



The Influence of Resilience and Burnout on Psychological Well-Being Among Class III Ward Nurses at RS Pelni Jakarta

Marleen Febrina*, Tassya Adinda, Anggun Aprilia Purnamasari

Universitas Persada Indonesia Y.A.I, Indonesia

Email: febrinamarleen@gmail.com, Tassyarachman92@gmail.com, anggun265@gmail.com

KEY WORDS

Bornout, Psychological, Well-Being Resilience

ABSTRACT

Generally, nurses, especially those who work night shifts, are often exposed to high levels of stress, emotional exhaustion, and physical fatigue due to the demands of their jobs. These conditions can significantly affect their psychological well-being. This study aims to determine the effect of resilience and burnout on Psychological Well-Being in class III nurses at Pelni Hospital Jakarta. The total population that fits these characteristics is 160 nurses. In the Pelni Hospital environment, sampling techniques in this study used purposive sampling techniques, using the Slovin formula in withdrawing the sample, namely 114 nurses. The Psychological Well-Being measuring instrument adopts Ryff's Psychological Well-Being Scale, and the Resilience measuring instrument is based on The Resilience Scale and uses Maslach's burnout scale, also known as the Maslach Burnout Inventory. Hypothesis testing obtained a B value of 0.546 and $p < 0.05$, it is concluded that there is a positive influence from the direction of Resilience on the Psychological Well-Being of Duty Nurses at Pelni Hospital Jakarta, obtained a B value of - 0.288 and $p < 0.05$, it is concluded that there is a significant influence with a negative direction of burnout on Psychological Well-Being on Duty Nurses at Pelni Hospital Jakarta, obtained a B value of - 0.288 and $p < 0.05$.

DOI: 10.58860/ijsh.v4i3.294

Corresponding Author: Marleen Febrina*

Email: febrinamarleen@gmail.com

INTRODUCTION

The development of hospitals is now growing rapidly in accordance with the development of the population, which is also growing rapidly (Nagasawa, 2020). Hospitals that are now developing have complete and perfect facilities so that modern equipment is available at the hospital. In this situation, the hospital has an obligation to provide quality and satisfying services to every patient, Fahrozy. (2015). With complete and modern facilities, it is also demanded by good nursing staff. With the skills of nurses considered important to the quality of service to patients, nurses are required to have excellent conditions, especially in terms of psychology. Given the potential negative effects of overworked nurses on patient health, motivation, care, and intervention, it is important to avoid giving too much work to nurses. Having good mental and physical health is as important as having good physical health, so that a hospital nurse can work at their best (Wahyuni et al., 2024). If a hospital provides care and services that its patients anticipate, it may be considered successful (Maina, 2016).

It is important for nurses to understand the emotional responses of patients to develop a healthy relationship between nurses and patients. Nurses should also care when patients are angry, sad, confused, or afraid, and act swiftly in taking the necessary steps to manage these emotions so as not to worsen the patient's condition. Therefore, nurses need good psychological health when working (Wahyuni et al., 2024).

Nurses need to have good Psychological well-being. If a nurse's psychological well-being is good, then she can help patients, including pediatric patients, to achieve the same thing. The main task

of nurses is to help patients heal, restore optimal health conditions, and help patients regain their independence. Thus, the well-being of pediatric patients is influenced by the quality of their health (Putra et al., 2022).

Researchers conducted initial interviews with several nurses on duty and the head of nurse management at PELNI hospital about the nurses' working conditions. The results of the interview found that several nurses stated that they experienced fatigue related to working hours due to the increasing amount of working time due to the increasing number of patients at the PELNI hospital. Nurses fill additional night shifts if there is a shortage of nurses in each inpatient room. In addition, nurses feel they have less time to socialize with their closest people and less time to rest, and it is not uncommon to feel stressed while working (Shield, 2018). Then, there are also nurses who have other complaints, such as an uncomfortable work environment, poor management, and a lack of attention from superiors. Nurses also stated that they had problems with social relationships with patients, coworkers, and superiors. Furthermore, the results of interviews with the head of nurse management revealed some information, such as the lack of competence of the nurses on duty, namely, a lack of care for patients, a perspective that only works according to their hours, and no training programs provided by the hospital in anticipation of this. The head of nurse management pointed out the low psychological well-being of nurses or the desire to leave the position where he was assigned (choosing where he was placed for reasons of comfort). The researcher then obtained data on the results of the patient satisfaction index, which found a decrease in the value of patient satisfaction with hospital services, especially for patients for inpatient services (Tsai et al., 2015). Based on the description above, this study aims to analyze the psychological well-being of nurses and its relationship to the quality of hospital inpatient services, particularly in the context of increasing workloads and declining patient satisfaction at PELNI Hospital.

According to Ryff (2023) Psychological well-being is an individual's self-evaluation shaped by their life experiences, and the achievement of healthy psychological functioning is related to an individual's sense of personal satisfaction. According to Ramos (2019). A person's psychological health is best measured by the quality of their interpersonal interactions. If you want to be mentally healthy, you need to make sure that you take care of yourself on all the levels that make up a happy life (Wikansari et al., 2023).

This research is urgent and important because the decline in psychological well-being among nurses has the potential to reduce the quality of health services, increase turnover intention, and threaten patient safety. By understanding the correlation between nurses' psychological conditions and service quality, hospitals can design better interventions to maintain nurse well-being, ensure sustainable work performance, and improve patient satisfaction.

According to Wahjono (2023) Burnout is a total reduction of mental and physical resources caused by excessive struggle to achieve a goal at work. Adnyaswari and Adnyani (2022) say that the higher the level of burnout, the more individual performance decreases.

METHODS

In the study, there are three variables, the independent variable is the influence of Resilience and Burnout, and the dependent variable is *Psychological Well-Being*. The total population that matches these characteristics is 160 nurses. In the Pelni Hospital environment and the sampling technique in this study using the purposive sampling technique using the Slovin formula in withdrawing the sample, there were 114 nurses. This research uses a quantitative method because it involves the measurement of variables using standardized instruments and statistical analysis. The *Psychological Well-Being* measuring instrument was adopted from Ryff's Psychological Well-Being Scale, the Resilience

measuring instrument adopted from The Resilience Scale, and Maslach's burnout scale, also called the *Maslach Burnout Inventory*.

RESULTS AND DISCUSSION

Hypothesis testing obtained a B value of 0.546 and $p < 0.05$; it is concluded that there is a positive influence of Resilience on Psychological Well-Being in Overnight Nurses at Pelni Hospital Jakarta, which obtained a B value of - 0.288 and $p < 0.05$. 0.05, it is concluded that there is a significant influence in the negative direction of burnout on Psychological Well-Being in Overnight Nurses at Pelni Hospital Jakarta, obtained an R-value of 0.416 and R^2 of 0.173 and $p < 0.05$, it is concluded that there is a significant influence between Resilience and burnout on Psychological Well-Being in Overnight Nurses at Pelni Hospital Jakarta.

Based on the results of the analysis of the first hypothesis test, there is a positive directional effect of Resilience on Psychological Well-Being in Inpatient Nurses at Pelni Hospital Jakarta. Based on research conducted by Fitria and Maulidia (2025), it states that there is a significant relationship between family social support and mental health. Family is considered the closest support system for individuals.

Based on the analysis of the second hypothesis test, there is a significant influence of the direction of negative birth on Psychological Well-Being in Overnight Nurses at Pelni Hospital Jakarta. These results are in accordance with the opinion that the main obstacle to self-acceptance is the inability to accept past failures and mistakes, even though failures and mistakes can be seen from a more positive perspective. By learning something valuable from it and improving self-quality by doing positive things, reinforced with the title self-acceptance as the foundation of mental health. In conclusion, students must think positively about the current situation and not repeat mistakes in the past.

Based on observations in the field, nurses who experienced high levels of burnout often exhibited emotional exhaustion, lack of enthusiasm, and detachment from their duties. This condition was exacerbated by long night shifts and insufficient recovery time, leading to decreased well-being. The data suggests a strong need for interventions such as psychological counseling and shift rotation mechanisms to reduce the impact of burnout.

Based on the results of the third analysis, there is a significant influence between Resilience and burnout on Psychological Well-Being in Inpatient Nurses at Pelni Hospital Jakarta. In accordance with the opinion of Suradi (2024) The family plays an important role in the rehabilitation process, and when returning to the family and social environment. Research conducted by Harandi, Taghinasab, & Nayeri (2021) found that social support is something that will always involve interactions with other individuals. The social support in question represents the amount of support felt by the individual. Bjørlykhaug et al. (2022) state that social support alone is considered insufficient because the most important thing is the individual's belief in the existence of social support. From interviews with several nurses, the author found that those with both high resilience and strong support systems were more likely to adapt positively to the pressures of night shifts, while those experiencing burnout without adequate coping mechanisms reported lower satisfaction and increased absenteeism. Therefore, the integration of resilience training and emotional support initiatives should be prioritized to improve overall psychological well-being among nurses.

CONCLUSION

The conclusion of this study shows that there is a significant influence of resilience and burnout on psychological well-being in inpatient nurses at Pelni Hospital Jakarta. Furthermore, this study also found that burnout has a significant influence with a negative direction on psychological well-being in

inpatient nurses at Pelni Hospital Jakarta. Overall, resilience and burnout are proven to have a significant effect on the psychological well-being of inpatient nurses at Pelni Hospital Jakarta. The focus of the researcher in this study was to explore how psychological resilience and the degree of burnout interact to affect the mental health condition of inpatient nurses. This aligns with the research objective, which is to analyze the influence of resilience and burnout on the psychological well-being of inpatient nurses at Pelni Hospital Jakarta. Based on the findings, the author suggests that hospital management implement psychological support programs, resilience training, and burnout prevention strategies. These steps are expected to support nurses in maintaining mental health stability and improving the quality of patient care services.

REFERENCES

- Ago, G., Suharno, S. M., & Hariyadi, S. (2015). Effect of product quality perception, trust, and brand image on generic drug buying decision and consumer satisfaction of hospital patients in East Kalimantan. *Eur. J. Bus. Manag.*, 7(14), 50–68.
- Bjørlykhaug, K. I., Karlsson, B., Hesook, S. K., & Kleppe, L. C. (2022). Social support and recovery from mental health problems: A scoping review. *Nordic Social Work Research*, 12(5), 666–697.
- Devita, Y., Okviani, N., Emulyani, E., & Erlin, F. (2025). The Relationship between Family Support and Emotional Mental Disorders in Adolescents. *Jurnal Keperawatan Priority*, 8(1), 11–24.
- Maina, M. N. (2016). Effect of Customer Perfection on Performance of Private Hospital in Nairobi: A Case Study of Karen Hospital. *International Journal of Business And Commerce*, 4(05), 60–71.
- Meshi, D., & Ellithorpe, M. E. (2021). Problematic social media use and social support received in real-life versus on social media: Associations with depression, anxiety and social isolation. *Addictive Behaviors*, 119, 106949. <https://doi.org/10.1016/j.addbeh.2021.106949>
- Musslifah, A. R., Tjahjono, H. K., Khilmiyah, A., & Suud, F. M. (2024). Forms of self-harm behavior in adolescent students at boarding school. *Nazhruna: Jurnal Pendidikan Islam*, 7(2), 338–356.
- Nagasawa, Y. (2020). Global Hospitals in 2050—a review of the historical development of hospital building studies from a global perspective. *Japan Architectural Review*, 3(1), 5–24.
- Putra, I. G. N. E., Astell-Burt, T., & Feng, X. (2022). Perceived green space quality, child biomarkers and health-related outcomes: A longitudinal study. *Environmental Pollution*, 303, 119075. <https://doi.org/10.1016/j.envpol.2022.119075>
- Ramos, P., Moreno-Maldonado, C., Moreno, C., & Rivera, F. (2019). The role of body image in internalizing mental health problems in Spanish adolescents: an analysis according to sex, age, and socioeconomic status. *Frontiers in Psychology*, 10, 1952.
- Rohmah, D. M. N., Apriliyani, I. N., Brilliantantri, K., & Wahjono, S. I. (2023). Challenges, definitions, and orientations of human resource management conceptions. *Proceeding International Conference on Economy, Management, and Business (Volume 1, 2023)*, 1(1), 1271–1277.
- Shield, R. R. (2018). *Uneasy endings: Daily life in an American nursing home*. Cornell University Press.
- Tsai, T. C., Orav, E. J., & Jha, A. K. (2015). Patient satisfaction and quality of surgical care in US hospitals. *Annals of Surgery*, 261(1), 2–8.
- Wahyuni, S., Widodo, A., & Yulian, V. (2024). Factors Influencing Patient Satisfaction with Nursing Services in the Private Inpatient Health. *Interest: Jurnal Ilmu Kesehatan*, 36–49.
- Wikansari, R., Ausat, A. M. A., Gadzali, S. S., Suherlan, S., & Azzaakiyyah, H. K. (2023). Understanding the meaning of well-being in the perspective of psychological science: A literature review. *Community Development Journal: Jurnal Pengabdian Masyarakat*, 4(1), 702–707.

Yanto, R. F., Djudiyah, D., & Syakarofath, N. A. (2022). Nurses' experience with burnout and therole of perceived social support. *Jurnal Ilmiah Psikologi Terapan*, 10(1), 63–67.



© 2025 by the authors. It was submitted for possible open-access publication under the terms and conditions of the Creative Commons Attribution (CC BY SA) license (<https://creativecommons.org/licenses/by-sa/4.0/>).