



Hardiness Personality Towards Burnout Tendency In Health Workers During The Covid-19 Pandemic

Aliffia Ananta ^{1*}, Ni Luh Putu Bagiartini ¹

¹ Faculty of Psychology, Universitas 17 Agustus 1945 Surabaya, Surabaya, Indonesia

*Corresponding Author: Aliffia Ananta. Email: aliffia@untag-sby.ac.id

ABSTRACT

The Covid-19 pandemic is an event that has faced the community in recent months. The Covid-19 pandemic presents a major challenge for health workers. Different duties and responsibilities, the use of PPE (Personal Protective Equipment) which makes health care less comfortable at work and other demands both from the work environment or the social environment. This will create the risk of burnout if fatigue is felt continuously and does not get good treatment. Burnout is a syndrome of emotional exhaustion, depersonalization, and decreased personal achievement that can occur among individuals who work or the like. Symptoms of burnout in working individuals can be caused by prolonged work stress. Individuals who experience burnout or burnout can damage behavior and have a negative impact on other people, organizations or individuals themselves. This research aims to determine whether there is a relationship between hardiness personality towards tendency to burnout among health workers during the Covid-19 pandemic. The benefits of this research are expected to contribute to the development of psychology. Provide consideration for the local government in maintaining the performance of health workers during the Covid-19 pandemic. The subjects in this study were Health Workers working to deal with Covid-19. The method used in this research is quantitative and is carried out by distributing questionnaires to health workers online.

Keywords : Burnout, Hardiness Personality, Health Workers, Covid-19

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INTRODUCTION

Pademi Covid-19 has swept across the world in recent months. Covid-19 started in China, Wuhan City, Hubei Province, then spread to various other areas before it finally spread throughout the country. WHO declared that Covid-19 is a global emergency situation because it had spread abroad to various countries. This virus attacks the respiratory tract so that it can cause severe respiratory infections such as pneumonia (lung infection). There has been increasing positive confirmed cases every day in Indonesia. The Covid-19 pandemic has made nearly all humans adapt and learn to live side by side with Covid-19, for which there is still no vaccine. Based on data compiled by worldmeters (worldmeters.info accessed on December 1, 2020), there are more than 66.7 million people who have contracted Covid-19 in the world and more than 576,000 people who are infected in Indonesia.

Various adaptations that has been done to face the Covid-19 pandemic make everyone need to be psychologically prepared for various situations that may occur during the pandemic, ranging from adjustments to work, education carried out from home, limited joint activities or travel, economic conditions, and health condition anticipation. This situation requires the ability of each individual to adapt to stressful conditions. It takes a personal character that can function as a source of strength in dealing with stressful conditions. Ford-Gilboe and Cohen (2000) stated that hardiness personality is an individual transformational way of dealing with problems involving changes in stressful life events or thinking optimistically about their solutions. According to Kobasa (1979), people who are tough or with hardiness personalities are protected from stressful life situations because they are involved in certain

affective, cognitive, and behavioral responses. Kobasa believes that the hardiness personality reflects individual responses to life events both personally and professionally and considers three aspects, namely commitment, control, and challenges. Maddi (1997, in Fitriani & Ambarini) stated that hardiness appears as a combination of connectedness with each other regarding the attitudes of commitment, control and challenges which help in setting stressful conditions for the individual himself by forming these attitudes so that they can develop to influence him. in dealing with stressful conditions. Santrock (2002) defines hardiness as a personality style characterized as a commitment (rather than a feeling of alienation), control control), and the perception of problems will be seen as a challenge rather than a threat.

A survey conducted by the Association of Indonesian Mental Medicine Specialists (PDSKJI) through an online self-examination of 1552 respondents showed that 63% of respondents experienced anxiety and 66% of respondents experienced depression due to the Covid-19 pandemic (Winurini, 2020). Not only the general public is vulnerable to stress, medical personnel are also vulnerable to stress. Research conducted by Guixia and Hui during the Covid-19 pandemic nurses experienced psychological symptoms (depression, anxiety, stress) and experienced all dimensions of burnout (Guixia & Hui, 2020). The situation and the number of people who need treatment because Covid-19 can make medical personnel become exhausted and stressed. Health workers are vulnerable to being infected with Covid-19 when providing services to the community, so health workers have difficulty maintaining a physical and mental state that can be at risk of experiencing psychological problems such as fatigue, severe stress, anxiety and depression (Rosyanti & Hadi, 2020).

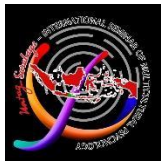
In Memoryam Healthcare Workers Who Have Died of COVID-19 said, although it is different in various countries, health care workers have a possible proportion of other people to contract the disease. According to other reports, 10% of the problems confirmed by Covid-19 are linked to health care providers (Jalili et al. 2020). E. B. Ingl 2020) in a recent report by the Iranian health authorities said around 10 000 healthcare professionals contracted Covid-19 and at least 43 died from Covid-19. The high rate of infection and death has a tremendous impact on the health system (Jalili, 2020)

According to Styra (2008) Covid-19 gave rise to health care systems around the world. Health workers who are dealing with Covid-19 are under increasing psychological and physical pressure to resemble the previous epidemic conditions (Barello et al., 2020). This kind of situation causes health workers to struggle to overcome challenges that can threaten their well-being and if this condition lasts for a long time, there is a possibility of burnout among health workers.

Skaalvik, & Skalvik (2010) explain burnout, namely physical, mental, emotional collapse combined with negative attitudes towards work and lack of attention to clients. Burnout stems from stress and has many consequences in organizational, family, social and personal lives. The most important signs include absence from work, consecutive procrastination, various psychosomatic complaints and workplace conflicts and finally leaving work. Burnout occurs when a lack of realism, low energy to continue useful functions, the latter is overlooked philosophy of life, and mental and physical disturbances arise (Moradi et al., 2013).

Research conducted by the Master of Occupational Medicine Study Program at the Faculty of Medicine, University of Indonesia (MKK FKUI) obtained data that 83% of health workers in Indonesia experience moderate and severe burnout syndrome which can psychologically interfere with the activities and quality of life of health workers themselves (Humas FKUI, 2020). Baron & Greenberg (1995) stated that burnout can occur due to internal factors such as personality characteristics, self-esteem, gender. External factors that influence include promotion opportunities, job demands, rewards, social support, and work environment (Praningrum & Ariyadi, 2010).

Maslach, (2003) explained that burnout is a syndrome of emotional exhaustion, depersonalization, and decreased personal achievement that can occur among individuals who work or the like. Burnout is a response to chronic emotional stress from dealing extensively with other humans, especially when they



are in trouble or have problems. So, burnout can be considered a type of work stress. Although it has some of the same deleterious effects as other stress responses, what is unique about burnout is that it arises from social interactions between the health worker and the patient.

Greenberg and Baron (2003) stated that burnout symptoms in working individuals can be caused by prolonged work stress. This stress occurs due to judgments and thoughts so that it has a negative impact on the individual. Individuals who experience burnout or burnout can damage behavior and have a negative impact on other people, organizations or individuals themselves. The burnout experienced by workers can adversely affect the efficiency and effectiveness of organizational activities. Baron & Greenberg (2008) revealed burnout with four compromised indicators of victims of physical or physical exhaustion, emotional or emotional exhaustion, and overcoming mental or mental fatigue, as well as low self-esteem or low personal achievement. Bhanugopan & Alan (2006) said that workers affected by burnout experience emotional exhaustion, loss of commitment, mental fatigue, and experience decreased motivation over time (Chairina, 2019).

Previous research conducted previously to determine the relationship between personality hardiness and burnout tendency in emergency nurses at the hospital showed that hardiness was negatively correlated with burnout in emergency nurses (Asih & Trisni, 2015). Based on the explanation above, the hypothesis is proposed that there is a relationship between hardiness and burnout tendencies in health workers during the Covid-19 pandemic.

METHOD

This research method uses quantitative methods with a Simple Random Sampling. The research instrument consisted of two scales, namely the Hardiness Personality Scale and the Burnout Scale. The Hardiness Personality Scale has 3 aspects. The aspects are commitment, control and challenge. The Burnout scale has 4 aspects including physical exhaustion, emotional exhaustion, low self-esteem, depersonalization. Data collection techniques in this study using closed statement questionnaire. The instrument in this study used a Likert scale. The scale to be compiled consists of favorable statements and unfavorable statements. The subjects in the study were 175 respondents of health workers whose currently working to deal with Covid-19 or those affected by Covid-19 at work.

RESULT

The data retrieval process was carried out on Health Workers from 4-30 November 2020 by distributing questionnaires through online media. Health workers who meet the criteria can fill out the questionnaire. After the data is collected, a normality and linearity assumption test will be carried out to determine the type of statistics to be used. Finally, testing of the proposed hypothesis will be carried out.

Based on the normality test that was carried out using Kolmogorov Smirnov, the results were $0.087 > 0.05$ (significant value > 0.05). This can be concluded that the residual value is normally distributed. Linearity test is performed to see whether the relationship between variables meets linear assumptions. The results show that $0.445 > 0.05$ (sig. Deviation from linear is > 0.05), it can be concluded that there is a linear relationship between the independent variables and the dependent variable.

the hypothesis assumption is using the Pearson Product Moment correlation to analyze the relationship between Hardiness Personality and Burnout Tendency for Health Workers as indicated by the correlation coefficient r of -0.733 with a value of $p = 0.000$ ($p < 0.01$).

Table 1. Correlation Test Results of Hardiness Personality and Burnout

		Hardiness Personality	Burnout
Hardiness Personality	Pearson Correlation	1	-.733**
	Sig. (2-tailed)		.000
	N	175	175
Burnout	Pearson Correlation	-.733**	1
	Sig. (2-tailed)	.000	
	N	175	175

The results show that there is a significant relationship with a negative relationship between hardiness personality and burnout tendency of health workers during the Covid-19 pandemic. This means that the higher the hardiness personality that is owned, the lower the burnout tendency experienced by health workers.

Table 2. Comparison of Empiric and Hypothetical Means

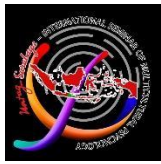
Aspect	Mean Empirik	Mean Hipotetik
Hardiness Personality	38.63	32.5
Burnout	58.74	75

DISCUSSION

The results of the study described above show that there is a significant negative relationship between Hardiness Personality and Burnout tendency among Health Workers during the Covid-19 pandemic. This means that the higher the hardiness personality that is owned, the lower the burnout tendency that occurs in health workers. Conversely, the lower the hardiness personality, the higher the tendency for burnout to occur in health workers. The hypothesis which states that there is a relationship between hardiness personality and burnout tendency of health workers during the Covid-19 pandemic is accepted. Based on the results of this study, the burnout tendency experienced by health workers is at a moderate level. This is because the hardiness personality of the health workers is also in the moderate category.

The empirical results on burnout variables on health workers obtained a mean empiric of 58.74. These results indicate that the burnout experienced by health workers is still below the hypothetical mean of 75. This shows that the research subjects, namely health workers who have prolonged fatigue, are in low category. Low burnout in health workers can be caused by commitment, control and challenges from their hardiness personality. Apart from that, other factors that have been described are internal factors including gender, age, self-esteem and external factors including social support and a good work environment which contributes to low burnout. The results of this study are in line with the results of research conducted by Asih and Trisni (2015) which states that there is a relationship between hardiness and burnout tendencies.

The Covid-19 pandemic provides different demands for health workers in providing health services. So that prolonged fatigue at work can create burnout for health workers. According to Baron and



Greenberg, it consists of physical exhaustion, emotional exhaustion, low self-achievement and depersonalization. One of the factors that can prevent burnout is the hardiness personality. Health workers who are committed to the work they are doing, as well as having control over their work and can perceive the Covid-19 pandemic situation as a challenge to get better will have an effect to avoid burnout.

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4. Respondents who has participated in this research

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Ethic

On this research the subjects are voluntary participant and have rights to withdraw from the study at any stage if they wish to do so. The researcher will provide inform consent that gives information about the research and to reach a fully informed, considered, and given decision about whether or not to do so. The participant's privacy and anonymity or subjects is confidential.

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