

What Happened on the Workload Cause Burnout of Nurses in Royal Prima Hospital Medan

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Abstract

The study is being conducted to determine the relationship between burnout and workload of nurses in Royal Prima Medan Hospital. There were 152 nurses from Royal Prima Medan Hospital, which were chosen using purposive sampling method. The hypothesis of this study were burnout had relationship with workload. This study used quantitative method. The data were collected using Workload Scale with 20 items and Burnout Scale with 29 items. Normality test and Linearity test were used as the assumption test. Data collected was analyzed using Pearson Correlation Product Moment, using SPSS 24 version for Windows. The result shown that there burnout had given 39.4 percent effective contribution in workload, the rest of 60.6 percent were influenced by other factors that were not included in this study. With this result, it was concluded that the hypothesis of this study was accepted. University of Indonesia (MKK FKUI) in 2020, shows the fact that as many as 83 percent of health workers in Indonesia have experienced moderate and severe burnout syndrome which is psychologically at risk of disrupting the quality of life and work productivity in health services (fk.ui.ac.id). Based on the results of an interview on December 23, 2020 to 2 nurses at the Royal Prima Hospital, they stated that during the Covid-19 pandemic they worked more than their normal working hours. There are many outpatients and also many inpatients while the number of nurses is less so that the work pressure they feel is getting higher. Even the fear of contracting Covid makes them feel even more depressed and exhausted. The pressure and fatigue they experience makes them increasingly unproductive, unmotivated and bored with the demands and responsibilities of the work they currently carry.

Keywords

burnout; workload; nurse



I. Introduction

The hospital is one of the health facilities and is also a place to organize health, namely every activity to maintain and improve health that aims to realize optimal health degrees for the community. Hospital services are organizations engaged in services, in these conditions hospital managers and human resource managers in it are required to manage well, and reliable health is also needed, one of which is nursing staff. Nursing staff is one type of health worker that is needed by hospitals to run well. In law number 38 of 2014 concerning nursing, it is explained that the definition of nursing is the activity of providing care to individuals, families, groups, both sick and healthy. While the definition of a nurse is someone who has passed a higher education in nursing, both at home and abroad, which is recognized by the government in accordance with the provisions of the legislation (www.kemkes.go.id).

The outbreak of this virus has an impact of a nation and Globally (Ningrum *et al*, 2020). The presence of Covid-19 as a pandemic certainly has an economic, social and psychological impact on society (Saleh and Mujahiddin, 2020). Covid 19 pandemic caused all efforts not to be as maximal as expected (Sihombing and Nasib, 2020)

During this time of a pandemic, many nurses are working more than their usual working hours. Working continuously without stopping can cause burnout or fatigue experienced in the form of physical fatigue and mental fatigue. Physical fatigue often prevents us from doing simple activities, such as climbing stairs or walking. While mental fatigue makes it difficult for us to concentrate or stay focused. Research conducted by a research team from the Master of Medicine study program at the Faculty of medicine,

Baron and Greenberg (2000) explain that burnout is a syndrome of emotional, physical and mental exhaustion that is supported by feelings of low self-esteem and self-efficacy caused by suffering from intense and prolonged stress. Burnout reflects an emotional reaction in people who work in humanitarian services who are closely related to the community. From this it can be seen that burnout is more experienced by people whose work is to serve others (Rosyid, 1996).

In the book series Maslach & Leiter (2016) (in Saleh, et al, 2020) grouping risk factors for Burnout, one of which is workload. In both qualitative and quantitative studies, excessive workload is known to contribute to burnout, due to workers depleting their capacity to meet job demands. This type of workload is a chronic work condition, with little opportunity to rest, recover and restore balance. On the other hand, an excessive but easily manageable workload can provide opportunities or improve existing skills and also become more effective in a new environment. This is in accordance with the research conducted by Thakur (2017) on special education teachers in all Punjab Special Schools. The results of this study indicate that increasing workload affects high burnout, which means that there is a positive correlation between workload and burnout.

According to Munandar (2001), workload is a condition of work with job descriptions that must be completed within a certain time limit. Workload can be further divided into excessive or too little quantitative workload, which arises as a result of too many or too few tasks being assigned to the workforce to be completed within a certain time, and excessive or too little qualitative workload, i.e. if people feel unable to perform a task, or the task does not use the skills and or potential of the workforce. Koesomowidjojo (2017) argues that workload is all forms of work given to human resources to be completed within a certain period of time.

Previous research conducted by Pradana, Kristanto and Hidayat (2017) on nurses at Kardinah Hospital, Tegal City explained that the results of the research conducted showed that the workload of inpatient nurses showed significant results where a high workload would result in high burnout, so otherwise. Inpatient nurses feel excessive fatigue, causing high work stress caused by too much workload.

Another study conducted by Atmaja and Suana (2019) explained that workload has a positive effect on burnout for employees who work at Rumors Restaurant Seminyak Bali. The results showed that there was a significant relationship between workload and burnout.

Based on the phenomenas and discussion above, the researcher wants to do further research on "Burnout Judging from the Workload of Nurses at Royal Prima Hospital" with the hypothesis proposed by the researcher that there is a positive relationship between workload and burnout, assuming the higher workload, the higher the burnout, on the contrary, the lower the workload, the lower the burnout.

II. Research Method

The method used in this research is quantitative. The variables in this study are burnout as the dependent variable and workload as the independent variable.

2.1 Population

The population in this study consisted of 246 inpatient nurses at the Royal Prima Hospital in Medan. The error rate in this study was 5% referring to the determination of the number of samples with the Slovin formula, so the sample of this study amounted to 152 inpatient nurses at the Royal Prima Hospital Medan.

2.2 Data Collection

In this study, data collection was carried out by directly by distributing questionnaires to subject, but if the current pandemic condition is not support it will be done online. Method data collection used in the form of a Likert scale which measuring workload, this variable is measured based on aspects proposed by Wulandari (in Diana Y., 2017) namely physical workload, mental workload and time utilization. As well as a scale in the form of a questionnaire for measuring burnout, this variable is measured based on aspects proposed by Maslach (in Lailaini et al., 2005) namely emotional exhaustion, depersonalization and low self-esteem.

Research Scale

The workload scale consists of 32 statement items, with 16 favourable statements and 16 unfavourable statements. The statement points can be seen in table 1:

Table 1. Workload Scale Blueprint

No	Worklod Aspect	Statement Points		Total
		Favourable	Unfavourable	
1.	Physical Workload	1,9,13,22,32	4,11,15,23,29	10
2.	Mental/Psychic Workload	2,17,24,27,30	5,14,18,20,26	10
3.	Time Utilization	3,7,12,19,28,31	6,8,10,16,21,25	12
Total		16	16	32

The burnout scale consists of 36 statements with 18 favourable statements and 18 unfavourable statements. The statement points can be seen in table 2 below:

Tabel 2. Burnout Scale Blueprint

No	Burnout Aspect	Statement Points		Total
		Favourable	Unfavourable	
1.	Emotional Exhaustion	1,3,11,13,27,28	2,10,12,14, 15,26	12
2.	Depersonalization	4,5,6,16,18, 20	17,19,21,29, 30,31	12
3.	Reduced Personal Accomplishment	7,8,22,25,35,36	9,23,24,32,33,34	12
Total		18	18	36

Before giving a measuring instrument to the subject, the measuring instrument must have validity and reliability so that it can be said to be a good and valid measuring instrument. In order for the measuring instrument to be declared valid, validity and reliability tests are carried out on each item of the statement.

The validity test of this study used the Pearson Product Moment correlation method. Reliability is a tool to determine the consistency of a measuring instrument. The reliability test in this study used the SPSS Alpha Cronbach technique.

2.3 Data Analysis Technique

In this study, the assumption test was carried out to determine whether or not there were deviations of data that occurred in this study. The assumption test, carried out in this study is the normality and linearity test. The normality test is useful as a data test to see whether the residual value is normally distributed or not. The Kolmogorov Smirnov Test technique is used in this normality test. While the linearity test is used to determine whether or not there is a linear relationship between the dependent variable and the independent variable used in this study. After the validity test, reliability test and assumption test have been carried out, the data must be analyzed further.

The data analysis technique, used in this study is the Pearson Product Moment correlation technique, which is statistical analysis technique that seeks to find a relationship or influence between two or more variables, in this study, there is a positive relationship between workload and burnout on nurses using a distributed questionnaire and scoring. Data analysis was carried out quantitatively with the help of the Statistical Product and Service Solution (SPSS) version 17 for Windows.

III. Results and Discussion

3.1 Results

Implementation of the test measuring instrument, namely the workload scale and burnout which was held on July 8, 2021. This implementation was carried out at the Royal Prima Hospital.

The subjects of the research trial were nurses as many as 152 nurses. After the data is collected, then do the scoring, validity test and reliability test.

a. Validity Test and Reliability Test

Attached are the results of the validity and reliability tests of each scale:

1. Workload Scale

On the workload scale, the results of the validity test show that 20 of the 32 items are valid. Test the validity of the tryout of this study using the Corrected Item Total Correlation method, where valid items can be seen in the Corrected Item Total Correlation table with r values moving 0.315-0.567. So it can be seen that item numbers 1, 4, 10, 11, 14, 16, 19, 20, 23, 25, 27, and 29 are considered invalid.

In the reliability test, invalid items were removed using the Cronbach Alpha technique. On the workload scale, the Cronbach Alpha reliability coefficient is 0.863. So it can be said that this scale is suitable for use as a research data collection tool.

2. Burnout Scale

On the Burnout scale, the test results of the measuring instrument show that 29 of the 36 items are valid, where the valid items can be seen in the Corrected Item Total Correlation table with the r value moving from 0.305-0.682. Thus, it can be seen that items 1, 8, 16, 17, 21, 26 and 33 are considered invalid.

On the Burnout scale, a reliability coefficient of 0.908 is obtained, this indicates that the scale is feasible to be used as a data collection tool in this study.

b. Data Analysis

The data analysis method used in this research is Pearson correlation. This method is used to know the effect of Burnout examined based on the Workload of nurses at Royal Prima Hospital. This correlation analysis uses the help of the IBM SPSS Statistics 24 program.

1. Description of Research Data

The description of the data aims to find out how many main data are related to the research. The description of the data in this study includes empirical and hypothetical scores.

2. Workload Variable Scores

The workload scale consists of 20 items with a moving item score of four answer choices with a score of one to four. The maximum and minimum ranges are 20x1 to 20x4, it means 20 to 80 with a hypothetical mean $(20+80) : 2 = 50$. The hypothetical standard deviation of the workload scale of this study is $(80-20) : 6 = 10$. Based on the workload scale filled in by the subject, the empirical mean is 44.68 with a standard deviation of 7.311. The following is a comparison of empirical and hypothetical data of workload which can be seen in the table below:

Table 3. Comparison between Empirical and Hypothetical data of Workload

Variable	Empirical				Hypothetical			
	Min	Max	Mean	SD	Min	Max	Mean	SD
Workload	30	69	44.68	7.311	20	80	50	10

The results of the analysis for the workload scale obtained that the empirical mean $<$ hypothetical mean is $44.68 < 50$, so it can be concluded that the workload of the research subjects is lower than the general population.

The hypothetical standard deviation of this study is $= (80-20) : 6 = 10$ and the hypothetical mean is $= (20 + 80) : 2 = 50$. Based on the formula described below, we get $X < (50-10) = x < 40$, $(50 - 10) \leq x < (50 + 10) = 40 \leq x < 60$, $x \geq (50 + 10) = x \geq 60$.

The categorization of workload data can be seen in the table below:

Table 4. Categorization of Workload Data

Variable	ValueRange	Category	Amount(n)	Percentage(%)
Workload	$x < 40$	Low	24	15.79%
	$40 \leq x < 60$	Medium	120	78.95%
	$x \geq 60$	High	8	5.26%
Total			152	100%

Based on the categories in table 4, it can be seen that there are 24 subjects (15.79 percent) who have a low workload, there are 120 subjects (78.95 percent) who have a moderate workload, and there are subjects (5.26 percent) who have a high workload. Based on the explanation above, it can be concluded that the average research subject has a moderate workload.

3. Burnout Scale

The burnout scale consists of 29 items with a moving item score of four answer choices with a score of one to four. The hypothetical standard deviation of the burnout scale of this study is $(116-29): 6 = 14.5$. Based on the burnout scale filled in by the subject, the empirical mean is 55.16 with a standard deviation of 10.372.

The following is a comparison of empirical data and hypothetical burnout data which can be seen in table 5 below:

Table 5. Comparison between Empirical and Hypothetical data of Burnout

Variable	Empirical			SD	Hypothetical			SD
	Min	Max	Mean		Min	Max	Mean	
Burnout	31	87	55.16	10.372	29	116	72.5	14.5

If the empirical mean $>$ hypothetical mean then the research results obtained will be declared higher and conversely, if the empirical mean $<$ the hypothetical mean then the results of the study will be declared low.

Analisis results for burnout scale obtained empirical mean $<$ the hypothetical mean of $55.16 < 72.5$, it can be concluded that the burnout of the study subjects is lower than the general population.

The categorization of burnout data can be seen in table 6 below:

Table 6. Categorization of Burnout Data

Variable	Value Range	Category	Sum(n)	Percentage(%)
Burnout	$x < 58$	Low	93	61.18%
	$58 \leq x < 87$	Medium	58	38.16%
	$x \geq 87$	High	1	0.66%
Total			152	100%

By category in table 6 we can see that there were 93 subjects (61.18 percent) who had low burnout, 58 subjects (38.16 percent) who had moderate burnout, and there was 1 subject (0.66 percent) that had a high burnout. Based on the above explanation, it can be concluded that the average study subject has a low burnout.

c. Assumption Test Results

The assumption test is conducted to determine whether or not data deviations are obtained from data collection tools.

Normality Test

After a normality test using the IBM SPSS Statistics 24 program, the significance value can be seen in the table below.

Table 7. Residual Value Normality Test Results

SD	KS-Z	Sig.	P	Information
8.075	0.055	0.200	$P > 0.05$	Normalspread

From the table obtained a significance value of $0.2 > 0.05$ then the residual value of normal distribution. Thus the assumption of normality is fulfilled.

d. Linearity Test

Linearity tests are used to find out whether a free variable has a linear effect or not on its bound variable. The workload and burnout variables are said to have a relationship if the value $p < 0.05$, the value obtained is 0.000, then $p < 0.05$, can be concluded that both variables have a linear relationship. Here is a table of 5 lines test results.

Table 8. Linearity Test Results

Variable	P	Information
Burnout Workload	0.000	Linear ($P < 0.05$)

Based on the above results, the workload variables and Burnout have a linear relationship. Thus the assumption of linearity is fulfilled.

e. Hypothesis Test

Hypothesis testing is done to find out there is or not influence between free variables and bound variables. The hypothesis in this study is that there is a positive influence between workload and burnout at Royal Prima Medan Hospital. The results of the analysis use the Product Moment correlation technique. Here is table 9 results of the Product Moment Correlation test.

Table 9. Product Moment Correlation Test Results

Analysis	Pearson Correlation	Significance (p)
Correlation	0.628	0.000

Based on the table of correlation analysis results above obtained pearson correlation value of 0.628 with Sig of 0.000 ($p < 0.05$). These results showed a positive correlation between workload and burnout with a strong degree of association. From these results it can be stated accepted hypotheses where there is a positive influence between workload and burnout of inpatient nurses in Royal Prima Hospital.

Table 10. Effective Donations

Model	R	R Square	Adjusted R Square	Std.Error of The Estimate
1	.628 ^a	.394	.390	8.102

Based on the table above, it can be concluded that an effective contribution of 39.4 percent of workload affects burnout and the remaining 60.6 percent is influenced by other factors.

3.2 Discussion

The results of the study conducted on 152 nurses at Royal Prima Hospital, obtained the result that there is a significant positive relationship between Workload and Burnout with a correlation coefficient of Product Moment of $R = 0.628$ with Sig of 0.000 ($p < 0.05$), with an effective contribution of 39.4 percent workload affecting burnout means the higher the workload, the higher the burnout experienced by nurses, and vice versa.

Nurses meet with patients and families every day for a relatively long time, but they never feel saturated. Nurses get more work time, great work pressures make nurses feel fatigue that includes emotional, physical as well as mental fatigue. The burnout that nurses

feel decreases if the workload in physical or mental form does not increase. Nurses can feel satisfaction about the work they have done can be beneficial to themselves and others.

This study is in line with the results of research conducted by Khan, et al., (2019), which showed that there is a positive relationship between workload and burnout. Thakur's research results (2018) showed that a growing workload resulted in a high burnout. Conversely, if the workload decreases then the perceived burnout will also decrease. The results of another study by Avanzi, et al., (2018) showed that Workload has a positive correlation relationship to burnout.

In this study obtained a coefficient of determination R Square (R^2) of 0.394. Based on these results, it can be concluded that 39.4 percent of workload affects burnout, while 60.6 percent is influenced by other factors.

Other factors that affect burnout include demographic and organizational factors (Patel, 2014). The results of this study showed that as many as 24 people or 15.79 percent of nurses in the Royal Prima Hospital were at a low workload level, then there were 120 people or 78.95 percent of nurses were in a moderate level, and there were 8 people or 5.26 percent of nurses at high levels. Based on the above explanation can be concluded the average inpatient nurse in the hospital. Royal Prima has a moderate level of workload.

Based on the results of a study of inpatient nurses who worked at Royal Prima Hospital with a percentage of 15.79 percent showed a low level of workload. It is known from the results of interviews with some nurses said that the workload given is not too heavy. The job given is also in accordance with the expertise of each nurse and does not require physical personnel and a lot. The shift time provided is also proportional. Therefore, it can be seen to a low level of workload can be seen from the overall workload component. A total of 120 inpatient nurses who work at Royal Prima Hospital have a moderate level of workload, can be seen also from the entire workload component. Starting from the physical workload component, one of the nurses said that physical exertion is needed when pushing the patient's bed. Patient turnover also occurs almost every day. The results of the interview were supported by research data found on the physical workload component score which showed that of the 152 subjects, there were 13 subjects who got a score of 1, 90 subjects who got a score of 2, 37 subjects who got a score of 3, and 12. The subject that gets score 4. Furthermore, the workload component is mental workload, some nurses also said that sometimes miscommunication with other nurses can occur so that it can cause conflict even though it rarely occurs. Every shift change there is also a briefing that is carried out so that the mental workload is not too heavy. The nurses of course are also competent so that they remain professional in carrying out their work. The results of the interview above are supported by research data where the score of the mental workload component is not too prominent in inpatient nurses who work at Royal Prima Hospital.

The results showed that of 152 subjects, there are 26 subjects who get a score of 1, 97 subjects who scored 2, 24 subjects who scored 3, and 5 subjects who scored 4. Then the workload component is time utilization, based on the results of interviews with several inpatient nurses at the Royal Prima Hospital, Medan, the nurse said that the shift given was not too long. When working, nurses are not required to fight against time. On the other hand, when working, field nurses are more careful and patient in doing things. The results showed that of 152 subjects, there are 14 subjects who scored 1, 82 subjects who scored of 2, 47 subjects who scored 3 and 9 subjects who scored 4. As many as 8 people have a high level of workload. Specifically, the results showed that the score of the workload component, namely physical workload, 4 people who scored 3 and 4 people who scored 4. Workload component score, namely mental workload, shows 2 people who scored of 2, 3 people who scored 3, and 3 people who scored 4. The score of the workload component,

namely the use of time obtained, is that 3 people who scored 2, 2 people who scored 3, and 3 people who scored 4.

Researchers who also examined the burnout level of inpatient nurses at the Royal Prima Hospital in Medan. In this study, it was found that 93 people or 61.18 percent were in the low category. Then as many as 58 people or 38.16 percent are in the medium category, and only 1 person or 0.66 percent is in the high category. So, it can be concluded that the average inpatient nurse working at Royal Prima Hospital has a low burnout category.

As many as 93 people or 61.18 percent of the nurses are in the low category. The nurses who work at the Royal Prima Hospital in Medan have a relatively low burnout rate. This can be seen from the results of the interview, they say that it is rare to get tired during work. Miscommunication is also rare, and even though there was a communication error, usually can be negotiated well. Another factor that influences this is also the factor of a good hospital organization. Patel (2014) said that organizational factors as one of the factors that affect burnout. The results of interviews with inpatient nurses who work at the Royal Prima Hospital Medan said that the capacity of the patients received never exceed the capacity. Period of Enforcement of Restrictions on Community Activities (PPKM) when the covid-19 case is at a high enough number in the city of Medan it also doesn't affect the performance of the nurses. This is because the Royal Prima Hospital is neat and structured. Communication between nurses is also very good, where there is a head of the room who divides their respective tasks so that mistakes are rarely made in treating patients. Based on the results of the above description, it can be concluded that workload has a positive correlation with burnout. The higher the level of workload on inpatient nurses at Royal Prima Hospital, the higher the burnout rate. On the other hand, the lower the workload, the lower the burnout.

IV. Conclusion

Based on the research results that have been obtained in this study, it can be concluded that:

1. Test results of *Pearson Correlation* the hypothesis proves that there is a positive relationship between workload and fatigue with the product moment correlation coefficient= 0.628 and $p = 0.000$ ($p < 0.005$), and value *R square* (R^2) =0.394.
2. *Mean* of the workload on research subjects in inpatient nurses who work at the Royal Prima Hospital Medan as a whole shows that the workload of research subjects is lower than the general population. This can be seen from *mean* empirical of 44.68 lower than *mean* the hypothesis is 50. Based on the category, it can be seen that 24 people or 15.79 percent have a low workload, 120 people or 78.95 percent have a moderate workload, and 8 people or 5.26 percent have a high workload.
3. *Mean* of burnout on research subjects in inpatient nurses who work at the Royal Prima Hospital Medan as a whole shows that the burnout of research subjects is lower than the general population. This can be seen from *mean* empirical of 55.16 lower than *mean* hypothesis is 72.5. Based on the categories, it can be seen that 93 people or 61.18 percent have low burnout, 58 people or 0.66 percent have high burnout.
4. The results of the study indicate that the contribution given that the workload variable for the burnout variable is 39.4 percent, the remaining 60.6 percent is influenced by other factors not examined, such as self-regulation factors and organizational factors.

Suggestion

1. For Nurses

In an effort to reduce fatigue experienced by nurses, nurses are expected or advised to be able to divide their time between work and their own health properly to prevent fatigue and boredom from 38.16 percent have moderate burnout, and 1 person or working, so as not to cause unwanted things such as burnout.

2. For Hospitals

In an effort to prevent nurses from experiencing burnout, we recommend that the hospital pay more attention to the performance of nurses and the ability of nurses to handle patients or completed their respective tasks and also pay attention to the work environment in the hospital.

3. For Further Researchers

The results of this study can be used as material for comparison and reference for research, and also as a consideration for further deepening further research by considering other variables that may affect burnout such as time management and also from internal factors such as age, gender, and personality characteristics. In addition, it can also expand the research subject not only in health services, but also for office staff, educational services, banking, and other health care organizations, but also for office staff, educational services, banking, and other organizations.

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