Work Stress on Burnout: The Mediating Role of Resilience

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ARTICLE INFO	ABSTRACT
	This study analyzes (1) the effect of work stress on burnout in nurses at Madina Bukittinggi Hospital (2) the effect of work stress on resilience in nurses at Madina Bukittinggi Hospital (3) the effect of resilience on burnout in nurses at Madina Bukittinggi Hospital (4) the effect of work stress on burnout through resilience in nurses at Madina Bukittinggi Hospital. This research is a causal research. The population of this study were all nurses at Madina Bukittinggi Hospital. The number of samples used was the total population of 64 people taken using total sampling. Data collection using a questionnaire with a Likert Scale. The analysis technique used through SmartPLS 4 software. The results of data processing in this study indicate that: (1) work stress has a positive and significant effect on burnout in nurses at Madina Bukittinggi Hospital (2) work stress has a negative and significant effect on resilience in nurses at Madina Bukittinggi Hospital (3) resilience has a negative and significant effect on burnout in nurses at Madina Bukittinggi Hospital (4) resilience mediates the effect of work stress on burnout in nurses at Madina Bukittinggi Hospital.

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INTRODUCTION

Human Resources (HR) is one of the most important factors in a company. This is because human resources can be one of the key reasons for achieving company goals. In achieving its goals, the company must manage human resources well so that it can create quality human resources with the ultimate goal of achieving the desired competitive advantage. In managing Human Resources, there are several obstacles that must be considered by companies related to problems in the world of work that can make employee performance decline. These obstacles can come from inside or outside the work environment of a company. One of the obstacles that concerns us today in the world of work is the burnout that employees often suffer in the workplace.

Burnout is a psychological syndrome that includes aspects such as fatigue, cynicism and feelings of inadequacy that can cause internal and external problems for employees, causing general fatigue at work and leading to negative behavior at work (Maslach 2017) . Boutou (2019) defines burnout as a work-related syndrome caused by prolonged exposure to workplace stressors. This is more likely to happen when goals and expectations are too high or reality is too low. In research conducted by Lan (2020) shows that one of the factors that can influence employee burnout is signs of job stress that employees experience at work.

According to Rivai & Mulyadi, (2010) work stress is an imbalance between the personality traits that exist in the worker and the characteristics of the aspects of work performed and can occur in all working conditions. In research conducted by Adamopoulos & Syrou (2022) stated that work stress is one of the reactions shown by individuals to dissatisfaction with a desired expectation so that it can affect emotional states. In Liu & Aungsuroch (2019) stated that work stress is positively related to burnout with the conclusion that burnout is one of the results of work stress felt by employees for a long time. Employees who have high work stress will make burnout behaviour in the world of work increase.

The problems caused by work stress have a very serious impact on employees in successfully completing the tasks that have become their obligations. In addition to affecting the burnout felt by employees, work stress can also affect the resilience of the employee. Resilience is defined as an ability possessed by individuals to overcome various difficulties, trauma, catastrophe, threats, or great pressure that they face (Wei 2019). Research by previous researchers has shown that work stress is negatively related to resilience.

According to the results of several studies conducted by previous researchers, it is suggested that resilience has a mediating effect on the relationship between work stress components and burnout. that employees must go throug. In a study conducted by Hao (2015) found that work stress is positively related to burnout and can reduce a person's resilience. In line with previous researchers, Hetzel-Riggin (2020) explains that the impact of work stress can increase employees' feelings of burnout and, indirectly, resilience will influence the relationship between work stress and burnout, which will reduces the phenomenon of occupational burnout due to work stress.

This research takes objects on nurses at Madina Bukittinggi Hospital. Madina Bukittinggi Hospital is one of the large hospitals in Bukittinggi City with a total number of human resources of 284 people and specifically for nurses totalling 64 people. Through the results of the interview that the author previously conducted with the head of the nursing department at Madina Bukittinggi Hospital, the author obtained information that burnout is a phenomenon that nurses often encounter due to work stress, is the main cause of occupational burnout. This means that burnout can occur among nurses at Madina Bukittinggi Hospital.

In addition, from research conducted by Cha (2022) revealed that burnout is one of the symptoms often experienced by nurses at work. This can occur due to workload factors that increase every period, so that the problem of burnout experienced by nurses continues to increase every year and will make nurses' resilience decrease due to a lot of work that can cause work stress. In line with previous research, Cañadas-De la Fuente (2015) explained that the profession that experiences the most burnout in hospitals is the nursing profession. The results of a survey by PPNI (Indonesian National Nurses Association) conducted in 2018 stated that around 50.9% of Indonesian nurses have been exposed to work stress. Stress experienced by nurses can have a long-term impact. Prolonged stress can cause burnout in nurses (Azteria 2020)

Based on the results of previous research and the theory used, the authors aim to conduct further research on the impact of work stress on burnout with resilience as the mediating variable. among nurses at Madina Bukittinggi Hospital.

LITERATURE REVIEW

Burnout

According to Melamed (2006), burnout is a mental condition that can be defined as a result of sustained and long-term exposure to stress, especially related to psychosocial factors in the workplace. Meanwhile, according to Swasti (2018), burnout is a work-related syndrome characterised by excessive levels of fatigue, cynicism, and decreased self-efficacy. Beheshtifar and Omidvar (2013) explains that burnout is a frustrating and dysfunctional condition that individuals and organizations want to change.

According to Maslach & Leiter (2016) ,there are three indicators to measure burnout. The three indicators are: (1) Emotional exhaustion : a psychological syndrome experienced by a person so that it

can be a major determinant in determining the quality of burnout. (2) Deperzonalisation : the attitude shown by people who feel depressed about the tasks assigned to them. (3) Low personal achievement : someone who feels unsure of their ability to perform a given task and interact with others so that it can allow them to burden themselves with a decision that can lead to a failure in themselves.
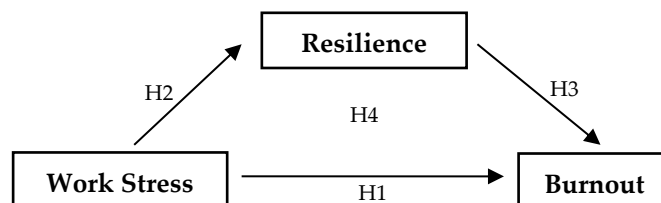
Work Stress

According to Jamal (Bhatti 2016) work stress is an individual's response to features of the work environment that appear emotionally and physically threatening. While according to Tongchaiprasit & Ariyabuddhiphongs (2016) work stress is a physical or emotional response shown by someone who is detrimental that occurs when job requirements do not match their abilities, resources, and needs. Irawanto (2021) Work stress is a condition that affects emotions, thought processes, and thought processes.

According to Rui & Gomes (2014), the dimensions of work stress are divided into 6 aspects, namely: (1) Working with clients : a condition experienced by workers in handling problems from visitors who have severe problems. (2) Work overload : a condition experienced by workers when the work they do has exceeded their capacity so that they lack the time to complete the work they have been given. (3) Career progression and salary : a condition felt by workers who feel that the work they do as long as they serve in a company there are no opportunities for career development and salary increases. (4) Relationships at work : a condition that exists in the workplace when the relationship between workers in the company occurs interpersonal conflict. (5) Leading training activities : a condition experienced by workers when they receive training from the company that is not in accordance with their expertise and the responsibilities of each worker. (6) Home-work interface : a condition felt by workers who feel that they have a lack of time to be with family and friends when they work in a company.

Resilience

Resilience is the ability of individuals to maintain focus and optimism about the future in the face of adverse situations. (Yang, 2021). Meanwhile, according to Hao (2015) Resilience based on personality orientation suggests that resilience is a personality trait in each individual that can help individuals overcome difficulties and achieve better adjustment and development. According to Rutter (Montero-Marin 2015) explains that resilience has been characterized as a process of dynamic and flexible adaptation to life changes that can serve as a protective factor against psychological distress and mental disorders.

According to Singh & Yu (2010) argue that there are four indicators to measure resilience. Four resilience indicators, namely: (1) Hardiness : a personality characteristic possessed by a person to deal with pressure that can come from oneself or from outside oneself and is able to handle unpleasant feelings. (2) Optimism : an ability possessed by someone to keep thinking positively in overcoming problems that have occurred, are happening, and will occur in the future. (3) Resourcefulness : the ability that exists in a person to adapt to changes in the environment and has its own way to overcome the problems arise as a result of these changes.. (4) Purpose : the efforts and actions taken by a person to achieve something based on the goals that have been planned and desired so that in life.

Picture 1. Conceptual Framework

Hypothesis

In this study, work stress variables as independent variables, burnout and resilience as dependent variables. Based on the conceptual framework and empirical studies above, the researcher proposes the following research hypothesis:

H1 : Work stress positive affects burnout in nurses at Madina Bukittinggi Hospital.
H2 : Work stress negatively affects resilience in nurses at Madina Bukittinggi Hospital.
H3 : Resilience negatively affects burnout in nurses at Madina Bukittinggi Hospital
H4 : Resilience mediates the relationship between job stress and burnout in nurses at Madina Bukittinggi Hospital.

METHOD

The type of research used is descriptive causal research.Causal descriptive research is research that shows the direction of the causal relationship between the independent variable and the dependent variable.The purpose of this study using causal research is to see to what extent the independent variable can influence the dependent variable.Using this research method, the researchers wished to know and test the extent to which work stress affects burnout with resilience as a mediating variable among nurses at the Hospital Madina Bukittinggi Institute. According to Sugiyono (2010) Population sampling technique is a technique used for sampling where the number of samples is equal to the population.The reason for taking the total sample is because the population is less than 100. Thus, the number of research samples at Madina Bukittinggi Hospital is 64 samples (respondents). Information disclosure in this study using surveys with alikert scale, when tested using PLS (Partial Least Squarel) testing strategy.

RESULT AND DISCUSSION

This research uses the Smart PLS 4.0 analysis tool. PLS (Partial Lelast Square) which is a technique for predicting models with many factors with the aim of knowing the construct relationship, the relationship between latent variables and to confirm the theory.

Based on the results of calculating the frequency distribution for the burnout variable using 3 indicators with 22 questions giving a cumulative mean result of 2. 44 with a score and respondent success rate (TCR) of 49 % is in quite weak category. This shows that the burnout rate of nurses at Madina Bukittinggi Hospital is quite low and still needs improvement.

Furthermore, the results of calculating the frequency distribution for the job stress variable using 6 dimensions with 25 questions yielded a cumulative mean of 2. 72 with respondents' scores and success rates (TCR) is 54% in the fairly weak category. This shows that the job stress level of nurses at Madina Bukittinggi Hospital is quite low and needs to be further improved by nurses at Madina Bukittinggi Hospital.

And finally, from the results of calculating the frequency distribution of the recovery variable using 4 indexes with 25 question items, the average cumulative result is 3. 89 with the score and success rate of the respondents. (TCR) is 78% in full type. This shows that the resilience of Madina Bukittinggi Hospital nurses is enough but needs to be improved again by Madina Bukittinggi Hospital nurses.

1. Validity Test
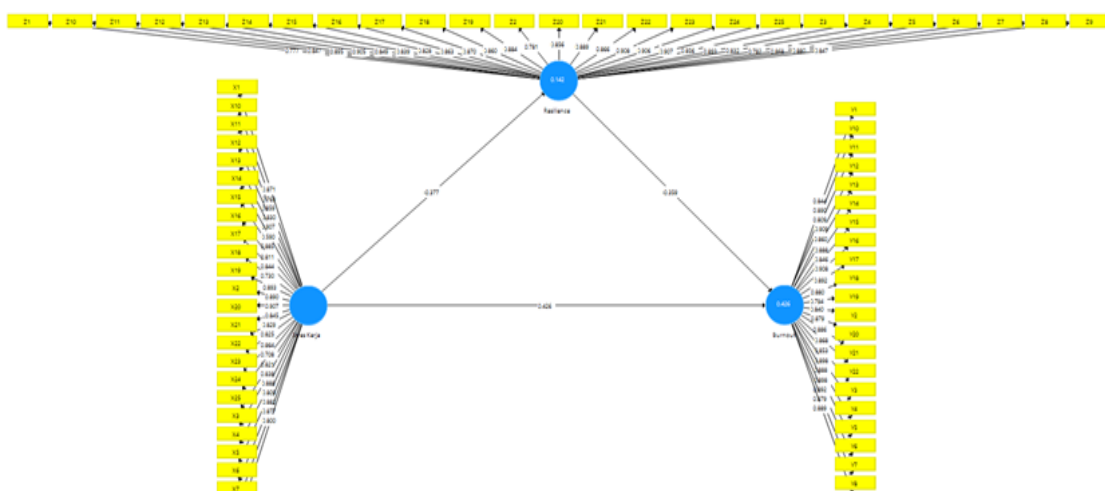
Picture 2. Initial Outer Model

Based on the final results of outer loading, the indicators for each variable produce high validity values with loading factor values above 0.7. So that the cross loading value also shows good discrimination validity. Another method that can be used to see construct validity is to look at the Averagel Variancel Elxtracted (AVE) value, if the Averagel Variancel Elxtracted value is greater than 0.5. The construct can be considered valid if the Averagel Variancel Elxtracted value has a value greater than 0.5.

Table 2. Results of Analysis of Average Variance Extracted (AVE)

	Average variance extracted (AVE)
Burnout	0,762
Resilience	0,740
Work Stress	0,710

Source: Processed primary data(2023)

As seen from the table above, it can be seen that all variables have an average value above 0.5. As a result, all these variables have a high discriminant validity value.

2. Reliability Test

This reliability is achieved by examining the value of composite reliability, and Cronbach's alpha coefficient can be considered reliable if it has a value greater than 0. 7. Here is the aggregated reliability result from the SmartPLS output: The reliability criteria can be determined from the aggregated reliability assessment of each variable. Table 3 below presents the reliability results as follows:

Table 3. Composite Reliability Analysis Results and Cronbach's Alpha

	Cronbach's Alpha	Composite Reliability
Work Stress	0,986	0,985
Burnout	0,988	0,985
Resilience	0,984	0,982

Source: Processed primary data(2023)

From the table above, it shows that the composite reliability value and Cronbach's alpha of all constructs are greater than 0.7, meaning that all constructs of the old model have met the requirements or are truly reliable.
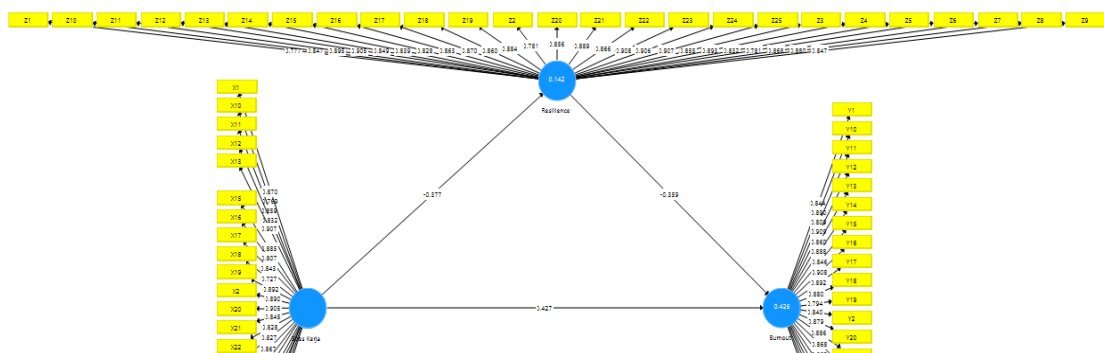
Picture 3. Outer Final Model

Hypothesis Testing

Structural Model Measurement

This structural model is performed based on the relational variables, significance values and R-squared of the relational model. The structural model can be evaluated using R-squared for baseline construction and the significance of structural path parameters. This can be seen through the structural model and estimation results of R-Squarel using the SmartPLS4 application as follows:

Table 4. R-Square Analysis Results

Code	Work Stress
Burnout	0,426
Resilience	0,142

Source: Processed primary data (2023)

Table 4 shows that the R-squared value of the burnout variable obtained is 0.426, this result shows that 42.6% of the burnout variables can be influenced by the variables of job stress and resilience. While for the resilience variable 0.142 was obtained, the results showed that 14.2% of the resilience variable could be influenced by the job stress variable.

Speculative evaluation is performed to select and eliminate instantaneous impact, abnormal impact and all belt impact factors. This type is supplemented by electronic bootstrapping with the help of the SmartPls 4.0 program so that the connection is understood with the impact of the frelel coefficient and the reliability variable.

Table 5. Results of Inner Model Analysis

	Original sample	Sample mean	Stardard deviation (STDEV)	T-Statistics	P values
Work Stress -> Burnout	0,427	0,434	0,125	3,406	0,001
Work Stress -> Resilience	-0,377	-0,386	0,122	3,104	0,002
Resilience -> Burnout	-0,359	-0,357	0,136	2,634	0,009

Source: Processed primary data(2023)

a. Work Stress variable affects Burnout , with a t-count worth of 3,406>1.96 and a way coefficient of 0,427

b. Work Stress variable affects Resilience, with a t-count worth of 3,104> 1.96 and a way coefficient of -0,377.

c. Resilience affects Burnout, with a t-count worth of 2,634> 1.96 and a way coefficient of -0,359

Table 6. Calculation of Indirect Variable Coefficient

	Original sample	Sample mean	Stardard deviation (STDEV)	T-Statistics	P values
Stres Kerja -> *Resilience* -> Burnout	0,135	0,131	0,068	1,978	0,049

Source: Processed primary data(2023)

Based on the results of calculating the coefficient of the mediating variable, the t-statistic of the mediating effect between job stress and burnout on resilience is 1.978 with the original sample being 0.135. This suggests that work stress has a significant and positive impact on resilience-induced burnout. It was concluded that if nurses at Madina Bukittinggi Hospital perceived high levels of work stress, it would significantly reduce nurses' resilience, thereby exacerbating burnout nurse's strength. This also means that when work stress is reduced, nurses' resilience increases, so nurse burnout improves or decreases.

CONCLUSSION AND SUGGESTIONS

This study aimed to examine the impact of work stress on burnout and resilience as a mediating variable among nurses at Madina Bukittinggi Hospital.To examine the relationship between these factors, this study used partial least squares (PLS). Based on the experimental results and discussion in the previous section, the following conclusions can be drawn

1. There is a direct and significant and positive influence between work stress on burnout in nurses at Madina Bukittinggi Hospital. This result means that it shows that increased work stress while working will cause the phenomenon of burnout among nurses.

2. There is a direct and significant negative influence between job stress and resilience in nurses at Madina Bukittinggi Hospital. These results mean that it shows that increased work stress at work can make the resilience possessed by nurses decrease.

3. There is a direct and significant negative influence between resilience and burnout in nurses at Madina Bukittinggi Hospital. This result means that it shows that good resilience in nurses can make the burnout phenomenon felt at work will decrease.

4. There is an indirect effect (mediation) and significant and positive between the relationship between work stress and burnout with resilience as a mediating variable in Madina Bukittinggi Hospital nurses. This means that increased work stress will cause the resilience possessed by nurses to be low and will indirectly have an impact on burnout in the individuals of each nurse.

Work stress felt by nurses can be one of the driving and inhibiting factors in doing work. When the work stress felt by nurses can be overcome properly, it will make nurses enthusiastic about doing work. However, the opposite also applies, if the work stress felt by nurses cannot be managed properly, it will lead to lazy behavior and ineffectiveness in doing work. With high work stress felt by nurses, the resilience within nurses will be depleted so that nurses will not have enthusiasm in achieving their life goals so that in the end it will lead to burnout behavior which can disrupt mentally and tend to ignore aspects of their lives.

Based on the results of research that researchers have conducted on Madina Bukittinggi Hospital nurses, it can be seen that the work stress possessed by nurses is rather low, but there is one question that has a higher TCR value than other questions related to nurses who live with their financial resources. For the results of research related to burnout felt by Madina Bukittinggi Hospital nurses, it

can be seen that the burnout felt by nurses is rather low, but there is one question that has a higher TCR value than other questions related to nurses who feel that there is discrimination in the work environment. And for the results of research related to resilience felt by Madina Bukittinggi Hospital nurses, it states that the resilience possessed by nurses is sufficient, but there is one question that has a low TCR value from other questions related to nurses who are less able to handle problems when mistakes occur in work. Therefore, the managers and management of Madina Bukittinggi Hospital must pay attention to the problem of work stress and burnout questions that have high TCR values among nurse workers so that work stress and burnout can be minimized and also pay attention to the problem of resilience questions that have low TCR values among nurse workers so that resilience can be improved.

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