



Work-Life Balance and Burnout as Factor Influencing Nurse Performance at Cirebon Port General Hospital

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Abstract

The purpose of this study is to ascertain how burnout and work-life balance affect nurse performance at Cirebon Port Hospital. This study's methodology is quantitative, and its study population consists of 117 hospital-employed nurses. Using a saturated sample approach, all nurses participated in the survey. The survey with a Likert scale from 1 to 5 was used to gather data, and the statistical program SPSS was used for analysis. Multiple linear regression analysis was employed to examine the impact of burnout and work life balance on nurse performance, as well as to validate the validity, reliability, and classical assumption tests. Based on the findings, work-life balance significantly improves nurse performance ($\beta = 0.284$, $p = 0.013$), while burnout shows a negative but non-significant relationship ($\beta = -0.073$, $p = 0.480$).

Keywords: Work-life balance, burnout, nurse performance.

1. Introduction

In order to guarantee the highest caliber of medical care, nurses' performance is essential. However, challenges in the field of nursing continue to increase in line with the expected global shortage of nurses in the next few years (World Health Organization, 2020). This situation may lead to increased work pressure that may impact the well-being and performance of nursing staff in various healthcare settings.

In Indonesia, issues related to nurse performance are still a major focus as they are directly related to the quality of health services (Sety et al., 2024). Elements such as high burnout syndrome have been associated with decreased nurse performance (Pujiyanto & Hapsari, 2021). In addition, issues related to the effectiveness and quality of nurse services have also become a major focus in the health system (Susijawati et al., 2017).

Cirebon Port Hospital serves as the main health facility for the local community, especially in the Port area and its surroundings. The number of people visiting the hospital keeps rising daily in tandem with the rising demand for healthcare services. Hospital nurses' performance is called into question by this phenomena, particularly in relation to burnout and balance between work and life.

Work-life balance not only improves performance but also raises employee satisfaction and business productivity, all of which have a major positive impact on performance (Tamunomiebi & Oyibo, 2020). An optimal balance in this aspect can support improved performance (Bataineh, 2019).

Burnout can reduce an employee's ability to function effectively, employees who are burned out typically have high levels of stress and have difficulty meeting job requirements (Fastje et al., 2023). Performance results are worse the more burnout there is. Additionally, this element significantly impairs performance (Agustian et al., 2024). Lower levels of burnout are associated with improved performance, so strategic steps are needed in employee development to prevent burnout and improve performance (Lei et al., 2024).

The issues at hand pertain to how burnout and work-life balance affect nurses' performance: 1). How is the direct effect of work-life balance on nurse performance? 2). How is the direct effect of burnout on nurse performance? This study aims to determine the effect of work-life balance and burnout on nurse performance at Cirebon Port Hospital.

2. Literature Review

2.1. Nurse Performance

Performance is an achievement of job outcomes or performance goals that an employee or employees must meet within a specific time frame in order to fulfill their assigned responsibilities and tasks (Khaeruman, 2021). According to (Mangkunegara, 2017), an employee's performance is determined by how hard and effectively he works to complete the tasks that are given to him. According to Sedarmayanti, performance is the outcome of a person's efforts as demonstrated by tangible evidence taken into account collectively (Chairunnisah et al., 2021). According to the aforementioned interpretation, performance is defined as the accomplishment of work outcomes or accomplishments made by an employee or employees within a specific time frame, in compliance with the assigned duties and obligations. Performance includes both the quantity and quality of work results, and can be measured through concrete evidence of the overall individual work results.

The indicators in this study refer to (Mangkunegara, 2017), namely neatness, accuracy, work targets, speed in carrying out tasks, ability to complete work, responsibility, teamwork, cohesiveness, independence, and the ability to use ideas or creativity.

2.2 Work-life balance

The state of being equally involved and content in one's job and personal responsibilities is known as work-life balance, and it is impacted by personality traits, familial support, and workplace expectations (Brough et al., 2020). In Kirchmeyer's opinion, work-life balance is attaining fulfilling experiences in a variety of spheres of life that demand a range of resources, including time, energy, and dedication, and that are dispersed over all domains (Khateeb, 2021). Work-life balance, according to (Kellher, 2023), is the equilibrium that an individual attains among his jobs and the other facets their existence; commonly, this is achieved by reducing job commitment to free up more time for non-work pursuits. This knowledge leads to the conclusion that achieving equity and personal fulfillment in both job and non-work roles is what is meant by work-life balance. It is influenced by job demands, family support, and personality characteristics. Managing resources like energy, time, and commitment is part of work-life balance, which frequently calls for lowering job commitment to free up more time for non-work activities.

This study's work-life balance metrics are based on Fisher, Bulger, and Smith, namely working hours, time to meet family, personal life time, decision making, responsibility for family, timeliness of task completion, work patterns, work environment, relationships with superiors/subordinates, social life outside of work, skill development, increased time efficiency, and social measurement (Wicaksana et al., 2020).

Nurse performance is significantly influenced by work-life balance (Adella et al., 2024). Research by (Wahyudi & Deswarta, 2024) indicates that work-life balance has a significant impact on nurses' performance. Therefore, the hypotheses proposed in this study are:

H₁: The more work-life balance (X₁) there is, the more nurse performance (Y).

2.3 Burnout

According to (Demerouti, 2024), burnout is a complicated condition brought on by a variety of work-related reasons, it entails the exhaustion of emotional reserves, which can profoundly affect an individual's mental well-being and professional productivity. Depersonalization, diminished professional efficacy, and emotional weariness are the hallmarks of burnout, a psychological disorder that develops as a person's response to continuous stress at work and gets worse with time (Edú-valsania et al., 2022). Long-term susceptibility to stress at work might lead to burnout (Lubbadeh, 2020). According to the perspective presented above, burnout is a complicated condition brought on by work-related causes. It is typified by depersonalization, diminished professional efficacy, and emotional tiredness. A person's performance and mental health may suffer as a result of burnout, which is a response to prolonged exposure to stress at work and continuous workplace stress.

Burnout indicators in this study refer to (Kartono, 2017), namely feelings of fatigue, mental fatigue, emotional fatigue, cynical attitude towards people in the work environment, tendency to withdraw, reduce self-involvement from work, feelings of dissatisfaction with oneself, feelings of dissatisfaction with work, and feelings of dissatisfaction with life.

Burnout significantly impairs a nurse's performance (Kurniawati et al., 2023). Research results (Dall'Ora et al., 2020) show that there is a significant relationship between burnout and nurse performance, where high burnout contributes to a decrease in the quality of care provided by nurses. Therefore the hypothesis proposed in this study is:

H₂: The lower the burnout (X₂), the higher the nurse performance (Y).

3. Research Methods

The present study used a survey-based quantitative research methodology. One kind of quantitative study that looks at indicators of individual or group behavior is the survey (Sugiyono, 2021). With the aim of obtaining data that can be reliably evaluated and conclusions drawn from the data, this strategy collects data through various methods, such as direct interviews and observing how surveys are distributed. One of the study's two independent variables is the balance of work and life, as described by Fisher, Bulger, and Smith using thirteen indicators (Wicaksana et al., 2020) and burnout measured with nine indicators as described by (Kartono, 2017). In addition, this study involves one dependent variable, namely performance which is measured through eleven indicators in accordance with the guidelines (Mangkunegara, 2017).

This research was conducted at the Cirebon Port General Hospital. This research period was carried out in February 2025 and lasted for one month. The study population was 117 nurses at the Cirebon Port General Hospital and in this study a saturated sample was used. The study's assessment instrument is a Likert scale that uses a five-point rating system to determine how much a person agrees or disagrees with assertions. The range is strongly disagree (1) to entirely concur (5) (Sekaran & Bougie, 2016). Researchers utilized SPSS version 27 to make computations easier. The last step in data analysis is multiple linear regression analysis, which uses traditional assumption testing to confirm the validity and dependability of the research tool.

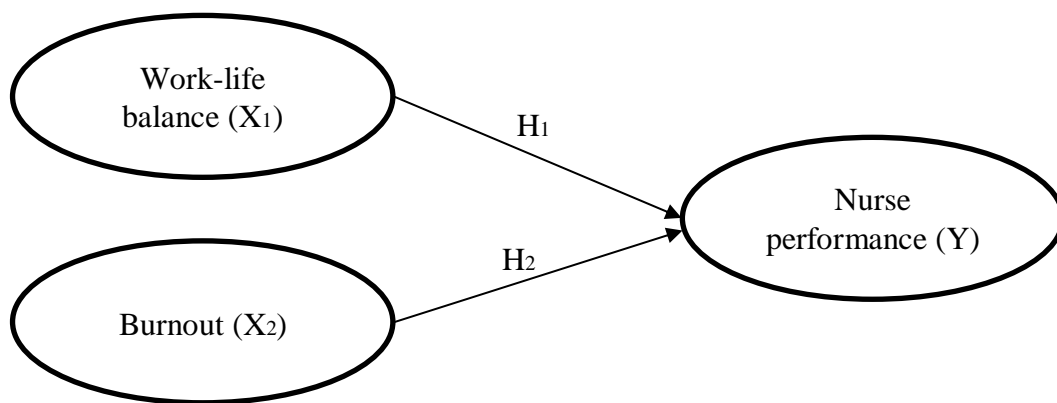


Figure 1: Research Model

4. Results and Discussion

Based on the data processing outcomes, table 1 displays the respondents characteristics.

Table 1: Respondent Characteristics Data

Category	Description	Amount	Percent
Gender	Male	13	11%
	Female	104	89%
Age	> 25 years	8	7%
	> 36 years	65	56%
	> 45 years	44	38%
Education	Diploma	57	49%
	Bachelor Degree	60	51%
Length of work	> 5 years	6	5%
	> 11 years	75	64%
	> 15 years	36	31%

Respondents who became research subjects consisted of 13 men or 11% of all respondents, and 104 women or 89% of all respondents. In terms of age, the highest number of respondents was in the age group 36 - 45 years as many as 65 people or 56% of all respondents. Based on the educational background of the respondents, the Diploma education level

was 57 respondents or 49% of all respondents, and the Bachelor education level was 60 respondents or 51% of all respondents. Of the total number of respondents, 64% or 75 people, have a tenure of 11-15 years.

4.1 Validity test

This study used the formula degrees of freedom $Df = n - 2 = 115$ to poll 117 nurses at a significance level of 0.05 in order to find the critical value of r . According to the correlation coefficient table, the crucial value is 0.1816 (r table).

Table 2 : Research Instruments Validity Test Results

No	Work - life balance	Burnout	Nurse Performance
1	0.310	0.291	0.270
2	0.415	0.560	0.348
3	0.437	0.657	0.419
4	0.489	0.616	0.748
5	0.313	0.534	0.657
6	0.364	0.592	0.343
7	0.424	0.671	0.632
8	0.496	0.752	0.879
9	0.409	0.714	0.823
10	0.444	0.727	0.853
11	0.363	0.612	0.645
12	0.364	0.623	0.744
13	0.433	0.618	0.731
14	0.462	0.643	0.689
15	0.491	0.679	0.811
16	0.484	0.750	0.687
17	0.512	0.621	0.695
18	0.564	0.655	0.771
19	0.477		0.469
20	0.454		0.400
21	0.438		0.673
22	0.463		0.621
23	0.479		
24	0.495		
25	0.448		
26	0.518		

According to the above-mentioned validity test results, every study instrument had a r value (r count) higher than the significant value (r table). As a result, it can be said that every assertion is true.

4.2 Reliability Test

Table 3 : Reliability test of research instruments

No	Variables	Cronbach's alpa	Description
1	Work-life balance	0.880	Reliable
2	Burnout	0.929	Reliable
3	Nurse performance	0.938	Reliable

Based on the aforementioned data, every variable has a Cronbach's alpha value higher than 0.7, indicating that it is a reliable variable.

4.3 Multicollinearity and Normality Tests

Based on the data processing results shown in the table below.

Table 4 : Multicollinearity and Normality Test

Variables	Tolerance	VIF
Work-life balance	0.890	1.124
Burnout	0.890	1.124
Kolmogorov-Smirnov: Asymp Sig (2-ekor) 0.89		

Table 4 shows that all research variables are not multicollinear, with VIF values less than 10 and tolerance values more than 0.10. With a result of 0.89, the Kolmogorov-Smirnov test was above the significance level of 0.05. As a result, it is possible to say that the data is frequently disseminated.

4.4. F Test

Table 5 : F test

Model	Sum of Squares	df	Mean Square	F	Sig
Regression	956.920	2	478.460	3.215	0.044
Residuals	16965.046	114	148.816		
Total	17921.966	116			

Table 5 above indicates that the regression model is highly successful in describing the diversity in performance in this investigation, as indicated by the Sig value of $0.044 < 0.05$.

4.5 T-test

Table 6 : Multiple Regression Results of the Effect of X1 and X2 Variables on Y

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(costant)	60.130	9.777		6.150	0.000
Work-life balance	0.284	0.112	0.245	2.532	0.013
Burnout	-0.73	0.103	-0.069	-0.709	0.480

Regression analysis equation one is as follows, based on table 6 above: $Y = 60.130 + 0.284X_1 - 0.73X_2$. The impact of burnout and balance between work and life on nurse performance is 3.7%, according to the calculation results, which also reveal an Adjusted R Square (R^2) value of 0.037. The remaining 96.3% is affected by additional factors.

The significance level of $0.013 < 0.05$ for this variable indicates that work-life balance has a substantial effect on nurse performance. As demonstrated by the work-life balance coefficient value of 0.284, nurses' performance is positively impacted by work-life balance. According to the first hypothesis, nurses who have a better work-life balance perform better.

The burnout variable's sig value is $0.480 > 0.05$, indicating that burnout influences nurse performance, albeit not significantly. The burnout coefficient whose value is - 0.73 indicates that nurses' performance is negatively impacted by burnout. Since the nurse performs better the less burned out they are, the second theory is thus refuted.

5. Discussion

5.1 The effect of work-life balance (X_1) on nurse performance (Y)

The study's findings demonstrated that work-life balance considerably enhanced nurses' performance at Cirebon Port Hospital. Nurses who can successfully manage their personal and professional life are typically less stressed, more productive, and happier at work. This equilibrium enables them to stay energized and focused during working hours, enabling them to give patients the best care possible. According to a study (Imagha et al., 2024), work-life balance significantly affects the performance of female nurses at the University of Uyo Hospital. Other studies indicate that work-related stress has a positive impact on employees' performance in Malaysia (Dousin et al., 2019).

This study highlights how nurses' performance, job satisfaction, and patient care quality can all be enhanced by a healthy work-life balance. For nurses, this balance can reduce stress and improve concentration. Hospitals should

implement flexible work policies, provide supportive facilities, and enhance more effective retention strategies. Meanwhile, policymakers need to develop fair working hour regulations and welfare programs for health workers. With more prosperous nurses, patient care and safety in hospitals can also improve.

5.2 The effect of burnout (X₂) on nurse performance (Y)

Burnout and nurse performance were found to be negatively correlated by the Cirebon Port Hospital research nurses, although this link was not statistically significant. This suggests that although there are indications that increasing levels of burnout can reduce nurse performance, the data obtained are not strong enough to confirm the relationship significantly. Although burnout can theoretically affect performance, not all nurses who experience burnout show a marked decrease in performance. Some nurses may develop effective coping mechanisms, or they may remain committed to providing the best care possible despite their burnout. Therefore, even while performance and burnout are negatively correlated, this may not always be evident in statistically meaningful statistics.

This result is consistent with a number of earlier investigations. According to a study by (Wang et al., 2023), nurses' performance in a number of Southeast Asian public hospitals was not significantly impacted by burnout. Additionally, a study conducted in Spain by (Martínez-López et al., 2021) revealed that burnout had no discernible effect on the performance of female psychiatric nurses. Other research has, however, had different results. Burnout severely hampered nurses' performance, according to a study by (Li et al., 2024), with decreased work efficiency and patient care quality being associated with higher emotional tiredness levels. These results imply that although burnout may impair performance in theory, other elements including team dynamics, corporate culture, and institutional support may mitigate its effects in practice.

The influence of burnout on nurses' performance is not always significant, as this study shows. Therefore, hospitals should prioritize burnout prevention strategies by creating a healthy work environment, implementing employee welfare policies, and providing psychological support. In addition, policy makers need to pay attention to regulations that maintain the balance of nurses' workload so that they are able to work optimally. In the proper manner, preventative initiatives are nevertheless crucial to preserving the caliber of health services, even when burnout does not usually significantly impair performance.

6. Conclusion

The study's findings allow for the following conclusion to be drawn: (1) Cirebon Port Hospital nurses' performance is positively and significantly impacted by work-life balance. This suggests that nurses can sustain their energy, focus, and job satisfaction by striking a balance between their personal and professional lives, which enhances their ability to serve patients. (2) Burnout negatively affects nurses' performance, even though the effect is not of statistical significance. This suggests that while burnout may have an effect on nurses' performance, other factors also influence how stable their performance is.

This study has a number of limitations, including the range of locations focused on one hospital, so the results may not be generally applicable to other hospitals of a different nature. Additionally, this study used quantitative methodologies, which might not have sufficiently explored deeper social and psychological components of work-life balance and burnout. It is suggested in the research field be expanded in the future to include more hospitals and employ a variety of approaches in order to have a more comprehensive understanding. Further investigation into other elements that might influence nurses' performance, like workload, job satisfaction, and organizational support, may also yield new insights for healthcare HR management.

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