

The Relationship Between Work-Life Balance and Workload with Burnout in Nurses

Dwi Mauliddiyah¹, Widyastuti², Winda Asmara³
^{1,2,3}Muhammadiyah University of Sidoarjo, Indonesia



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ABSTRACT

Objective: The purpose of this study is to see the relationship between work, life, balance and workload with burnout in nurses who work at one of the private hospitals in Sidoarjo. **Method:** The approach in this research is quantitative correlation. The research sample consisted of 161 nurses selected through random sampling technique from a total of 300 nurses, with a significance level of 5% based on the Issac and Michael table. To collect data, the instrument used was a Likert scale to measure work life balance, workload and burnout variables. The work-life balance variable has a reliability of 0.956 with 36 items, the workload variable has a reliability of 0.765 with 36 items, and the burnout variable has a reliability of 0.973 with 32 items. SPSS 30.0 software was used to analyze data with multiple correlation techniques. **Results:** The results showed that there was a significant correlation between workload and work-life balance with the level of burnout of nurses. The statistical test results showed a coefficient value of 74.004 and p -value <0.001 . This means that this correlation model is significant. It can be concluded that work life balance and workload simultaneously have a significant influence on burnout in nurses. **Novelty:** Burnout is a condition characterized by physical, emotional, and mental exhaustion as a form of impact from the use of energy that exceeds one's capacity.

INTRODUCTION

The hospital is one of the health service centers that provides services in the form of outpatient, inpatient and emergency services, and offers comprehensive medical care. In addition, hospitals play an important role in significantly improving the quality of public health.[1]. Skilled and experienced nurses are an important part of running a hospital. In addition to caring for patients, nurses also play the role of medical personnel who provide health services to help improve the health and welfare of the community.[2]. In running a hospital, skilled and experienced nurses are essential. In addition to caring for patients, nurses also play the role of medical professionals who provide health services to improve the health and welfare of the community.[3]. Nurses with an excessive workload can experience burnout and loss of focus, which can trigger work-related stress. This condition occurs when individuals are unable to manage stress properly, so it can have negative effects on their performance and health.[4].

This research is important because Burnout can have a major impact on a person's well-being and reduce productivity and performance in the workplace, so this research is very important. This condition is often characterized by excessive tiredness, anxiety, sadness, and other mental health problems. In some cases, Burnout It can also trigger post-traumatic stress disorder as well as alcohol or drug abuse.[5]. Tired nurses find it difficult to work properly, which can affect the quality of services provided. If the quality of service decreases and the attitude towards patients becomes less friendly, then the

patient as the recipient of the service will be affected[6]. This impact occurs because nurses experience Burnout.

According to Maslach, nurses who experience Burnout feeling negative emotional reactions at work due to constant stress.[7]. Physical, emotional, and mental fatigue shows signs Burnout, which occurs due to energy use exceeding the limits of one's ability. [8]. According to Maslach, Burnout characterized by three main symptoms: 1) feeling emotionally exhausted, 2) depersonalization, and 3) a decrease in the sense of achievement at work. [7].

Prevalence Burnout In the nursing profession, it is widely researched abroad. According to a study by Cañadas-De la Fuente et al., about 80% of the 676 nurses in Andalusia, Spain, experienced a high rate of burnout.[9]. Meanwhile, research by Saparwati and Apriatmoko in Indonesia showed that 50.8% of nurses in one of the Regional General Hospitals in the city of Semarang had the syndrome Burnout.[10]. Meanwhile, according to a study by Indiwati et al., 71.15% of nurses in a private hospital in Surabaya reported experiencing Burnout keep.[11].

Based on the results of preliminary studies, it is known that the phenomenon Burnout also experienced by health workers, especially nurses in one of the private hospitals in the Sidoarjo area. An initial survey of 35 nurses showed that the majority of respondents were experiencing symptoms Burnout, up to 47% showed a tendency to feel emotional exhaustion, 19% felt depersonalized, and 34% felt a decrease in personal achievement. The results of the preliminary study show that the phenomenon of burnout also hit nursing personnel in one of the private hospitals in the Sidoarjo area. Overall, the level Burnout nurses are at a moderate level, where these characteristics are appropriate to what the patient feels Burnout as explained by Saparwati and Apriatmoko. Persistent feelings of fatigue and the perception that a person's emotional capacity has been substantially reduced are hallmarks of emotional fatigue, which causes people to become less sensitive to their environment. People who are in the depersonalization dimension show a cynical attitude towards coworkers and patients, detach themselves from social relationships, and have a lower emotional attachment to their work. In contrast, when it comes to declining personal achievement, people often have poor self-perception and feel less confident in their professional skills and achievements[10].

This is according to the symptoms Burnout which are often experienced by health workers, namely despair, sadness, easy frustration, loneliness, physical and mental fatigue, feeling failed, anxiety that leads to excessive alertness, and easy surprise.[12]. Burnout is the result of various circumstances. According to Maslach & Jackson, these determining factors include demographics (age, gender, marital status, education level, working age), personality traits, and work environment characteristics (excessive workload, lack of control, inadequate rewards, lack of community, injustice, and substantial value conflicts: moral distress).[13]. Meanwhile, Hasbeslesben and Bucklay stated that several factors contributed to the formation of the Burnout includes: a) psychological factors, b) factors Burnout, c) personal stress, d) sleep disorders, e) health

problems, and f) imbalance between work and personal life.[14]. Thus, the causes Burnout It is influenced by internal and external factors that are interconnected.

Troppmann said that some health care workers believe they are spending too much time at work, spending 20 hours a week with friends and family and 4 hours a week on hobbies and recreation.[15]. This condition can affect personal, family, and social life, which ultimately impacts work, such as increased work stress, Burnout, as well as a decrease in commitment to the organization.[16]. Work-life balance can be interrupted when the demands of work begin to enter the realm of personal life. [17].

McDonald, Brown, and Bradley mention that Work-life balance is a person's ability to feel the extent to which he feels satisfied in carrying out his duties and duties when inside and outside the workplace.[18]. Other definitions of Work-life balance based on an individual's ability to feel satisfied and engaged both at work and in his personal life [19]. According to McDonald, Brown, and Bradley, Work-life balance consists of several dimensions, namely: a) Managerial Support (Managerial Support), b) Perception of Career Consequences (Perception of Career Consequences), c) Time Expectation in the Organization (Organisational Time Expectations), d) Utilization of Gender-Based Policies (Gendered Nature of Policy Utilisation), and e) Peer Support (Co-worker Support).[18].

Fatigue Burnout and Work-life balance negatively correlated, according to research by Darmawan et al. This indicates that Work-life balance may affect Burnout in nurses, because Burnout occurs when a nurse feels dissatisfied with her job due to demands and obligations that cannot be met.[20]. Another study conducted by Khairani revealed that there is a negative correlation between Work-life balance and Burnout on married nurses. The results were obtained using the Spearman correlation test showing a correlation coefficient of -0.706 with a value of $p = 0.000$ ($p < 0.05$). This means that if the level Work-life balance higher it can lead to lower Burnout that is felt by individuals. This is inversely proportional when Work-life balance decreases, then the Burnout that is felt tends to increase[21].

Nurses are required to be there for their patients at all times, which means they must always be kind, sympathetic, focused, and caring. However, nurses are under greater pressure to provide safe and effective care when expectations are higher.[22]. Excessive workload, both physically and mentally, can trigger stress and burnout, which has the potential to decrease the well-being and productivity of individuals in the work environment[23]. According to Gawron, workload refers to the demands of tasks that involve physical and mental effort, and reflect activities and achievements in carrying out work.[24]. Workload, according to Nurendra, is the amount of work that the organization demands of employees so that the work can be completed quickly. This means that employees feel that their workload demands effort or requires good concentration in order to be completed [25]. Furthermore, Gawron also argues that workload consists of three main aspects, namely: a) mental load, b) physical, c) time [24]. The results of statistical tests from previous research by Putri showed that there was a positive relationship between workload and Burnout in nurses in the inpatient room of the Medan City Hospital, the p value was $0.003 < (r = 0.005)$ [26]. Furthermore, previous

research obtained by Izzati and Putri found that there was a strong positive significance relationship between workload and level Burnout in the mixing workforce. The correlation value showed that $r = 0.775$ and the significance level $p = 0.000$ ($p < 0.05$). This means that the increase in workload is directly proportional to the increase in the Burnout, while a decrease in workload tends to reduce the Burnout experienced.[27].

Various studies on burnout in nurses that have been carried out from within and outside the country have made varied contributions using different variables. Workload and work-life balance were independent factors studied, while burnout was a dependent variable. This method is different from previous studies that often only emphasize the relationship between one or two variables. To look at the simultaneous relationship with burnout, this study aims to make a new contribution by combining the two independent variables. Therefore, the researcher is interested in conducting a study entitled The Relationship Between Work-Life Balance and Workload and Burnout in Private Hospital Nurses in Sidoarjo City.

RESEARCH METHOD

The approach of this study uses quantitative correlation. This study describes the degree of relationship between two or more quantitative variables referred to as correlational research [28]. There are three variables used in this study, namely Burnout (Y) is a dependent variable, whereas Work-life balance (X1) and workload (X2) are independent variables. The population of this study is a total of 300 nurses in a private hospital in Sidoarjo city. In determining the amount of sampling used, the researcher chose the probability technique with the type Simple random sampling with based on Issac and Michael's table. Thus, 161 nurses are a research sample if the population consists of 300 nurses at the level of 5%.

The data collection techniques used in this research are based on three types of psychological measurement tools, namely the work-life balance scale, the workload scale, and the burnout scale, which are compiled in the form of the Likert scale. This scale consists of statements with favorable and unfavorable answer choices, respondents are asked to choose one answer choice from four possible answers that have been provided and are in accordance with the respondent's conditions, namely Very Appropriate (SS), Appropriate (S), Not Appropriate (TS), and Very Not Appropriate (STS). This study collects primary data obtained directly from respondents through questionnaires or questionnaires. Data collection is carried out online by distributing questionnaires through google forms to facilitate access and increase efficiency in filling and collecting data.

This study uses three results of the adoption scale, namely the Work-life balance adopted from the scale developed by Anisruddin (2024), based on the aspects presented by McDonald, Brown, and Bradley. These aspects include: a) Managerial Support (Managerial Support), b) Perception of Career Consequences (Perception of Career Consequences), c) Organizational Time Expectations (Organisational Time Expectations), d) Utilization of Gender-Based Policies (Gendered Nature of Policy Usage), and e) Peer

Support (Co-worker Support). This scale has reliability of 0.956 with a total 36 items.[29]. To measure Workload, this study uses a scale adopted and developed by Simanjuntak, which is arranged based on workload aspects according to Gawron, that is mental load, physical load, and time aspect. This scale has reliability of 0.765 with 36 items.[30]. Meanwhile, Burnout using adoption based on the scale developed by Milisa (2024), with scale Maslach Burnout Inventory-Human Services Survey (MBI-HSS) which is based on three aspects Burnout submitted by Maslach, namely emotional exhaustion, depersonalization, and decreased personal achievement. Reliability of scale by 0.973 with a total 32 items[31]. Data analysis used with Multiple correlation analysis with the help of Software IBM SPSS 30.0 for Windows to test the relationship between Work-life balance, workload, and Burnout in nurses.

RESULTS AND DISCUSSION

Results

This study involved 300 nurses as a population, with 161 nurses as a sample selected using a simple random sampling technique. This study analyzed three variables, namely burnout as a dependent variable while work-life balance and workload as independent variables. The researcher carried out a classical assumption test as a first step and several prerequisites that must be met. First, samples are taken randomly to ensure population representation. Second, the data must be distributed normally, which is tested through normality tests. Third, the relationship between variables must be linear, which is proven through the linearity test. Finally, there was no multicollinearity in the data tested by the multicollinearity test.

Table 1. Demographics of research subjects.

Characteristics	Frequency	Percentage
Man	30	19%
Woman	131	81%
Sum	161	100%

Based on table 1, it shows that 131 participants, or 81% of the total study participants, were women, while 30 respondents, or 19%, were men. These results show that the percentage of female nurses in this study is higher than that of male nurses.

Classic Assumption Test

In this study, the three research variables were tested simultaneously using the normality test using the Kolmogorov-Smirnov method. The purpose of this normality test is to find out whether the data is distributed normally or not. According to the rule, the distribution is considered normal if the significance result ($\text{sig} > 0.05$) is higher than 0.05. Based on the results of the normality test, the data on work-life balance, workload, and burnout have an Asymp value. Sig is 0.200. Since the asymptotic significance value of the survey is greater than 0.05, it can be concluded that the workload, burnout, and work-life balance data are distributed normally.

This linearity test aims to determine whether any of the three variables used in this study are linear or not. In this study, the normality test was carried out using ANOVA. The rule used in this test states that if the significance value (Sig.) of the linearity result is less than 0.05, then the relationship between variables can be said to be linear. The normality results in burnout and work-life balance ($X1 \rightarrow Y$) $<.001$. As for the burnout variable with a workload ($X2 \rightarrow Y$) of .019. The data can be said to meet the assumption of linearity because the Sig value < 0.05 . This means that there is a one-way relationship between dependent and independent variables.

To find out if there are independent variables in a single model that are similar between variables, a multicollinearity test is required. The multicollinearity test was carried out by looking at the tolerance value and the value of the Variance Inflation Factor (VIF). The results of the Colinearity Statistics showed that the tolerance values for work-life balance ($X1$) and workload ($X2$) were .989 higher than 0.01. In contrast, the variables $X1$ and $X2$ have a VIF value of $1.011 < 10$. It can be concluded from the exposure of the classical assumption test above that there are no symptoms of multicollinearity in the correlation model.

Hypothesis Test

In this study, the selection of hypothesis tests is based on the results of assumptions tests that have been carried out previously. The results of the normality test showed that the work-life balance, workload, and burnout data had a normal distribution with Asymp values. Sig is 0.200 (>0.05). Thus, the assumption of normality is met, so parametric statistical analysis can be used in hypothesis testing. The hypothesis test was carried out by applying Pearson's product moment correlation analysis. The correlation test was conducted between work-life balance ($X1$) and workload ($X2$) with burnout (Y). The selection of this method is carried out based on the characteristics of the data that meet the requirements of the normal distribution and the appropriate measurement scale. Therefore, the correlation analysis used can produce valid findings and describe the relationships between variables more accurately.

Furthermore, to measure the simultaneous relationship between work-life balance ($X1$) and workload ($X2$) on burnout (Y), multiple correlation analysis (R) was used. This analysis aims to evaluate the contribution of both independent variables in explaining burnout variations. With the fulfillment of the assumption of normality, this analysis can be carried out optimally using SPSS 30.0 for Windows, the test results show that they are more reliable and can be interpreted well. Thus, the selection of the analysis method in this study is supported by the results of the assumption test that show that the data meets the requirements for parametric statistical analysis. Thus, the relationship between the found variables can be validly tested and have statistical significance.

Based on the results of the Pearson correlation test, a Sig. (2-tailed) value between work-life balance and burnout was 0.000 ($p < 0.05$), which showed a significant negative correlation between the two variables in nurses. In addition, for the relationship between workload and burnout, a Sig. (2-tailed) value of 0.017 was obtained with a p value of < 0.05 which indicates a significant positive relationship between workload and burnout in

nurses. Meanwhile, the results of the multiple correlation test showed that the F-value was 74.004 with a p-value < 0.001 , which means that this correlation model is significant ($p < 0.05$). These findings indicate that simultaneously, work-life balance and workload have a significant correlation with burnout in nurses.

Based on the burnout categorization, as many as 28 respondents (17%) had a low burnout rate, as many as 108 respondents (67%) had a moderate burnout rate, and as many as 25 respondents (16%) experienced high burnout. For the *work-life balance variable*, as many as 18 respondents (11%) were in the low category, as many as 116 respondents (72%) were in the medium category, and as many as 27 respondents (17%) were in the high category. As for the workload variable, as many as 5 respondents (3%) had a low workload, as many as 149 respondents (93%) were in the medium category, and as many as 7 respondents (4%) experienced a high workload.

Discussion

The purpose of this study is to find out the relationship between Work-life balance and workload with Burnout nurses at private hospitals in Sidoarjo city. The results of the multiple correlation test showed an F value of 74.004 with a p-value < 0.001 , indicating Work-life balance and workload simultaneously there is a significant relationship with Burnout in nurses, so that the major hypothesis in this study is accepted. This research is supported by Maslach & Jackson's theory stating that Burnout is the result of excessive work stress due to an imbalance between the demands of the job and the individual's capacity to manage it[13]. In addition, these findings are also corroborated by the research of Arikoesnandi et al, who stated that Work-life balance has a significant effect on Burnout, with a significance value of 0.000 ($p < 0.05$)[32]. The findings in this study further reinforce that Work-life balance plays a role as a factor that affects the burnout. Individuals who are able to manage their work-life balance well tend to be better able to manage their emotional, mental, and physical conditions. Thus, they can avoid excessive work stress that has the potential to lead to burnout. Furthermore, there is a correlation between workload and Burnout This is in accordance with previous research conducted by Anandani and Rahmasari that the correlation between variables was 0.000 ($\text{sig} < 0.05$) [33]. This study proves that workload has a positive correlation with Burnout. This means that an increase in workload will have an impact on increasing levels Burnout employees, while reducing workload can help lower the risk Burnout[33].

The test results of the second hypothesis showed a negative correlation between the work-life balance variable and Burnout The coefficient value of the coefficient of the corealization $r = -0.686$ and $p < 0.000$. These findings show that when Work-life balance a tall nurse, then Burnout experienced is getting lower. Conversely, when the low Work-life balance may increase risk Burnout higher. These results are corroborated by the research of Darmawan, Silviandari, & Susilawati, which found a significant negative relationship between work-life balance and Burnout. This means that the higher the Burnout, then it will be lower Work-life balance and vice versa is getting lower Burnout then it will be higher Work-life balance[20]. These findings are also in line with Naufal's

research which shows that Work-life balance plays an important role in Burnout. Lack Work-life balance can cause Burnout, which can result in physical, emotional, and mental exhaustion[34]. Studies have found that workers who have high levels of work-life conflict are more likely to experience symptoms of burnout such as reduced job satisfaction, decreased productivity, and increased absenteeism[34]. Furthermore, other research suggests that employees who are unable to balance work and personal responsibilities are more likely to experience depression, anxiety, and other mental health issues[34].

The results of the third hypothesis test showed a significant positive correlation between workload and Burnout, with the value of the correlation coefficient (r) = 0.187 and p = 0.017. This means that if the workload faced by nurses is getting higher, it can cause their tendency to be affected Burnout. In contrast, nurses with lower workloads are at risk Burnout smaller ones. These results are corroborated by research by Putri & Izzati which found a significant positive relationship between workload and work fatigue in department employees Mixing, with correlation coefficients r = 0.775 and p = 0.000 ($p < 0.05$)[27]. The study shows that high workloads can worsen workers' physical and mental conditions, thereby increasing the risk Burnout. This finding is in line with research conducted by Wijaya and Wibawa stating that if the workload of employees is high, it is because employees are required to devote their abilities so that it causes fatigue and boredom that has an impact on burnout syndrome The Employees[35].

Based on the results of the study, the burnout rate in nurses is mostly in the medium category (67%), with 17% in the low category and 16% in the high category. The work-life balance of nurses is also dominated by the medium category (72%), while 11% are in the low category and 17% are in the high category. In addition, the workload of nurses shows that the majority is in the medium category (74%), with 9% in the low category and 17% in the high category. The results of this study show that the level of burnout experienced by nurses is in the medium category and in line with work-life balance and workload which are also in the medium category. This indicates that the work pressure experienced is still within manageable limits. When nurses face high work demands, such as busy work schedules, task complexity, and psychological pressure in providing health services, they are still able to maintain the tension between the demands of work and personal life. In addition, although the high workload has the potential to cause physical and emotional exhaustion, nurses still have recovery mechanisms in place that allow them to return to work optimally.

In line with the research of Galis & Puspitadewi (2023), the level of Burnout which indicates that the individual is physically and emotionally exhausted, but still has the capacity to recover energy and return to performing his duties[36]. This study also proves that Work-life balance plays an important role in reducing the impact Burnout due to high workload. In this condition, stress management and support from the work environment are factors that can help nurses in maintaining their performance and psychological well-being. The results of the analysis show that Work-life balance and workload contributed 48.4% to Burnout ($R^2 = 0.484$). Meanwhile, 51.6% were influenced

by other variables, such as work motivation[37], quality of life[38], work stress[39], Self-efficacy[40], Emotional intelligence[41].

The limitations or limitations in this study are the scope of research that is still not wide and the limited subject used because this research is only focused on one hospital institution. Therefore, it is recommended to conduct research involving several other health agencies. This can help to provide a broader concept of the phenomenon to be studied. In addition, the data collection method used is still based on online questionnaires which can cause respondent bias. To address these problems, further research is expected to be able to use interview or observation methods as variations in the research and obtain more in-depth and accurate results.

CONCLUSION

Fundamental Finding : The results of the presentation of the material above can be concluded that there is a significant relationship between work-life balance and workload and burnout in nurses. The results of the multiple correlation test proved an F value of 74.004 with a p-value < 0.001. This means that the research hypothesis is accepted. The better the work-life balance and the lighter the workload, the lower the burnout rate in nurses. On the other hand, if the work-life balance is poor and the workload is high, then the risk of burnout will increase. **Implication :** This study also proves that the majority of nurses in private hospitals in Sidoarjo city with burnout, work-life balance, and workload levels are in the medium category. Based on these results, it is recommended that hospitals can take measures such as adjusting working hours, setting up more optimal workloads, providing social support, providing mental wellbeing programs to assist nurses in managing their work stress, as well as policies that support work-life balance to minimize the risk of burnout among health workers. With effective coping strategies and support from the work environment, nurses can maintain productivity and the quality of health services provided. **Limitation :** This study also proves that the majority of nurses in private hospitals in Sidoarjo city with burnout, work-life balance, and workload levels are in the medium category. **Future Research :** The next research is expected to be able to research with a wider scope both from the research location and the number of respondents by adding other medical personnel to get more representative results. In addition, by using a more diverse research approach, through in-depth interviews to provide a thorough understanding of the factors that cause burnout in health workers.

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Dwi Mauliddiyah

Muhammadiyah University of Sidoarjo, Indonesia

Email: dwimauliddiyah5@gmail.com

***Widyastuti (Corresponding Author)**

Muhammadiyah University of Sidoarjo, Indonesia

Email: winda.asmara1328@gmail.com
