

Conference Paper

The Relationship between Workplace Well-being and Burnout Among Healthcare Professionals in Medika Utama Clinic Sidoarjo during the COVID-19 Pandemic

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Abstract.

This research aimed to identify the relationship between workplace well-being and burnout among the healthcare professionals in Medika Utama Clinic Sidoarjo during the COVID-19 pandemic. This research was conducted by implementing a quantitative approach and correlational research design. Purposive sampling was conducted and 34 subjects were selected. The instrument used in this research was the adaptation scale, and the first scale was the Multidimensional Workplace Well-being Questionnaire obtained from Black Dog Institute, while the validity value on this scale is in the range of .536 - .810. The second scale, namely Maslach Burnout Inventory (MBI), has a validity value on this scale with a range of .441 – .792 and a reliability of .922 by using the Likert scale. The hypothesis test revealed that there was a relationship between workplace well-being and burnout (.020). Moreover, the Multidimensional Workplace Well-being Questionnaire result indicated that there is no relationship between job satisfaction and burnout (.126), the organization's respect (towards employees) and burnout (.059), the company's concern (to employees) and burnout (.137), but there is a relationship between work interference (with employees' personal lives) and burnout (.003). In order to avoid burnout, the organization must concern with the work interferences which influence the personal lives of the employees.

Keywords: *workplace well-being, burnout, healthcare professionals*

1. Introduction

At the beginning of 2020, many countries over the world, including Indonesia, have given the best efforts to overcome some health problems due to COVID-19 pandemic. According to the newest data on November 09th 2021, the total number of positive cases of COVID-19 in Indonesia is 4,248,843 people, and 4,095,663 belong to recovered patients. As a result, it can be concluded that the number of COVID patients exposed to the Corona virus has decreased [1]. Nurses and doctors are at the forefront in handling the patients that are infected by COVID-19, and their profession as health professionals put them at high risk to be infected with COVID-19 as well. The healthcare

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workers work long hours and under pressure, and often without appropriate resources in facing the danger and they have no idea about the boundaries of their duties [2].

According to a preliminary survey conducted by the researcher in 7 (seven) medical clinics in Sidoarjo Regency, only Medika Utama Clinic provides service for patients who are confirmed with COVID-19, but with mild symptoms. Meanwhile, the other clinics cannot handle either patients who confirmed with COVID-19 or vaccination. In Medika Utama Clinic, they not only provide service for patients who are confirmed with COVID-19, but also have facilities for vaccination. In addition, they can also give vaccination by door to door, since some of the societies still have no idea about the vaccine, and it becomes the main obstacle. Moreover, in conducting *door to door* vaccination, they have to use complete Personal Protective Equipment (PPE) to prevent the infection of COVID-19 during the vaccination process, which takes up to 4 hours, and they use level 3 of the personal protective equipment.

The use of personal protective equipment aims to protect the healthcare professionals against contact with blood, all types of body fluids, secretions, and mucous membranes. The use of PPE can also reduce the spread of virus from patients. The protection for the staff, especially the healthcare professionals, is very important since they have to deal directly with patients with various cases. The healthcare workers have a risk of infecting their colleagues while taking care of the patients [3]. According to [4] healthcare professionals have a greater risk of having symptoms of psychological problems such as anxiety, panic, or other stress disorders. Hence, the researcher conducted a preliminary study by interviewing three healthcare professionals. Based on the result of the interview, the three interviewees have several common problems, namely fear, feelings of anxiety, stress, extreme fatigue, and frustration.

Furthermore, the result of the study revealed that the healthcare professionals feel *burnout*. *Burnout* is a term which refers to a psychological condition experienced by a person due to stress caused by failure in meeting their expectation in a relatively long period of time. According to a research conducted by [5] PPE also has an impact on the stress which causes inconvenience and difficulty at work. Basically, the fatigue experienced by healthcare professionals is not only physical fatigue but also in the form of mental stress in facing unexpected situations. Moreover, healthcare professionals are always in the forefront when handling the COVID-19 pandemic [6]. Burnout is often found in the professional services, when people who work in the fields that are directly related to people and provide services to the general public such as nurses, police, counselors, doctors, and social workers. If nurses experience burnout, it will influence their performance and they can become inconsistent with the vision and mission of the

hospital in improving the quality of nursing services. Moreover, it can make the image of the nursing profession bad. A research conducted by doctors in Egypt revealed that the fear of COVID-19 was positively correlated with anxiety, depression, and burnout [7].

Another research conducted in China from January 29, 2020 to February 3, 2020 in measuring mental health of doctors and nurses revealed that the subjects have prevalence of anxiety, depression, and insomnia. A similar study conducted in Singapore from February 19, 2020 to March 13, 2020, found that there was an increase in psychological stress, anxiety, and depression toward healthcare professionals during the COVID-19 pandemic [8], due to the heavy duty that they have to carry out, such as take care of the patients who struggle to survive and on the other hand their own psychological condition. Hence, maintenance and prevention of diseases that may infect the healthcare professionals are necessary. Employees who feel safe and comfortable at work will be happy at the same time. Employees who feel happy can give a positive impact on the company by increasing work productivity and decreasing the possibility of leaving the company.

Hence, the employees' mental health is important, since it influences the development and goals of the company. Every organization is supposed to give health insurance for employees in the company. One of the most important things is to provide workplace well-being for employees. Workplace wellbeing is a sense of well-being that workers get from their work, which is related to workers' feelings in general (core effect) and intrinsic and extrinsic from work (work values). A conducive workplace provides a sense of security and allows employees to work optimally. During the COVID-19 pandemic, a positive workplace well-being can provide a sense of security and convenience for healthcare professionals at Medika Utama clinic as an effort to reduce factors that trigger fear, anxiety, frustration, and extreme fatigue.

Moreover, another research by [9] related to workplace well-being and burnout revealed that workplace well-being can be found in employees' daily life in Correctional Institutions, since stress and burnout are provenly not found. As a result, the correlation between constructs and all variables are significant, as revealed with four of the significant associations between levels of workplace well-being and burnout. Likewise, when the positive effect is high, psychological fatigue tends to be low. The result of the study revealed that partial workplace well-being was experienced by 35.33% of prison staff while 13.16% of the sample participants were absent. Work-related stress was felt only in 6.47% of workers and only 2.77% that provenly experienced burnout.

The difference between the study conducted in Correctional Institutions with this study is that the subjects are doctors and nurses. Therefore, the researcher has an intention in analyzing the relationship between workplace well-being and burnout toward the healthcare professionals in Medika Utama Clinic Sidoarjo during COVID-19 pandemic. This research aimed to identify the relationship between workplace well-being and burnout experienced by the nurses and doctors in Medika Utama Clinic Sidoarjo during COVID-19 pandemic. The novelty of the research is that the researcher chooses health-care professionals who work in the frontline to fight this virus as the subjects, and this is different from other studies.

2. Literature Review

2.1. Burnout

Burnout is a new term that refers to a kind of stress. Burnout is a form of tension or psychological stress associated with chronic stress experienced by a person from day to day usually characterized by physical, mental, and emotional exhaustion [10]. Meanwhile, [11] state that burnout is a response toward work pressure that occurs continuously and then has negative effects on individuals, organizations, and the workplace. Burnout is a psychological pressure felt by individuals whose work is involved with many people. Burnout consist of several aspects, namely emotional exhaustion (frustration, hopelessness, sadness, feeling full of pressure), depersonalization (indifference, apathy and indifference to others), and low self-esteem (never satisfied with the results of their work, and feel that they have never done work that has a positive impact on themselves and others). According to [11] there are several factors that can cause burnout, namely individual factors, socio-cultural, involvement with service, and workplace.

2.2. Workplace well-being

[12], who was inspired by Seligman teori, stated that workplace well-being is a positive feeling and growth of characteristics that enable individuals and organizations to progress and develop. Workplace well-being can be defined as the sense of well-being that a person gets from their work. Workplace well-being provides positive values on the side of an employee's life, since well-being in the workplace has a view in seeing work and high motivation at work. [13] in the workplace well-being questionnaire explains that there are four dimensions of workplace well-being, namely: job satisfaction, this dimension shows how employees view their work as satisfying, showing any work

which increases employees' self-esteem, life purpose, and meaning. Organization's respect (towards employees), this dimension indicates employees' relationships with superiors and colleagues in the company, as respecting their staff and treating them well. Company concern (towards employees), this dimension refers to the company's concern for employees related to the things and needs in the workplace and how good the employee relationship (between superiors and staffs), understanding employees' problems related to work and treating employees well, and work interference into the employees' personal lives, this dimension refers to how much the employee's work has an impact on the employee's personal lives.

2.3. Research hypothesis

Major Hypothesis: The relationship between workplace well-being and burnout toward healthcare professionals in Medika Utama Clinic Sidoarjo during COVID-19 pandemic.

Minor Hypothesis:

1. There is a relationship between job satisfaction dimension and burnout toward healthcare professionals in Medika Utama Clinic Sidoarjo during COVID-19 pandemic.
2. There is a relationship between organization's respect (toward employees) dimension and burnout toward healthcare professionals in Medika Utama Clinic Sidoarjo during COVID-19 pandemic.
3. There is a relationship between the company's concern (toward employees) dimension and burnout toward healthcare professionals in Medika Utama Clinic Sidoarjo during COVID-19 pandemic.
4. There is any relationship between work interference (toward employees' personal lives) dimension and burnout toward healthcare professionals in Medika Utama Clinic Sidoarjo during COVID-19 pandemic.

3. Method

In this research, the researcher implemented a quantitative approach by using correlational research design. The correlation analyzed in this study was The relationship between workplace well-being and burnout toward healthcare professionals in Medika Utama Clinic Sidoarjo during COVID-19 pandemic.

3.1. Research instrument

The process of adapting the research instrument scale according to [14] consists of 5 stages. The first stage was translating the original scale from English to Indonesian. In this process, two translators who are experts were required. After translating the language and obtaining the translation results from the two experts, the researcher then carried out the synthesis stage to sort out the most appropriate sentences from the two translated versions. The third stage was using back translation of the output of the synthesis, which was then translated back by a translator as the expert. This stage aimed to ensure that the translated version reflects the content of the item as the same as the original version. The last stage was expert judgments consisted by three experts that provided assessments and used as validity to improve the quality of research instruments, in order to measure the feasibility of this study. The assessment from expert judgment was used for content validity and calculated using Aiken's V formula. After the scale adaptation process was completed, the researcher conducted a scale trial phase by using Google forms to 40 research subjects conducted within 1 week on March 15 – March 21 2022. The scale trial was carried out by classifying subjects into male and female healthcare professionals in Sidoarjo Regency who handle COVID-19 patients, vaccinations, swabs, antigens, or rapid tests. Then, the researcher tested the validity of the scale and the reliability of the scale by using application as the instrument.

In this study, the researcher used a research instrument in the form of an adaptation scale of two scales. The first scale is the Workplace Well-being scale adopted from [13] with as many as 31 items with 1 unfavorable item and 30 favorable items. The first scale was based on four dimensions, namely job satisfaction, organization's respect (toward employees), company's concern (toward employees), and work interference (into employees' personal lives). The second scale is Burnout using the Maslach Burnout Inventory (MBI) instrument with as many as 22 items with 8 unfavorable items and 14 favorable items. The second scale was based on three aspects, namely emotional exhaustion, depersonalization, and low self-esteem.

In the process, the validity of the scale was tested by using content validity with an assessment from three expert judgments on a scale with a value range of 1-5. Then, the results were calculated using Aiken's V formula. After being calculated using Aiken's V formula, the results indicated that all items from burnout and workplace well-being used in this study were valid with a V value range of .833 - 1.00. After that, a scale trial was carried out on 40 subjects and the results of the test will be used for item selection,

by correlating the score of each item and the total score of Pearson Product Moment correlation coefficient formula, and using applications.

Based on the results of the validity, items on the burnout scale obtained 21 valid items and 1 invalid item with an r arithmetic value of .300 (r count < r table) and a significance value of .060 ($p > .05$). Then, on the workplace well-being scale, it was found that 26 items were valid and 5 items were invalid with r values ranging from .016 to .188 (r count < r table) and significance values ranging from .923 to .244 ($p > .05$). Based on the results of the reliability test on 40 test subjects which were then analyzed with the help of software, the Cronbach's Alpha value was .922 for the burnout variable and on the job satisfaction dimension, the reliability was .914. The dimension of organization's respect (towards employees) is .897. The dimension of the company's concern (towards employees) is .917. The dimension of work interference (toward employees' personal lives) is .659. It can be concluded that the two instruments used in this study are proven as reliable.

3.2. Research subjects

The population in this study included all healthcare professionals in Medika Utama Clinic Sidoarjo. In order to obtain appropriate samples that were suitable with the criteria and the technique used, the researcher classified the data into male and female, healthcare professionals, have responsibility in vaccination, antigen or swab, and handle COVID-19 patients. The researcher also implemented purposive sampling technique in order to be more focused, and the total samples in Medika Utama Clinic is selected since the total number is relatively small [15]. After finishing the sampling process, the total number of subjects are 34 subjects.

3.3. Technique of collecting data

In this study, the data were obtained by distributing research instruments in the form of questionnaires to healthcare professionals who met the criteria for the population and sample. The instrument in this study used 2 adaptation scales, namely burnout scale and workplace well-being scale. Furthermore, the researchers carried out data collection on April 3 – April 5, 2022, which was carried out offline by distributing questionnaires and informed consent to 34 healthcare professionals in Medika Utama Clinic Sidoarjo.

3.4. Data analysis

Descriptive analysis was used by the researcher, and classical assumption tests such as normality test, linearity test, and hypothesis test had also been conducted. The hypothesis was testing using multiple linear regression tests.

4. Result and Discussion

4.1. Result

4.1.1. Description of the characteristics of research subjects

The subjects in this study are healthcare professionals in Medika Utama Clinic, Sidoarjo. The total number of the subjects is 34 healthcare professionals who work in Medika Utama Clinic, Sidoarjo. The subjects consisted of 5 male healthcare professionals and 29 female healthcare professionals with an average age of 27 years. The tenure of healthcare professionals ranges from 1 year to 25 years with an average of 1 year of work.

4.1.2. The result of analysis

4.2. Descriptive analysis on workplace well-being

Data on the workplace well-being variable was obtained in a scale of 31 items filled by 34 respondents. In the workplace well-being variable, all subjects were included in the medium category with a percentage of 100%. The results obtained on the dimension of job satisfaction indicate that most of the respondents have a high level of job satisfaction with a percentage of 56%, while on organization's respect toward employees dimension, most of the respondents belong to medium category with a percentage of 65%, and for company's concern (toward employees), most of the respondents belong to moderate category with a percentage of 59%, and on work interference dimension into employees' personal lives indicate that most respondents belong to moderate category with a percentage of 82%.

TABLE 1: Analysis on workplace well-being.

Variable	Minimum	Maximum	Mean	Std. Deviation
<i>Workplace Well-Being</i>	31	124	62	46.5
Dimension	Minimum	Maximum	Mean	Std. Deviation
Job Satisfaction	19	40	30.65	6.36
Organization's respect (toward employees)	10	28	20.32	4.43
Company's concern (toward employees)	7	28	20.29	5.80
Work interference (toward employees' personal lives)	2	17	9.64	3.69

4.3. Descriptive analysis in burnout

Data on burnout variable was obtained using a scale consisting of 22 items filled in by 34 respondents. According to the result, 14 people belong to the low category, 14 people belong to the medium category, and 6 people belong to the high category. As a result, burnout experienced by respondents is in the low and medium categories.

TABLE 2: Analysis in burnout.

Variable	Minimum	Maximum	Mean	Sdt. Deviation
Burnout	7	67	26	14.16

4.4. The result of normality test

Based on the result of the normality test, the score of job satisfaction dimension is .148, or greater than .05. Meanwhile, the score on organization's respect (towards employees) is .191, or greater than .05. Moreover, company's concern (towards employees) is .097, and work interference into personal lives dimension is .083, or also greater than .05. It can be concluded that all dimensions are normally distributed.

4.5. The result of linearity test

Based on the result of the linearity test, the score of job satisfaction is .632, or $p > .05$, and it can be concluded that it has a linear relationship. Meanwhile, the score of organization's respect (towards employees) is .205, or $p > .05$, and it can be concluded that it has a linear relationship. Moreover, the score of a company's concern (towards employees) is .060, or $p > .05$, and it can be concluded that it has a linear relationship.

Last, the score of work interference toward employees' personal lives is .207, or $p > .05$, and it can be concluded that all dimensions have a linear relationship.

4.6. The result of multiple linear regression test

Based on the result of multiple linear regression test, the constant value is positive since the value is 17.879. Moreover, the coefficient value of job satisfaction dimension toward workplace well-being is positive as well, and the value is .321. Meanwhile, the coefficient value of organization's respect (towards employees) toward workplace well-being variable has a negative value of -1.446. However, the coefficient value of the company's concern dimension (towards employees) toward workplace well-being variable is positive at .418. Then, the correlation coefficient value of work interference toward employees' life is positive at 1.988.

4.7. The result of partial significant test (t-test)

Based on the result of partial significance correlation test, job satisfaction, organization's respect (toward employees), and company's concern (toward employees) variables have a significance value of more than .05. Hence, it can be concluded that the hypothesis is rejected. Meanwhile, for work interference toward employees' personal lives variable, it has a significance value of .005 or less than .05. Then, it can be concluded that the hypothesis is accepted.

4.8. The result of simultaneous significance test (f-test)

Based on the result of simultaneous significance test, the significance level was .020, or $< .050$. Hence, it can be concluded that the hypothesis is accepted, and workplace well-being is significantly related to burnout.

5. Discussion

5.1. The relationship between workplace well-being and burnout toward the healthcare professionals

Based on the descriptive analysis done for 5 male health workers and 29 female health workers, the workplace well-being of all healthcare professionals in Medika Utama Clinic belong to the medium category. Moreover, the results of simultaneous

significance test indicated that there is a relationship between workplace well-being and burnout variables. Meanwhile, on the analysis of job satisfaction, organization's respect (toward employees) and company's concern (toward employees), in this dimension the respondents are included in the medium category. Then, based on the result of the analysis, it is found that these three variables have no relationship with Burnout. It can be concluded that the workplace factors positively accommodate workplace well-being for the healthcare professionals that cause burnout, and increase the feelings of fear, anxiety, extreme fatigue, and frustration.

The healthcare professionals in Medika Utama Clinic work with a system of 3 shifts, such as morning, afternoon and evening where each shift takes 6 working hours. This shift distribution is perceived to have an impact of burnout for the healthcare professionals in Medika Utama Clinic. During COVID-19 pandemic, the healthcare professionals must survive by using PPE which is not allowed to be removed during working hours, and it causes fatigue, and also due to the fear when handling the patients who are infected by the COVID-19 virus. According to the result of the research by [16], a 12-hours or 6-hours shift pattern without a break has a bad impact on the health of nurses since it causes an increase in workload, fatigue, stress, and psychological disorders.

The workplace has a great impact on the healthcare professionals, since a positive workplace will have a good impact on individuals. The well-being feeling perceived by the healthcare professionals affects them in collecting and recalling while working. Happy healthcare professionals tend to give, evaluate, and recall information in a different way than unhappy individuals [17]. Support from colleagues is very important and emotionally demanding. Their support can help the normalizing psychological reactions to the unprecedented challenges of COVID-19.

Another research conducted by [18], reveals that reactions to the workplace can cause emotional exhaustion as a significant predictor of job satisfaction. The more stress in the workplace, the more burnout happens, and the lower the level of job satisfaction. Workplace factor also has impact on burnout, including the lack of the organization's support for the healthcare professionals' development. In addition, effective leadership with a focus on workplace well-being is the main strategy for supporting the team to overcome the challenges of COVID-19.

Burnout is experienced by someone with a high level of physical, emotional, and psychological exhaustion [19]. Due to this pandemic, the healthcare professionals have a high job risk to experience burnout in the form of physical, emotional, and mental. Satisfaction in the workplace well-being can be a factor for employees in improving their performance. The workplace is a supporting factor in achieving job satisfaction

for the healthcare professionals in Medika Utama Clinic, while good working conditions will have a huge impact on increasing employees' productivity since it plays an important role in reducing fatigue and can eliminate boredom and fear for the healthcare professionals during this pandemic. As a result, it can be concluded that the healthcare professionals who work at Medika Utama Clinic Sidoarjo perceive workplace well-being at a moderate level, causing burnout for health workers. According to the researcher's assumption, a workplace that provides convenience and protection from COVID-19 can affect the incidence of burnout in the healthcare professionals, since by perceiving a positive workplace well-being, the healthcare professionals can provide good services for the patients, and they can perceive a good sense of well-being.

5.1.1. The description of relationship between workplace well-being and burnout toward healthcare professionals

i Job satisfaction dimension

In the job satisfaction dimension, it indicates the extent to which a person or employee views their job as satisfying, and whether the job increases the employee's sense of self-worth, provides life with purpose and meaning, and enhances the employee's skills. Based on the results of data analysis, job satisfaction dimension and burnout variables do not have any relationship. In other words, the hypothesis proposed by the researcher is rejected. The results of this study can be interpreted that healthcare professionals are happy and have satisfaction in their work, and the healthcare professionals do not feel burnout. The feeling of happiness as a result of job satisfaction of health workers can affect the decrease in the level of anxiety, excessive fatigue, frustration, and fear experienced by the healthcare professionals in Medika Utama Clinic.

In this dimension, most of the healthcare professionals in Medika Utama Clinic belong to high category with a percentage of 56%. It can be concluded that the healthcare professionals in Medika Utama Clinic view their work as meaningful and have a positive purpose, and it increases their self-esteem as well. Job satisfaction is a feeling that arises within a person, where he or she evaluates the characteristics of the job positively. Job satisfaction can improve physical and mental health status, which has an impact on physical fitness, morale, and high work motivation, and the performance of the healthcare professionals will be high.

Low job satisfaction causes burnout on the healthcare professionals, and it will have an impact on decreasing the performance of health workers in providing health services to patients [20]. Healthcare professionals who have a high level of job satisfaction will

have a positive feeling about their work. According to a research conducted by [21], other factors that have an impact are salary, opportunities to be promoted, supervise, benefits, rewards, operational procedures, and communication between the colleagues. Social support from colleagues has a positive influence in achieving job satisfaction, and the job can be done properly. Due to the pandemic, the owner of Medika Utama Clinic provides benefits to the healthcare professionals as compensation for their workload. In addition, the clear instruction in operational procedures given to the healthcare professionals in Medika Utama Clinic becomes one of the factors that increases their job satisfaction.

ii Organization's respect (toward employees) dimension

The dimension of organization's respect toward employees shows how the organization or the clinic respects its staff and treats them well. Based on the results of data analysis, respect toward employees dimension has no relationship with the burnout variable. In other words, the hypothesis proposed by the researcher was rejected. Based on the descriptive analysis, the healthcare professionals belong to medium to high category, with a percentage of 65%. As a result, the healthcare professionals have a good relationship with their superiors and colleagues. In addition, both superiors and colleagues respect each other and give good treatment, so the healthcare professionals do not feel burnout during the pandemic.

When the healthcare professionals feel respected by their colleagues in the clinic, they will respect the organization as well. According to [22], respecting employees can increase the trust in management, which can help reduce burnout. Respect has also been proven to positively affect someone's self-esteem. The healthcare professionals who feel that the organization or clinic respect their performance can prevent the feeling of burnout.

iii Company's concern (toward employees) dimension

The dimension of a company's concern (towards employees) is a dimension to measure how well superiors treat the employees. This dimension considers whether the boss cares, is willing to listen, understands the problems in working, and treats his employees the way they want them to. Based on the results of data analysis, it is found that the company's concern variable (towards employees) has no relationship with burnout variable. The results of this study prove that the leader in Medika Utama Clinic listens and cares with the healthcare professionals. In addition, the leader in Medika Utama Clinic provides facilities in the form of health insurance for the healthcare professionals.

Hence, based on the results of the descriptive analysis, it was found that the health workers belong to moderate category with a percentage of 59%. The provision of vitamins and healthy food by the leader is one strategy to keep their health. The leader in Medika Utama Clinic also provides opportunities for the healthcare professionals by conducting sharing sessions related to the obstacles that are being faced by the healthcare professionals. [23] stated that companies that do not care for their employees will have a negative impact and harm the company.

iv Work interference (toward employees' personal lives) dimension

Work interference (toward employees' personal lives) is a dimension that shows the amount of work that influences the personal lives of the employees. This dimension describes whether employees feel stressed and pressured at work while having to meet targets, difficult to be 'relaxed' after work, and assessing that the employees' work has stolen their personal lives, as well as having a negative impact on the employees. Based on the data analysis on work interference (toward employees' personal lives) dimension and burnout variable, it shows that there is a positive and significant relationship between them. In other words, the hypothesis proposed by the researcher is accepted.

6. Conclusion and Suggestions

6.1. Conclusion

COVID-19, which has spread in Indonesia, has a significant impact on healthcare professionals. The healthcare professionals are always in the forefront during COVID-19 prevention and treatment process. Medika Utama Clinic is a clinic that provides vaccination programs, both in the clinic and door to door, and treats COVID-19 patients with mild symptoms. In the process, the effects of fatigue, anxiety, fear, and frustration are perceived by the healthcare professionals in Medika Utama Clinic. The results of the research on analyzing workplace well-being and burnout in Medika Utama Clinics can be concluded as follows:

1. There is a positive relationship between workplace well-being and burnout toward the healthcare professionals in Medika Utama Clinic Sidoarjo during the COVID-19 pandemic. Then, the workplace well-being of healthcare professionals in this clinic belongs to the medium category, with a percentage of 100%. Meanwhile, burnout perceived by the healthcare professionals belongs to the low and medium categories with a percentage of 41%. In other words, the workplace well-being

in Medika Utama Clinic Sidoarjo provides a low level of burnout for healthcare professionals.

2. There is no relationship between job satisfaction and burnout toward the healthcare professionals in Medika Utama Clinic Sidoarjo during the COVID-19 pandemic. Then, the job satisfaction of the healthcare professionals in Medika Utama Clinic Sidoarjo is included in the medium category, with a percentage of 56%. In other words, healthcare professionals feel that their work is satisfying and meaningful for their life goals. In addition, since they feel happy, they do not experience burnout.
3. There is no relationship between organization respect (towards employees) and burnout in the healthcare workers in Medika Utama Clinic Sidoarjo during the COVID-19 pandemic. Then, the organization's respect (towards employees) is included in the moderate category, with a percentage of 65%. In other words, healthcare professionals have a good relationship with their superiors and colleagues. Moreover, both superiors and colleagues respect each other and give good treatment, so the healthcare professionals do not feel burnout during the pandemic.
4. There is no relationship between the company's concern (towards employees) and burnout toward the healthcare professionals in Medika Utama Clinic Sidoarjo during the COVID-19 pandemic. Then, the company's concern (towards employees) is included in the medium category, with a percentage of 59%. It can be concluded that the care given by the leader in Medika Utama Clinic Sidoarjo to the healthcare professionals has a satisfying impact, and does not cause burnout for the healthcare professionals.
5. There is a positive relationship between work interference (toward employees' personal life) and burnout on the healthcare professionals in Medika Utama Clinic Sidoarjo during the COVID-19 pandemic. Then, work interference (toward employees' personal life) dimension is included in the moderate category, with a percentage of 82%. It can be concluded that stressors caused by COVID-19 such as anxiety, fear, extreme fatigue, frustration, and stress have an impact on the healthcare professionals' lives, causing burnout for them.

6.2. Suggestion

Based on the results of the research, there are several suggestions given by the researcher, as follows:

1. For further research, the factors which can cause burnout can be enriched (since the researcher did not mention all of them).
2. In preventing burnout, the researcher suggests that organizations must have concerns related to any work interferences that influence the employees' personal lives.

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