

The Relationship Between Work Stress and Burnout in Nurses in the Inpatient Room of Mawaddah Medika Hospital

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Abstract

Background : Work stress can arise due to increasing job demands, role conflicts, unclear tasks, and the burden of responsibility that must be borne by the workforce. If left unattended for a long time, this condition has the potential to cause burnout. **Aim :** This study aims to determine the relationship between work stress and burnout among nurses in the inpatient room of Mawaddah Medika Hospital. **Method :** This study used a quantitative approach with a descriptive correlational design and a cross-sectional method. The sample consisted of 45 nurses selected through proportional random sampling. The instruments used were the Expanded Nursing Stress Scale (ENSS) questionnaire and the Maslach Burnout Inventory-Human Services Survey (MBI-HSS).

Result : The results showed that most nurses experienced moderate work stress (73.3%) and moderate burnout (68.9%). The Spearman's rank correlation test revealed a correlation coefficient of 0.865 with $p = 0.000$, indicating a significant relationship between work stress and burnout. Higher levels of work stress were associated with higher levels of burnout.

Conclusion : There is a significant and strong relationship between work stress and burnout among nurses. Therefore, effective coping strategies are needed to help nurses manage work stress and prevent burnout.

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INTRODUCTION

A hospital is a full-service health service center, including inpatient care, outpatient care, and emergency case handling ([Kemenkes RI, 2020](#)), where nurses as part of the hospital are expected to have high expertise and knowledge to treat patients with various conditions ([Wardhani et al., 2020](#)). However, more workload than ability can increase the risk of work stress in nurses ([Pohan, 2023](#)). If not managed properly and prolonged, it can affect psychological conditions and performance declines and even lead to burnout which is characterized by prolonged physical, emotional, and mental fatigue due to ongoing psychological tension ([Unguren et al., 2024](#)).

Previous research has shown that work stress affects burnout in nurses ([Irawan et al., 2022](#)). High work stress can lead to increased burnout in nurses, then have an impact on the decline in nurses' abilities and negatively impact the quality of service ([Fanani, 2020](#)). Studies in other countries have also shown that 82% of nurses report stress as the main health risk they face ([ANA, 2024](#)). This includes in Indonesia, where work stress and burnout are also serious problems among nurses, with an average of 57% experiencing work stress and 64% experiencing burnout ([Aminulloh & Tualeka, 2024; Irawan et al., 2022; Wardhani et al., 2020](#)).

Although many studies have shown a link between work stress and burnout in nurses, most still focus on the profession of doctors, nurses in emergency rooms, or nurses in government hospitals. Meanwhile, working conditions in private hospitals, especially in inpatient rooms, choose their own characteristics that have not been highlighted much. This shows that there is still a gap in research

that specifically examines work stress and burnout in private hospital inpatient rooms. ([Rohmah et al. 2025](#))

Prolonged work stress can trigger burnout, characterized by physical, emotional, and mental exhaustion. Burnout in nurses decreases performance and negatively impacts the quality of service to patients ([Fauzia et al., 2020](#)). Given that nurses in the inpatient room are exposed to stressors and pressures experienced, further research is needed to test the relationship between work stress and burnout in nurses in the inpatient room of Mawaddah Medika Hospital as the basis for intervention in supporting the welfare of nursing personnel ([Trisula et al., 2025](#)).

The purpose of this study is to determine the relationship between work stress and burnout in nurses in the inpatient room of Mawaddah Medika Hospital. This study proposes a hypothesis that there is a positive relationship between work stress experienced by nurses and burnout, where the high work stress they experience will also contribute to the increase in the incidence of burnout in nurses in the inpatient room of Mawaddah Medika Hospital.

METHOD

This study used a correlational descriptive quantitative design with a cross sectional approach to test the relationship between work stress and burnout in nurses in the inpatient room of Mawaddah Medika Hospital. The population in this study is all nurses in the inpatient room as many as 51 nurses from four treatment rooms ([Manullang et al., 2021](#)). The number of samples was obtained from the calculation of the Slovin formula in each room and a total of 45 nurses in the inpatient room was obtained. The sampling technique used is proportional random sampling, where nurses in each room are drawn according to the number of samples in each treatment room ([Aziz et al., 2020](#)). The two variables studied were work stress as an Independent variable and burnout as a dependent variable. The instrument used to measure nurses' work stress is The Expendid Nursing Stress Scale (ENSS) questionnaire, consisting of 57 question items using an ordinal scale and divided into three categories, namely low (< 75), medium (76 – 151) and high (> 152). The ENSS questionnaire has been tested for validity and reliability with valid results of $r = 0.3181$ and Cronbach's alpha = 0.956. Value $r = 0.3181$ ([Hasto Harsono, 2017](#)), the instrument used to measure the level of burnout is the Maslach Burnout Inventory - Human Services Survey (MBI-HSS), which consists of 22 statements using an ordinate scale and is divided into three categories, namely low (< 29), medium (30 – 58) and high (>59). The results of the validity test of the correlation between the item and the total score (Corrected Item-Total Correlation) are greater than 0.44. Meanwhile, the reliability test showed a Cronbach's Alpha value of 0.751 ([Sucipto, 2019](#)). instruments use 0-4 scoring, 0 scoring on favorable items meaning "every day" or "very often" and turning on unfavorable items. The ENSS and MBI-HSS instruments have demonstrated strong validity and reliability across many countries, including consistent performance in the Indonesian context, therefore retesting is not required before use. ([Harsono et al., 2024](#))

This research was carried out in the inpatient room of Mawaddah Medika Hospital Mojokerto, with the data collection process carried out for two weeks using a questionnaire. Data processing is carried out using SPSS for Windows software version 21.0, through several stages, namely editing, coding, scoring, and tabulating. The data analysis used includes univariate analysis to describe the characteristics of each variable, and bivariate analysis to test the relationship between variables. The statistical test used in bivariate analysis is the Spearman Rank correlation test, because the data obtained is ordinal scale. The test results are stated to be significant if the p-value < 0.05. Meanwhile, the interpretation of the correlation coefficient is carried out based on the predetermined range of correlation values ([Yudono, 2020](#)) and ([Filiasari et al., 2024](#))

RESULTS AND DISCUSSION

Results:

Table 1. of Frequency of Nurse Age, Working Period, Education, Work Stress and Burnout in Nurses in the Inpatient Room of Mawaddah Medika Hospital.

Variable	Frequency (n)	Percentage (%)
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Age							
31-40 years old		7		15,6%			
21-30 years old		38		84,4%			
Tenure							
> 5 years		2		4,4%			
1-5 years		32		71,17%			
< 5 years		11		24,4%			
Education							
Profession Nurse		43		95,6%			
S1 Nursing		2		4,4%			
Work Stress							
High		3		6,7%			
Moderate		33		73,3%			
Low		9		20,0%			
Burnout							
High		6		13,3%			
Moderate		31		68,9%			
Low		8		17,8%			

Based on table 1 above, it shows that the majority of nurses are in the vulnerable range of 21 to 30 years as many as 38 nurses (84.4%). Most nurses have a working period of one to five years as many as 32 nurses (71.17%). The majority of nurses have a Nurse Profession education as many as 43 nurses (95.6%). Most nurses experienced work stress with a moderate category of 33 nurses (73.3%). Most nurses also experienced burnout as many as 31 nurses (68.9%).

Table 2. Cross-tabulation of Work Stress With Burnout in nurses in the inpatient room of Mawaddah Medical Hospital

Work Stress	Burnout						p value	
	High		Moderate		Low			
	f	%	f	%	f	%		
High	3	100,0%	0	0,0%	0	0,0%	3 0,000	
Moderate	3	9,1%	30	90,9%	0	0,0%	33 100,0%	
Low	0	0,0%	1	11,1%	8	88,9%	9 100,0%	
Total	6	13,3%	31	68,9%	8	17,8%	45 100,0%	
Correlation Coefisen	0,865							

Based on the cross-tabulation of work stress with burnout, the majority of nurses in the inpatient room of Mawaddah Medika Hospital who experienced work stress in the moderate category also experienced burnout in the moderate category, namely 30 nurses (90.9%). There is a significant relationship between work stress and burnout in nurses. Work stress and burnout in nurses have a one-way and very strong relationship, meaning that the higher the work stress experienced by nurses, the higher the burnout experienced by nurses. This is evidenced by the Correlation Coefficient: 0.865 and the significance value (p-value): 0.000.

Discussion:

The workload and pressure experienced by nurses in providing maximum health services can cause work stress. Prolonged work stress will lead to burnout and affect the quality of services provided to patients. This study aims to find out how the relationship between work stress and burnout in nurses in the inpatient room of Mawaddah Medika Hospital. Burnout is not only about physical, physical, physical fatigue, but also the emotional and emotional toll of the nurse caused by psychological tension.

Research data shows that most nurses experience moderate job pressure. This explains that the psychological pressure felt by nurses does not occur continuously or severely, but still appears repeatedly in their daily lives. This is supported by the opinion of [Munandar \(2014\)](#) stating that work

stress at a moderate level can still have a positive impact, such as increased motivation and performance. However, if stress increases and is uncontrollable, it can have a bad impact on the physical and mental condition of health workers ([Munandar, 2014](#)). [Robbins \(2019\)](#) states that moderate amounts of stress can improve work effectiveness, but excessive stress will adversely affect performance and health ([Robbins, 2019](#)).

Nurses in inpatient rooms are often faced with heavy workloads, large number of patients, time constraints, and demands to complete tasks quickly ([Kusumaningrum et al., 2022](#)). Unclear treatments, such as incomplete or inconsistent information regarding diagnoses, treatment plans, and medical instructions from other health care workers, can be one of the triggers of work stress in nurses. Such stress has an impact on physical and mental fatigue, which in the long run can decrease performance and increase the risk of burnout ([Hagan et al., 2022](#)).

The results of the burnout study explained that most of the nurses in the inpatient room of Mawadah Medika Hospital experienced moderate burnout. This suggests that symptoms such as emotional exhaustion, depersonalization, and decreased personal achievement appear periodically, but not permanently. The symptoms experienced are more pronounced and have the potential to significantly reduce performance ([Lee & Ashforth, 2017](#)). Meanwhile, Maslach stated that in the moderate burnout category, symptoms become more pronounced, such as feelings of overwhelm and decreased motivation, which can interfere with performance and quality of work. If left untreated, burnout can progress to more severe levels and adversely affect an individual's physical, psychological, and performance health ([Maslach & Leiter, 2016](#)).

Personal accomplishment indicates dissatisfaction with personal work performance, doubts about professional abilities, and feelings that their role in caring for patients does not have a meaningful impact. When nurses begin to feel that all the effort and contributions they have made are not yielding the expected results, this can lead to constant emotional stress.

The analysis that has been carried out shows significant results, a p-value of 0.000 (<0.05). This confirms that there is a very strong relationship between work stress and burnout. The correlation coefficient of 0.865 shows that the higher the work stress, the burnout experienced by nurses also increases. The results of this study support the theory of Maslach and Leiter (2016) which states that work stress that is not managed properly will cause physical and emotional fatigue, especially in professions that demand high empathy such as nursing. Prolonged stress can cause symptoms of burnout. The higher the level of work stress that nurses feel, the greater their risk of experiencing burnout ([Maslach & Leiter, 2016](#)). These findings are in line with Selvi's findings in 2025, which shows that work stress is significantly related to burnout ([Selvi et al., 2025](#)).

If a nurse has a good coping strategy, the importance of supporting nurses, both in the form of recognition of performance, self-development opportunities, and a work environment that respects their role in real terms, then no matter how heavy the pressure is faced, she is still able to manage the stress effectively, so that the risk of burnout can be minimized.

CONCLUSION

Based on the results and discussion of research that highlights the relationship between work stress and burnout in nurses in the inpatient room of Mawaddah Medika Hospital, it can be concluded that nurses experience moderate category work stress where workload and medication uncertainty are the highest work pressure. This affects the occurrence of burnout, so that nurses' personal accomplishments are very high. The results of the analysis showed a significant relationship between work stress and burnout in nurses in the inpatient room of Mawaddah Medika Hospital. The relationship between work stress and burnout is a one-way and very strong relationship, the higher the work stress felt by nurses, the more burnout will also increase.

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AUTHOR CONTRIBUTION STATEMENT

- 1) [SAL]: Fully responsible for designing, collecting data, analyzing and compiling the content as a whole.
- 2) [WE]: The first supervisor provides conceptual direction, methodological supervision, and correction in writing and analyzing data.
- 3) [DB]: the second supervisor who also provides input in the development of the theoretical framework and the discussion of results.

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