

# Effect Covid-19: Burnout on nurse

## Efecto Covid-19: Agotamiento en enfermeros

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### Abstract:

This study aims to determine the impact of the Covid-19 pandemic on burnout experienced by nurses at Dr. Hospital. Wahidin Sudirohusodo as one of the special hospitals that treat patients affected by Covid-19. This research is a qualitative study using some literature from related articles and journals as well as the results of a discussion group forum (FGD) from nurses at Dr. Wahidin Sudirohusodo Hospital Makassar. The results showed that there was a burnout in nurses when they saw so many patients who were under observation or who were positively affected by the outbreak of this virus. Nurses are confronted with thoughts of high-risk work amid pandemic conditions and think of families who are at home as well as conditions where nurses want to go home but workloads are very high and worry about returning home in conditions carrying viruses that are invisible. Limitations of this study are the lack of access to communicate with nurses who maintain contact with researchers at the time to prevent the spread of the virus.

**Key words:** covid-19, pandemic, nurse, burnout

### Resumen

Este estudio tiene como objetivo determinar el impacto de la pandemia de Covid-19 en el agotamiento experimentado por los enfermeros del Hospital Dr. Wahidin Sudirohusodo como uno de los hospitales especiales que tratan a los pacientes afectados por Covid-19. Esta investigación es un estudio cualitativo que utiliza algunas publicaciones de artículos y revistas relacionados, así como los resultados de un foro de grupo de discusión (FGD) de enfermeras y enfermeros del Dr. Wahidin Sudirohusodo Hospital Makassar. Los resultados mostraron que hubo un agotamiento en los enfermeros cuando atendieron muchos pacientes afectados positivamente por el coronavirus. Las limitaciones de este estudio son la falta de acceso para comunicarse con los enfermeros que mantienen contacto con los investigadores en ese momento para prevenir la propagación del virus.

**Palabras clave :** covid-19, pandemia, enfermera, agotamiento

## 1. Introduction

In the early days of the outbreak, China immediately shared its understanding of the virus with the international world through the World Health Organization (WHO). Tested and forged by outbreaks of viruses such as the SARS outbreak, professionals and frontline experts at the Wuhan "epicenter", decided to share their valuable experiences and lessons learned from the current outbreak and from throughout their careers in China and various countries in the form of a COVID-19 Prevention and Control Handbook in Chinese (Zhou, 2020).

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Corona virus is a single stranded positive stranded RNA virus that is not segmented. Corona viruses belong to the order Nidovirales, Coronaviridae family, and Orthocoronavirinae sub-family, which are divided into groups (genera)  $\alpha$ ,  $\beta$ ,  $\gamma$ , and  $\delta$  according to serotypic and genomic characteristics. Corona virus is included in the genus Coronavirus of the Coronaviridae family. This is named after the protrusion of the wreath in the veil of the virus (Zhou, 2020). Corona virus, Corona virus, or Corona virus) is a collection of viruses from the Orthocoronavirinae subfamily in the Coronaviridae family and the order of Nidovirales (Wikipedia, 2020).

The Coronavirus Disease 2019 epidemic (COVID-19), which quickly spread from Wuhan City, Hubei province to other places in China and even other countries, and produced the final declaration of PHEIC (International Public Health Concern Concern), has caused panic and great panic. anxiety around China and poses a major threat to the health and even lives of people throughout the world (Gu et al., 2020).

World Health Organization (WHO) officially declared the new corona virus or COVID-19 caused by SARS-CoV-2 as a pandemic (Garjito & Intan, 2020). In humans, coronaviruses cause generally mild respiratory infections, such as colds, although some forms of disease such as SARS, MERS, and COVID-19 are more lethal (Wikipedia, 2020). On that occasion he also said that a number of countries that followed the advice of WHO had imposed tighter restrictions to prevent the spread of the virus (doktersehat.com, 2020).

Corona virus in Indonesia has been positive. This dangerous virus is being the subject of discussion by the world community because of its massive transmission (doktersehat.com, 2020). Corona virus is known to cause pain in humans ranging from mild to severe, so it is necessary to recognize the manifestations of severe acute respiratory infections (ARI) / SARI. There are several assessments that need to be done before determining a MERS-CoV suspect patient (Kemenkes RI, 2013; Ramadani, 2015).

On March 2, 2020 President Joko "Jokowi" Widodo announced the first two cases of COVID-19 positive patients in Indonesia. Nine days later, the WHO World Health Organization announced that an outbreak of a new type of corona virus was a pandemic. WHO also asks governments around the world to prepare everything related to the handling efforts to medical staff (Alsair, 2020). The government asks the public to continue physical distancing to prevent the spread of Covid-19 from becoming more widespread. For people who have symptoms of contracting the virus on a mild scale, they are asked to carry out self-isolation (Utama & Maulana, 2020).

In South Sulawesi, the first two positive cases were announced on Thursday 19 March, by Achmad Yurianto as the Government Spokesperson for Handling COVID-19. On the same day Governor Nurdin Abdullah stated that one of the corona virus patients in South Sulawesi had died before the results of the laboratory examination showed he was positive (Alsair, 2020). The Provincial Government (Pemprov) of South Sulawesi prepares various facilities to support the acceleration of the prevention and handling of the corona virus alias covid-19 (Tri Yari Kurniawan, 2020).

Prevention or limiting transmission of infections in health care facilities requires the application of procedures and protocols referred to as "control". Hierarchically this has been arranged according to the effectiveness of infection prevention and control (IPC), which includes: administrative control, environmental control and engineering, and personal protective equipment (PPE) (Ramadani, 2015).

Head of the National Disaster Management Agency (BNPB) Lt. Gen. Doni Monardo said that medical personnel are the frontline in dealing with the Corona pandemic (Agustin, 2020). Furthermore according to the Head of the National Disaster Management Agency (BNPB) Lieutenant General Doni Monardo, the government cannot work alone in handling this COVID-19 outbreak. Community and volunteer participation is needed when dealing with this virus (Agustin, 2020). Doni revealed that medical personnel, such as doctors, nurses and ambulance drivers, were heroes. He also wants people in the profession to be prioritized in the budget for conducting prevention efforts (Agustin, 2020).

The hospital is a service company that cannot be closed even when it is in a pandemic condition. One of the high burdens is on nurses with higher workloads and less family time with an impact on burnout. Companies which in this case are Regional General Hospitals are required to use sophisticated technologies with automated systems to produce quality services (Pahlawan et al., 2019). But what is happening now is that many hospitals lack personal protective equipment and the Covid-19 detector.

Maslach (1982) in research from Mariyanti & Citrawati (2011) burnout is a response to emotionally demanding situations with demands from service recipients who need help, help, attention, and care from service providers. Next Putra and Mulyadi (2010:53) in research Zakiyati & Sudarma (2015) states that burnout is a state of stress experienced by individuals for a long period of time and with a high enough intensity, characterized by physical, mental, and emotional exhaustion, as well as low self-esteem that results in individuals feeling separated from their environment. As according to Sani (2012:5) on Zakiyati & Sudarma (2015) Burnout is an emotional pressure, constantly or repeatedly caused by long-term interactions and conflicts with people. And usually this job burnout is experienced by many public service workers, such as nurses, police, social service.

Positive perceptions of work experience and work environment can cause low stress levels which can positively affect work engagement and professional commitment, while negative perceptions related to high pressure can lead to depletion of resources namely fatigue (Permarupan et al., 2020). According to previous research, predictors of burnout include age, gender, marital status, income, level of education, years of experience, the department where they work, shift patterns, number of patients assigned to nurses, and placement (Aiken et al. 2002; Alenezi et al., 2019).

Inpatient nurses often interact with patients and their families and outpatient nurses often interact with patients and doctors, this is a source of stress for nurses (Mariyanti & Citrawati, 2011). Sejalan dengan penjelasan sebelumnya, menurut Asih & Trisni (2015), the more complex nurses in their service make the demands of the work covered will be even more so that if they are unable to meet the demands as a nurse it will be difficult to escape from the pressures that they face will cause stress.

Research result from Laschinger, et al (2009:302-311) as quoted by Asih & Trisni (2015) about burnout on nurses also contributed influence on nurse performance. The part of nurses who are prone to burnout is nurses who handle emergency patients (Asih & Trisni, 2015). Emergency nurses are nurses who are competent to provide nursing care in the emergency room to resolve the patient's problem gradually or suddenly (Musliha, 2010:43; Asih & Trisni, 2015).

According to Hanafi & Reny Yuniasanti (2012), a nurse is also often faced with an effort to save one's life or life, the demands that come from those around him or from his own professional code of ethics. Besides that, we still have to face various kinds of problems, both from patients and colleagues. Conditions like that over time can cause feelings of pressure on nurses, so nurses are very easy to experience stress. Excessive stress will adversely affect individuals in dealing with their environment normally so that performance becomes poor and indirectly affects the organization where individuals work (Hanafi & Reny Yuniasanti, 2012).

Based on observations during the covid-19 case in South Sulawesi, patients began to face workloads that were much heavier than before so nurses had greater potential for burnout. Therefore, the authors are interested in conducting research to determine the impact of the Covid-19 pandemic on nurse burnout at Doctor Wahidin Sudirohusodo Hospital Makassar

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## 2. Methodology

This research is a mixed study which consists of qualitative based on FGD and quantitative in the form of questionnaires for several nurses at Doctor Wahidin Sudirohusodo Hospital Makassar who was resting after

being tasked with treating patients who were positive or under Covid-19 monitoring conditions. This research was conducted in March 2020. Data collection techniques derived from interviews with nurses, literature studies derived from online articles and previous research journals and direct observation at Dr. Sakir's House. Wahidin Sudirohusodo Makassar.

Burnout indicator according to Maslach, et al. (2005: 188-189) consists of three aspects, namely:

**1. Emotional fatigue** (emotional exhaustion)

Emotional fatigue (emotional exhaustion) is the main determinant of the quality of burnout, said so because the feeling of fatigue causes a person to feel run out of energy at work so that arises feeling reluctant to do new work and reluctant to interact with others.

**2. Cynical** (Depersonalization)

Cynical (depersonalization), characterized by an individual's tendency to minimize his involvement in work and even lose his idealism at work. Depersonalization is the way a person does to overcome the emotional fatigue he faces. The behavior is an attempt to protect themselves from excessive emotional demands by treating others as objects.

**3. Low Self-Esteem**

Low self-esteem (low personal accomplishment), is a tendency to give a negative evaluation of yourself. Individuals feel pessimistic about their ability to work, so that every job is considered an excessive burden.

A list of questions related to burnout experienced by nurses can be seen in the following table:

**Table 1**  
List of Statements

Code	Statement	Response				
		SDA	DA	AL	A	SA
X1.1	Feeling tired from facing patients causes me to feel run out of energy at work					
X1.2	I feel reluctant to do new work and reluctant to interact with positive patients co-19.					
X2.1	The treatment of patients related to Covid-19 made me worried that I would be infected with this virus					
X2.2	Handling positive patients with Covid-19 makes me worry about coworkers and family					
X3.1	I feel unsure about my ability to deal with patients who have contracted this virus outbreak					
X3.2	I feel a heavy burden in carrying out the task of caring for patients infected with the covid-19 virus					

Information: SDA: Strongly Disagree  
 DA: Disagree  
 AS: Agree Less  
 A: Agree  
 SA: Strongly agree

The questionnaire in this study was distributed to 10 nurses as a sample given the conditions that are less conducive in this study and access to carry out research on a large sample scale is not possible to be carried out on the staff at Dr. Hospital. Wahidin Sudirohusodo. After distributing questionnaires to find out generalizations about the burnout condition of nurses, a FGD was then conducted regarding the conditions experienced during

the Covid-19 virus outbreak handling process. The list of questions for the FGD process can be seen in the following table:

**Table 2**  
List of Questions

Code	Question
P1	What is the impact of the Covid-19 virus outbreak on your workload?
P2	How do you respond to the workload that requires you to deal with patients infected with a dangerous virus?
P3	How do you reduce work stress when dealing with patients who are associated with the Covid-19 virus?
P4	Does the number of patients continue to make you doubt your work capacity in handling patients?
P5	Does the personal protective equipment provided make you feel safe when working?

### 3. Results

Based on the results of the distribution of questionnaires to 10 nurses in charge of handling patients with Covid-19, their responses can be seen in the following table:

**Table 3**  
Respondents Responses

Code	Statement	Response				
		SDA	DA	AS	A	SA
X1.1	Feeling tired from facing patients causes me to feel run out of energy at work				8	2
X1.2	I feel reluctant to do new work and reluctant to interact with positive patients co-19.	1	9			
X2.1	The treatment of patients related to Covid-19 made me worried that I would be infected with this virus		5	2	3	
X2.2	Handling positive patients with Covid-19 makes me worry about coworkers and family				7	3
X3.1	I feel unsure about my ability to deal with patients who have contracted this virus outbreak		6	4		
X3.2	I feel a heavy burden in carrying out the task of caring for patients infected with the covid-19 virus				9	1

Source: Primary Data (2020)

Based on the results of the responses of respondents in the table above it can be seen that there has been fatigue in the nurses who deal with Covid-19 patients at this hospital. The results of the FGD found empirical facts if the nurses experienced a feeling of stress because of the increasing workload but they tried to encourage each other and perform activities that entertain themselves after the break schedule such as playing social media Tiktok, Facebook, Instagram and so on.

The increasingly heavy workload on patients does not make them not want to accept a new job that is treating patients infected with a dangerous virus because according to the nurses, they have been trained to provide full-

soul services to the community as they care for families who are sick but they remain worried in carrying out this work because they are aware that this service will be at high risk for them to be exposed to the virus and can spread the virus contained in the work environment to the environment where they return from work because sometimes people who are exposed to the virus do not have visible symptoms.

As the workload increases derastis will affect the stress of work. The opinion of Luthan (2006) quoted by Wahdaniah et al (2016) specifies the following definition of adaptive response linked by individual differences and or psychological processes that are the consequence of actions, situations, or external events (environments) that are in the case of a person's exaggerated psychological. Furthermore, according to Hardiyono et al (2017), the working environment will have an impact on the condition of carrying out the work of a person. Obviously the environmental conditions of the patient Referral Hospital Covid-19 will be a working environment that many will at least give the anxiety of everyone who is in it at the time of carrying out the work.

According to news on the online page kompas.com, in a number of countries there are reports of significant transmission by people who have no symptoms or have mild symptoms(Fadhrotul & Ratriani, 2020). According to their nurses, they must maintain their professionalism and play a role as the front guard against the Covid-19 virus outbreak.

By opening makeshift facilities, nurses feel confident that they can save patients who have contracted the virus. Positive Covid-19 patient who was treated and isolated at the Central General Hospital (RSUP) Wahidin Sudirohusodo was declared cured. This was revealed by the Head of Public Relations and Marketing Sub-Division of Wahidin Sudirohusodo General Hospital on March 31, 2020(Nurma Salviah Ika Padmasariala, 2020). Despite feeling a heavy burden in carrying out the task, the nurses have succeeded in helping the doctor in treating and healing a patient who had contracted a Covid-19 patient. Burnout that happens to someone will have an impact on performance(Junaidin et al., 2019). Therefore it is important for the Hospital Dr. Wahidin Sudirohusodo Makassar to keep the nurses from getting burnout.

There is still a lack of research in that it is difficult to gather all nurses who handle patients affected by Covid-19 because nurses are very busy in looking after patients so that detailed results on the subject to be studied can only be generalized

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## 4. Conclusions

The spirit of work to remain devoted to the community is one way for nurses to maintain their performance in caring for patients related to Covid-19 despite the higher workload and with limited personal protective equipment, but the nurses continue to provide heartfelt service to the healing process of Covid patients -19.

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