



Relationship of Hardiness Personality With Nurse Burnout

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ABSTRACT

Burnout is work-related stress that occurs for a long time. One factor that can affect fatigue is personality characteristics. Hardiness is a personality characteristic that makes individuals stronger, more resistant, stable in dealing with stress. This study aims to determine the relationship between hardiness personality and burnout among nurses at Manado Adventist Hospital. The research design used is descriptive correlation with cross-sectional approach and purposive sampling technique. The number of samples in this study were 51 respondents. The statistical test results showed 25 respondents (49.0%) had Very High hardiness personalities, 25 respondents (49.0%) had High hardiness personalities, and 1 respondent (2.0%) had Moderate hardiness personalities; 26 respondents (51.0%) had Low burnout, and 25 respondents (49.0%) had Moderate burnout. Pearson correlation test results showed a significant value that is p value $0.033 < 0.05$ with a correlation coefficient value $r = -0.299$ which indicates a weak and significant relationship with the negative direction between hardiness and burnout personality in nurses at Advent Manado Hospital. Recommendations for future researchers to be able to add factors that affect hardiness personality such as social support, top five personalities and can use other methods to see the extent of the influence of hardiness personality on fatigue.

Keywords: Burnout, Personality Hardiness, Nurse.

INTRODUCTION

Law no. 44 of 2009 states that Hospital is a health service institution that provides a complete individual health service that provides inpatient, outpatient and emergency services. Furthermore, the health services provided are useful for serving health service users who need first aid and treatment with special assistance from health services. Health services provided to users of health services are inseparable from the human resources available at the Hospital (Herma, Sulistyani, Mariskha, & Sari, 2015). Human resources at the hospital are basically regulated through the determination of the number and process of health workers who must be available in a hospital (Jimenez, Munoz, Hernandez, & Dono, 2014). In this case it has been intended that the human resources in the hospital play an important role in the delivery of health services.

Based on data obtained by the Health Human Resources Development and Empowerment Agency (BPPSDMK) Ministry of Health Republic of Indonesia (2017) stated that the total human resources in the health sector in 2016 in Indonesia reached 1,000,780, where nurses are the health workers with the largest number of other health workers as many as 49% (296,876), followed by midwives 27% and specialist doctors 8%.

LITERATURE REVIEW

According to the Nursing Act no. 38 article 1 paragraph 2 of 2014 a nurse is someone who has graduated from a tertiary education in nursing, both domestically and abroad that is recognized by the government in accordance with statutory provisions. Furthermore, according to Asmadi (2008), nurses are part of health workers who have the ability, responsibility and authority in implementing and providing nursing services to clients. Therefore nurses must have a high level of professionalism in providing nursing services to clients (Herma, et al, 2015). Nurses' more complex work will add more demands to the work that is borne so that if nurses are unable to meet these demands, nurses will find it difficult to escape from the pressures faced and can eventually lead to burnout (Lucia & Asih, 2015).

The results of studies from Ribeiro, Filho, Victor, Marcelo & Abreu (2014) stated that burnout has a very high prevalence in work care and services, especially in the health sector. This is reinforced by the results of research conducted by Holmes in Brazil in 2016, found that 40% of nurses experienced emotional exhaustion, 35.4% experienced depersonalization and 40.9% experienced a decrease in self-achievement. Based on these data it can be seen that nurses have a high percentage of burnout. According to Kasmarani (2012) nurses have a high enough workload to be able to carry out effective nursing service practices. Excessive workload physically and mentally is likely to cause sources of stress. That is why Maharani and Tryoga (2012), as well as the ACT Center of Indiana (2018) stated that when work stress occurs continuously it can result in long-term impacts of experiencing physical health problems (for example: insomnia, headaches, muscle tension) and mental health problems (for example: depression, anxiety, substance abuse) as well as negative behaviors towards work which eventually lead to burnout.

Burnout is a physical, emotional and mental condition that is very depressed due to a demanding work situation for a long time (Muslihudin, 2009). In this connection, burnout involves physical fatigue, emotional fatigue and cynicism or attitude statements that always look down on someone where this is caused by stress related to work that occurs for a long

time (Waiten, Lloyd, Dunn, & Hammer, 2009). One factor that can affect burnout is personality characteristics (Herma, et al, 2015).

Hardiness personality is a personality characteristic that has a tendency to perceive or view life events that have the potential to bring pressure as something that is not too threatening (Dodik & Astuti, 2012). Furthermore, hardiness personality can reduce the influence of tense events by increasing self-adjustment using social resources in the environment to be used as motivation and support (Nirwana & Yanladila, 2014).

Hardiness personality can control individual overcoming stress (burnout) and work demands that occur. Correspondingly, the results of research conducted by Lucia and Asih (2015), as well as Aprilia and Yulianti (2017) showed that there was a significant negative relationship between hardiness and burnout personality on nurses, which means that the higher the hardiness personality, the lower the burnout and vice versa, the lower the hardiness personality, the higher the burnout experienced by the nurse.

Based on data obtained from the Manado Adventist Hospital, the number of health workers in 2018 at the Manado Adventist Hospital reached 133 nurses. This proves that the health workers in the hospital who have the most number are nurses. Furthermore, according to the results of researchers' interviews with 6 nurses at Advent Manado Hospital, it was found that nurses had several burnout complaints including emotional exhaustion after work, lack of enthusiasm for work, impatience in dealing with clients, not too concerned with what happened to clients, felt that he had not achieved anything worthwhile while working and began to doubt his ability to solve work problems. Based on the background of the problem that has been described, the researcher is interested in conducting a study entitled "Relationship between Hardiness Personality and Burnout in Nurses at Advent Manado Hospital".

METHODS

The research design used is descriptive correlation, to look for relationships between variables (Setiadi, 2013) with a cross sectional approach, that is the type of research that emphasizes the measurement or observation of independent and dependent variable data only once at a time (Christina, 2016). The population in this study was inpatient nurses at Manado Adventist Hospital with a population of 74 nurses. The sampling technique used in this study is purposive sampling where the sampling technique is used when researchers have certain considerations in sampling where there are two sample criteria namely inclusion and

exclusion. The inclusion criteria in this study were all inpatient nurses at Manado Adventist Hospital, nurses with a working period of more than 1 year, were in the room at the time of data collection and were willing to participate in this study by signing an informed consent. While the exclusion criteria in this study were all nurses at Manado Adventist Manado but in the period of leave, illness, were not in the room when data collection was carried out and who did not want to participate when the study was conducted.

The tool used in this study is the hardiness personality questionnaire adopted from the Yulhaida study (2018) with the results of the Cronbach alpha validity test of 0.820 with a total of 16 questions and the burnout questionnaire adopted from Budiansya (2015) with the results of the Cronbach alpha validity test of 0.818 with a total of 22 questions

RESULTS

Description of the hardiness personality of nurses at Manado Adventist Hospital can be seen in Tabel 1.

Tabel 1. **Hardiness personality among nurses at Manado Adventist Hospital**

		<i>Frequency</i>	<i>Percent</i>	<i>Cumulative Percent</i>
Valid	Moderate	1	2.0	2.0
	High	25	49.0	51.0
	Very High	25	49.0	100.0
	Total	51	100.0	

As can be seen in table 4.1 it can be explained that from 51 research respondents, there were 25 respondents (49.0%) who had Very High hardiness personalities, 25 respondents (49.0%) had High hardiness personalities and 1 respondent (2.0%) had moderate hardiness personality. This shows that the majority of inpatient nurses at Manado Adventist Hospital are in the High hardiness personality category of 49.0% and Very High 49.0%. In this study, the hardiness personality of inpatient nurses at Manado Adventist Hospital is in the High category because according to the interview results some nurses said that although they often meet clients with a variety of characters and illnesses, as well as clients' families that are often demanding, nurse at the Manado Adventist Hospital believes that all problems of work or demands that occur are an opportunity to be able to make individuals more advanced and develop so that they can achieve the expected goals. Manado Adventist Hospital also often

holds week of prayer activities once a year and other spiritual activities so that in this case the hardiness personality of inpatient nurses is in the high category.

According to Nelson (2009), spirituality can help a person in finding meaning in his life, encourage harmony with God through religious activities, spirituality can provide spirit, freedom from the bondage of adversity. Every individual needs a spiritual support to live a firmer life (Syamsuddin & Azman, 2012).

Individuals who have high hardiness are addressed with feelings and strong work commitments, have good control and accept challenges as a change that will make it easier for individuals to overcome burnout (Dian, 2014). According to Maddi (2013), there are three general characteristics of people who have a hardiness personality, namely: a) individuals believe that all events that occur in life can be controlled and influenced, b) individuals have a high sense of commitment to the events that occur in life and c) individuals perceive change as an opportunity to develop for the better.

Based on research conducted by Aprillia and Yulianti (2017) regarding the correlation of aspects of hardiness to the burnout variable found there was a relationship between commitment and hardiness with r value = -0.256 ($p < 0.01$), control and hardiness with r value = -0.421 ($p < 0, 01$) and challenges and hardiness with r value = -0.484 ($p < 0.01$). These results indicate that there is a significant correlation between aspects of commitment, control aspects and challenges to burnout.

Research conducted by Ganita and Kristiana (2017) at a Usada Insani Hospital in Tangerang City found that 63.8% were in the high hardiness category and 36.8% were in the very high category. This shows that the hardiness personality of nurses mostly has a high hardiness personality.

The description of burnout on nurses at Manado Adventist Hospital can be seen in Table 2.

Tabel 2. Burnout level of nurses at Manado Adventist Hospital

	<i>Frequency</i>	<i>Percent</i>	<i>Cumulative Percent</i>
Low	26	51.0	51.0
Valid Moderate	25	49.0	100.0
Total	51	100.0	

As can be seen in table 4.2 it can be explained that from 51 research respondents, there were 26 respondents (51.0%) had Low burnout level, and 25 respondents (49.0%) had Moderate burnout. This shows that the burnout level of inpatient nurses Manado Adventist Hospital is

in the Low category of 51.0%. In this study, burnout for inpatient nurses were in the Low category because according to the interview results some nurses said that there was support from doctors and coworkers when facing pressure so burnout for nurses at Advent Manado Hospital was in the category low.

Burnout is a symptom of physical, emotional, attitude and behavior fatigue, arising from prolonged work stress (Kusumawati, 2009). According to Langle (in Soukupova, 2016) the first stage of the development of burnout was marked by enthusiasm, commitment, having a positive view of the work and believing that something could be achieved from the work done. One factor that can overcome burnout is social support.

The research conducted by Labib (2013) stated that there is a significant relationship between social support and burnout level with r value = -0.475 which means that the interpretation of the correlation is moderate. The high social support from the surrounding environment can influence burnout for nurses, where the support can come from family, coworkers and also from organizations (Aristiani & Yunita, 2015).

Mariyanti and Citrawati (2011) at RSAB Harapan Kita in their research found that of 27 respondents who were inpatient nurses, there were 12 respondents in the high category and 15 respondents in the low category. This shows that burnout in nurses in RSAB Harapan Kita mostly have burnout in the low category 15 (25%).

The relationship between hardiness personality with burnout on nurses at Manado Adventist Hospital can be seen in Table 3.

Tabel 3. Relationship between hardiness personality with burnout

	p value	r
<i>Correlation Hardiness dan Burnout</i>	.033	-.299

As shown in table 4.3 it can be explained that the results of the Pearson correlation test between the hardiness personality and burnout variables obtained a significant p value = $0.033 < 0.05$, thus H_a is accepted. These results indicate that there is a significant relationship between hardiness and burnout personality among nurses at Manado Adventist Hospital. This shows that the hardiness personality is a personality characteristic that develops in a person in a difficult situation (burnout) where developments can make a person capable of making good changes.

The statistical test results between hardiness and burnout variables also found r value = -0.299. This shows that the hardiness personality with burnout has a negative relationship where the higher the hardiness personality, the lower the burnout level experienced by nurses and vice versa, the lower the hardiness personality, the higher the burnout level experienced by nurses, with the correlation interpretation in weak level between the hardiness personality with burnout on nurses at the Manado Adventist Hospital.

Hardiness personality is a personality that has a resistance function when individuals face a problem where all problems and workloads are something that is impossible to avoid so that individuals do things that are considered appropriate to solve the problem. Hardiness personality can facilitate individuals in overcoming burnout and will make individuals more vulnerable to sources of work stress that can cause burnout (Aprillia & Yulianti, 2017).

This study is in line with the results of research conducted by Aprilia and Yulianti (2017) which says there is a significant relationship between hardiness and burnout personalities in inpatients at the Aceh "X" Hospital shown by the correlation coefficient $r = -0.560$ with a significance level at the level of $p = 0.00$ ($p < 0.01$).

DISCUSSION

Recommendation

This research can be an information and reference for hospitals to be able to encourage nurses to improve their hardiness personality in an effort to minimize the occurrence of burnout so that health services in hospitals can be carried out properly. It also recommended to further researchers who will conduct research on the same topic to add factors that affect hardiness personality such as social support and the big five personality and can test using other methods to see how far the influence of hardiness personality on burnout in nurses.

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