ABSTRACT

DIFFERENCES IN BURNOUT AMONG HEALTHCARE WORKERS IN THE OUTPATIENT, INPATIENT, AND EMERGENCY DEPARTMENTS AT IMANUEL WAY IMANUEL HOSPITAL, BANDAR LAMPUNG

By

EVRYNA SIPAHUTAR

Background: Burnout among nurses is influenced by the characteristics of the work unit and can reduce service quality. This study aims to determine differences in burnout scores across the dimensions of Emotional Exhaustion, Depersonalization, and Personal Accomplishment among nurses in the Outpatient, Inpatient, and Emergency Departments.
Methods: Burnout among nurses is influenced by the characteristics of the work unit and can reduce service quality. This study aims to determine differences in burnout scores across the dimensions of Emotional Exhaustion, Depersonalization, and Personal Accomplishment among nurses in the Outpatient, Inpatient, and Emergency Departments.
Results: The median Emotional Exhaustion score was 39 for Outpatient, 36 for Inpatient, and 45 for Emergency. The Depersonalization score was recorded as Outpatient and Inpatient 6; Emergency Department 7. The Personal Accomplishment score was recorded as Outpatient and Emergency 28; Inpatient 24. There was a significant difference in the Emotional Exhaustion score across work departments ($p = 0.023$); the post-hoc test showed a significant difference between the Inpatient and Emergency Departments ($p = 0.006$). Depersonalization ($p = 0.190$) and Personal Accomplishment ($p = 0.131$) did not differ significantly between departments.
Conclusions: There are differences in the level of burnout in the Emotional Exhaustion dimension across work units, with the highest score among nurses in the Emergency Department. Conversely, the dimensions of Depersonalization and Personal Accomplishment did not show significant differences between departments.

Keywords: burnout, emergency department, inpatient, nurses, outpatient

ABSTRAK

PERBEDAAN BURNOUT PADA TENAGA KESEHATAN DI INSTALASI RAWAT JALAN, RAWAT INAP, GAWAT DARURAT RUMAH SAKIT IMANUEL WAY IMANUEL BANDAR LAMPUNG

Oleh

EVRYNA SIPAHUTAR

Latar Belakang: *Burnout* pada perawat dipengaruhi oleh karakteristik unit kerja dan berpotensi menurunkan kualitas layanan. Penelitian ini bertujuan untuk mengetahui perbedaan skor *burnout*, pada dimensi *Emotional Exhaustion*, *Depersonalization*, dan *Personal Accomplishment*, perawat di Instalasi Rawat Jalan, Rawat Inap, dan Gawat Darurat.
Metode: Penelitian *cross-sectional* ini dilaksanakan di Instalasi Rawat Jalan, Rawat Inap, and Gawat Darurat RS Imanuel Way Halim Bandar Lampung pada periode Agustus–Desember 2025. Sampel sebanyak 115 perawat diperoleh secara *proportional random sampling*. *Burnout* diukur menggunakan *Maslach Burnout Inventory-Human Services Survey* (MBI-HSS). Analisis perbandingan antar-kelompok menggunakan Kruskal-Wallis.
Hasil: Nilai Median *Emotional Exhaustion* tercatat Rawat Jalan 39; Rawat Inap 36; Gawat Darurat 45, skor *Depersonalization* tercatat Rawat Jalan dan Rawat Inap 6; Gawat Darurat 7, seandgkan skor *Personal Accomplishment* tercatat Rawat Jalan dan IGD 28; Rawat Inap 24. Terdapat perbedaan bermakna pada skor *Emotional Exhaustion* antar unit kerja ($p = 0{,}023$); uji post-hoc menunjukkan perbedaan signifikan antara Rawat Inap dan Gawat Darurat ($p = 0{,}006$). *Depersonalization* ($p = 0{,}190$) dan *Personal Accomplishment* ($p = 0{,}131$) tidak berbeda signifikan antar unit.
Kesimpulan: Terdapat perbedaan tingkat *burnout* pada dimensi *Emotional Exhaustion* berdasarkan instalasi kerja, dengan skor tertinggi pada perawat di Instalasi Gawat Darurat. Sebaliknya, dimensi *Depersonalization* dan *Personal Accomplishment* tidak menunjukkan perbedaan yang bermakna antar instalasi.

Kata Kunci: *burnout*, instalasi gawat darurat, instalasi rawat inap, instalasi rawat jalan, perawat