

## An Analysis of the Implication of Workload and Social Support toward Burnout

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**Abstract** This study aims to determine: (1) The influence of workload on the nurse burnout of Haji Hospital Medan. (2) Influence of social support to the nurses Burnout of Haji Hospital Medan, Indonesia. (3) The influence of work load and social support on nurse of Haji Hospital Medan. This research is categorized as correlational research, and research instrument is questionnaire. The population in this study was nurses of Medan's Haji Hospital as many as 173 nurses. Sampling technique using Hair method while the sample in this study amounted to 40 nurses who were hospitalized. Measurers proved to be valid and reliable for research instruments. The results of the study found that: (1) workload had a positive and significant effect on burnout of nurse in Haji Hospital Medan (2) Social support had negative and insignificant effect on burnout of Haji Hospital Medan (3) workload and social Support simultaneously affected and significant to nurse burnout of Medan Haji Hospital.

**Key words** Workload, social support, job saturation, nurse

**JEL Codes:** A13, D71, H55, P36

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### 1. Introduction

Health services provided by the hospital must be qualified, effective, and efficient and supported by the sufficient quality and quantity of energy. Nurses are required to maintain the quality and professionalism in providing services to patients. They are supposed to always improving the performance and productivity and showing hospitality to every patient and patient's family (Munandar, 2001, 2004; Andarika, 2004). The nurse is a member of the vice-health team that plays a role in facing the patient's health problems for 24 hours on an ongoing basis. The number of responsibilities and demands to always be professional and qualified in providing services to patients who must be lived by the nurse shows that the nurse profession is vulnerable to experience burnout of work. Nurses are also always faced with various problems such as various patient complaints. Inadequate social support such as relationships with colleagues, relationships with family and relationships with superiors which are not well established, complex and monotonous workloads and coupled with the demands of tasks to be accomplished make the psychological condition of the nurse turn into a burnout state. Burnout occurs due to excessive work to be done and the number of patients to be served while the existing nurses work very little, thus making the workload of the nurse becomes excessive and will cause fatigue on the nurse. Burnout is a condition that arises from the interaction between human and work and is characterized by human changes that force them to deviate from their normal function (Luthans, 2006). Mariyanti (2011) describes burnout as a state that reflects emotional reactions to people working in the field of humanitarian service and working closely with the community. The duties and responsibilities of the nurse are not a minor thing to bear, on the one hand the nurse is responsible for the physical, administrative tasks of the agency he / she works in, facing the patient's anxiety, complaints and self-defense mechanisms due to their illness, anxiety, complaints of those in terminal condition while simultaneously required to provide good exterior to their patients (Anbar, 2008). The various situations and work demands experienced can be a potential source of burnout.

Based on the results of interviews with the head of the nursing departments at Haji Hospital Medan in October 2017, the main duties of nurses, among others, are carrying out the assessment of care, carrying out data analysis to formulate nursing diagnoses, planning and carrying out documenting nursing care (Askep), carrying out a three-hour work system, morning shift, afternoon shift and night shift, maintaining medical and nursing equipment to be in a ready-made state, pre and post conference and handover at the time of change of service. Nurses often feel boredom and, subsequently, make the task being done to be not maximal. Nurse of Haji Medan Hospital is most likely indicated burnout condition, seen from the psychological symptoms. Nurses experience emotional fatigue such as aggressiveness and easy to irritate. The burnout experienced by the nurse will have an impact not only on the nurse themselves, but will also have an impact on the hospital (Dewanti, 2010; Aristiani, 2015). Impacts for nurses themselves such as sluggish work, decreased enthusiasm, and decreased job satisfaction. For hospitals, it will have an impact on the always diminished nurses in the hospital, according to obtained data, the number of nurses at inpatient in 2015 and 2016 have decreased in number. By 2015, the number of registered nurses is 182 nurses and in 2016 the number of registered nurses is 172 nurses. In 2017 there is only one

additional nurse, so the total staff of inpatient nurses is 173 nurses. The decrease in the number of nurses makes the workload increasing to the nurses who are still working because the tasks and demands that will be charged to them also increases so that nurses will easily experience burnout. According to the Regulation of the Ministry of Health No. 46 Year 2014 Paragraph 1, type B hospital should operate nurse personnel amounted as much as the quantity of beds in the inpatient wards. However, the 173 nurses of the hospital are still lacking considering 254 beds available in the hospital. Regardless the lack of personnel, the nurse of the hospital still operates, although not being maximum, despite the over workload burdening them (Caputo, 1991; Boyd, 2008; Azeem, 2010; Appolo, 2012 and Aminah, 2014); This is also caused by the fact the hospital is a province-level hospital, meaning the nurses have to deal with the incoming referral from other hospitals which further increase their workload. The medical record of Haji Hospital shows the BOR (Bed Occupancy Ratio) in the following Table as follows.

Table 1. BOR (Bed Occupancy Ratio) of Medan's Haji Hospital

BOR (Bed Occupancy Ratio) Medan's Haji Hospital	Year			The Ideal Parameter Value of BOR (Bed Occupancy Ratio) sanctioned by the Department of Health of Indonesia (2005) is 60-85%
	2014	2015	2016	
	55%	52%	60%	

**Source:** Medan's Haji Hospital, (2017).

From Table 1 it can be concluded that there is an increase of percentage value of BOR (Bed Occupancy Ratio) which will become the main cause why the work load experienced by nurse is increasing. Due to lack of amount of nurse, nurse work hard to fulfill job target and condition and could lead to burnout state. The results of the interviews with nurses conducted in October 2017 on what factors can lead nurses toward burnout and affect burnout can be seen in table 1.2 below.

Table 2. Factors Influencing Burnout in Haji Hospital

Influencing factors	Amount of Response
Social support	6
Leadership style	3
Workload	8
Organizational culture	1
Employment status	2

**Source:** Interview results of 20 inpatient nurses of Haji Hospital Medan (2017).

The results of pre-survey show that the factors that most affect the burnout are social support and workload. Social support with the number of responses amounted to six and workload with the number of responses amounted to eight. The above table is also serves as a background on how social support affect the occurrence of burnout state in Haji Hospital Medan. Social support is a social togetherness, where individuals are in it, providing some support such as real help, information support, and emotional support so that individuals feel comfortable (Lailani, 2012; Kusnadi, 2014; Kusumaningrum, 2016) Furthermore, to reduce the anxiety and emotional tension faced by the nurse because of the heavy workload and demands, they need a positive source of people around like family, colleagues, and motivation from superiors. Hodson (1997) says that social support from the workplace can contribute, especially on productivity and employee benefits. The creation of a comfortable working environment will suppress the level of stress on the nurse, for it is necessary conducive environment so that the burnout on the nurse does not happen. According to Mudallal *et al.*, (2017), someone who has good social support is able to reduce stress so that Burnout state can be avoided. So, if a nurse has high social support from the people around, they will be able to manage the saturation of work properly.

## 2. Literature review

### 2.1. Burnout Analysis

Burnout is a psychological syndrome consisting of three dimensions, namely emotional exhaustion, depersonalization, and low personal accomplishment (Maslach, 2003). Burnout is a problem that occurs when someone tries to achieve an unrealistic goal and in the end they run out of energy and lose (Rahman, 2007; Schultz and Schultz, 2010 and Sari, 2015) feelings about himself and other people. In general, the greater and more chronic burnout experienced by a worker, the possibility of stress can occur and can further worsen the situation (Cherniss, 2002; Jaya *et al.*, 2005; Ramdan *et al.*, 2016 and Kiekkas *et al.*, 2017). According to there are several things that cause burnout (work boredom), among others, is to work routinely without variation, perfectionist nature, and excessive work without appreciation. Burnout is a psychological syndrome consisting of three dimensions, namely emotional exhaustion, depersonalization, and low personal

accomplishment (Corrigan *et al.*, 1994; Chevarie, 2002; Maslach, 2003; Hariyono, 2009; Carolina 2010; Fang *et al.*, 2015). Indications that show that burnout often arises among employees of PT. Candi Baru Hotel Semarang can be seen from the last 2 years that employees often feel that the workload that must be completed seems excessive, this has an impact on the onset of burnout (Cherniss, 2002). With excessive workloads, employees cannot provide services optimally, so the hotel often accepts complaints or complaints from users of their services.

## 2.2. Workload Analysis

Workload is a set or number of activities that must be completed by an organizational unit or office holder within a certain period of time (Soehartati, 2007; Muskamal, 2010; Tarmidi *et al.*, 2010 and Suryaningrum, 2015). The measurement of workload is defined as a technique to obtain information about the efficiency and effectiveness of an organizational unit, or a position holder that is carried out systematically using job analysis techniques, workload analysis techniques or other management techniques (Gibson *et al.*, 1986). Furthermore, it was also stated that the measurement of workload is one of the management techniques to obtain position information, through a process of research and assessment conducted in an analysis. The position information is intended to be used as a tool to improve the apparatus both in the field of institutions, management and human resources (Ganster *et al.* 1986; Goliszek, 2005; Farber, 1991; Muda, 2017). The workload analysis method is a process for calculating the workload of a position / sub position; and also the need for the number of people to fill these positions/sub-positions. In this method there are three main stages which will be described below.

1. Determine the main output of a function/sub function and then identify the series of work activities needed to produce the output. For example the new product research department has three sets of work activities to produce outputs / results of new product development research. Namely: Collecting research data, analyzing research data and then compiling reports on research results and recommendations for new product development.

2. Breaking down a series of activities into a more specific task force. For example in research data collection activities are further divided into more detailed activities, for example: collection of competitor product data, data collection on consumer behavior, data collection of market needs, etc.

Calculate the total amount of time needed to complete per task group. For example, how much time is needed to collect research data; how long to do the analysis and how long to compile the research results. From the total number of hours of this activity then it can be predicted how many staff needs are needed to complete the entire task. Work standards can be obtained from the results of work measurements or determination of participatory objectives. Work measurement techniques that can be used include: time studies, standard data, predetermined standard time data, and work sampling (Safarino, 2006; Kumalasari and Ahyani, 2012; Salvendy, 2012). Determination of work standards can be done through discussions between managers and their subordinates, where the discussion material includes the objectives of the work, its role in relation to other work, organizational requirements, and employee needs. The process of determining work standards like this often results in greater employee commitment, morale, satisfaction, and motivation (Gusnardi *et al.*, 2016; Adnyaswari *et al.*, 2017; Nurzaimah *et al.*, 2017; Dalimunthe *et al.*, 2016, 2017; Eriadi *et al.*, 2018; Erlina, and Muda; 2018; Muda and Hasibuan *et al.*, 2018; Muda and Windari *et al.*, 2018). Work standards, sometimes also set participantly with the leaders of workers' organizations, this is because union leaders understand the importance of negotiating standards for the implementation of various jobs, and negotiation agreements are written in the employment contract. Long-term workforce planning is determined by the demand side of the company, namely estimates of labor requirements and supply side, namely the availability of labor in the market. Estimates of the company's workforce needs are determined by estimates of the availability of workforce in the company and company plans (Hart, 1988; Taylor *et al.*, 2004; King, 2012; Tarwaka, 2014). While the estimated availability of labor itself, is determined from the workload analysis, analysis of labor migration and analysis of excess or lack of labor. Analysis of the excess or lack of company workforce, in connection with the large number of existing workforce in the company is in excess condition or less if it is associated with workload. The analysis can be carried out if the workload is known. And workload analysis alone provides direction on productivity. Work productivity can be described in the efficient use of labor, where the workforce will be able to be used efficiently if the amount of workforce is balanced with the workload.

## 2.3. Social Support

Social support becomes a thing very important in human life because in fact humans cannot be separated from other humans in fulfilling his life needs social support in one's life can have a good positive influence on health and psychological conditions someone (Lazarus, 1991; Manuaba, 2004; Prihatini, 2007; Isnawati *et al.*, 2013). Many studies reveal that someone's support plays an important role in health. Physical and psychological needs begin fulfilled from the family environment, because the family is an environment closest individual (Meidarina. 2012; Romadhoni *et al.*, 2015; Suriadi *et*

*al.*, 2015; Sirojuzilam *et al.*, 2016; Situmorang *et al.*, 2017; Tarmizi *et al.*, 2016; 2017; Sihombing *et al.*, 2015; Sihombing *et al.*, 2018 and Tripriyono *et al.*, 2018). For example, in conditions stress, with good social support then the person can get out faster from stress faced. Psychologically, social support the right one will cause feelings valued, accepted, cared for, and loved. This social support will motivate someone to behave positively, excited about living life because of it because they feel cared for and accepted. This is clearly a positive influence because with that feeling, someone will be more able to develop and can live his life well (Achmad *et al.*, 2018 and Badaruddin *et al.*, 2017), one source of social support which family is the place growth and development individual.

### 3. Methodology of research

This study used a quantitative approach. Quantitative approach was used because the data to be used to analyze are the influence between variables expressed by numbers and numerical scales (Sugiyono, 2010). This type of research is correlational research. Correlational research contains advantages, including: its ability to investigate the relationship between several variables together (simultaneously); and correlational research can also provide information about the degree (strength) of the relationship between the variables under study (Muda, 2014). Furthermore, Sukardi added that the strength of this research is that this research is useful to overcome problems related to the fields of education, economics, social. With this research it is also possible to investigate several variables for intensive investigation and this study can carry out predictive analysis without requiring large samples. Analysis in correlational research is done by correlating the measurement results of a variable with the results of measuring other variables (Rasdianto *et al.*, 2014; Erlina *et al.*, 2017; Ferine *et al.*, 2017; Sadalia *et al.*, 2017; Syahyunan *et al.*, 2017; Agustina *et al.*, 2018; Azlina *et al.*, 2017; Pohan *et al.*, 2018; Sadalia *et al.*, 2018; Sari *et al.*, 2018; Erwin *et al.*, 2018). In correlational research, bivariate correlation techniques, according to the type of data, are used to calculate the level of relationship between variables with one another. While in predictive research, the technique used is regression analysis to determine the predictive ability level of predictor variables on criteria variables. However, ordinary correlation analysis can also be used if it only involves two variables. If it involves more than two variables, for example to determine whether two or more predictor variables can be used to predict criteria variables better than when used individually, multiple regression analysis techniques, multiple regression or canonical analysis can be used (Muda and Rafiki, 2014; Muda *et al.*, 2017; Nasir *et al.*, 2017; Nurlina and Muda, 2017 and Nasution *et al.*, 2018). The results of these analyzes are usually reported in the form of correlation coefficients or regression coefficients as well as their level of significance, in addition to the proportion of variance contributed by the independent variable to the dependent variable.

Data interpretation in correlational research is when two variables connect it will produce correlation coefficient with symbol ( $r$ ). The variable relationship is expressed as a value from -1 to +1. The value (-) shows a negative correlation whose variables are opposite and the value (+) shows a positive correlation with the variables approaching in the same direction. This research would explain the influence and influence relationship of variables to be studied, namely the influence of workload variable and social support variable to the Burnout variable. The number of samples taken in this study was 40 respondents, data analysis using multiple linear regression test: Multiple regression. Predicting a complex phenomenon using only one factor (predictor variables) often only gives less accurate results. In many ways, the more information obtained, the more accurate predictions that can be made (Muda and Dharsuky, 2015; Tarmizi *et al.*, 2017; and Muda and Erlina, 2018), namely by using a combination of two or more predictor variables, the prediction of the criterion variable will be more accurate than using only each individually predictor variables. Thus, the addition of a number of predictors will improve the accuracy of the prediction criteria. In the Multiple Regression test, the Determination Coefficient is used to determine the percentage of the contribution of the simultaneous influence of the independent variables on the dependent variable. For this reason, the numbers in the Summary Model Table are used.

### 4. Results and discussions

#### 4.1. Result

##### 4.1.1. Characteristics of Respondents

In the research, most respondents were aged over 40 years as many as 14 respondents (35%), female respondents were mostly 32 respondents (80%), most respondents were married as many as 34 respondents (85%), most respondents' education is Diploma (D-III) AKPER as many as 28 respondents (70%) and majority respondents have working period under 1-5 years as many as 11 respondents (27.5%), and the most respondents is Non civil servants as much as 33 respondents (82.5%).

## 4.1.2. Validity Test Results

Test of Validity Items or items can be done using SPSS software.[1] For this process, the Pearson Product Moment Correlation Test will be used. In this test, each item will be tested for its relation with the total variable score in question. In this case each item in the X and Y variables will be tested for its relation with the total variable score (Yahya *et al.*, 2017; Muda, 2017, 2018 and Muda & Nurlina *et al.*, 2018). Based on the test of validity, that the value of r count for each question item is greater than 0.361, it indicates that all question items are valid, meaning that all questions in the questionnaire are able to express the measurable data from the questionnaire.

## 4.1.2.1. Reliability Test Results

Table 3. Research Instrument Reliability Test Results Table

Variable	Cronbach Alpha Coefficient	Description
X1	0,774	Reliable
X2	0,828	Reliable
Y	0,881	Reliable

**Source:** Result of the research, 2018 (Processed Data).

It appears that the value of chronbach's alpha for each variable is greater than 0.60. This indicates that all question items are declared reliable; meaning the respondent's answer to the question is consistent.

## 4.1.3. Normality Test Results

Normality test is used to determine whether the data population is normally distributed or not. This test is usually used to measure data on ordinal, interval, or ratio scales (Ghozali, 2011). If the analysis uses parametric methods, then the requirements for normality must be fulfilled, namely the data comes from a normal distribution. If the data is not normally distributed, or the number of samples is small and the type of data is nominal or ordinal, the method used is non-parametric statistics. In this discussion, the One Sample Kolmogorov-Smirnov test will be used using a significance level of 0.05 (Muda, 2010; Khaldun and Muda, 2014; Maksum *et al.*, 2014; Lubis *et al.*, 2016; Lutfi *et al.*, 2016; Mahdaleta *et al.*, 2016; Handoko *et al.*, 2017; Hasan *et al.*, 2017; Hutagalung *et al.*, 2017; Lubis *et al.*, 2017; Lubis *et al.*, 2018; Marhayanie *et al.*, 2017, 2018). Data is declared to be normally distributed if the significance is greater than 5% or 0.05. In this study the significance value obtained is  $0.749 > 0.05$ . That is, the data is normally distributed.

## 4.1.4. Multicollinearity Test Results

Table 4. Multicollinearity Test Results

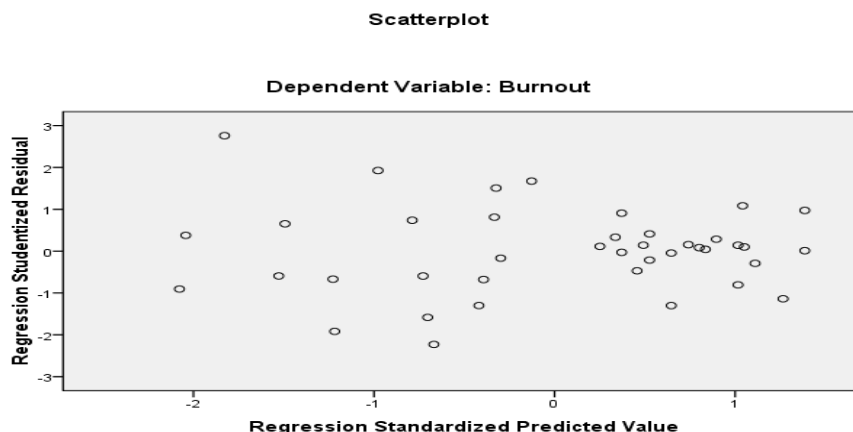
Variable	Calculation		Note
	Tolerance	VIF	
Workload	0,50	2,002	No Multicollinearity
Social support	0,50	2,002	No Multicollinearity

**Source:** Processed Primary Data (2018).

Multicollinearity test is used to determine whether or not there are deviations of classical multicollinearity assumptions, namely the existence of a linear relationship between independent variables in the regression model. The prerequisite that must be met in the regression model is the absence of multicollinearity. There are several testing methods that can be used including 1) by looking at the value of the inflation factor (VIF) in the regression model, 2) by comparing the individual determination coefficient ( $r^2$ ) with the determination value simultaneously ( $R^2$ ), and 3) by looking at the eigenvalue value and condition index. In this discussion multicollinearity test will be conducted by looking at the value of the inflation factor (VIF) in the regression model and comparing the individual determination coefficient ( $r^2$ ) with the determination value simultaneously ( $R^2$ ).

Testing whether or not there are symptoms of multicollinearity is done by looking at the values of VIF (Variance Inflation Factor) and Tolerance. If the VIF value is below 10.00 and the Tolerance value is more than 0.100, then the conclusion is that the regression model has no multicollinearity problem. The tolerance values are at 0.50; 0.50, and for VIF value is also lower than 10 that is 2,002; 2,002. Thus, it can be concluded that multicollinearity among the regression of free variables of workload (X1) and social support (X2) with variable of burnout (Y) did not occurred.

#### 4.1.5. Heteroscedasticity Test Results



**Source:** Processed Primary Data (2018).

Heteroscedasticity test is used to determine whether or not there is a deviation from the classical heteroscedasticity assumption, namely the existence of variance inequality of residuals for all observations in the regression model. The prerequisite that must be fulfilled in the regression model is the absence of symptoms of heteroscedasticity. From the output, it is revealed that the points do not form a clear pattern, and the points spread out above and below the number 0 on the Y axis. Thus, it can be concluded that there is no heteroscedasticity problem in the regression model.

#### 4.1.6. Determination

The value of correlation coefficient of 0.769 which shows that the correlation/relationship between the dependent variable (Y) and the independent variables (X1 and X2) is high. If  $R > 0.05$  then the correlation is high. The value of determination coefficient (Adjusted R Square) of 0,570. That is, 57% of burnout is influenced by workload and social support variables in this research, while the rest 43% influenced by other variables outside independent variable used in this research.

#### 4.1.7. Simultaneous Test Results (F Test)

The value of Fcount obtained is 26.873, greater than Ftable 3.25 (F count > F table) with a significance level of 0.05, with a probability of 0.00 or less than 0.05. Then  $H_0$  is rejected and  $H_1$  is accepted, in other words, there is a significant simultaneously influence of workload variable and social support to burnout toward nurse of Haji Hospital Medan.

#### 4.1.8. Partial Test Results (t test)

Based on partial t test result, not all variables have significant effect, work load variable has significant effect but social support variable has no significant effect to burnout.

### 4.2. Discussions

In this research, workload variable gives positive and significant influence to burnout of nurses of Haji Hospital. Based on the results of the analysis, it is obtained that the regression equation which can be explained that the direction of regression coefficient of independent variables consisting of X1 (Workload) and X2 (social support) is positive and negative value or positively affect the burnout of nurses of Haji Hospital and negatively affect the burnout of nurse of Haji Hospital. It can also be explained from the coefficient of determination obtained ( $R^2$ ) with the value of determination coefficient (Adjusted R Square) of 0.570. That is, 57% of burnout is influenced by workload and social support variables of this research, while the rest 43% influenced by other variable outside independent variable used in this research.

#### 4.2.1. The Influence of Workload on Burnout

The results of this study indicate that the work load has a significant positive effect on the nurse burnout of Haji Hospital. It appears that the value of the workload of the results of multiple regression coefficient amounted to 1.050 with a t count value of 6.058, significance of 0.000 and smaller than 0.05 which means that the regression model has a positive and significant influence or  $H_1$  in this study which states that the workload has a positive and significant influence on nurse burnout in Haji Hospital is acceptable. The workload found by hospital nurses is quite high.

#### 4.2.2. The Influence of Social Support on Burnout

The results of this study also indicate that social support has a negative and insignificant effect on burnout. This is not in accordance with the hypothesis proposed for this study, that social support has a negative and significant effect on burnout. Social support variable (X2): Based on Table can be seen that the value of t count for X2 is -1,373 where t count bigger than t table (t count > t table; t table = 0,304) and significance level 0,178 so that probability smaller than 0.05 ( $p > 0.05$ ). This means that the social support variable has a negative and insignificant effect on the burnout variable.

#### 4.2.3. The Influence of Workload and Social Support on Burnout

The results of this study indicate that the workload and social support significantly affect the burnout of nurse in Haji Hospital Medan. Burnout can affect the performance of nurses, so it is important for the management of Medan's Haji Hospital to pay attention to nurse burnout. There is influence between work load and social support to burnout of nurse as seen from F count value obtained is 26,837 bigger than F table 3,25 (F count > F table) with level of significance 0,05, with a probability of 0.00 or less than 0.05.

### 5. Conclusions and suggestions

#### 5.1. Conclusions

1. Work load positively and significantly influence to nurse burnout in Haji Hospital Medan.
2. Social support has negative and insignificant effect on nurse burnout in Medan's Haji Hospital.
3. Workload and social support have an effect and significant to nurse burnout in Medan Haji Hospital.

#### 5.2. Suggestions

1. To avoid nurses from burnout, based on the respondent's answer, is to recognize that the most influential indicator on the high workload is the work done by the nurses is too many so that superiors and nurses themselves need to continue to evaluate periodically to find solutions of the problem, among others with work shifts in each shift so that all nurses get their shifts fairly. Since the workload variable becomes the determinant of the burnout on the nurse, it needs rotation, and for the night shift is further divided, for example the nurse in charge of the night shift there are eight nurses, just two nurses are on alert every hour, so that not all nurses are required to be fully alert every time. Maybe it can be done to avoid burnout. The addition of nurses at Haji Hospital may be as much as 20% of the number of nurses may now be able to offset the number of workloads perceived by present nurse, and subsequently lowering or even eliminating the occurrence of burnout.
2. Based on respondents' answers on social support variable, it is known that the lowest indicator is the indicator of the family willing to hear all the complaints, so it takes togetherness in spending time such as recreation with family. The existence of a close togetherness can open the way to help each other solve the problems faced together.
3. It needs more attention from the related Hospital stakeholder in determining the workload given to the nurses.
4. To the next researcher, it is hoped to examine other factors that affect the nurse burnout such as leadership style, compensation, job satisfaction, organizational culture, etc.

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