability and validity. Data analysis was carried out through multiple linear regression tests with SPSS 23.

This study was approved by the Public Health Ethics Committee at Universitas Airlangga with letter number 195/EA/KEPK/2022.

RESULT

A total of 136 inpatient nurses at RSUD were reached out for recruitment. All of them responded, giving rise to a response rate of 100%.

Inpatient nurses at RSUD have diverse socio-demographic characteristics, as shown in Table 1.

Table 1. Nurses' Characteristics in Blambangan Regional General Hospital Banyuwangi.

No	Nurse' Characteristics	Category	N	%
1	Gender	Female	102	75%
		Male	34	25%
2.	Educational Level	Associate degree (D4)/Bachelor (S1)	91	66.91%
		Profess (Ners)	45	33.09
3.	Employment Status	Civilian	81	59.56 %
		Servant		
		Government Employee	10	7.35%
		Employment Agreement (P3K)		
		Contract	45	33.09

Based on the frequency distribution of the socio-demographic characteristics of the respondents, it is known that most of the inpatient nurses in this study were female (n =102). This could affect the presence of significant differences in work fatigue or burnout. Furthermore, from the aspect of the education level, more than half of the respondents had an associate degree (D4)/bachelor's degree (S1) as their educational background (n=91).

Meanwhile, in terms of employment status, most respondents (n=81) were civil servants. Therefore, it is essential to know that nurses' educational background and employment status could influence the assignment of responsibilities at RSUD.

Table 2. Results of the Family Support and Burnout Questionnaire Validity Test.

Variable	Question	R-count	R-table	Valid Description
Family support	X.1	0.779	0.1684	✓
	X.2	0.776	0.1684	✓
	X.3	0.704	0.1684	✓
	X.4	0.736	0.1684	✓
	X.5	0.855	0.1684	✓
	X.6	0.726	0.1684	✓
	X.7	0.723	0.1684	✓
	X.8	0.823	0.1684	✓
	X.9	0.853	0.1684	✓
	X.10	0.673	0.1684	✓
Burnout	Y.1	0.556	0.1684	✓
	Y.2	0.581	0.1684	✓
	Y.3	0.623	0.1684	✓
	Y.4	0.590	0.1684	✓
	Y.5	0.563	0.1684	✓
	Y.6	0.584	0.1684	✓
	Y.7	0.595	0.1684	✓
	Y.8	0.501	0.1684	✓
	Y.9	0.520	0.1684	✓
	Y.10	0.525	0.1684	✓
	Y.11	0.606	0.1684	✓
	Y.12	0.468	0.1684	✓
Y.13	0.466	0.1684	✓	
Y.14	0.471	0.1684	✓	
Y.15	0.597	0.1684	✓	
Y.16	0.637	0.1684	✓	
Y.17	0.628	0.1684	✓	
Y.18	0.615	0.1684	✓	
Y.19	0.616	0.1684	✓	
Y.20	0.623	0.1684	✓	
Y.21	0.628	0.1684	✓	
Y.22	0.633	0.1684	✓	

Based on the validity test results, as shown in Table 2, each variable indicator had a Pearson correlation value greater than 0.30. So this means that the indicators/questions used are appropriate for measuring what the researcher wants to measure and can measure precisely and accurately. Therefore, based on the test results, it can be said that the research instrument is valid, so it is feasible to be used.

Table 3. Results of the Family Support and Burnout Questionnaire Reliability Test.

Variable	N of Items	Cronbach's Alpha	Description
Family support	10	0.919	Reliable
Burnout	22	0.897	Reliable

A reliability test is used to determine whether the instrument that has been made is reliable or can be relied upon when making measurements. Usually, reliability is rated between 0.00 and 1.00; the closer to 1, the higher the instrument's reliability. In this study, Cronbach's Alpha coefficient value for the family support and burnout variables was > 0.60. Based on the test results, it is known that all questions on the variable are reliable and belong to the coefficient criteria with very high reliability.

Table 4. Simple Linear Regression Test Results of Family Support Variable with Burnout Rate in Inpatient Unit Nurses at Blambangan Regional General Hospital Banyuwangi.

Variable	Regression Coefficient		T	Sig
	B	Std. Error		
(constant)	51.565	10.916	0.883	0.379
Burnout	0.275	0.311		

Dependent Variable : Burnout
 F Statistic : 0.779
 Sig F : 0.379
 R² : 0.06
 Adjusted R² : -0.002

From Table 1 it can be formulated a linear regression equation:

$$Y = 51.565 + 0.27X_1 \dots\dots\dots(1)$$

where:

$$Y = \text{Burnout}$$

$$X_1 = \text{Family support}$$

The classical assumptions must be met before a linear test is conducted. The classic assumption test includes heteroscedasticity, normality, multicollinearity, and autocorrelation tests. According to the test results, the data were determined to be normally distributed, free of multicollinearity, heteroscedasticity, and correlation between the independent variables.

Based on the previous equation (1), it is known that the value of x1 (family support) is 0.275, indicating that family support has a beneficial effect on burnout in inpatient unit nurses at Blambangan Regional General Hospital Banyuwangi.

Furthermore, at the inpatient unit of Blambangan Regional General Hospital Banyuwangi, it is known that r² has a value of 0.06 in the linear regression equation, which suggests that there was up to 94% of influence from other variables. Meanwhile, as much as 6% of family support impacts burnout levels among nurses in our study.

DISCUSSION

The results of this study indicated that family support has a positive influence on the occurrence of burnout among inpatient unit nurses at Blambangan Banyuwangi Hospital. These results were on par with the research conducted by Adawiyah (2013), which stated that family support has a close relationship with the occurrence of burnout in a person. Given the tremendous workload and the fact that Blambangan Hospital is the largest regional hospital with significant mobility, nurses in the inpatient unit at that facility are very likely to experience burnout. According to the study (Ramdan and Fadly 2016), family support significantly impacts the incidence of burnout in nurses. One will need social assistance to deal with circumstances and incidents that drain and depress the psyche. Based on another research by Tipandjan and Sundaram (2012), family support has a significant relationship with burnout in nurses at Puducherry General Hospital in India. A person can be more resistant to pressures that might lead to burnout with the aid of family members and close friends. These findings concur with Khalafi, Tangestani, and Osanloo (2014), which found that social support from family and friends reduces the likelihood of stress and burnout in nurses. Moreover, (Halawa 2021) also stated there was a significant relationship between family support and burnout for nurses. It means that the higher the support provided, the lower the burnout level experienced by nurses. Workers who receive much support are less likely to experience stress than those who do not (Ramdan and Fadly 2016). Therefore, it is

essential to notice that the lack of family support among workers may lead to burnout (Gungor 2019).

The high prevalence of burnout in workers is still a serious health problem that needs special attention from related parties because it will affect productivity levels. Burnout conditions will result in nurses experiencing ongoing stress due to work pressure. Derealization, emotional weariness, and personal achievement are the key factors. Derealization is the unpleasant conduct of coworkers or patients, emotional weariness results from the enormous burden nurses bear, which causes emotional instability, and personal achievement is the propensity for nurses to be unhappy with the outcomes (Guillermo A et al. 2015). A variety of circumstances can trigger burnout, including internal (personal issues) and external (environmental issues) (Putra and Muttaqin 2020). Social support, mainly provided by the nearest relatives, is one external aspect that can aid nurses in overcoming burnout. This situation arises because nurses under pressure will require assistance from their environment to help them with their issues.

Family support is just one of the various available types of social support. The primary defense or guard against the demands and hardships of modern life may be the support of one's family. Because there is attention and understanding, which indirectly results in a sense of comfort, value, and belonging to one another, the high level of family support achieved will promote psychological well-being (Labiib 2013). This assertion is equal to the findings of a study by Khalafi, Tangestani, and Osanloo (2014), which demonstrated the significance of family support in reducing burnout and work stress among healthcare professionals, particularly nurses. Burnout will result from prolonged stress situations that are not treated, affecting the decline in work output. Compared to workers who do not receive family support, the social support a person

gets will foster a sense of belonging and self-confidence. A person's high social support system, especially from the family, will indirectly create a healthy and fit soul and be more enthusiastic about work (Dalimunthe, Suroyo, and Asriwati 2021). Family support is an excellent coping effort for work-related stress and can neutralize burnout (Puspitaningrum 2018).

Even though the result of this research has limitations in terms of its generalisability as it was only conducted among the inpatient nurses at Blambangan Hospital, it is one of the pilot studies to examine the effect of social support on burnout syndrome among local nurses in Indonesia.

CONCLUSION AND SUGGESTION

Based on the results of this research, it was found that family support positively influences the incidence of burnout in inpatient unit nurses at Blambangan Banyuwangi Hospital. Family support had an effect of 6% on the incidence of burnout in nurses, and the rest was influenced by other factors not examined. Therefore, one of the policy implications to be shared with the hospital is to form crucial stress management strategies to reduce burnout for nurses by fostering the family support system. Besides that, it can also develop several programs, such as personal counseling and education about stress management. It is also suggested to increase the research sample by covering all aspects of the health workers in Blambangan Banyuwangi Hospital. Thus, it is more evenly distributed and represents the entire population of existing health workers.

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Blambangan Banyuwangi Hospital Nurse.

AUTHOR CONTRIBUTION

Diana Laili Putri was in charge of finding secondary and primary data and doing the writing. However, Syifaul Lailiyah oversaw the supervising lecturer in journal writing. Seng-Choi Chong oversaw the review of the article.

CONFLICT OF INTEREST

There was no conflict of interest.

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