

Analysis Factors Burnout Syndrome On Nurse Performance Via Job Satisfaction At RSUD Dr. H. Koesnadi Bondowoso

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ABSTRACT

The nurses' profession carries a high risk of burnout syndrome due to the constant requirement of delivering complete care to their patients. In the year 2022, 3 nurses along with 1 contract midwife are set to resign from RSUD dr. H. Koesnadi Bondowoso. Burnout syndrome is characterized by fatigue, both physical and mental, leading to a negative self-concept, lack of concentration, and negative work behavior. The objective of this study was to analyze the causes of burnout syndrome and its impact on nurse performance, with job satisfaction serving as an intervening variable. The research approach involved using quantitative path analysis, with a sample of 189 nurses/midwives utilizing proportional random sampling. Results indicate a direct influence between the factors contributing to burnout syndrome and nurses' job satisfaction along with a direct relationship between the factors affecting burnout syndrome and nurse performance. An indirect effect was also observed between the factors contributing to burnout syndrome and nurse performance via job satisfaction. For this reason, it is necessary to increase the capacity of individual nurses, organizations and a conducive work environment in order to achieve job satisfaction which will have an impact on more optimal performance of professional nurses.

Keywords: individual, organization, environment, satisfaction, performance

INTRODUCTION

Nursing is a form of professional service which is an integral part of health services based on nursing knowledge and tips aimed at individuals, families, groups or communities, both healthy and sick. (Permekes No. 26 of 2019). The facts show that professional health workers such as nurses directly interact with patients in the long term and continuously can cause symptoms of burnout (Maslach et al., 2001). Burnout syndrome is a collection of symptoms due to fatigue, both physically and mentally, which include the development of a negative self-concept, lack of concentration and negative work behavior. Research conducted by Bektas (2013) stated that there is a significant influence between individual effort and organizational effort on reducing burnout syndrome. Individual effort includes positive thinking, creative behavior, determination and compliance, while organizational effort includes support from colleagues, support from superiors, and the atmosphere of the work environment. Individual effort and organizational effort variables are expected to reduce burnout syndrome experienced by nurses.

Nurses are at risk of experiencing burnout of 54.1% due to lack of knowledge, high workload, and several other factors at work (Jodas & Maria, 2009). In Spain there are 1.89-2.84% of nurses who experience burnout and 1.26% of nurses in the Netherlands (Alberola & Monte, 2010). In Indonesia, research conducted by Khotimah (2010) at Pekalongan Hospital showed that the incidence of burnout in nurses was 65.9% which was determined by the work environment, psychological, while the rest was determined by other factors. The consequences of burnout syndrome are turnover and decreased performance so that the outcome for patients is also bad (Schaufeli et al., 2009). From the staffing data of dr. H. Koesnadi Bondowoso in 2022 found 3 contract nurses and 1 contract midwife who resigned from their jobs.

Work that is related to responsibility for the lives of others, uncomfortable physical work environment, poor interpersonal in the work environment, inadequate promotion and tight control of work are factors that influence the emergence of work stress (Munandar, 2011). Judging from psychological symptoms, stress can lead to dissatisfaction at work. Data regarding the job satisfaction of nurses at the Bekasi District General Hospital shows that only 7.04% of nurses who feel satisfied at work, 92.96% are dissatisfied (Yanidrawati et al., 2012). From a preliminary study in the form of interviews with 13 nurses from different rooms from May to September 2022, it was found that 6 people felt that they were starting to feel bored at their place of work and wanted to be moved to another room, while 2 others said they wanted to move to the poly

and The other 5 stated that they quite enjoyed their work in the room. Nurse job satisfaction can be shown from the application of correct nursing care standards, and the existence of organizational support which includes facilities, salaries, promotions and suitability for types of work (Nursalam, 2016). Based on this background, the researcher is interested in conducting a study entitled "Analysis of Factors Causing Burnout Syndrome and Its Influence on Nurse Performance through job satisfaction at the RSUD dr. H. Koesnadi Bondowoso.

METHOD

The method used in this research is descriptive method with a quantitative research approach. This research was conducted from March to June 2022. The population of this study were nurses consisting of nurses and midwives at RSUD dr. H. Koesnadi Bondowoso totaled 356 people, while the sample for this study was obtained from calculations using the slovin formula, namely 189 respondents. The independent variable in this study is the Burnout Syndrome factor which consists of individual effort factor (X1), organizational effort factor (X2) and work environment (X3), the intervening variable is nurse satisfaction (Z), and the dependent variable is nurse performance (Y). . The types of data in this study are primary and secondary data obtained through observation, questionnaires, interviews, and documentation studies. Data processing techniques used include editing, coding, scoring, and tabulating. Data analysis techniques used descriptive analysis, validity and instrument reliability tests used the Pearson product moment formula and cronbach alpha, the classical assumption test used multicollinearity test, heteroscedasticity test, and normality test. Next, a path analysis test is carried out using the calculation of the path coefficient of direct and indirect influence, Sobel test and the coefficient of determination.

RESULTS

1. Respondents' Assessment of Individual Effort Factor Variables (X1)

Table 1. Individual Effort Factor Variables (X1)

No	Item	STS		TS		Skor R		S		SS		Jumlah	
		F	%	F	%	F	%	F	%	F	%	F	%
1	X1.1.1	0	0,0	1	0,5	1	0,5	68	36,0	119	63,0	189	100,0
2	X1.1.1	0	0,0	0	0,0	0	0,0	94	49,7	93	49,2	189	100,0
3	X1.1.3	0	0,0	0	0,0	1	0,5	99	52,4	87	46,0	189	100,0
4	X1.2.1	3	1,6	14	7,4	27	14,3	109	57,7	33	17,5	189	100,0
5	X1.2.2	0	0,0	1	0,5	21	11,1	101	53,4	63	33,3	189	100,0
6	X1.2.3	0	0,0	9	4,8	34	18,0	115	60,8	28	14,8	189	100,0
7	X1.3	0	0,0	1	0,5	3	1,6	88	46,6	95	50,3	189	100,0

From the table we can see of the overall answers to the Individual effort factors variable, most of them stated that they agreed in response to the 7 item statements regarding Individual effort factors for nurses at RSUD dr. H. Koesnadi Bondowoso

2. Respondents' Assessment of Organizational Effort Factor (X2) Variables

Table 2. Organizational Effort Factor Variables (X2)

No	Indikator	STS		TS		Skor R		S		SS		Jumlah	
		F	%	F	%	F	%	F	%	F	%	F	%
1	X2.1.1	0	0,0	0	0,0	0	0,0	60	31,7	127	67,2	189	100,0
2	X2.1.2	0	0,0	0	0,0	15	7,9	82	43,4	90	47,6	189	100,0
3	X2.1.3	1	0,5	2	1,1	12	6,3	103	54,5	68	36,0	189	100,0
4	X2.2.1	0	0,0	4	2,1	9	4,8	96	50,8	77	40,7	189	100,0
5	X2.2.2	1	0,5	3	1,6	29	15,3	79	41,8	74	39,2	189	100,0
6	X2.2.3	0	0,0	7	3,7	25	13,2	69	36,5	85	45,0	189	100,0
7	X2.2.4	0	0,0	0	0,0	1	0,5	63	33,3	123	65,1	189	100,0
8	X2.3.1	0	0,0	2	1,1	26	13,8	82	43,4	77	40,7	189	100,0
9	X2.3.2	1	0,5	2	1,1	41	21,7	112	59,3	31	16,4	189	100,0

10	X2.3.3	0	0,0	1	0,5	23	12,2	74	39,2	89	47,1	189	100,0
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From the results of the overall answers to organizational effort factors at RSUD dr. Most of Koesnadi Bondowoso stated that they agreed on the three indicators of organizational efforts variables which included Support of Workmates, Managerial Support and Organizational Atmosphere at RSUD dr. H. Koesnadi Bondowoso.

3. Respondents' Assessment of Work Environment Variables (X3)

Table 3. Work environment variables (X3)

No	Indikator	STS		TS		Skor R		S		SS		Jumlah	
		F	%	F	%	F	%	F	%	F	%	F	%
1	X3.1	0	0,0	1	0,5	19	10,1	102	54,0	64	33,9	189	100,0
2	X3.2	0	0,0	1	0,5	6	3,2	99	52,4	80	42,3	189	100,0
3	X3.3	0	0,0	1	0,5	6	3,2	79	41,8	100	52,9	189	100,0

From the results of the overall answers to the work environment variable, most of the responses agreed to the statement items regarding the work environment at RSUD dr. H. Koesnadi Bondowoso.

4. Respondents' Assessment of Job Satisfaction Variables (Z)

Table 4. Job satisfaction variable (Z)

No	Indikator	STS		TS		Skor R		S		SS		Jumlah	
		F	%	F	%	F	%	F	%	F	%	F	%
1	Z1.1	0	0,0	0	0,0	0	0,0	54	28,6	133	70,4	189	100,0
2	Z1.2	0	0,0	0	0,0	0	0,0	59	31,2	128	67,7	189	100,0
3	Z1.3	0	0,0	0	0,0	0	0,0	52	27,5	135	71,4	189	100,0
4	Z1.4	0	0,0	0	0,0	0	0,0	100	52,9	87	46,0	189	100,0
5	Z1.5	0	0,0	1	0,5	1	0,5	98	51,9	87	46,0	189	100,0
6	Z1.6	0	0,0	0	0,0	1	0,5	91	48,1	95	50,3	189	100,0
7	Z1.7	0	0,0	0	0,0	0	0,0	85	45,0	102	54,0	189	100,0
8	Z1.8	0	0,0	0	0,0	3	1,6	90	47,6	94	49,7	189	100,0
9	Z1.9	0	0,0	1	0,5	5	2,6	88	46,6	93	49,2	189	100,0
10	Z2.1	3	1,6	7	3,7	7	3,7	100	52,9	69	36,5	189	100,0
11	Z2.2	0	0,0	10	5,3	23	12,2	104	55,0	50	26,5	189	100,0
12	Z2.3	0	0,0	0	0,0	13	6,9	99	52,4	75	39,7	189	100,0
13	Z3.1	6	3,2	19	10,1	34	18,0	89	47,1	40	21,2	189	100,0
14	Z3.2	2	1,1	12	6,3	34	18,0	99	52,4	40	21,2	189	100,0
15	Z3.3	1	0,5	10	5,3	8	4,2	123	65,1	47	24,9	189	100,0
16	Z4	1	0,5	8	4,2	15	7,9	100	52,9	63	33,3	189	100,0
17	Z5.1	1	0,5	11	5,8	20	10,6	105	55,6	50	26,5	189	100,0
18	Z5.2	0	0,0	2	1,1	5	2,6	115	60,8	65	34,4	189	100,0
19	Z5.3	0	0,0	1	0,5	4	2,1	104	55,0	78	41,3	189	100,0
20	Z5.4	0	0,0	1	0,5	5	2,6	97	51,3	84	44,4	189	100,0

From the results of the overall answers to the variable Job satisfaction at RSUD dr. H. Koesnadi Bondowoso mostly stated that the responses agreed on the variable job satisfaction.

5. Respondents' Assessment of Nurse Performance Variables (Y)

Table 5. Nurse Performance Variables (Y)

No	Indikator	STS		TS		Skor R		S		SS		Jumlah	
		F	%	F	%	F	%	F	%	F	%	F	%
1	Y1.1	0	0,0	0	0,0	2	1,1	138	73,0	46	24,3	189	100,0
2	Y1.2	0	0,0	0	0,0	0	0,0	138	73,0	48	25,4	189	100,0
3	Y1.3	0	0,0	0	0,0	2	1,1	133	70,4	51	27,0	189	100,0
4	Y1.4	0	0,0	0	0,0	1	0,5	155	82,0	30	15,9	189	100,0
5	Y1.5	0	0,0	0	0,0	1	0,5	129	68,3	56	29,6	189	100,0
6	Y1.6	0	0,0	0	0,0	1	0,5	127	67,2	58	30,7	189	100,0
7	Y2	0	0,0	0	0,0	0	0,0	130	68,8	56	29,6	189	100,0
8	Y3	0	0,0	0	0,0	1	0,5	141	74,6	44	23,3	189	100,0
9	Y4.1	0	0,0	0	0,0	1	0,5	141	74,6	44	23,3	189	100,0
10	Y4.2	0	0,0	0	0,0	4	1,6	166	88,4	16	8,5	189	100,0
11	Y4.3	1	0,5	0	0,0	1	0,5	142	75,1	42	22,2	189	100,0
12	Y4.4	0	0,0	0	0,0	0	0,0	145	76,7	41	21,7	189	100,0
13	Y5.1	0	0,0	0	0,0	1	0,5	164	86,8	21	11,1	189	100,0
14	Y5.2	0	0,0	0	0,0	1	0,5	162	85,7	23	12,2	189	100,0
15	Y5.3	0	0,0	0	0,0	0	0,0	158	83,6	28	14,8	189	100,0
16	Y6.1	0	0,0	0	0,0	0	0,0	166	87,8	20	10,6	189	100,0
17	Y6.2	0	0,0	0	0,0	2	1,1	164	86,8	20	10,6	189	100,0
18	Y7.1	1	0,5	0	0,0	1	0,5	167	87,8	18	9,5	189	100,0
19	Y7.2	0	0,0	0	0,0	0	0,0	155	82,0	31	16,4	189	100,0
20	Y7.3	0	0,0	0	0,0	2	1,1	159	84,1	25	13,2	189	100,0

From the results of the overall answers to the nurse performance variables at dr. H. Koesnadi Bondowoso, most of the respondents generally agreed.

IV. Analysis of Research Results

1. Validity and Reliability Test Analysis

Table 6. Test the Validity and Reliability of Research Instruments

No	Item	r_{hitung}	Information	Cronbach Alpha	Information
1	X1.1.1	0.501	Valid	0,715	Reliabel
	X1.1.1	0.715	Valid		Reliabel
	X1.1.3	0.618	Valid		Reliabel
	X1.2.1	0.638	Valid		Reliabel
	X1.2.2	0.796	Valid		Reliabel
	X1.2.3	0.611	Valid		Reliabel
	X1.3	0.576	Valid		Reliabel
2	X2.1.1	0.562	Valid	0,897	Reliabel
	X2.1.2	0.598	Valid		Reliabel
	X2.1.3	0.816	Valid		Reliabel
	X2.2.1	0.824	Valid		Reliabel
	X2.2.2	0.816	Valid		Reliabel
	X2.2.3	0.822	Valid		Reliabel
	X2.2.4	0.674	Valid		Reliabel
	X2.3.1	0.696	Valid		Reliabel
3	X3.1	0.729	Valid	0,795	Reliabel
	X3.2	0.776	Valid		Reliabel

No	Item	r_{hitung}	Information	<i>Cronbach Alpha</i>	Information
	X3.3	0.608	Valid		Reliabel
4	Z1.1	0.771	Valid	0,911	Reliabel
	Z1.2	0.768	Valid		Reliabel
	Z1.3	0.778	Valid		Reliabel
	Z1.4	0.578	Valid		Reliabel
	Z1.5	0.745	Valid		Reliabel
	Z1.6	0.771	Valid		Reliabel
	Z1.7	0.791	Valid		Reliabel
	Z1.8	0.716	Valid		Reliabel
	Z1.9	0.559	Valid		Reliabel
	Z2.1	0.512	Valid		Reliabel
	Z2.2	0.455	Valid		Reliabel
	Z2.3	0.498	Valid		Reliabel
	Z3.1	0.543	Valid		Reliabel
	Z3.2	0.449	Valid		Reliabel
	Z3.3	0.587	Valid		Reliabel
	Z4	0.684	Valid		Reliabel
	Z5.1	0.600	Valid		Reliabel
	Z5.2	0.643	Valid		Reliabel
	Z5.3	0.621	Valid		Reliabel
	Z5.4	0.684	Valid		Reliabel
5	Y1.1	0.482	Valid	0,955	Reliabel
	Y1.2	0.604	Valid		Reliabel
	Y1.3	0.806	Valid		Reliabel
	Y1.4	0.729	Valid		Reliabel
	Y1.5	0.802	Valid		Reliabel
	Y1.6	0.827	Valid		Reliabel
	Y2	0.838	Valid		Reliabel
	Y3	0.802	Valid		Reliabel
	Y4.1	0.882	Valid		Reliabel
	Y4.2	0.615	Valid		Reliabel
	Y4.3	0.698	Valid		Reliabel
	Y4.4	0.860	Valid		Reliabel
	Y5.1	0.805	Valid		Reliabel
	Y5.2	0.757	Valid		Reliabel
	Y5.3	0.730	Valid		Reliabel
	Y6.1	0.796	Valid		Reliabel
	Y6.2	0.767	Valid		Reliabel
	Y7.1	0.447	Valid		Reliabel
Y7.2	0.823	Valid	Reliabel		
Y7.3	0.679	Valid	Reliabel		

Based on Table 6 it can be seen that each of the indicators used has a calculated r value greater than 0.30, this means that the indicators used in this research variable are feasible or valid to be used as data collectors. The test results also show that each variable has a Cronbach Alpha value greater than 0.60. So it can be concluded that all the variables used in this study are reliable.

2. Classical Assumption Test
 - a. Multicollinearity Test

Table 7. Collinearity Statistics

Testing	Variabel	VIF	Informationn
Z	X1	2.160	VIF < 10
	X2	2.303	There isn't any
	X3	1.488	Multicollinearity
Y	X1	2.163	VIF < 10
	X2	2.405	There isn't any
	X3	1.755	Multicollinearity
	Z	1.605	

Based on the results of statistical collinearity analysis, it is known that multicollinearity does not occur in the model. This can be seen in the attachment, the VIF value of each variable is less than 10.

b. Heteroscedasticity Test

To detect the presence or absence of heteroscedasticity, the Scatterplot graphical method can be used which is generated from the output of the SPSS program. heteroscedasticity in the regression model (Ghozali, 2005).

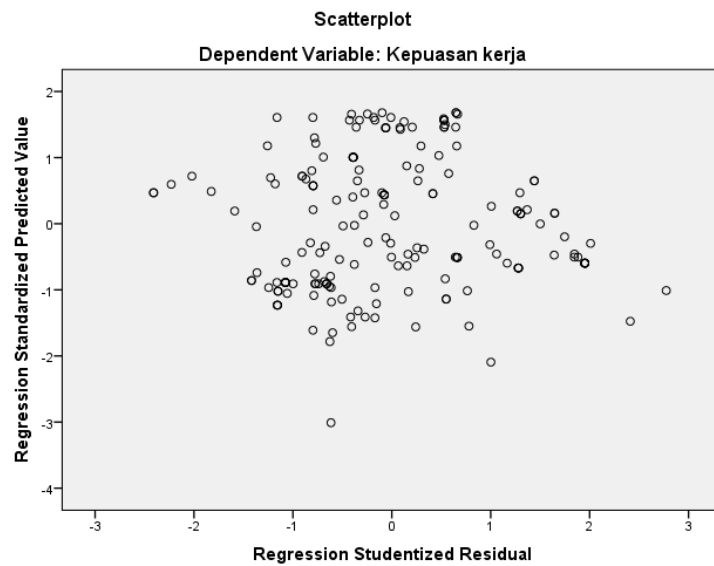


Figure 1. Results of Heteroscedasticity Testing Effects of X1, X2 and X3 on Z

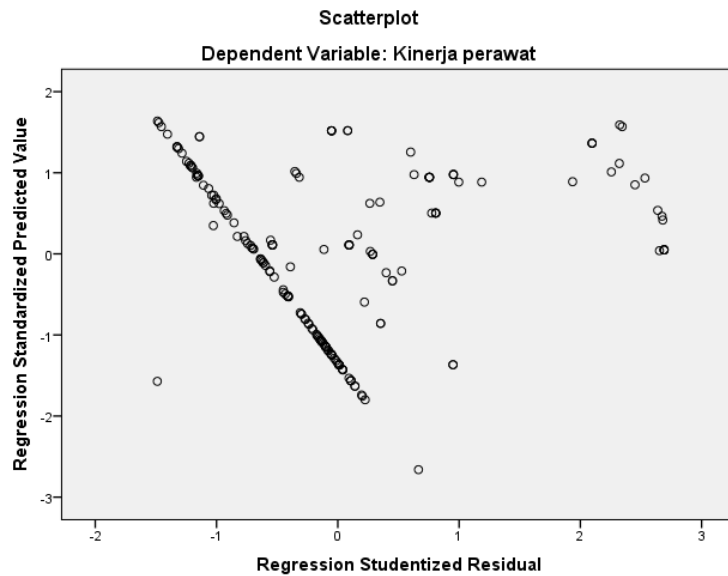


Figure 2. Heteroscedasticity Test Results for the Effect of X1, X2, X3 and Z on Y

c. Normality test

The normality test aims to test whether in the regression model, the independent variable and the dependent variable are both normally distributed or not. The normality of the data in the study was seen by paying attention to the points on the Normal P-Plot of Regression Standardized Residual of the dependent variable. The requirement of the normality test is that if the data spreads around the diagonal line and follows the direction of the diagonal line, then the regression model meets the normality assumption. If the data spreads far from the diagonal line and/or does not follow the diagonal line, then the regression model does not meet the normality assumption.

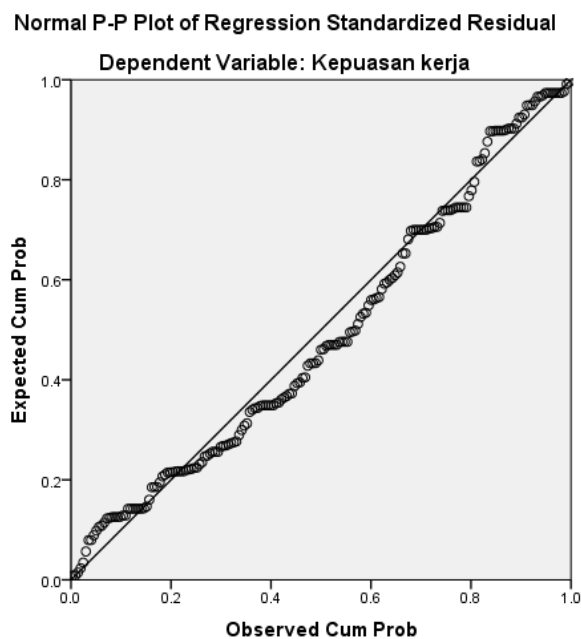


Figure 3. Results of X1, X2 and X3 Normality Tests for Z

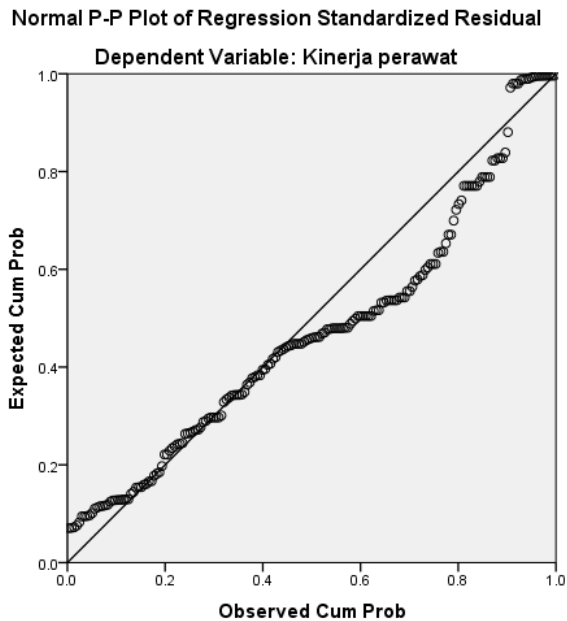


Figure 4 Normality Test Results X1, X2, X3 and Z against Y

3. Path Analysis Data Analysis (Path Analysis)

a. Path Analysis of Direct Influence Coefficient Calculation

This section describes each path in the model section using path analysis. Each path tested showed direct and indirect effects of individual effort factors (X1) organizational effort factors (X2) and work environment (X3) on job satisfaction (Z) and nurse performance (Y) RSUD dr. H. Koesnadi Bondowoso. Knowing whether or not each path is significant will answer whether the proposed hypothesis is accepted or rejected.

Tabel 8. Direct Influence Path Coefficient Value

No.	independent variable	Dependent Variable	Beta (β)	t-hitung	p-value	Information
1.	<i>Individual effort factors</i>	Kepuasan Kerja	0,242	2,497	0,019	Signifikan
2.	<i>Organizational effort factors</i>	Kepuasan Kerja	0,251	2,850	0,005	Signifikan
3.	<i>Work environment</i>	Kepuasan Kerja	0,408	5,762	0,000	Signifikan
4.	<i>Individual effort factors</i>	Kinerja perawat	0,370	1,702	0,028	Signifikan
5.	<i>Organizational effort factors</i>	Kinerja perawat	0,347	2,390	0,038	Signifikan
6.	<i>Work environment</i>	Kinerja perawat	0,355	4,397	0,008	Signifikan
7.	Kepuasan Kerja	Kinerja perawat	0,344	3,517	0,000	Signifikan

b. Indirect Influence Path Coefficient Calculation

Table 9. Indirect Influence Path Coefficient Value

No.	Variabel Bebas	Variabel Terikat	Direct (β^2)	Indirect	Total	Keterangan
1.	<i>Individual effort factors</i>	Kepuasan Kerja	0,242	-	-	Signifikan
2.	<i>Organizational effort factors</i>	Kepuasan Kerja	0,251	-	-	Signifikan
3.	<i>Work environment</i>	Kepuasan Kerja	0,408	-	-	Signifikan
4.	<i>Individual effort factors</i>	Kinerja perawat	0,370	0,083	0,453	Signifikan
5.	<i>Organizational effort factors</i>	Kinerja perawat	0,347	0,086	0,433	Signifikan
6.	<i>Work environment</i>	Kinerja perawat	0,355	0,140	0,495	Signifikan
7.	Kepuasan Kerja	Kinerja perawat	0,344	-	-	Signifikan

Thus it can be stated that individual effort factors (X1) and organizational effort factors (X2) work environment (X3) affect nurse performance (Y) through job satisfaction (Z) with a smaller value than the direct effect.

4. Sobel test

The mediation value can also be determined by using the Sobel test. To make it easier to calculate the mediation value from the Sobel test, the researchers used an online calculator developed by Daniel Soper.

- a. The influence of individual effort factors on nurse performance via job satisfaction

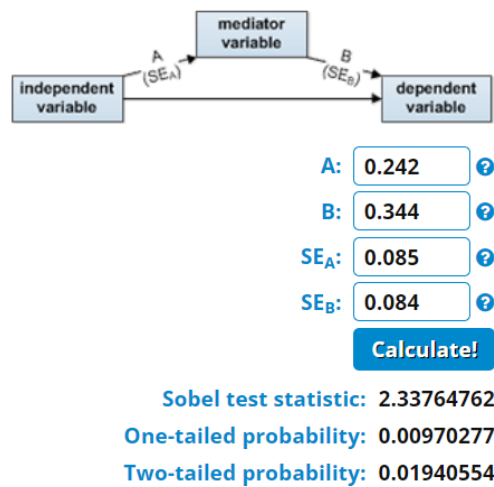


Figure 5. Results of mediation scores from the Sobel test online calculator

- b. Effect of organizational effort factors on nurse performance via job satisfaction

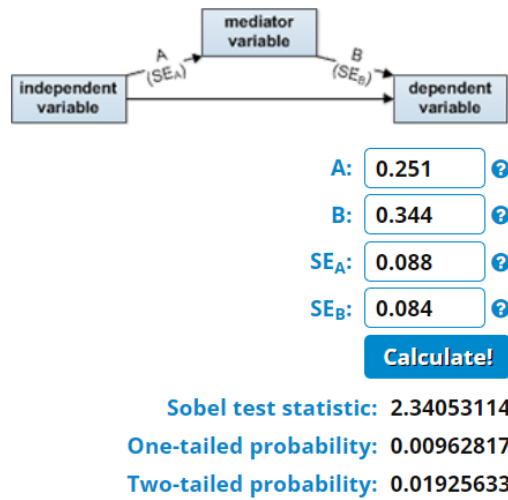


Figure 6. Results of mediation scores from the Sobel test online calculator

- c. Effect of work environment factors on nurse performance via job satisfaction

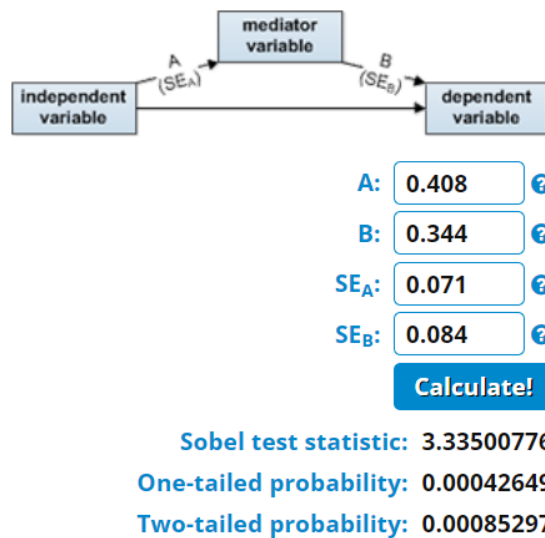


Figure 7. Results of mediation scores from the Sobel test online calculator

From the results of the Sobel test, both individual effort variables, organizational effort work environment factors on performance through job satisfaction have a Sobel test value greater than 1.96 with a significance of 0.05. Based on these results, it can be concluded that nurse satisfaction is able to mediate between individual effort variables, organizational effort factors and work environment variables on nurse performance.

5. Coefficient of Determination

The coefficient of determination is a quantity that shows the variation in the dependent variable that can be explained by the independent variable. In other words, the coefficient of determination is used to measure how far the independent variables explain the dependent variable. The coefficient of determination in this study is as follow

Tabel 10. Coefficient of Determination X1, X2 dan X3 Terhadap Z

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.821 ^a	.699	.669	.54859484	1.295

a. Predictors: (Constant), work environment, Individual effort factors, Organizational effort factors

b. Dependent Variable: Kepuasan

Tabel 11 Coefficient of Determination X1, X2, X3 dan Z Terhadap Y

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.759	.684	.701	.90511686	1.220

a. Predictors: (Constant), work environment, Individual effort factors, Organizational effort factors

b. Dependent Variable: Kinerja

The results of the calculation of the path analysis X1, X2, X3 to Z can be seen that the coefficient of determination of R2 total obtained a value of 0.669. This means that 66.9% of the variation in job satisfaction variables can be explained by individual effort factors, organizational effort factors, and work environment variables, while the remaining 33.1% is explained by other variables and errors not explained in this study, and the results of the calculation of the path analysis X1, X2, X3 and Z against Y can be seen that the total coefficient of determination of R2 obtained a value of 0.701. This means that 70.1% of the variation in nurse performance variables can be explained by individual effort factors, organizational effort factors, work environment and job satisfaction while the remaining 29.9% is explained by other variables and errors not explained in this study.

DISCUSSION

Based on the first hypothesis, individual effort factors influence job satisfaction. After testing and analyzing the data, the results obtained stated that individual effort factors had a significant effect on job satisfaction for nurses at RSUD dr. H. Koesnadi Bondowoso is proven true or H1 is accepted. This could be due to aspects related to individual effort factors that have an impact on job satisfaction. Aspects of Individual effort factors include: Positive Thinking, Creative Behavior, Determination and compliance. The most dominant item received the highest agreed response by female respondents, that is, even though respondents experienced work stress, they would still try to think positively at work, because the mother instinct in the nursing profession is only owned by female respondents. In addition, respondents aged 31-40 years certainly have mental durability as a nurse who also has a long working experience in that field. The results in this study are in line with the results of research conducted by Akinwale (2021) and Pradana (2020) which state that individual effort factors have a significant influence on job satisfaction.

Based on the second hypothesis, organizational effort factors influence job satisfaction. After testing and analyzing the data, the results obtained stated that organizational effort factors had a significant effect on the job satisfaction of nurses at RSUD dr. H. Koesnadi Bondowoso is proven true or H2 is accepted. This is due to the existence of aspects related to organizational effort factors which have had a positive impact on the job satisfaction of nurses at RSUD dr. H. Koesnadi Bondowoso. These aspects include: Peer Support, Superior Support and Organizational Atmosphere. The most dominant item received the highest agreeable response by female respondents, namely co-workers in one shift supporting the actions that the respondent took while working. This is related to the ethics of the nursing profession where a team in a service unit must support each other in providing health services to patients. In this study there are significant similarities in the results with previous research conducted by Akinwale (2021) Pradana (2020) and Andarini (2018) stating that organizational effort factors have a significant influence on job satisfaction.

Based on the third hypothesis, the work environment influences nurse job satisfaction. After testing and analyzing the data, the results obtained stated that the work environment had a significant effect on job satisfaction for nurses at RSUD dr. H. Koesnadi Bondowoso is proven true or H3 is accepted. This could be due to aspects related to the work environment that have been able to create nurse job satisfaction. Aspects of

the work environment are family, nervousness and anxiety and never avoid when there is work overload. The most dominant item received the highest agreed response by female respondents, namely the respondent never avoided when there was an overloaded job, because it was already a workload that was the responsibility of nurses at RSUD dr. H. Koesnadi Bondowoso. In addition, respondents aged 41-50 years have more experience dealing with overloaded work conditions such as the condition of the Covid 19 pandemic which has experienced a surge in the number of patients so that optimal mental and energy is needed to overcome this. In addition to the expert opinion put forward, this research is also supported by the results of previous research conducted by Akinwale (2020) Pradana (2020) Ervan (2020) and Andarini (2018) stating that the work environment has a significant influence on job satisfaction.

Based on the fourth hypothesis, individual effort factors influence nurse performance. After testing and analyzing the data, the results obtained stated that individual effort factors had a significant effect on the performance of nurses at RSUD dr. H. Koesnadi Bondowoso has been proven true or H4 is accepted. This could be due to aspects related to individual effort factors that have been able to support nurse performance. Aspects of Individual effort factors include: Positive Thinking, Creative Behavior, Determination and compliance. (Bektas, 2013) As for this study, there are significant similarities in the results with previous studies conducted by Suhardi (2015) Kumarawati (2021) and Rahayu (2022) stating that individual effort factors have a significant influence on performance.

Based on the fifth hypothesis, organizational effort factors influence nurse performance. After testing and analyzing the data, the results obtained stated that organizational effort factors had a significant effect on the performance of nurses at RSUD dr. H. Koesnadi Bondowoso, the truth is proven or H5 is accepted. This could be due to aspects related to organizational effort factors that have been able to create good performance for nurses at RSUD dr. H. Koesnadi Bondowoso. This is related to the ethics of the nursing profession where a team within a service unit must support each other in providing health services to patients. This study has significant results in common with previous research conducted by Kumarawati (2021) and Muangme (2021) stating that organizational effort factors have a significant influence on performance.

Based on the sixth hypothesis, the work environment influences nurse performance. After testing and analyzing the data, the results obtained stated that the work environment had a significant effect on the performance of nurses at RSUD dr. H. Koesnadi Bondowoso, the truth is proven or H6 is accepted. This is in line with Gunawan's opinion (2022; 76) which states that a healthy work environment is always conducive to positive performance. In addition to the expert opinion put forward, this research is also supported by the results of previous research conducted by (Edward & Purba, 2020; Efendi & Yusuf, 2021 ; Hardiyono et al., 2017; Hidayati et al., 2019; Qomariah, 2019) Ervan (2020) and Muangme (2021) state that the work environment has a significant influence on performance

Based on the seventh hypothesis that job satisfaction affects the performance of nurses. After testing and analyzing the data, the results obtained stated that job satisfaction had a significant effect on the performance of nurses at RSUD dr. H. Koesnadi Bondowoso is proven true or H7 is accepted. This could be due to aspects of job satisfaction related to the performance of nurses at RSUD dr. H. Koesnadi Bondowoso. The most dominant item received the highest agreed response by female respondents, namely respondents who felt satisfied if they could provide nursing care quickly and precisely to patients. Because ha is a demand as a nurse both with female and male gender. Moreover, respondents with an age range of 41-50 years can certainly easily provide prompt and appropriate action for patients. This research is also supported by the results of previous research conducted by (Ayalew et al., 2019; Hadi & Sullaida, 2018; Mangkunegara & Huddin, 2016; Renyut et al., 2017; Steijn & van der Voet, 2019) Fithrie (2022) and Suhardi (2015) states that job satisfaction has a significant influence on performance.

Based on the eighth hypothesis that individual effort factors influence nurse performance through job satisfaction. After testing and analyzing the data, the results obtained stated that there was an indirect effect of individual effort factors (X1) on the nurse performance variable (Y) through the intervening variable Job satisfaction (Z). From the calculation of the Sobel test, the mediating value of the nurse's satisfaction variable is 2.33764762. The variable is said to be mediating if the value obtained through the Sobel test is greater than 1.96 with a significance of 0.05. Based on these results, it can be concluded that nurse satisfaction is able to mediate between individual effort factors on nurse performance. Then the eighth hypothesis which states "individual effort factors influence nurse performance through nurse satisfaction" can be accepted.

Based on the ninth hypothesis that organizational effort factors influence nurse performance through job satisfaction. After testing and analyzing the data, the results obtained stated that the indirect effect of organizational effort factors (X2) on nurse performance (Y) through the intervening variable Job satisfaction (Z) From the Sobel test calculation, the mediation value of nurse satisfaction variable is 2.34053114 . The variable is said to be mediating if the value obtained through the Sobel test is greater than 1.96 with a significance of 0.05. Based on these results, it can be concluded that nurse satisfaction mediates organizational

effort factors on nurse performance. So the ninth hypothesis which states "organizational effort factors influence nurse performance through nurse satisfaction" is accepted.

Based on the tenth hypothesis that the work environment affects the performance of nurses through job satisfaction. After testing and analyzing the data, the results obtained stated that the indirect effect of the work environment variable (X3) on nurse performance (Y) was through the intervening variable Job satisfaction (Z). From the calculation of the Sobel test, the mediation value for the nurse's satisfaction variable is 3.3350076. The variable is said to be mediating if the value obtained through the Sobel test is greater than 1.96 with a significance of 0.05. Based on these results, it can be concluded that nurse satisfaction mediates work environment on nurse performance. Then the tenth hypothesis which states "work environment influences nurse performance through nurse satisfaction" is accepted.

CONCLUSION

Based on the results of the research findings that have been described, the conclusions in this study are as follows:

1. The test results prove that individual effort factors have a significant effect on job satisfaction for nurses at RSUD dr. H. Koesnadi Bondowoso.
2. The test results prove that organizational effort factors have a significant effect on job satisfaction for nurses at RSUD dr. H. Koesnadi Bondowoso.
3. The test results prove that the work environment has a significant effect on job satisfaction for nurses at RSUD dr. H. Koesnadi Bondowoso.
4. The test results prove that individual effort factors have a significant effect on the performance of nurses at RSUD dr. H. Koesnadi Bondowoso.
5. The test results prove that organizational effort factors have a significant effect on the performance of nurses at RSUD dr. H. Koesnadi Bondowoso.
6. The test results prove that the work environment has a significant effect on the performance of nurses at RSUD dr. H. Koesnadi Bondowoso.
7. The test results prove that job satisfaction has a significant effect on the performance of nurses at RSUD dr. H. Koesnadi Bondowoso.
8. The test results prove that there is an indirect effect of individual effort factors on nurse performance through the intervening variable Nurse job satisfaction at RSUD dr. H. Koesnadi Bondowoso whose value is smaller than his direct influence
9. The test results prove the indirect effect of organizational effort factors on nurse performance through the intervening variable Nurse job satisfaction at RSUD dr. H. Koesnadi Bondowoso whose value is smaller than his direct influence.
10. The test results prove the indirect effect of the work environment on nurse performance through the intervening variable Nurse job satisfaction at RSUD dr. H. Koesnadi Bondowoso whose value is smaller than his direct influence.

RECOMMENDATION

The suggestions that can be given based on the results of the research are as follows:

1. Advice for RSUD dr. H. Koesnadi Bondowoso
 - a. Improve Training and Development Programs: Hospitals can strengthen training and development programs to increase the skills and knowledge of nurses. This can include clinical training, managerial training and career development opportunities.
 - b. Promoting a Positive Organizational Culture: It is important for hospitals to promote a positive and inclusive work culture. This can be achieved through open communication, recognition of achievements, and opportunities for participation in decision-making.
 - c. Provide effective team support and supervision: Hospitals should ensure there is good team support and effective supervision, which can provide guidance and constructive feedback.
 - d. Perform workload analysis and efficient assignment that can help prevent burnout and ensure optimal performance.

- e. Conduct Periodic Job Satisfaction Surveys: Hospitals should conduct regular job satisfaction surveys to understand nurse satisfaction levels and identify areas of improvement. Survey results can be used as a basis for improving managerial policies and practices.
- f. Hospitals can encourage the active participation of nurses in decision making and discussion forums related to improvement

2. For further research

- a. Qualitative Research: In addition to quantitative research, qualitative research can be used to gain a deeper understanding of nurses' experiences, perceptions, and expectations regarding the factors that influence their performance. This approach can provide valuable insights and help formulate more effective managerial strategies.
- b. Involving Contextual Variables: Taking contextual variables into account, such as the demographic characteristics of nurses, duration of work experience, and specialization, can provide further understanding of how these factors affect nurse performance specifically in the context of RSUD dr H Koesnadi Bondowoso.

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