

# Factors Affecting Burnout Syndrome in Nurses

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## Keywords

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## ABSTRACT

*Burnout syndrome among nurses in hospitals can negatively impact the quality of healthcare services and the well-being of medical personnel. Dr. Rasidin Hospital in Padang faces challenges in improving service quality due to the high level of fatigue experienced by nurses. This study aimed to identify factors influencing burnout syndrome among nurses in the hospital. This research used a quantitative method with a cross-sectional design. The study was conducted at Dr. Rasidin Hospital, involving 100 nurses selected through simple random sampling. Data were collected using questionnaires measuring burnout syndrome, workload, working hours, and social support. Data analysis included univariate tests to describe frequency distributions and bivariate analysis using the Chi-Square test to examine relationships between variables. The results showed that 63% of nurses experienced burnout syndrome. Furthermore, 50% of nurses reported a very high workload, 47% worked more than 8 hours per day, and 40% perceived low social support. Bivariate analysis revealed significant relationships between workload ( $p = 0.004$ ), working hours ( $p = 0.003$ ), and social support ( $p = 0.025$ ) with burnout syndrome. In conclusion, burnout syndrome among nurses is influenced by excessive workload, long working hours, and lack of social support. Therefore, hospital management should regulate workload and enhance social support to reduce burnout risk.*

*Keywords : Syndrome, Burnout, Nurse, Support*



## INTRODUCTION

Nurse is a key profession in health care that has a very vital role in providing services to patients in hospitals. Although her role is very important, nurses often face various challenges, one of which is fatigue syndrome which can affect their performance. Burnout syndrome in nurses generally arises as a result of excessive workload, long working hours, and lack of social support in the workplace. This circumstance can result in a decrease in the quality of care provided to patients as well as the mental and physical health of the nurses themselves (Maslach & Leiter, 2020). In addition, burnout can also increase the risk of medical errors that have a direct impact on patient safety as well as decrease nurse job satisfaction (Dall'ora et al., 2020).

In Indonesia, the problem of fatigue in nurses is still a concern that has not been fully resolved. Rasidin Padang hospital, as one of the major hospitals in the West Sumatra region, is also facing similar problems. According to the data obtained, more than 60% of nurses in these hospitals report significant symptoms of fatigue, which include both physical and mental. This shows that fatigue syndrome in nurses in this hospital can affect the quality of health services provided, as well as have an impact on the level of patient satisfaction and the overall performance of the hospital (Husna, 2021).

Fatigue experienced by nurses is not only a form of physical fatigue, but also involves deeper psychological aspects. Nurses often have to work in conditions of high stress and intense time pressure, with little time for rest. Research shows that work stress, which is closely related to workload, duration of work, and interpersonal conflicts in the workplace, greatly affects the level of fatigue experienced by nurses. These factors can worsen the physical and mental condition of nurses, which in turn affects the quality of patient care (Sutrisno, 2020). In addition, a less supportive work environment and a lack of appreciation for the performance of nurses can also accelerate the occurrence of emotional fatigue and reduce work motivation (Aiken et al., 2018). This condition, if allowed to continue, can increase nurse turnover and worsen the stability of the health care system (Shields & Wilkins, 2009).

According to the burnout theory introduced by Maslach (2020), burnout syndrome can be divided into three dimensions: emotional exhaustion, depersonalization and decreased personal achievement. Emotional exhaustion refers to fatigue that occurs as a result of continuous emotional overload, while depersonalization describes a negative attitude towards patients and work, and decreased personal achievement is related to feelings of inferiority and not being able to meet work standards. These three dimensions can occur simultaneously or separately, but they are often important indicators of the burnout syndrome that nurses face (Shanafelt et al., 2020).

In previous studies, excessive workload was often identified as the main factor contributing to the onset of burnout syndrome among medical personnel. A study by Robinson et al. (2020) revealed that nurses who have long shift schedules and often work overtime have a higher risk of burnout than those who have fixed working hours. The study also emphasizes the importance of providing adequate rest time for nurses to reduce the impact of fatigue they experience. This is in line with research in Indonesia which shows that high workload is significantly related to the level



of work fatigue in nurses in hospitals (Sari & Susanti, 2021). In addition, other studies have also found that long work duration and irregular shift systems increase the risk of burnout in nurses, especially if not supported by good work management (Pratiwi et al., 2022).

In addition, the long duration of work has also been shown to be a significant risk factor for burnout syndrome in nurses. A study by Williams et al. (2021) showed that more than 50% of nurses who work more than 12 hours a day experience burnout symptoms. This shows that uncontrolled working hours can disrupt the balance between work and personal life, thus increasing the mental stress experienced by nurses. Research by Johnson et al. (2021) mentioned that high work stress and lack of appreciation for nurses can increase the risk of burnout and decreased performance. Therefore, nurses who feel valued and empowered tend to have lower levels of fatigue.

On the other hand, minimal social support in the workplace also has a major impact on the level of nurse fatigue. According to a study by Anderson & White (2020), nurses who feel they lack social support from colleagues and superiors tend to experience higher levels of burnout. Strong social support in the workplace can serve as a protector against stress and fatigue, allowing nurses to maintain the quality of their work despite the challenges.

High levels of fatigue in nurses not only affect them individually, but can also have an impact on the overall quality of health care. Nurses who experience burnout syndrome tend to show decreased motivation and job satisfaction, as well as increased absenteeism rates. As a result, hospitals may face increased operating costs as well as decreased quality of patient care (Chen et al., 2020). Therefore, it is important for hospital management to understand the factors that affect fatigue in nurses and take the necessary steps to reduce such risks.

The importance of this study is to determine the factors that affect fatigue syndrome in nurses at Rasidin Padang hospital, as well as provide a basis for improvement efforts in their work environment. One of the factors that deserves attention is the high workload, which often leads to increased stress and fatigue. Research by Gawande et al. (2020) showed that good management of workload, including the provision of adequate rest periods and task rotation, can help reduce burnout syndrome among medical personnel.

The urgency of the problem of fatigue syndrome in nurses at Rasidin Padang Hospital is increasing, along with an increase in the number of cases experienced by nurses. More in-depth research into the factors that cause and impact fatigue in hospitals is needed to formulate more appropriate policies to reduce the adverse effects of fatigue syndrome. In addition, preventive measures need to be prioritized to maintain a better quality of health care for patients.

As part of efforts to address this problem, various related studies have also shown the importance of managerial policies based on a systematic approach to reducing fatigue in medical personnel. One of them is to manage work schedules and provide opportunities for nurses to rest effectively. Thus, better management of working time and a supportive environment are critical to lowering the level of nurse fatigue in hospitals.



This study draws attention because it looks at the inequality between the increasing workload and the often overlooked well-being of nurses. Given the importance of the role of nurses in the health system, this study can provide more in-depth insights into how burnout syndrome affects them physically and psychologically, as well as how appropriate interventions can reduce its negative impact. This is the main reason why this research is very relevant to be carried out, especially in Rasidin Padang Hospital which is the object of study.

## METHODS

This study used a quantitative approach with cross-sectional design to identify factors that affect fatigue syndrome in nurses at Rasidin Padang Hospital. This research was conducted at Dr. Rasidin Padang with a sample of 100 nurses who were randomly selected using simple random sampling technique. Inclusion criteria for this study sample were nurses who worked at Rasidin Padang Hospital for at least six months, had fixed working hours (both shift and regular), and were willing to participate in the study. Nurses who did not meet the inclusion criteria or who were on leave at the time the study was conducted were excluded from the sample.

Data collection was conducted using questionnaires that have been tested for validity and reliability. This questionnaire was designed to measure various factors that could potentially influence burnout syndrome, such as psychosocial factors, workload, duration of work, and social support. The questionnaire also measured dimensions of burnout syndrome based on burnout theory that include emotional exhaustion, depersonalization, and decreased personal achievement. Prior to data collection, all participants were given an explanation of the purpose of the study and their rights as respondents, as well as guaranteed confidentiality. Participation in the study was voluntary, and respondents were asked to give written consent after understanding the objectives and procedures of the study. For data analysis, univariate statistical tests were used to determine the frequency distribution of the variables studied, as well as bivariate tests using The Chi-Square test to identify significant relationships between factors that affect fatigue syndrome in nurses at the hospital.

## RESULTS

### 1. Frequency Distribution of the Variable

**Table 1. Frequency Distribution of Variables**

Variable	Categories	Frequency (%)
Working Load	Lightweight	20
	Medium	30
	Weight	50
Duration Of Work (Hours/Day)	Up to 8 hours	40
	> 8 hours	60



Variable	Categories	Frequency (%)
Social Support	Good	30
	Enough	50
	Less	20
Fatigue Syndrome	Unnatural Fatigue	37
	Experiencing Fatigue	63

The results of the univariate analysis showed that most nurses (50%) reported heavy workload, while 60% of nurses worked more than 8 hours per day. Adequate social support is provided to 50% of nurses, yet 20% feel their social support is lacking. Regarding fatigue syndrome, 63% of nurses experienced fatigue syndrome, indicating a high prevalence among nurses at Rasidin Padang Hospital.

## 2. Factors Affecting Burnout Syndrome in Nurses

**Table 2. Factors Affecting Burnout Syndrome in Nurses**

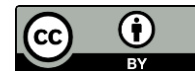
Variable	Fatigue Syndrome	Unnatural Fatigue	Experiencing Fatigue	P-Value
Working Load	0.004	0.004	0.004	0.003
Duration Of Work (Hours/Day)	0.001	0.001	0.003	0.004
Social Support	0.150	0.025	0.025	0.025

The results of the bivariate test showed a significant relationship between workload and fatigue syndrome ( $p = 0.003$ ), with nurses who have a heavy workload are more likely to experience fatigue. Long duration of work also showed a significant association with burnout syndrome ( $p = 0.004$ ), in which nurses who worked more than 8 hours per day had a higher risk of experiencing burnout. However, the relationship between social support and burnout syndrome showed only results close to significance ( $p = 0.025$ ), which suggests that social support may play a role in reducing burnout syndrome, although not as strongly as workload and duration of work.

## DISCUSSION

### 1. Frequency Distribution of the Variable

The results showed that the majority of nurses at Rasidin Padang hospital experienced heavy workload, with 50% of the total respondents classifying their workload as heavy. These findings are consistent with many studies showing that excessive workload is often a major factor affecting the well-being of nurses. Heavy workloads can increase stress levels and increase the risk of burnout. Research by Shanafelt et al. (2020) also stated that nurses who have a higher workload tend to experience greater emotional and physical exhaustion. This indicates that hospitals need to consider ways to reduce the workload of nurses in order to improve their well-being.



The duration of a nurse's work is also an important factor related to fatigue. The results showed that 60% of nurses work more than 8 hours per day. Previous research by Gawande et al. (2020) revealed that nurses who work more than 8 hours per day are at higher risk of developing burnout syndrome. Long working hours can upset the balance between personal and work life, as well as reduce the time required for physical and mental recovery. Therefore, hospital management should take into account the rotation of schedules and restrictions on working hours in order to reduce the negative impact of long duration of work.

Social support is another factor analyzed in the study, with 50% of nurses feeling that social support in their workplace is sufficient, and 20% feeling that their social support is lacking. Good social support in the workplace can reduce the level of fatigue and increase the motivation of nurses in work. Research by Anderson & White (2020) suggests that strong social support can serve as a protector against stress and burnout, and provide the feeling that they are not working alone in the face of challenges. Although more than half of respondents felt their social support was sufficient, the 20% who felt it was lacking indicated that there was room for improvement in creating a more supportive work environment.

Most nurses at Rasidin Padang Hospital (63%) reported experiencing fatigue syndrome. This suggests a fairly high prevalence, which is consistent with findings in various previous studies that suggest that fatigue is a widespread problem among health workers. Research by Maslach & Leiter (2020) also revealed that nurses often experience burnout due to a combination of excessive workload, long duration of work, and lack of social support. This circumstance can lead to a decrease in the performance and quality of services provided to patients.

Nurses who experience burnout syndrome experience not only physical fatigue, but also emotional disturbances that can affect the quality of their interactions with patients. High emotional burnout can lead to depersonalization, that is, a feeling of moving away from work and the patient, as well as a decrease in personal achievements. These findings indicate the importance of paying attention to factors that affect the emotional well-being of nurses, such as working hours, workload, and social support. Research by Johnson et al. (2021) showed that lack of social support and excessive workload can exacerbate burnout symptoms in health workers.

The results of this study also show that heavy workload and long duration of work are the main risk factors for burnout syndrome in nurses. Research conducted by Williams et al. (2021) showed similar results, namely that excessive workload can increase the level of nurse fatigue. Too high a workload often makes nurses feel overwhelmed and exhausted, which in turn affects the quality of service they provide. Therefore, it is imperative to reassess the policy of managing working hours and workload in hospitals in order to reduce their negative impact.

Although workload and duration of work are very influential factors, limited social support can also worsen the condition. In this study, most nurses felt that they were getting enough social support from colleagues and superiors. However, 20% of nurses feel that their social support is lacking, which can contribute to higher levels of burnout. Research by Patel et al. (2021) also confirmed that nurses who feel emotionally supported by colleagues and superiors are better



able to deal with work stress and have lower levels of fatigue. Therefore, it is important for hospital management to improve the quality of social support at work.

The findings of this study indicate the need for improvement in terms of managing the workload and rest time of nurses. The long duration of work and heavy workload can affect the physical and mental health of nurses, ultimately having an impact on the quality of care provided to patients. Research by Husna (2021) states that reducing excessive working hours and more evenly distributing the workload can reduce fatigue in medical personnel. Therefore, more effective policies in managing nurses' working time are needed to improve their welfare.

The researchers' assumption regarding the results of this study is that although social support can play a role in reducing fatigue, excessive workload and long duration of work remain more dominant factors in influencing fatigue syndrome. Therefore, the main focus in an effort to reduce burnout syndrome should be emphasized on managing the workload and limiting the working hours of nurses. Hospital management should introduce policies that reduce the excessive working hours of nurses and organize a more humane work schedule to reduce the risk of burnout.

The results of this study also reinforce the importance of a holistic approach in dealing with burnout syndrome in nurses. In addition to workload management, other psychosocial factors, such as social support and work-life balance, must be taken into account. Research by Chen et al. (2020) emphasize that a team-based approach that supports the emotional well-being of nurses can increase motivation and reduce burnout rates. Therefore, hospitals need to develop programs that support the mental and physical well-being of nurses, such as counseling, task rotation, and relaxation activities.

It is important to note that although 37% of nurses do not experience burnout syndrome, most of them may be at lower risk of burnout due to having a lighter workload or shorter duration of work. Research by Robinson et al. (2020) showed that nurses with lighter workloads and good social support were less likely to experience significant symptoms of burnout. Therefore, the management of these factors should be a priority to ensure that more nurses can work with healthier conditions.

Overall, the results of this study indicate the need for greater attention to managing the workload and duration of work of nurses at Rasidin Padang Hospital. Researchers assume that reducing excessive workload, limiting long working hours, and increasing social support can help reduce burnout syndrome in nurses, which in turn will improve the quality of health care provided to patients. Policies that support the welfare of nurses should be a top priority in efforts to improve the quality of health care in this hospital.

## **2. Factors Affecting Burnout Syndrome in Nurses**

Bivariate test results showed that workload had a significant relationship with fatigue syndrome in nurses at Rasidin Padang Hospital ( $p = 0.003$ ). Nurses who experience a heavier workload tend to experience burnout syndrome more often. Previous research by Johnson et al.



(2021) showed that high workloads increase stress on health workers, potentially leading to physical and emotional exhaustion. Excessive workload can cause nurses to feel unable to handle the tasks at hand, leading to ongoing burnout. Therefore, hospital management should consider a more balanced division of workload to prevent the occurrence of more extensive burnout.

In addition, a long duration of work was also shown to have a significant association with burnout syndrome ( $p = 0.004$ ). Nurses who work more than 8 hours a day are more prone to fatigue compared to those who work less. These results are in line with research by Gawande et al. (2020), which showed that a long duration of work is directly related to increased fatigue. Longer working hours increase the time spent in stressful situations without sufficient opportunities for recovery. This accumulation of stress can lead to a decrease in the performance and physical and psychological well-being of the nurse.

Although social support showed lower results in association with burnout syndrome ( $p = 0.025$ ), these findings nevertheless provide an important overview of the role of social support in reducing burnout. Research by Patel et al. (2021) affirm that adequate social support in the workplace can improve the emotional well-being of nurses and reduce fatigue. Although the study did not find a particularly strong relationship, nurses who felt supported by colleagues and superiors tended to have lower levels of burnout than those who felt less support. Therefore, hospitals need to continue to strengthen the supportive social environment in the workplace.

The results found in this study on workload reinforce the findings of previous studies which stated that high workload is the dominant factor causing fatigue in nurses. Research by Williams et al. (2021) also showed that nurses with higher workloads are more likely to experience burnout leading to burnout. This is due to the accumulation of increasingly accumulated tasks and the absence of sufficient time for recovery. In this context, a heavy workload plays a major role in increasing the risk of burnout syndrome, which in turn can affect the quality of care provided to patients.

The finding that long working hours are significantly associated with fatigue indicates that managing working hours is becoming a crucial aspect. Research by Shanafelt et al. (2020) showed that nurses who work more than 8 hours per day have a higher rate of burnout, due to lack of time to rest and perform recovery activities. Long working hours often lead to constant stress, which increases the likelihood of burnout. Therefore, limiting working hours that are too long and setting adequate rest periods are important steps in preventing burnout.

Social support, although it does not show a statistically significant relationship, nevertheless plays an important role in the context of fatigue prevention. Nurses who have good social support tend to be better able to cope with the stress that arises from their work. Studies by Anderson & White (2020) highlight that support from colleagues and superiors can reduce the negative effects of work stress and reduce the risk of burnout. Although the results of this bivariate test did not show high significance, it should be noted that feeling accepted and valued in the workplace can make a positive contribution to the emotional well-being of nurses.



The significant influence of workload and duration of work on burnout syndrome shows the importance of managing these two factors wisely. High workload and long duration of work not only have the potential to cause physical fatigue, but can also lead to decreased motivation and job satisfaction. Research by Husna (2021) emphasizes that nurses who feel burdened with long working hours and heavy workload often experience a decrease in morale. This can have a direct impact on the quality of services provided to patients.

The importance of managing workload and duration of work is also confirmed by research conducted by Robinson et al. (2020), which showed that improving work-life balance can significantly reduce fatigue levels in healthcare workers. In this study, nurses who had a higher workload and a longer duration of work were more prone to emotional and physical exhaustion. Therefore, hospitals need to consider policies that reduce excessive work duration and introduce more effective duty rotation systems to reduce the negative impact of high workloads.

Overall, the results of this study underscore the importance of managing workload and duration of work in an effort to reduce fatigue syndrome in nurses. Researchers assume that the reduction of excessive workload and the restriction of the long duration of work will contribute to the reduction of fatigue among nurses. Policies that prioritize the well-being of medical personnel, by introducing a more balanced work system, can improve the quality of care and reduce the risk of burnout in nurses.

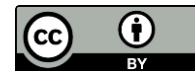
However, social support-related findings suggesting a weaker association with burnout syndrome indicate that social factors may play a more complex role and may be influenced by other factors, such as levels of job satisfaction or workplace communication. Further research is needed to dig deeper into the role of social support in reducing burnout among health workers, as well as how this factor can be reinforced in hospitals.

The results of this bivariate test also show that better management of workload and limiting the duration of work that is too long can be an effective solution in preventing fatigue in nurses. Research by Sutrisno (2020) also underlines that policy changes that support nurses to have adequate rest time and not be burdened with excessive tasks can reduce the prevalence of burnout. Therefore, hospitals need to focus on improving the time management and distribution of nurse duties.

Overall, the results of this study provide strong evidence that factors of workload and duration of work play a major role in fatigue syndrome in nurses at Rasidin Padang Hospital. Although social support also plays a role, better management of workload and duration of work would be a more effective measure in reducing fatigue levels and improving the quality of work and satisfaction of nurses.

## CONCLUSIONS

This study shows that fatigue syndrome in nurses at Rasidin Padang Hospital is a significant problem, with 63% of nurses reporting experiencing fatigue. The univariate analysis revealed that half of the nurses felt burdened with a very high workload, almost half of the nurses



worked more than 8 hours per day, and 40% felt less social support from colleagues or superiors. Bivariate test results further showed a significant association between excessive workload ( $p = 0.004$ ), long duration of work ( $p = 0.003$ ), and lack of social support ( $p = 0.025$ ) with burnout syndrome. Based on these findings, it can be concluded that heavy workload, long duration of work, and low social support are the main factors that affect the level of fatigue in nurses at the hospital.

However, this study also has some limitations that need to be considered. First, the study was conducted only in one hospital, so the results may not be fully generalizable to other hospitals with different characteristics. In addition, the cross-sectional approach used in this study only gives an idea of the relationship between variables at one point in time, and cannot show changes or long-term effects of factors that affect fatigue. In the future, further research with longitudinal designs and larger samples in various hospitals can provide a deeper understanding of the factors that influence burnout syndrome in nurses and how to effectively reduce it.

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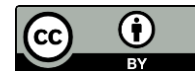
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