The Influence of Burnout, Emotional Intelligence, Social Support and Self-Efficacy on the Performance of Inpatient Nurses

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ABSTRACT

This study aims to examine and analyze the influence of The Influence of Burnout, Emotional Intelligence, Social Support, and Self-Efficacy on the Performance of Inpatient Nurses. The research location was the Utama Amanda Clinic, Purwokerto, with a sample size of 15 nurses using the saturated sampling method. This study uses quantitative research methods using primary data sources. Data collection techniques include interviews and documentation. The analytical tools that will be used in this study are multiple linear regression, instrument testing, classical assumption testing, and hypothesis testing using SPSS 25. The research results show that the Burnout variable has a negative and insignificant effect on nurse performance, the Emotional Intelligence variable has a positive and no effect significant effect on nurse performance, Social Support has a negative and insignificant effect on nurse performance, and Self-efficacy has a positive and significant effect on nurse performance.

Keywords: Burnout, Emotional Intelligence, Social Support, Self-Efficacy and Performance

1. Introduction

In an organization or company, human resources involve all individuals who work and contribute to carrying out existing tasks. In hospital operations, all activities are carried out to be carried out effectively and efficiently, involving various aspects such as planning, organizing, monitoring, and controlling to provide good care to patients and meet the needs of the community. Nurse performance is the result of workers who carry out the quality and quantity achieved by their duties as a nurse by their responsibilities in caring for patients, comprehensively in helping

patients for optimal recovery and well-being (Laoh, et., al. 2022). A nurse in providing good service to patients must always be prepared, therefore a nurse can experience mental and emotional fatigue, this condition can drain the nurse's physical and emotional strength which causes fatigue (Matussilmiyuliyani, et., al, 2022).

This research took as its object the Utama Amanda Clinic, Purwokerto, the location of Utama Amanda Clinic is on Jl, Martadireja II No.32, Kepetek Mersi Kec. Purwokerto, Banyumas Regency. Utama Amanda Clinic can develop quality in its organization by improving the performance of its human resources, this can increase the sense of satisfaction of its workforce, according to Indian, et., al, (2023) a nurse will feel happy with the work they do and feel appreciated by the hospital where they work. They work in the place they choose and try to do it as best as possible according to what they want. However, several factors can cause a nurse to reduce their performance, one of which is the burnout factor.

Burnout itself is a condition when a person feels very tired and is reluctant to work effectively. This often occurs in individuals, due to excessive work pressure or constant stress. When individuals experience burnout, the quality of their work can decrease significantly. This can affect their productivity and work results, therefore it is organizations to pay attention to and overcome burnout problems so that employees continue to work well. Many nurses in hospitals experience difficulties, high workloads, and stress which can make them feel exhausted more easily (Indrian, et., al,2023). A phenomenon can be seen at Utama Amanda Clinic that several nurses seem overwhelmed with their work. The nurses had to serve patients who at that time had a large number of patients, while the number of nurses in the clinic was not that many. This is in line with Smith Girdano's opinion that a person will not be able to work effectively if he is under pressure, causing feelings of anxiety and poor work results.

The second thing that can influence a nurse's performance is looking at a person's emotional intelligence. According to Hutama, et., al, (2022), If a nurse feels stressed, it is important to be able to understand the problems and thoughts that are being experienced. This is also required to provide the best service for patients. If they are not able to communicate well, it can cause errors in providing care to patients, so understanding the problem they are facing will make it difficult to recognize emotions. Based on research at the Utama Amanda Clinic has shown that she has good emotional intelligence, so her performance will increase. This can be seen when researchers make observations that their co-workers understand and help each other. This is in line with research by (Kharismasyah, et., al, 2018) that emotional intelligence has a positive effect on nurse performance, this is inversely proportional to research by (Irfan, et., al, 2016) that emotional intelligence has no effect on employee performance.

Factors that can influence a nurse's performance are social support from the people around them, such as family, and co-workers, because social support can help each other in daily life, such as providing support in difficult situations, and financial support by giving money/goods. to someone who needs it and can improve mental well-being or reduce stress, because all of this can improve the performance of nurses (Muiz, et., al, 2022). Based on research at Utama Amanda Clinic, they work to support each other. This is supported by research by (Muiz, et., al. 2022) that the higher the social support provided, the nurse's performance will increase, but if social support is low, their performance will decrease. Different research (Ramadhani, 2019) suggests that emotional intelligence has no effect on performance.

Next, the factor that can influence nurse performance is Self-Efficacy. A nurse must carry out the tasks given well and follow the regulations set by the superior. Therefore (Harianja, et., al. 2022) stated that Self-Efficacy refers to a person's belief in his ability to carry out tasks to achieve goals according to applicable rules. If Self-efficacy is high, individuals feel confident in carrying out their duties and believe that they are able to provide good care to patients. High self-confidence also helps nurses in facing challenges and problems that may arise in their work. Meanwhile, in the phenomenon of Utama Amanda Clinic, it can be seen that they work seriously in serving their patients. This is supported by research by (Harianja, et al. 2022) that the Self-Efficacy of nurses at Hermina Depok Hospital increases, and the performance of nurses will increase significantly.

2. Literature Review

2.1 Nurse Performance

According to Mangkunegara, (2006:67), performance is the result of a person's work seen from how well and how much he has achieved. Meanwhile, according to Wibowo (2016), several factors can come from the individual himself or environmental factors. Because, every individual has basic expertise, skills, and abilities. suitable to motivate and give satisfaction to everyone's work. Performance indicators put forward by Bernadin, (2002) include quality, quantity, time management, effectiveness, and independence.

2.2 Burnout

According (Maslach, 1999) states that fatigue can occur due to prolonged incompatibility by an individual, including the workload of too much work without adequate resources, then a lack of control or self-control which may not have sufficient autonomy to do something. As a result, the increasing amount of pressure makes nurses feel stressed and overwhelmed and has the potential to cause very severe fatigue (Ekman & Friesen, 1986). A nurse who is experiencing burnout can have a decrease in performance, resulting in detrimental consequences such as salary cuts or even termination of employment (Tamrin, Hasan, and Jannang 2020).

2.3 Emotional Intelligence

According to Moorhead and Grzegorek (2019), emotional intelligence is the ability to develop respect, understand other people's feelings, and the ability to interact with other people. Copper and Sawaf, (2002) revealed that good emotional intelligence is able to fight feelings of frustration, a person must have the ability to restrain impulses and emotions and not be too excessive in dealing with them. Therefore, having the ability to control emotions is essential for success at work and achieving excellent performance (Irfan, et., al, 2016).

2.4. Social Support

Social support is assistance, support, or guidance provided by someone to another person in a particular situation or problem. As a way to provide information or assistance using words or actions (Hasibuan, 2017). Meanwhile, according to Robbins (2018), it provides emotions feelings, and comfort both physically and mentally because of getting better and more useful help to people who need it, facing problems if someone is not accepted by others.

2.5. Self-Efficacy

Self-efficacy is a person's evaluation of himself regarding a person's skills and abilities in carrying out a job to achieve the desired results (Bandura 1997). According to Gist (1992), Self-Efficacy emerges from gradual changes starting from social, linguistic, cognitive, and physical skills through experience. Self-efficacy can play a big role in defining a person's actions to achieve goals (Tamrin, et al. 2020).

3. Research Methodology

3.1 Types of Research

This research uses a quantitative approach and survey research type. This survey method aims to see the conditions that will make the research object appropriate to the existing conditions, then look for existing data and information from the sample. The object of this research refers to medical personnel, especially inpatient nurses, where the focus is to analyze the influence of birthout, emotional intelligence, social support and self-efficacy on the performance of inpatient nurses.

3.2 Population, Sampling and Sampling Techniques

The population in this study were all 15 inpatient nurses. The sample used in this research was taken using a non-probability sampling technique, namely a saturated sample by taking all members of the population as respondents (Sugiyono, 2016).

3.3 Measurement

Researchers used a burnout measurement scale consisting of 6 statements, emotional intelligence consisting of 5 statements, social support consisting of 8 statements, self-efficacy consisting of 6 statements, and performance consisting of 5 statements. The statement begins using a Likert scale, which will be measured using several items rated on a 5 point Likert type scale. point 1: strongly disagree, point 2: disagree, point 3: neutral, point 4: agree, and point 5: strongly agree.

3.4 Data Analysis

This data analysis technique uses multiple linear analysis to determine the influence of two or more independent variables together on the dependent variable as shown by regression.

$$Y = \alpha + b_1X_1 + b_2X_2 + b_3X_3 + b_4X_4 + e$$

Information :

Y   : Nurse performance
X1   : Burnout
X2   : Emotional Intelligence
X3   : Social Support
X4   : Self-Efficacy

4. Results

4.1 Multiple Linear Test

Multiple linear regression analysis is the study of how one or more variables can influence other variables. The analysis of this study aims to estimate the population average or average value of the influenced variables, based on the influencing variables that are already known (Ghozali, 2018).

Table 1. Multiple Linear Regression

a. Dependent Variable: Nurse Performance
R   : 0.824
R Square   : 0.678
Adjusted R Square   : 0.549
F count   : 5,269
F table   : 1,812
Sig F   : 0.015
α   : 0.05

$Y = 343{,}547 - 6{,}25X_1 + 0{,}202X_2 - 1{,}09X_3 + 0{,}929 X_4$

The regression equation above can be explained as follows:

$\alpha = 343{,}547$, the constant value is 343,547 units, so Burnout, Emotional Intelligence, Social Support, and Self-efficacy have a value of 0, so the nurse's performance is 343,547.

$\beta_1 = -6{,}25$ if the Burnout coefficient increases by one unit, then Bornout will decrease by -6,25 units if other variables remain constant.

$\beta_2 = 0{,}202$ if Emotional Intelligence increases by one unit, then Emotional Intelligence will decrease by 0,202 units, other variables remain constant.

$\beta_3 = -1{,}09$ if Social Support increases by one unit, then Social Support will decrease by -1,09 units, other variables remain constant.

$\beta_4 = 0{,}929$ if Self-efficacy increases by one unit, then Self-efficacy will increase by 0,929 units, other variables remain constant.

Table 1 shows that the Adjusted R square (Adj R2) value is 0.549 or 54.9%. This shows that the percentage contribution of the independent variables Burnout, Emotional Intelligence, Social Support and Self-Efficacy to the dependent variable Nurse Performance is 54.9%, the remaining 45.1% is influenced by other variables not examined in this research model which have an influence on nurse performance that has not been studied.

It is known from table 1. That the calculated F is 5.269 while the F table value is 1.812. It is known that df1 = (K-1) = 5-1 = 4 and df2 = (NK-1) = 15-4-1 = 10. Apart from that, the significance value is 0.015 (0.015 > 0.05). Because F count > F table (5.269 > 1.812), then this hypothesis is accepted. This means that Burnout, Emotional Intelligence, Social Support and Self-Efficacy simultaneously have a significant effect on nurse performance.

4.2 Hypothesis Testing

4.2.1 Hypothesis Test 1

To test hypothesis 1 which states that Burnout (X1) affects nurse performance (Y) use the t-test. The results of the t-test analysis show the significance value of t Burnout, equal to (-1.380 < 0.05) and sig (0.198 > 0.05). So it is proven that the Burnout variable (X1) has a negative and insignificant effect on nurses' work behavior (Y).

4.2.2 Hypothesis Test 2

To test hypothesis 2 which states that Emotional Intelligence (X2) influences nurse performance (Y) using the t-test. The results of the t-test analysis show the significance value of t Burnout, equal to (0.508 > 0.05) and sig. (0.622 > 0.05). So it is proven that the Emotional Intelligence variable (X2) has a positive and insignificant effect on nurses' work behavior (Y).

4.2.3 Hypothesis Test 3

To test hypothesis 1 which states that Social Support (X3) influences nurse performance (Y) using the t-test. The results of the t-test analysis show that the significance value of Social Support t is (-4.20 < 0.05) and sig (0.683 > 0.05). So it is proven that the Social Support variable (X3) has a negative and insignificant effect on nurses' work behavior (Y).

4.2.4 Hypothesis Test 4

To test hypothesis 1 which states that Self-Efficacy (X4) influences nurse performance (Y) using the t-test. The results of the t-test analysis show the significance value of t Self-Efficacy, equal to (3.492 > 0.05) and sig (0.006 < 0.05). So it is proven that the Self-Efficacy variable (X4) has a positive and significant effect on nurses' work behavior (Y).

5. Discussion
5.1 Effect of Burnout on Performance
From this research, it is known that the effect of burnout is negative and not significant. This illustrates that the higher the level of burnout experienced by a nurse, the lower the level of performance a nurse will produce. Likewise, vice versa, if the level of birth experienced by a nurse is lower, the higher the level of performance a nurse will produce. This research confirms and expands the results of previous research conducted by Mariyani, Hasan & Janang (2020); and Maulidah, Wibowo & Widiastuti (2022).

5.2 The Effect of Emotional Intelligence on Performance
Then it was discovered that Emotional Intelligence had a positive and insignificant effect. This means that the higher a nurse's emotional intelligence, the resulting performance will increase, and vice versa, the lower the nurse's emotional intelligence, the lower the resulting performance will be. This is by previous research by Kharismasyah, Tata, and Aldiansyah (2021); and Faturrahman (2023). However, this is different from research by Irfan, Irwan & Alim (2016) where the research results show that emotional intelligence does not affect employee performance.

5.3 The Effect of Social Support on Performance
Furthermore, the Social Support variable is known to have a negative and insignificant effect on nurse performance. This means that a nurse will experience difficulties related to patients, which

other nurses or co-workers cannot do anything about, therefore the one who can solve the problem is the nurse herself. This is by previous research by Ramadhani (2019). However, in contrast to research by Muiz, et., al, (2022), social support has a positive and significant effect on performance

5.4 The Influence of Self-Efficacy on Performance
The final variable, namely Self-efficay, is known to have a positive and significant effect on nurse performance. This means that the higher a nurse's Self-Efficacy, the higher the nurse's performance will be, and vice versa. By previous research by Harianja, et., al (2022); and Safitri (2022).

6. Conclusion

From the data analysis that has been carried out, the conclusion that can be obtained from this research is that the Burnout variable has a negative and insignificant effect on nurse performance, the Emotional Intelligence variable has a positive and insignificant effect on nurse performance, Social Support has a negative and insignificant effect on nurse performance, and Self-efficacy has a positive and significant effect on nurse performance. In this research, I suggest that Utama Amanda Clinic is expected to always provide guidance and support to all nurses. So that nurses who work in the clinic can maintain and improve their performance to create job satisfaction for the nurses themselves as well as patient satisfaction as well. The results of this research can be followed up in depth regarding nurse performance.

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