

## Relationship between Burnout Incidents in Nurses and Their Assigned Work Placement in the Emergency and Outpatient Department at Banten Regional Hospital and Serang Regency Public Hospital 2024

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### ABSTRACT

Burnout is work-related stress condition that has an impact on worker's physical and mental health. This condition has been reported to occur in the nursing profession. Assigned work placement in nursing profession influences a staff's vulnerability to burnout. If burnout not properly treated, it may pose serious impacts on nurses' well-being, quality of patient service and satisfaction. Premises above serve as foundation of the study and observation conducted at Banten Regional Hospital and Serang Regency Public Hospital to find out the relationship between burnout incidents in nurses and their respective assigned work placement in the emergency and outpatient department in 2024. This type of research was observational analytic with a cross-sectional design on a population of nurses in the emergency department and outpatient department at Banten Regional Hospital and Serang Regency Public Hospital. BAT12 questionnaire used to assess burnout. Respondents who fail to completely fill the questionnaire and have worked at related public hospital for < 6 months be excluded from data collection. The prevalence of burnout nurses was 21 people (16%) out of 131 total research subjects. From 71 emergency department nurses, 8.5% of them experienced burnout. Meanwhile, from 60 outpatient department nurses, 25% of them experience burnout. Result of chi-square test showed that there was a significant relationship between assigned work placement and the incidence of burnout ( $p$  value = 0.01). Burnout was more common in outpatient department nurses. There was a significant relationship between work placement and the incidence of burnout.

**Keywords :** Burnout, Nurses, Work Placement, Emergency Department, Outpatient Department, Banten Regional Hospital, Serang Regency Public Hospital.

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## INTRODUCTION

Burnout is a condition of work stress that affects the physical and mental health of workers.<sup>1</sup> According to WHO data, burnout is a major workplace problem in the active population with a prevalence of 20%.<sup>2</sup> This condition is increasingly prevalent among professional workers, especially those who are exposed to environmental stress for a long time. The most affected sector is the health sector.<sup>3</sup> It has been reported that burnout occurs among nursing professionals because they are in a dynamic work environment, high workload, intense interpersonal relationships so they are vulnerable to burnout. The work placement of the nursing profession affects the vulnerability of individuals experiencing burnout.<sup>1</sup>

Nursing personnel who are placed at the forefront of health services such as emergency departments or emergency rooms have the highest possibility of experiencing burnout because patient care in these departments requires immediate, precise, and careful help to minimize disability and death, thus creating the slogan "time is life".<sup>4,5</sup> In addition to the emergency department, the outpatient department also has a high workload because it must be able to serve a large number of patients and perform many procedures such as initial assessment of patient conditions, vital signs, contents of medical records, data analysis, documenting nursing care, accompanying examinations and medical actions from doctors.<sup>6</sup> Factors that cause burnout are (1) situational or environmental factors such as high workload, inadequate work organization, low social support; (2) individual factors such as self-confidence, fortitude, and high self-expectations of work.<sup>1,7</sup> Nurses are the most needed health human resources.<sup>8</sup> This proves that nurses are a very crucial health profession in health services.<sup>9</sup> Through this crucial role, it is important for nurses to be able to create close bonds and good emotional involvement with patients.<sup>3</sup> If nurses experience burnout, the impact received by health agencies is the number of absenteeism of nurses to perform services, neglect of the profession, increased medical errors, frequent staff turnover (turnover), deterioration of the work environment, and tense relationships between workers.<sup>3,4,9,10</sup>

Based on previous research conducted by Jiménez MJM, et al (2022) in the Andalusian Public Health Service, 34.1% of nurse managers experienced significant burnout syndrome, among the three dimensions of burnout syndrome, the dimension of low personal achievement was the most visible.<sup>3</sup> Research from Tinambunan EMK, et al (2018), categorizes low or high levels of burnout of nurses in inpatient rooms based on length of service, status, latest education, gender, and age.<sup>11</sup> Explained from research conducted by Petrino R, et al (2022), burnout is most clearly seen in professional workers in the emergency department, with the highest incidence of burnout in nurses and young doctors, along

with explanations related to intrinsic factors that cause burnout in these professional workers. However, it has not explained the prevalence of burnout that occurs in nurses specifically in the emergency department.<sup>12</sup>

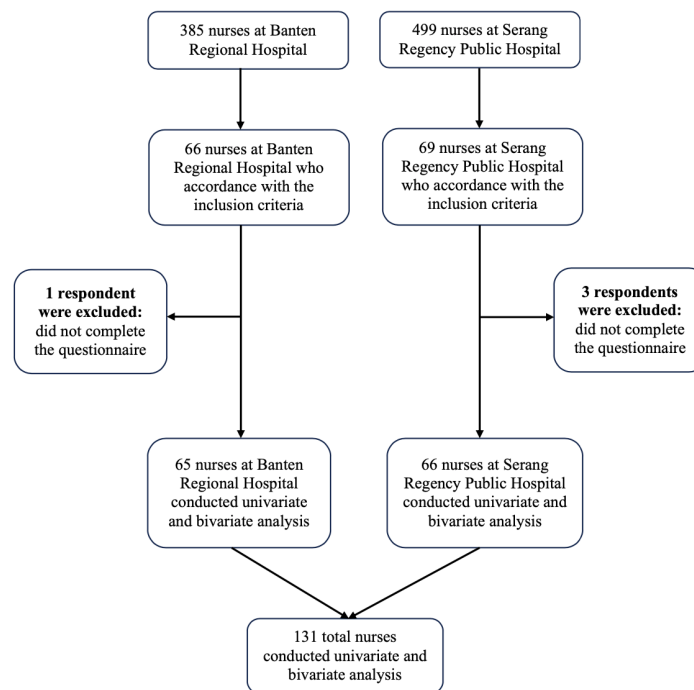
Based on previous research, there is no research data that discusses the incidence of burnout in nurses in the emergency and polyclinic departments of Banten Regional Hospital and Serang District Hospital in 2024. This is the basis of the author's desire to study and observe whether there is a relationship between the incidence of burnout in nurses and work placement in the two departments. Explained from research conducted by Petrino R, et al (2022), burnout is most clearly seen in professional workers who are in the emergency department, with the highest incidence of burnout in nurses and young doctors, along with explanations related to intrinsic factors that cause burnout in these professional workers. However, it has not explained the prevalence of burnout that occurs in nurses specifically in the emergency department.<sup>12</sup> Based on previous research, no research data has been found that discusses the incidence of burnout in nurses in the emergency and polyclinic departments of Banten Regional Hospital and Serang District Hospital in 2024. This is the basis of the author's desire to study and observe whether there is a relationship between the incidence of burnout in nurses and work placement in the two departments.

## **METHODS**

This study used an observational analytic method with a cross-sectional research design. The study subjects consisted of 131 subjects selected using total sampling technique in accordance with the inclusion and exclusion criteria. Data collection was carried out using Burnout Assesment Tool-12 and personal data questionnaire which included a duration of work, length of service, age, gender, and final education level. The collected data were processed using SPSS 26.0, which included univariat analysis (measuring the percentage and frequency distribution of respondent's characteristic, burnout incident, and work placement) and bivariat analysis using the using the chi-square test to determine the relationship between the independent variable (work placement) and the dependent variable (burnout incident). After data processing, the data presented in tabular form to determine the incidence rate and association between the incidents of burnout and work placement. After that, a report will be prepared based on the data presented. This study uses individuals as respondents, so an ethical permit must be submitted to the Ethics Committee of the Faculty of Medicine and Health Sciences, Sultan Ageng Tirtayasa University. This research has been approved by the Ethics Committee with license number 19/UN43.20/KEPK/2024.

## RESULTS

This study was conducted at Banten Regional Hospital and Serang District Hospital. Data taken from February to April 2024 was primary data through filling out questionnaires to nurses in the Emergency Department and Polyclinics as respondents. The total sample that met the inclusion criteria was 135 respondents, then 4 samples were excluded because the 4 respondents did not fill out the questionnaire completely. Thus, the total sample used for analysis in this study was 131 samples.



**Figure 1.** Sampling Flow Diagram

### A. Univariate Analysis

The research respondents consisted of nurses who were working in the emergency department and polyclinic department. The distribution of demographic characteristics of respondents based on the department where they work is available (Table 1). The total sample of 131 people with the distribution of each characteristic, the majority were female as many as 76 people (58%), the age of the subjects was much more at the age of > 30 years, namely 101 people (77.1%), the last level of education of respondents in this study was the majority at the D3 nursing level as many as 74 people (56.5%) (Table 1).

**Table 1.** Demographic Data of Respondents

Variable	Emergency Department	Outpatient Department	Total
	n (%)	n (%)	n
<b>Gender</b>			
Male	45 (63,4)	10 (16,7)	55
Female	26 (36,6)	50 (83,3)	76
<b>Age</b>			
≤ 30 years	24 (33,8)	6 (10)	30
> 30 years	47 (66,2)	54 (90)	101
<b>Finalm Educational Level</b>			
Health Nursing High School	0 (0)	0 (0)	0
D3 Nursing	42 (59,2)	32 (53,4)	74
D4 Nursing	0 (0)	2 (3,3)	2
S1 Nursing	28 (39,4)	24 (40)	52
S2	1 (1,4)	2 (3,3)	3
S3	0 (0)	0 (0)	0
Nursing Specialist	0 (0)	0 (0)	0
<b>Total</b>	71	60	131

Overall, the research subjects were distributed mostly in the emergency department as many as 71 people (54.2%), while the polyclinic department was 60 people (45.8%) (Table 2).

**Table 2.** Distribution of Respondent's Work Placement

Variable	Distribution	
	n	%
<b>Work Placement</b>		
<b>Emergency Department</b>	71	54,2
<b>Outpatient Department</b>	60	45,8
<b>Total</b>	131	100

Based on job placement, the majority of respondents did not experience burnout, as many as 110 people (84%), who experienced mild burnout as many as 15 people (11.4%), and severe burnout as many as 6 people (4.6%) from a total of 131 research subjects. The incidence of mild and severe burnout was more prevalent among subjects working in the polyclinic department (Table 3).

**Table 3.** Incidents of Burnout Distribution

Variabel	Emergency Department	Outpatient Department	Total
	n (%)	n (%)	n
<b>Incidents of Burnout</b>			
not burnout	65 (91,5)	45 (75)	110
mild burnout	5 (7,1)	10 (16,7)	15
severe burnout	1 (1,4)	5 (8,3)	6
<b>Total</b>	71	60	131

Based on job placement, the majority of research respondents have worked in related institutions for > 4 years, as many as 108 people (82.4%) of the total 131 research subjects (Table 4).

**Table 4.** Length of Service Distribution

Variabel	Emergency Department	Outpatient Department	Total
	n (%)	n (%)	n
<b>Length of Service</b>			
≤ 4 years	16 (22,5)	7 (11,7)	23
> 4 years	55 (77,5)	53 (88,3)	108
<b>Total</b>	71	60	131

All study respondents (131 people) had a daily work duration of <8 hours (100%) (Table 5).

**Table 5.** Duration of Work Distribution

Variable	Emergency Department	Outpatient Department	Total
	n (%)	n (%)	n
<b>Work Duration</b>			
≤ 8 hours	71 (100)	60 (100)	131
> 8 hours	0 (0)	0 (0)	0
<b>Total</b>	71	60	131

Burnout is more experienced by women, subjects aged > 30 years, subjects with a recent D3 education in nursing, subjects who work in polyclinic departments, and subjects with a length of service > 4 years. The daily work duration of the subjects in this study was all in the range < 8 hours (Table 6).

**Table 6.** Frequency of Burnout Events based on Subject Characteristics

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Variable	Incidents of Burnout		Total n
	Iya	Tidak	
	n (%)	n (%)	
<b>Gender</b>			
Male	7 (33,3)	48 (43,6)	55
Female	14 (66,7)	62 (56,4)	76
<b>Age</b>			
≤ 30 years	3 (14,3)	27 (24,5)	30
> 30 years	18 (85,7)	83 (75,5)	101
<b>Finalm Educational Level</b>			
Health Nursing High School	0	0	0
D3 Nursing	14 (66,67)	60 (54,545)	74
D4 Nursing	1 (4,76)	1 (0,909)	2
S1 Nursing	5 (23,81)	47 (42,727)	52
S2	1 (4,76)	2 (1,8)	3
S3	0	0	0
Nursing Specialist	0	0	0
<b>Work Placement</b>			
Emergency Department	6 (28,6)	65 (59,1)	71
Outpatient Department	15 (71,4)	45 (40,9)	60
<b>Length of Service</b>			
≤ 4 years	3 (14,3)	20 (18,2)	23
> 4 years	18 (85,7)	90 (81,8)	108
<b>Work Duration</b>			
≤ 8 hours	21 (100)	110 (100)	131
<b>Total</b>	21	110	131

## B. Bivariate Analysis



Bivariate analysis in this study was carried out on the job placement variable on the incidence of burnout, with the aim of finding out whether there was a relationship between these two variables. Work placements are divided into emergency departments and polyclinic departments. The incidence of burnout is interpreted from the Burnout Assessment Tool 12 (BAT-12) questionnaire into no burnout, mild burnout, and severe burnout. However, in the data processing process, the cross tabulation results form a 2x3 table between the burnout incident variables and work placement which cannot produce an OR value, cannot use the chi-square test because it produces 2 cells (33.3%) in the table which have an expected count < 5, and cannot use Fisher's test. To overcome this, the analysis was carried out by simplifying the data first, the variable "Incidence of burnout" was simplified into 2 categories, namely "Yes" and "No". The "No burnout" category was put into the new "No" category, while the "Light burnout" and "Heavy burnout" categories were put into the new "Yes" category. After the 2x2 table was formed, analysis was carried out using the chi-square test. Cross tabulation results have been presented regarding the relationship between work placement and the incidence of nurse burnout in (Table 7).

**Table 7.** Bivariate Analysis of Work Placement and Incidents of Burnout

<b>Work Placement</b>	<b>Incidents of Burnout</b>		<b>Total</b>	<b>p value</b>	<b>OR (CI 95%)</b>
	Iya	Tidak			
		n (%)	n (%)	n	
Emergency Department	6 (8,5)	65 (91,5)	71	0,01 <sup>cs</sup>	0,277 (0,1-0,768)
Outpatient Department	15 (25)	45 (75)	60		
<b>Total</b>	21	110	131		

<sup>cs</sup> = Chi-Square test

Based on the data in table 7, the results of statistical tests using the chi-square test, obtained a significance value (p value) of 0.01, which can be interpreted as meaning that there is a significant relationship between work placement and the incidence of burnout. The results of the SPSS application analysis show an OR value of 0.277.

## DISCUSSION

The majority of respondents in this study were female, namely 76 people (58%) out of 131 people. The distribution of nurses based on gender in RSUD Banten and RSDP Serang, both of which have the majority of nurses being female. The results of the demographic distribution of nurses based on gender in this study are supported by research by Anggraeni DE, Irawan E, et al (2021) at Bandung City Regional Hospital, namely the majority of women are 71%.<sup>13</sup> Research conducted by Iryandi TA, Aiyub, et al (2022) at Cut Nyak Dhien Hospital, Meulaboh, the majority of nurses are female, 79%. Based on data recorded in the PPNI information system, the number of nurses in Indonesia based on gender, 71% of whom are female.<sup>14</sup> The gender proportion of nurses, the majority of whom are female, is also supported by the perspective that nursing duties require a painstaking, thorough, gentle, caring and Be patient. These characteristics are considered closer to female characteristics.<sup>15</sup>

In this study, the majority of respondents were in the age range > 30 years, as many as 101 people (77.1%) out of a total of 131 respondents. The distribution of nurses based on age at RSUD Banten and RSDP Serang, both of which have a majority of nurses aged > 30 years. The results of the demographic distribution of nurses based on age in this study are supported by research by Agustina, Tahlil T, et al (2021) at RSUD in Banda Aceh, namely 61.2% of the nurses were > 30 years old.<sup>16</sup> Age is associated with the development of a person's personality. The older the nurse, the more caring, more patient, more experienced and more mature they are.<sup>15</sup>

The majority of respondents in this study received education at the D3 Nursing level, namely 74 people (56.5%) out of a total of 131 respondents. The distribution of nurses based on education level at RSUD Banten and RSDP Serang, both of which have the majority of nurses having a D3 Nursing education. The results of the demographic distribution of nurses based on education level in this study are supported by research by Anggraeni DE, Irawan E, et al (2021) at the Bandung City Regional Hospital, namely that the majority of research subjects received a D3 Nursing education as much as 54.8%.<sup>13</sup> The level of diploma education in Indonesia is related to with learning methods that focus more on practical work skills rather than theory.<sup>17</sup>

The majority of respondents in this study had a length of service > 4 years, namely 108 people (82.4%) out of a total of 131 respondents. The distribution of nurses is based on length of service at Banten Regional Hospital and Serang Regional Hospital, both of which have the majority of nurses having a working period of > 4 years. The results of the distribution of data on the length of service of nurses in this study are supported by research by Eliyana (2015) at RSJ West Kalimantan Province, namely that the majority of research subjects had a length of service > 4 years as much as 68%.<sup>18</sup> Length of work is associated with resistance to work pressure, adaptation to work environment, understanding of job duties, as well as experience and skills possessed.<sup>18,19</sup>

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All respondents in this study worked < 8 hours a day. Data on work duration in this study was obtained because the research site in the polyclinic department started work from 07.15 to 14.00. Meanwhile, the emergency department is divided into 3 shifts, namely morning (07.00-14.00), afternoon (14.00-21.00), and evening (21.00-07.00). The emergency department shift rotation for each nurse has a pattern of 2 days getting a morning shift, the next 2 days getting an afternoon shift, the next 2 days getting a night shift, and after that, the next 2 days getting a duty holiday schedule. Except for nurses who work in the ER managerial area, at Banten Regional Hospital and Serang Regional Hospital, they work morning shifts every day and have holidays on Sundays and public holidays. Based on the researchers' analysis and assumptions, nurses in the emergency department fill in their work duration based on the average value of their working hours for 1 month, so that the work duration in a day is still <8 hours. Work duration is associated with workers' physical and non-physical fatigue.<sup>20</sup>

Positive results on the burnout variable amounted to 21 people (16%) out of a total of 131 research subjects. The majority of research subjects who experienced burnout were women. Other studies support these results because women are more likely to experience conflict between their main job of caring for children, taking care of the family or helping patients professionally because it is their responsibility as a health worker.<sup>21,22</sup> In one study, it was explained that women and men have different ways of coping. different. Women focus on emotions, whereas men focus on problems.<sup>23</sup> Emotion-focused coping mechanisms are associated with greater psychological distress compared to problem-centred coping mechanisms, because they focus on emotions rather than focusing on the main problem, they tend to keep their distance and seek social support, this will later becomes a maladaptive stress response because their core problems are not resolved properly. Meanwhile, problem-focused coping strategies tend to seek information, control and analyze the situation. This coping strategy is a form of healthy adaptation and has long-term benefits.<sup>23,24</sup>

Based on age, the majority of research subjects who experienced burnout were > 30 years old, 18 people (85.7%) out of a total of 21 research subjects who experienced burnout. The results of this research are not in line with previous research conducted by Ezdha AUA and Hamid A (2020) at RSPMC which stated that burnout was more experienced by research subjects < 30 years old, however, this research also examined other factors that might influence these results but were not examined. in this study, namely marital status.<sup>25</sup> The incidence of burnout which was felt more by subjects aged > 30 years may also have occurred due to the uneven distribution of age data, subjects dominated by the age category > 30 years, as many as 101 people (77.1% ) of 131 research subjects. Based on education level, the majority of research subjects who experienced burnout had a D3 Nursing education level, 14 people (66.7%) out of a total of 21 research subjects who experienced burnout. The results of data distribution

on the incidence of nurse burnout in this study are supported by research by Ezdha AUA and Hamid A (2020) at RSPMC, which states that the majority of burnout is felt by D3 Nursing graduate subjects (77.3%).<sup>25</sup> The level of education is associated with the knowledge and insight they have. nursing, intellectual, and the ability to process and understand new information.<sup>5,11,17</sup>

Based on length of service, the majority of research subjects who experienced burnout were research subjects who had a length of service > 4 years, totaling 18 people (85.7%) out of a total of 21 research subjects who experienced burnout. The results of data distribution on the incidence of nurse burnout in this study are supported by research by Mariyanti S and Citrawati A (2011) at RSAB Harapan Kita and by Ezdha AUA and Hamid A (2020) at RSPMC. Both studies state that the majority of burnout is felt by research subjects whose work period is longer, this happens because the longer they work, the longer they work, the more they will do the same work and repeat it every day, giving rise to a feeling of boredom in carrying out their work.<sup>21,25</sup> Rotation work can minimize boredom while working because it allows workers to learn various working skills in a non-monotonous environment.<sup>26</sup> The incidence of burnout which is felt more by subjects with a length of service > 4 years may also occur due to the uneven distribution of data on the subject's length of service. subjects were dominated by the category of length of service > 4 years, as many as 108 people (82.4%) of the 131 research subjects.

The gender distribution of nurses from the emergency department was predominantly male, 45 people (63.4%) of the total nurse subjects in the emergency department (71 people). In contrast, the gender distribution of nurses from the polyclinic department was predominantly female, amounting to 50 people (83.3%) of the total nurse subjects in the polyclinic department (60 people). The emergency department is a work environment that is fast-paced, the situation is dynamic, and has the ability to handle patients, some of whom are in life-threatening conditions. Emergency nurses must be able to deal with repeated critical incidents.<sup>27</sup> The number of male nurses is greater in the emergency department because they are considered to have greater energy capacity and are physically stronger than women in dealing with a work environment that consumes a lot of energy.<sup>17</sup> In the polyclinic department, nurses serve many patients and have many agendas, namely (1) holding short meetings with patients and their families, (2) assessing the patient's initial condition, vital signs, contents of medical records, data analysis, documentation of nursing care (3) doctor's assistance in polyclinic, namely preparing equipment, checking blood pressure, weighing the patient's weight, and providing therapy according to the doctor's directions.<sup>6,28</sup> The agenda of polyclinic nurses certainly requires extra patience. The number of female nurses is greater in polyclinic departments because they are considered more capable, more thorough in carrying out these jobs, and more patient in dealing with various characteristics of patients and their families.<sup>6</sup> Apart from that, women are also considered better at

empathizing and communicating.<sup>29</sup>

The incidence of burnout based on research location occurred more frequently in RSDP Serang. The characteristics of the research subjects based on the 2 hospitals were almost the same, both were more female, age > 30 years, D3 Nursing education level, length of work > 4 years, and work duration > 8 hours. It's just that at Banten Regional Hospital, the research subjects mostly work in the emergency department. Meanwhile, at RSDP Serang, research subjects mostly worked in the polyclinic department. With the characteristics of the research subjects being almost the same, but the incidence of burnout is more in RSDP Serang, it may be caused by other factors such as marital status, having children, workload, personality type, social support, employment status, etc. not examined in this study.

The results of this study show that 8.5% of nurses who were placed in the emergency department experienced burnout and the remaining 91.5% did not experience burnout. Meanwhile, 25% of nurses placed in polyclinic departments experienced burnout and the remaining 75% did not experience burnout. The results of the bivariate analysis obtained had a large enough percentage gap to produce significant differences. This was proven through data analysis in the SPSS version 26 application which produced a p value = 0.01, meaning that there was a significant relationship between the incidence of burnout and work placement among nurses at Banten Regional Hospital and Serang Regional Hospital. The OR value obtained was 0.277, meaning that nurses working in the emergency department had a 0.277 chance of experiencing burnout. With a confidence interval value that does not cross the number 1, this shows that the emergency department is a consistent protective factor for burnout at 72.3%.

Positive results for the incidence of burnout occurred more frequently among nurses in polyclinic departments than nurses in emergency departments. Based on data on the number of monthly patient visits from January-March 2024 obtained during research, the Banten Regional Hospital's emergency department reached a total of 9,927 patients, while in the polyclinic department it reached a total of 30,504 patients. At RSDP Serang, the emergency department reached a total of 2,918 patients, while in the polyclinic department there was a total of 38,406 patients. This description of the number of patient visits at the polyclinic or outpatient clinic being greater than at the emergency or emergency room is also supported by data at the K.M.R.T Wongsonegoro Regional Hospital, Semarang City, the number of patient visits at the hospital from January-March 2024 at the outpatient installation reached a total of 64,424 patients. while in the ER it reached a total of 15,515.<sup>30</sup> The greater the number of patients, the greater the workload experienced by nurses.<sup>31</sup> The heavier the workload, the more severe the burnout experienced by nurses, this is supported by research by Kaani JN, Larira DM, and Toar JM (2023) at Bhayangkara Hospital level III Manado, the results stated that there was a significant

relationship between burnout syndrome and workload.<sup>32</sup> Excessive workload can increase work stress which refers to work conflict in the work environment.<sup>33</sup> Therefore, the ability to deal with stress and Conflict management is important to have as an effort to overcome burnout.<sup>34</sup>

Ideally one nurse handles 8 patients/day, if more, there is a higher risk of experiencing fatigue. 35 The number of polyclinic nurses at Banten Regional Hospital is 26 people with a total of 30,504 patient visits over 3 months (January-March 2024). With this number, if the average number of patients handled by a polyclinic nurse in 1 day is around 13 people. Likewise with the polyclinic nurses at RSDP Serang, if the average number of patients handled by a nurse in 1 day, they also handle > 8 patients/day. On the other hand, there are 40 nurses in the emergency room at Banten Regional Hospital with a total of 9,927 patient visits over 3 months (January-March 2024). With this number, if the average number of patients handled by an ER nurse in 1 day is around 3 people. Likewise with the emergency room nurses at RSDP Serang, if the average number of patients handled by an emergency room nurse in 1 day, they also handle <8 patients/day.

The work placement in this research is related to the daily work environment of nurses. Based on research conducted by Priantoro H (2017) at the Cilandak Marine Hospital, the results stated that there was a significant relationship between the work environment and the occurrence of burnout.<sup>35</sup> The work environment in the polyclinic department apart from having a heavy workload because the number of patient visits was much greater than that of in the emergency department, the department is also dominated by female nurses. As previously explained, women's tendency to experience burnout is greater than men because of the coping mechanisms they have. If many workers experience burnout in the work environment, a bad work environment will be created due to tension in relations between workers.<sup>3,36</sup>

## CONCLUSION

The total sample was 131 people, 21 people (16%) of whom experienced burnout. Of the 71 nurses who worked in the emergency department, 8.5% experienced burnout and the remaining 91.5% did not experience burnout. Meanwhile, of the 60 nurses who work in the polyclinic department, 25% of them experienced burnout and the remaining 75% did not experience burnout. In the bivariate analysis of the variables "Job Placement" and "Incidence of Burnout" using the chi-square test, a p-value was obtained of 0.01, which means there is a significant relationship between work placement and the incidence of burnout. The OR value obtained was 0.277, meaning that nurses working in the emergency department had a 0.277 chance of experiencing burnout. With a confidence interval value that does not cross the number 1, this shows that the emergency department is a consistent protective factor for burnout at 72.3%.

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