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ERFANSYAH

Pengaruh *Burnout* Terhadap Kepuasan Kerja Tenaga Kesehatan Di Rumah Sakit Umum Daerah Jemaja Kabupaten Kepulauan Anambas

ABSTRAK

Burnout adalah kelelahan emosional, fisik, dan mental akibat stres kerja berkepanjangan pada tenaga kesehatan. Burnout mencakup dimensi emotional exhaustion, depersonalization, dan personal accomplishment yang berdampak pada mutu pelayanan, hubungan terapeutik, dan keselamatan pasien di RSUD Jemaja, turnover meningkat dari 6,7% menjadi 14,6% dalam tiga tahun dan ketidakhadiran naik dari 5,8 menjadi 9,2 hari per tahun. Kondisi ini menunjukkan beban kerja tinggi, kekurangan staf, jadwal shift padat, dan keterbatasan fasilitas sebagai pemicu utama burnout.

Penelitian ini bertujuan menilai pengaruh burnout terhadap kepuasan kerja tenaga kesehatan di RSUD Jemaja tahun 2025. Studi kuantitatif dengan desain korelasional melibatkan 43 responden pada Mei-Juni 2025. Data dikumpulkan menggunakan instrumen terstandar dan dianalisis dengan regresi linier berganda.

Hasil menunjukkan seluruh dimensi burnout berpengaruh signifikan terhadap kepuasan kerja. Emotional exhaustion menjadi faktor paling dominan dengan pengaruh negatif terbesar ($\beta = -1,270$; $p=0,000$), diikuti depersonalization ($\beta = -1,031$; $p=0,011$). Personal accomplishment berpengaruh positif signifikan ($\beta = 0,390$; $p=0,041$). Temuan ini menegaskan bahwa peningkatan burnout menurunkan kepuasan kerja, sementara peningkatan personal accomplishment meningkatkan kepuasan kerja tenaga kesehatan.

Kata kunci: *Burnout, Emotional Exhaustion, Depersonalization, Personal Accomplishment, Kepuasan Kerja, Tenaga Kesehatan.*

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**The Effect of Burnout on Job Satisfaction of Healthcare Workers at Jemaja Regional
General Hospital, Anambas Islands Regency**

ABSTRACT

Burnout is a state of emotional, physical, and mental exhaustion caused by prolonged work-related stress among healthcare workers. It includes emotional exhaustion, depersonalization, and personal accomplishment, which affect service quality, therapeutic relationships, and patient safety. At RSUD Jemaja, staff turnover increased from 6.7% to 14.6% over three years, and absenteeism rose from 5.8 to 9.2 days per year, indicating high workload, staff shortages, tight shift schedules, and limited facilities as key burnout triggers.

This study examined the effect of burnout on healthcare workers' job satisfaction at RSUD Jemaja in 2025. A quantitative correlational design was applied with 43 respondents from May to June 2025. Data were collected using standardized instruments and analyzed with multiple linear regression.

All burnout dimensions significantly affected job satisfaction. Emotional exhaustion showed the strongest negative effect ($\beta = -1.270$; $p = 0.000$), followed by depersonalization ($\beta = -1.031$; $p = 0.011$). Personal accomplishment showed a significant positive effect ($\beta = 0.390$; $p = 0.041$). Higher burnout reduced job satisfaction, while higher personal accomplishment improved healthcare workers' job satisfaction.

Keywords: *Burnout, Emotional Exhaustion, Depersonalization, Personal Accomplishment, Job Satisfaction, Healthcare Workers.*