

GAMBARAN *BURNOUT* DAN BEBAN KERJA PADA PERAWAT ICU RUMAH SAKIT ADVENT BANDUNG

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INTISARI

Latar Belakang: Lingkungan kerja ICU yang memiliki tuntutan pekerjaan yang tinggi dan mengharuskan perawat mengambil keputusan secara cepat bisa mengakibatkan stres dan sumberdaya yang dimiliki oleh perawat terkuras. Pada penelitian ini tingkat *burnout* pada perawat akan dievaluasi untuk mengetahui keadaan sesungguhnya perawat ICU, pada saat yang sama melihat beban kerja perawat di ruangan *intensive care*.

Tujuan Penelitian: Mengukur tingkat *burnout* dan beban kerja perawat ICU.

Metode Penelitian: Studi kuantitatif dan kualitatif dengan pendekatan studi kasus yang dilakukan di *Intensive Care Unit* Rumah Sakit Advent Bandung. Pengukuran *Burnout* perawat untuk mendapatkan data kuantitatif dilakukan dengan menggunakan kuesioner *Maslach Burnout Inventory* (MBI) sedangkan data kualitatif diambil dari responden melalui *in-depth interview*.

Hasil penelitian: Sebanyak 9 orang perawat tergolong pada *burnout* tingkat rendah. Sedangkan 7 perawat lain memiliki 1 atau 2 dimensi *burnout* yang jatuh pada penilaian menengah dan tinggi. Bila dilihat dari beban kerja berdasarkan hasil observasi maka didapati bahwa beban kerja perawat ICU dalam tingkat yang optimum, yaitu 80.60% penggunaan waktu bekerja. Pada penelitian ini seluruh faktor eksternal (beban kerja, interaksi sosial, kepemimpinan dan autonomi) memberikan kecenderungan untuk menekan tingkat *burnout*.

Kesimpulan: Tingkat *burnout* perawat ICU adalah rendah dan beban kerja berada pada tingkat optimum. Strategi intervensi *burnout* sebaiknya diterapkan di ICU Rumah Sakit Advent sehingga hasil kerja perawat bisa tetap maksimal.

Kata Kunci: Beban kerja, *Burnout*, Perawat, Intensive Care Unit (ICU)

DESCRIPTION OF BURNOUT AND WORKLOAD IN ICU NURSE

ADVENT HOSPITAL BANDUNG

ABSTRACT

Background: The nurse's best performance is expected to provide optimal care to the patient. However, high working environments and job demands in ICU settings can result in nurses' resources being unable to meet these needs if not properly managed. Therefore in this study the level of burnout on the nurses will be evaluated to know the actual condition of ICU nurses, at the same time to see the workload of nurses in the intensive care room.

Objective: Measures the burnout rate of the ICU nurses, and knows how the workload can affect the nurse's burnout.

Method: Quantitative and qualitative studies with descriptive case study methods conducted at Intensive Care Unit Adventist Hospital Bandung. Quantitative data surveys were taken from all nurse respondents working in ICU by completing a Maslach Burnout Inventory (MBI) questionnaire, while qualitative data were collected from respondents through in-depth structured interviews on ICU nurses who experienced burnout at low and high levels.

Results and discussion: A total of 9 nurses were classified as low-level burnout because they had low scores in the three burnout sub-categories: Emotional Fatigue, Personal Depersonalization and Personal Pretensions that were not achieved. While 7 other nurses have 1 or 2 sub-categories that fall on the medium and high rating. When viewed from the workload based on observation results it is found that the workload of nurses ICU in the optimum level, ie 80.60% use of working time.

Conclusion and recommendation: The burnout intervention strategy should be implemented in the Adventist Hospital ICU. No burnout does not mean it will not happen, so it is good to take an organizational intervention step effectively and touch all the nurses so that the work of the nurse can remain maximal.

Keywords: *Workload, Burnout, Nurse, Intensive Care Unit (ICU)*