



The Influence of Burnout Syndrome on Nurses' Job Satisfaction at Undata Palu Hospital, Central Sulawesi Province

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International.



ABSTRACT

Burnout is a condition commonly experienced by healthcare workers. It is characterized by three dimensions: emotional exhaustion, depersonalization, and reduced personal accomplishment. Nurses who experience Burnout syndrome often report low levels of job satisfaction. This study aims to analyze the effect of Burnout syndrome on nurse job satisfaction at Undata Palu Hospital, Central Sulawesi Province. The methodology employed is descriptive analysis with a cross-sectional design. Data were collected from 80 respondents selected through purposive sampling. The research instruments employed are the MBI-HSS (Maslach Burnout Inventory Human Services Survey) and the IWS (Index of Work Satisfaction). The results indicate that Burnout syndrome significantly affects nurses' job satisfaction. The Spearman test revealed significant relationships between emotional exhaustion ($\rho = -0.668$; $p < 0.001$), depersonalization ($\rho = -0.586$; $p < 0.001$), and reduced personal accomplishment ($\rho = 0.345$; $p = 0.002$) with job satisfaction. Multiple linear regression analysis demonstrated a strong relationship among all three Burnout dimensions and job satisfaction ($R = 0.803$; $R^2 = 0.645$; $p < 0.001$). Partially, emotional exhaustion ($\beta = -0.482$; $p < 0.001$) and depersonalization ($\beta = -0.309$; $p < 0.001$) had significant negative effects, while reduced personal accomplishment had a significant positive effect ($\beta = 0.240$; $p = 0.001$).

INTRODUCTION

Data over the past few decades shows that Burnout syndrome has become a global phenomenon that has garnered widespread attention in the healthcare field, especially among healthcare workers such as nurses. Burnout, classified by the World Health Organization as an occupational phenomenon resulting from chronic work-related stress that has not been successfully managed, is characterized by three main dimensions: emotional exhaustion, depersonalization, and reduced personal accomplishment (Edú-valsania et al., 2022; Nagarajan et al., 2024). Nurses are the largest group within the healthcare system and have direct interactions with patients, so the prevalence of Burnout tends to be higher compared to other health professions (Zareei et al., 2022). Research by Hasan et al. (2024) found that 71% of healthcare workers in Palestinian hospitals experienced emotional exhaustion, 59% experienced depersonalization, and nearly 68.4% felt a loss of personal accomplishment, with ICU nurses being one of the most affected groups. In a meta-analysis study by De La Fuente-Solana et al. (2019), the prevalence of emotional exhaustion among nurses in obstetrics and gynecology units reached 29%, depersonalization 19%, and 44% experienced low personal accomplishment. Similar findings were reported by Ramírez-Elvira et al. (2021) among ICU nurses globally, with the prevalence of emotional exhaustion at 31%, depersonalization 18%, and low personal accomplishment reaching 46%. This condition not only impacts the physical and mental well-being of nurses but also reduces job satisfaction, service quality, and increases the risk of turnover within the nursing profession (Ge et al., 2023; Helaß & Maatouk, 2024). Various studies show that burnout is negatively correlated with job satisfaction. Theoretically, nurses with high job satisfaction should exhibit better performance and a lower risk of burnout. However, various studies have shown that even though nurses Even when working within a system that is theoretically supportive, they still experience high levels of burnout, especially in units with high work pressure such as the ICU and COVID-19 isolation wards (Alzailai et al., 2021; Galanis et al., 2023). On the other hand, various factors such as lack of organizational support, low professional recognition, and demanding working conditions remain the dominant causes of burnout in various healthcare facilities (Ashipala & Nghole, 2022; Zhao et al., 2020). Furthermore, the relationship between burnout and nurse job satisfaction has not been fully understood in the Central Sulawesi region, particularly at RSUD Undata Palu. The limited research in this area indicates the need for a more in-depth study to understand the impact of burnout syndrome on nurse job satisfaction. The results of this study are expected to serve as a basis for formulating appropriate interventions to improve the well-being of nursing staff and the overall quality of healthcare services.

At Undata Regional Hospital, most nurses are within the productive working age range. In a study at Mangusada Hospital, Badung by Pertiwi & Swedarma (2025), the average age of nurses was 34 years, and burnout was higher among the early adult age group of 25–39 years (56.3% in the moderate burnout category). Theoretically and according to other research findings, young or early adult age tends to increase the risk of burnout because work experience

and coping skills are not yet fully developed, there is a gap between ideal expectations and work reality, and they are more vulnerable to emotional stress and role conflict. As individuals age, they generally become more emotionally stable, more realistic, and more skilled at managing stress, so the risk of burnout can decrease. This means that the age composition of nurses at Undata, similar to Mangusada's (many early adults), has the potential to contribute to high emotional exhaustion and depersonalization as the most problematic dimensions of burnout.

Research at Undata Regional General Hospital shows that the majority of nurses are women. Pertiwi & Swedarma (2025) reported that at Mangusada Hospital in Badung, female nurses also dominate (86.7%), and moderate burnout is more frequently experienced by female nurses (55.1%) compared to males. Several other studies in Indonesia and East Java also found that female nurses tend to have higher emotional exhaustion scores than male nurses (Rusca Putra & Setyowati, 2019). Theoretically, this is explained by the fact that women often have dual roles as workers and with household or family responsibilities. Emotional involvement with patients is usually higher, which leads to faster emotional exhaustion. Therefore, the dominance of female nurses at Undata likely increases vulnerability to emotional exhaustion, which in regression analysis was shown to be the dimension that most strongly reduces job satisfaction.

At Undata Regional Hospital, most of the respondents were married. In a study on nurse burnout in East Java (Rusca Putra & Setyowati, 2019), marital status was related to the dimension of reduced personal accomplishment (RPA) – meaning there is a difference in the sense of personal achievement between married and unmarried groups. Theoretically, being married can be protective (having social or emotional support from a spouse and family reduces burnout). However, it can also be a risk factor (the combined burden of household responsibilities and work can increase fatigue).

At RSUD Undata, most nurses have a D3 and Ners education. At Mangusada Badung (Pertiwi & Swedarma, 2025), the majority have a bachelor's degree and Ners (54.4%), and it is actually this group that experiences more moderate burnout (61.2%) compared to D3 nurses. Nurses with higher education usually take on more complex clinical and administrative responsibilities and have higher professional and career expectations, so when hospital conditions are not supportive, they easily feel frustrated and experience decreased job satisfaction. With a similar educational composition at Undata (many D3 and Ners) and placement in critical units, this level of education may contribute to increased emotional exhaustion and depersonalization, especially if not balanced with adequate organizational support and rewards.

Problem Identification

Burnout Among healthcare workers, especially nurses, it is an issue that is gaining increasing attention. This phenomenon arises due to high job demands, lack of organizational support, and an imbalance between work demands and available resources (Wójcik et al., 2022). This condition can have serious

consequences, ranging from emotional exhaustion, decreased work motivation, to low quality of patient care.

In Indonesia, the importance of attention to the well-being of healthcare workers is reflected in Law Number 36 of 2009 concerning Health, which states that healthcare workers have the right to protection for occupational safety and health (Law Number 36 of 2009). However, the reality in the field shows that high workloads, emotional pressure, and minimal psychosocial support often lead to burnout among nurses (Subiyono et al., 2022).

This condition is also relevant in the Central Sulawesi region, particularly at the Undata Regional General Hospital (RSUD) in Palu. Until now, there has been little scientific data specifically revealing the level of burnout and job satisfaction among nurses at this hospital. In fact, as a referral hospital in Central Sulawesi province, nurses at RSUD Undata face complex workloads and high service intensity.

Therefore, the problem identification in this study is based on the gap between expectations for a work environment that supports nurses' mental health and the reality in the field, which is still dominated by high burnout and low job satisfaction.

Problem Limitations

This condition is also relevant in the Central Sulawesi region, particularly at the Undata Regional General Hospital (RSUD) in Palu. Until now, there has been little scientific data specifically revealing the level of burnout and job satisfaction among nurses at this hospital. In fact, as a referral hospital in Central Sulawesi province, nurses at RSUD Undata face complex workloads and high service intensity.

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Problem Limitations

Is there an influence of motivation, work stress, and organizational support on employee performance at Maxima Clinical Laboratory Palu?

1. Is there an influence of Burnout syndrome on nurse job satisfaction at RSUD Undata Palu, Central Sulawesi Province?

General Objective of the Research

1. The general objective of this research is to determine the influence of Burnout syndrome on nurse job satisfaction at RSUD Undata Palu, Central Sulawesi Province.

Specific Objectives

1. To determine the level of Burnout syndrome experienced by nurses at RSUD Undata Palu, Central Sulawesi Province.
2. To identify the level of nurse job satisfaction at RSUD Undata Palu, Central Sulawesi Province.
3. To analyze the influence of Burnout syndrome on nurse job satisfaction at RSUD Undata Palu, Central Sulawesi Province.

Theoretical Benefits

This research provides benefits in the form of increased knowledge, skills, and scientific understanding for researchers in the field of occupational health and safety, particularly concerning the impact of Burnout syndrome on the job satisfaction of nursing staff.

LITERATURE RIVIEW

Moscow. C.A. et al. (2023) Research Title: The Impact of Work-Related Problems on Burnout Syndrome and Job Satisfaction Levels among Emergency Department Staff Statistical analysis showed that work-related problems such as physical and emotional fatigue, conflicts, and high pressure significantly increased the risk of burnout, especially in the emotional exhaustion dimension ($p < 0.05$). There was a significant negative correlation between burnout and job satisfaction. Factors such as lack of sleep and minimal managerial support were also associated with lower levels of job satisfaction. The higher the burnout, the lower the job satisfaction perceived by the staff.

Definition of Burnout Syndrome

Burnout Syndrome is a long-term response to chronic emotional stress and interpersonal relationships in the workplace, characterized by three main dimensions: emotional exhaustion, depersonalization or cynicism (negative attitude toward work), and feelings of ineffectiveness at work (Maslach et al., 2000). This condition causes individuals to feel drained of energy, develop a negative attitude toward their job, and feel ineffective and professionally unsuccessful. Burnout is not a medical disorder, but it has been classified by the WHO in ICD-11 as a phenomenon resulting from workplace stress that affects a person's health and performance (Maslach et al., 2000; WHO, 2019).

The Relationship Between Burnout Syndrome and Occupational Safety and Health (OSH)

Occupational Safety and Health (OSH) aims to reduce accidents, injuries, and losses experienced by workers, equipment, objects, and the work environment, while also improving and maintaining workers' health in all positions by preventing health deviations caused by work conditions, as well as protecting workers from health-threatening risks and adjusting the work environment to human needs and their roles. The Hospital Occupational Safety and Health Program (K3RS) includes all activities aimed at ensuring the safety and health of hospital staff, patients, visitors, and the hospital environment, as well as preventing work-related accidents and occupational diseases. (Ministry of Health of the Republic of Indonesia, 2016) Nurses are the largest group in the healthcare service system and have direct interactions with patients, with the prevalence of burnout tending to be higher compared to other health professions (Zareei et al., 2022).

Definition of Job Satisfaction

Job satisfaction is an emotional state or a positive feeling that a person has toward their job, which arises as a result of evaluating various aspects of the job, both from a monetary perspective (salary, benefits) and non-monetary perspective (work environment, social relationships, personal development, and

alignment with personal values). (Alam & Ris Akril Nurimansjah, 2022; Indrasari et al., 2017)

The Relationship Between Occupational Safety and Health (OSH) and Job Satisfaction

Occupational safety and health (OSH) significantly influence employee job satisfaction, especially in the healthcare sector. OSH comprises a series of programs implemented to prevent workplace accidents and occupational diseases. In the context of hospitals, such as As explained in a study at RSUD Arifin Achmad Pekanbaru, the implementation of a good occupational health and safety program can enhance comfort and safety at work for nurses. When nurses feel safe and protected in their work environment, they tend to be more satisfied with their jobs, which positively affects their performance and motivation to provide better healthcare services (Izzati & Mulyana, 2019; Nurhidayanti, 2017).

A common phenomenon is work-related stress. Workplace stress is an issue often experienced by employees, where they face excessive workloads, discomfort in their jobs, and low job satisfaction. Workplace stress can also negatively impact employees' health and well-being and has the potential to reduce productivity and company profitability. Workplace stress is something that urban workers experience almost daily. The urban work environment mostly consists of urban residents and industry professionals who are always busy with work deadlines, more varied and sometimes conflicting workplace demands, family issues, a heavy workload, and many other challenges. Stress becomes an unavoidable factor. (Rachmawati Ida et al., 2024) Workplace stress is a major issue for organizations because it reduces employee and management performance. According to the 2023 Job Survey in America by the American Psychological Association (APA) (Jacobucci, 2022; Krejcie & Morgan, 1970), 77% of workers reported experiencing work-related stress in the past month. Of these, 57% reported experiencing negative effects such as emotional exhaustion and a lack of motivation to perform at their best. Stress is often viewed negatively, but there can be positive effects that arise from stress, as previously mentioned, among others:

Definition of Organizational Support

Organizational support refers to employees' perception of the extent to which the organization values their contributions and cares about their well-being. Generally, organizations provide positive support that benefits employees. This support then shapes employees' perceptions of the organization. Employees who feel highly supported by the organization tend to exhibit more optimal performance. The greater the perceived support, the higher the likelihood that employees will have engagement, commitment, and better work performance. (Faúndez, 2025)

Definition of Employee Performance

Performance is the work results achieved by an employee within a certain period in accordance with their main duties and functions that have been established based on applicable regulations in order to achieve organizational goals. According to Hasibuan (2004) in Warella (2021), performance (work achievement) is defined as the work results achieved by someone in carrying out

the tasks assigned to them, based on skills, experience, diligence, and time. According to Robbins (2001), performance is explained as the results achieved by a worker in their job according to certain criteria applicable to a job (Lina, 2020; Ratnasari & Tarimin, 2021).

Psychosocial Factors in OHS (Occupational Health and Safety)

Occupational Safety and Health (OSH) is a field of science that focuses on efforts to anticipate, recognize, assess, and control various potential hazards in the work environment that can impact the health and well-being of workers. In addition, OSH also considers the potential negative effects on the surrounding community and the environment as a whole. (Vanda, 2022)

Occupational Health is an effort to improve and maintain the highest possible level of health for workers in all positions, prevent health deviations caused by working conditions, protect workers from risks due to factors harmful to health, and ensure the placement and maintenance of workers in a work environment that adapts between the job and the person and the person with their position. (Permenkes, 2016)

Occupational Safety and Health, commonly referred to as K3, is an element within the labor system that plays an important role in the continuity of the economic cycle at a workplace or work unit. The guarantee of K3 implementation is stated in Law Number 1 of 1970, which asserts that every worker has the right to protection for their safety while performing work for the welfare of life and to increase national production and productivity. This aims to ensure the safety of everyone at the workplace and to ensure the safe and efficient use of production resources. (Darmayani, et al., 2023)

Research Conceptual Framework

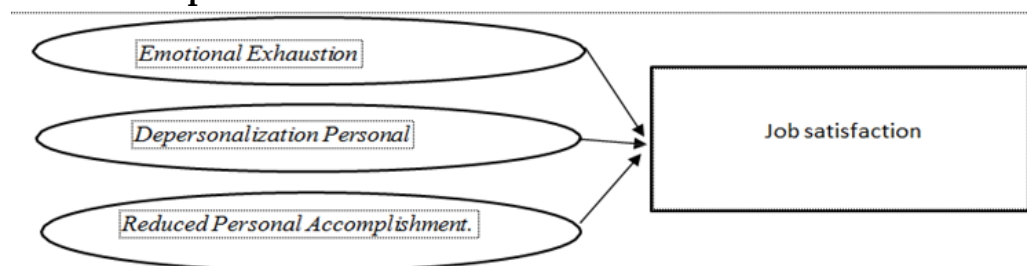


Figure 2. Conceptual Framework

Description:

○ : Independent Variable of Burnout Syndrome

□ : Dependent Variable: Job Satisfaction

Research Hypothesis

H0 : There is no effect of Burnout syndrome on the job satisfaction of nurses at RSUD Undata Palu, Central Sulawesi.

H1 : There is an effect of Burnout syndrome on the job satisfaction of nurses at RSUD Undata Palu, Central Sulawesi.

METHODOLOGY

Type of Research

This research is a quantitative study with an analytical observational approach using a cross-sectional design. This study aims to analyze the effect of Burnout syndrome on job satisfaction among nurses at RSUD Undata Palu. The cross-sectional research design is a type of observational study in which independent and dependent variables are measured simultaneously without treatment or intervention, and the purpose of the research is to observe the relationship between variables at the same time. (Adiputra, 2021)

Research Location and Time

This research was conducted at Undata Palu Regional General Hospital (RSUD Undata Palu), which is the main referral hospital in the Central Sulawesi region and has a relatively large number of nurses as well as various service units. The selection of this location was based on the consideration that RSUD Undata Palu is the main regional referral hospital in Central Sulawesi, which has complex and diverse service characteristics, thus potentially affecting nurses' burnout levels and job satisfaction.

Population and Sample

Population

The population is the entire research subject that possesses certain characteristics determined by the researcher to be studied before drawing conclusions. (Adiputra, 2021) The population in this study includes all nurses working at Undata Palu Regional General Hospital (RSUD) with a total of 403 individuals.

Sample

A sample is a part that represents the characteristics of the population used for research purposes. The sample size consists of a portion of nurses working at RSUD Undata Palu who were selected as respondents. The sampling in this study is non-probability sampling with the sampling technique being purposive sampling.

Validity and Reliability of the Instrument

Validity testing is conducted to determine the extent to which an instrument can measure what it is supposed to measure. Empirical validity testing uses the Pearson Product Moment correlation technique, with the calculated r value compared to the table r (at a significance level of 0.05 and n = number of trial respondents). Items with a calculated r value $>$ table r are considered valid and can be used in the study. Reliability testing is conducted to determine the level of consistency or stability of the measurement tool. This test uses the Cronbach's Alpha technique. An instrument is considered reliable if the Cronbach's Alpha value ≥ 0.70 . The test was conducted on respondents trial that has characteristics similar to the research population. This study uses a quantitative survey technique with an instrument in the form of a closed questionnaire, which is arranged based on indicators from each research variable. This questionnaire was distributed directly to respondents, namely all active employees with a tenure of 6 (six) months at Maxima Clinical Laboratory who were willing to fill out the questionnaire. The main instrument in this study is a 5-point Likert scale questionnaire, Work Motivation is arranged based on

Maslow's needs theory, covering aspects of basic needs, security, social, esteem, and self-actualization. Work Stress.

Data Analysis

Data analysis is a series of steps or processes carried out to code, process, summarize, simplify, interpret, and relate data in order to prove the validity of a hypothesis. (Sugiyono, 2017) Data analysis is conducted to test the influence between research variables, namely the effect of Burnout Syndrome on nurses' job satisfaction. The data analysis process is carried out in stages through three main steps, namely univariate, bivariate, and multivariate analysis.

Univariate Analysis

Univariate analysis is used to describe the frequency distribution and percentage of each research variable. This analysis includes:

- 1) Respondent characteristics (age, gender, length of service, position, education)
- 2) Mean, standard deviation, minimum, and maximum values of each variable

Bivariate Analysis

Bivariate analysis is used to examine the relationship between each independent variable and the dependent variable. The tests used are: 1) Pearson correlation test for normally distributed data 2) Spearman test for non-normally distributed data 3) This test is conducted to observe the relationship between two variables before proceeding to multivariate analysis.

Multivariate Analysis

Multivariate analysis is conducted to determine the simultaneous and partial effects of the independent variables of Burnout Syndrome on nurse job satisfaction. The test used is multiple linear regression, as this analysis allows for assessing the contribution of each dimension of Burnout simultaneously to job satisfaction. Before interpreting the regression results, classical assumption tests including normality tests are conducted.

RESULT AND DISCUSSION

Normality Test

Table 1. Normality Analysis Results

Variable	N	<i>Kolmogorov Smirnov</i>	Conclusion
		Asymp. Sig. (2-tailed)	
<i>Emotional Exhaustion</i>	80	< 0,001	Not Normal
<i>Depersonalization</i>	80	< 0,001	Not Normal
<i>Reduced Personal Accomplishment</i>	80	< 0,001	Not Normal
Job satisfaction	80	< 0,001	Not Normal

Source: Primary Data, 2025

Based on the results of the normality test in Table 1 using the Kolmogorov-Smirnov method, the Asymp. Sig. (2-tailed) values for all research variables were obtained, namely Emotional Exhaustion = <0.001, Depersonalization = <0.001, Reduced Personal Accomplishment = <0.001, Job Satisfaction = <0.001. All significance values are below 0.05, thus it can be concluded that the four variables are not normally distributed. Therefore, the assumption of normality is not met, so the subsequent statistical analysis must use nonparametric tests, specifically the Spearman correlation.

Univariate Analysis

Table 2. Results of Burnout Univariate Analysis

Dimension	Criteria	Indeks	Percentage
Emotional Exhaustion	Light	58	72,5%
	Intermediate	15	18,8%
	High	7	8,8%
Depersonalization	Light	62	77,5%
	Intermediate	14	17,5%
	High	4	5%
Reduced Personal Accomplishment	Light	60	75%
	Intermediate	9	11,25%
	High	11	13,75%

Source: Primary data, 2025

Based on Table 2, the results of the univariate analysis of the Burnout variable show that most respondents fall into the mild category of Emotional Exhaustion, with 72.5% of respondents experiencing mild emotional exhaustion, 18.8% at a moderate level, and only 8.8% classified as high. This indicates that the majority of respondents are able to manage emotional stress at work quite well.

Next, in the Depersonalization dimension, 77.5% of respondents fall into the mild category, 17.5% moderate, and 5% high. This means that most respondents do not exhibit negative attitudes or emotional distance towards their work or colleagues. Meanwhile, in the dimension of Reduced Personal Accomplishment, or decreased sense of personal achievement, 75% of respondents are in the mild category. 11.25% medium, and 13.75% high. These results indicate that, in general, respondents still have a sense of competence, work effectiveness, and confidence in their personal achievements. Overall, the analysis shows that the level of burnout among respondents tends to be low, with most respondents falling into the mild category for all three dimensions. This reflects that the respondents have a relatively stable psychological condition and good adaptability to work demands and pressures.

Table 3. Univariate Analysis Results of Job Satisfaction

variable	Criteria	Indeks	Percentage
Conclusion	Good	51	63.75%
	Moderate	14	17,5%
	Lacking	15	18,75%

Source: Primary data, 2025

Based on Table 3, the results of the univariate analysis of the job satisfaction variable show that the majority of respondents fall into the good category, totaling 63.75% of respondents. Furthermore, 17.5% of respondents are in the moderate category, and the remaining 18.75% are in the low category. These findings indicate that most respondents experience a positive level of job satisfaction. This means that the majority of respondents believe that the aspects of their work—such as the work environment, recognition, relationships with colleagues and supervisors, as well as the responsibilities assigned—meet their expectations and provide comfort in working. Nevertheless, there are still some respondents in the moderate and low categories, indicating that certain aspects of the job may need improvement, whether in terms of facilities, workload, or the type of appreciation provided.

Overall, these results indicate that respondents' job satisfaction levels tend to be dominated by the good category, so it can be concluded that the job satisfaction conditions in the respondents' environment are relatively positive.

Bivariate Analysis

Table 4. Bivariate Analysis Results

Variable X	Variable Y	Correlation Coefficient ρ (Spearman)	Sig. (p)	Direction of Relationship	Power & Description
Emotional Exhaustion	Job Satisfaction	-0,668	< 0,001	Negatif	Strong, significant
Depersonalization	Job Satisfaction	-0,586	< 0,001	Negatif	Moderate–strong, significant
Reduced Personal Accomplishment	Job Satisfaction	0,345	0,002	Positif	Weak–moderate, significant

Source: Primary Data, 2025

Based on Table 4, the results of the Spearman correlation test indicate that all dimensions of Burnout are significantly related to job satisfaction. The emotional exhaustion dimension has a strong negative correlation with job satisfaction ($\rho = -0.668$; $p < 0.001$), while depersonalization also has a moderate-to-strong negative correlation ($\rho = -0.586$; $p < 0.001$). Meanwhile, the reduced personal accomplishment dimension shows a weak-to-moderate positive

correlation with job satisfaction ($p = 0.345$; $p = 0.002$). These findings suggest that the higher the emotional exhaustion and depersonalization, the lower the job satisfaction tends to be, whereas an increase in feelings of personal accomplishment is associated with higher employee job satisfaction.

Multivariate Analysis

Table 5. Results of Multiple Regression Analysis

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	F	Sig.
1	0,803	0,645	0,631	19,022	45,988	< 0,001

Source : Primary data, 2025

Based on Table 5. The results of multiple regression analysis obtained an R value of 0.803 which shows a strong relationship between the variables free of emotional exhaustion, depersonalization, and reduced personal accomplishment and the variables tied to job satisfaction. An R-Square value of 0.645 indicates that 64.5% of the variation in job satisfaction can be explained together by the Burnout dimension, while the remaining 35.5% is influenced by other factors outside the study. The Adjusted R Square of 0.631 indicates that the model used is quite good after correcting for the number of variables and samples. The calculated F-value of 45.988 with a significance of < 0.001 confirms that simultaneously the free variable has a significant effect on the bound variable.

Regression Coefficient Test

Table 6. Regression Coefficient Test Results

Variable	B	Std. Error	Beta	t	Sig.
Constant	138,659	12,103	-	11,457	< 0,001
Emotional Exhaustion (X1)	-1,427	0,263	-0,482	-5,429	< 0,001
Depersonalization (X2)	-2,051	0,579	-0,309	-3,543	< 0,001
Reduced Personal Accomplishment (X3)	0,923	0,270	0,240	3,420	0,001

Source: Primary Data, 2025

Based on Table 6, the results of the regression coefficient test indicate that, partially, all three dimensions of burnout have a significant effect on nurses' job satisfaction. Emotional exhaustion has a negative and significant effect on job satisfaction ($B = -1.427$; $p < 0.001$), meaning that an increase in emotional exhaustion will decrease nurses' job satisfaction. Depersonalization also has a negative and significant effect ($B = -2.051$; $p < 0.001$), so the higher the tendency to emotionally distance themselves from patients, the lower the level of job satisfaction. Conversely, reduced personal accomplishment has a positive and significant effect on job satisfaction ($B = 0.923$; $p = 0.001$), indicating that an increase in the sense of personal accomplishment/competence in work will enhance nurses' job satisfaction. Among the three dimensions of burnout,

emotional exhaustion has the strongest effect on job satisfaction, as seen from the largest standard Beta value (-0.482).

The Influence of Burnout Syndrome on Nurse Job Satisfaction at RSUD Undata Palu, Central Sulawesi Province

The research results indicate that burnout syndrome has a significant effect on nurse job satisfaction at RSUD Undata Palu. Bivariate analysis using the Spearman test confirms that all three dimensions of burnout—emotional exhaustion, depersonalization, and reduced personal accomplishment—are significantly associated with job satisfaction. The emotional exhaustion dimension has the strongest negative correlation ($\rho = -0.668$; $p < 0.001$), followed by depersonalization ($\rho = -0.586$; $p < 0.001$), while reduced personal accomplishment has a significant positive relationship with a weak-moderate strength ($\rho = 0.345$; $p = 0.002$).

Simultaneously, the Multiple Linear Regression Analysis showed an R value of 0.803, indicating a strong relationship between the dimensions of Burnout (emotional exhaustion, depersonalization, and reduced personal accomplishment) and nurse job satisfaction. The R Square = 0.645 and Adjusted R Square = 0.631 means that 64.5% of the variation in job satisfaction can be explained by the model, with $F = 45.988$ and $p < 0.001$ confirming that the influence of the three Burnout dimensions simultaneously is significant. Partially, emotional exhaustion has the strongest negative effect on job satisfaction ($\beta = -0.482$; $p < 0.001$), followed by depersonalization, which also has a significant negative effect ($\beta = -0.309$; $p < 0.001$). Conversely, reduced personal accomplishment has a significant positive effect on nurse job satisfaction ($\beta = 0.240$; $p = 0.001$).

The Level of Burnout Syndrome Experienced by Nurses at Undata General Hospital, Palu City, Central Sulawesi Province

Univariate analysis results showed that the level of burnout syndrome in nurses at Undata Hospital Palu was at a mild level across its three dimensions. In the emotional exhaustion dimension, the majority of respondents, 72.5%, were at a mild level, 18.8% at a moderate level, and 8.8% at a high level. In the depersonalization dimension, 77.5% were at a mild level, 17.5% at a moderate level, and 5% at a high level. Meanwhile, the reduced personal accomplishment dimension showed that 75% of respondents were at a mild level, 11.25% at a moderate level, and 13.75% at a high level. This indicates that burnout among nurses at Undata Hospital is relatively low, although there are still some nurses experiencing burnout at moderate to high levels, particularly in terms of reduced personal accomplishment and emotional exhaustion.

Emotional exhaustion It is the main dimension of Burnout. The majority of nurses at RSUD Undata are at a mild level, which indicates a good ability to adapt to work pressure, supported by structured task distribution and coworker support. However, the fact that 8.8% of nurses experience high-level emotional exhaustion indicates a high-risk group, especially those assigned to intensive units such as ICU, PICU, NICU, and ER.

The Influence of Organizational Support on Employee Performance at Maxima Palu Clinical Laboratory

Based on the results of Spearman correlation analysis, it was found that there is a positive and significant relationship between organizational support and employee performance with a correlation coefficient value of $\rho = 0.568$ and a p-value < 0.001 . This indicates that the higher the level of organizational support received by employees, the better the performance demonstrated.

The correlation coefficient value $\rho = 0.568$ indicates that the relationship between organizational support and employee performance is considered moderate to strong. Although its effect is not as significant as motivation or stress, the support provided by the organization still makes a meaningful contribution to improving performance. Employees who feel supported tend to have a sense of security and confidence in carrying out their tasks, which directly impacts their effectiveness and productivity.

Identifying the Level of Job Satisfaction of Nurses at Undata Regional Hospital in Palu, Central Sulawesi Province

Based on the univariate results, the study shows that the job satisfaction level of nurses at RSUD Undata in Palu City falls into the good category, where 63.75% of respondents feel satisfied with their work, 17.5% are in the moderate category, and 18.75% are in the low category. Overall, the majority of nurses have a positive evaluation of their working conditions, recognition, interpersonal relationships, and professional status. Analysis based on the six dimensions of the Index of Work Satisfaction (IWS)—incentives, autonomy, task demands, organizational policies, interaction, and professional status—shows that most respondents rate each dimension as good, particularly the professional status (82.5%) and interaction (72.5%) dimensions. However, a small group was also found to rate job satisfaction in the moderate and low categories, especially in aspects of incentives, organizational policies, and autonomy, which still show room for improvement.

This dimension has the highest satisfaction score, with 82.5% of respondents falling into the good category. Nurses feel valued, acknowledged, and proud of their profession, indicating a strong professional perception and a belief that their contributions are meaningful to patients and the hospital. Research (Nadeem et al., 2023) also confirms that professional status is a strong factor in increasing job satisfaction when organizations provide adequate recognition. These findings suggest that RSUD Undata has given good professional recognition, although other aspects such as incentives and organizational policies still need to be improved to achieve more balanced satisfaction.

Based on the research results, the job satisfaction level of nurses at RSUD Undata Palu falls into the good category, mainly due to high satisfaction in the dimensions of interaction and professional status. However, aspects such as incentives, autonomy, and organizational policies still require attention as some nurses have not yet felt satisfied. These findings are in line with previous studies which indicated that compensation, work relationships, hospital policies, and professional recognition have a significant impact on job satisfaction. Overall, good job satisfaction positively affects motivation, service quality, and reduces

the risk of burnout, making the improvement of nurses' well-being an important step in maintaining service quality.

CONCLUSIONS

Based on the research conducted at Maxima Clinical Laboratory in Palu, it can be concluded that motivation, work stress, and organizational support have a significant impact on employee performance. Based on multiple linear regression tests and correlation analysis, the main results that answer the research problem are as follows:

1. The effect of Burnout syndrome on nurses' job satisfaction. The multiple linear regression analysis obtained a simultaneous value of $R = 0.803$ with $R\text{ Square} = 0.645$ and $F = 45.988$ ($p < 0.001$), which means that 64.5% of the variation in nurses' job satisfaction is explained by the three dimensions of burnout. Partially, emotional exhaustion ($\beta = -0.482$; $p < 0.001$) and depersonalization ($\beta = -0.309$; $p < 0.001$) have a significant negative effect on job satisfaction, whereas reduced personal accomplishment has a significant positive effect ($\beta = 0.240$; $p = 0.001$). The dimension that most dominantly decreases job satisfaction is emotional exhaustion.
2. The level of Burnout syndrome experienced by nurses at Undata Regional Hospital is generally in the mild category. Most respondents fall into the mild level for the dimensions of emotional exhaustion (72.5%), depersonalization (77.5%), and reduced personal accomplishment (75%), although there is still a small group of nurses with moderate to high Burnout in all three dimensions.
3. Nurse job satisfaction at Undata Regional Hospital in Palu City is generally classified as good. About 63.75% of nurses have good job satisfaction, 17.5% moderate, and 18.75% low. At the dimensional level, most nurses rated incentives, autonomy, task demands, organizational policies, interactions, and professional status as good, with the highest proportions in the dimensions of professional status (82.5%) and interactions (72.5%).

RECOMMENDATIONS

1. So that burnout syndrome among nurses becomes one of the priority issues in occupational safety and health efforts in hospitals. Management is advised to conduct regular monitoring and screening for burnout, especially in high-pressure units such as the emergency department, ICU, NICU, and PICU, as well as to organize workloads and shift schedules more evenly with adequate rest time. In addition, it is important to provide psychological support and wellness programs, such as counseling and stress management training, as well as to give recognition and rewards for performance.
2. Burnout syndrome in nurses needs to be viewed as a strategic issue in occupational health and safety policies for healthcare workers. Aspects of burnout and mental health need to be integrated into occupational health and safety regulations and hospital accreditation standards, accompanied

by the development of technical guidelines for the prevention and management of burnout, which include workload management, nurse-to-patient ratios, and psychosocial support. In addition, it is necessary to consider the allocation of a specific budget for healthcare workers' mental health programs, as well as a routine monitoring system for burnout and job satisfaction as part of service quality and patient safety indicators.

FURTHER STUDY

This research still has limitations so further research is needed on the topic of The Influence of Burnout Syndrome on Nurses' Job Satisfaction to perfect the research and increase insight for readers and writers.

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