

ABSTRACT

The pandemic COVID-19 is an unpredictable event. Hospital is the front-liner to assist and help the positive COVID-19 patients. The hospital must maintain the fatigue level (burnout) of the healthcare workers to maintain the optimum in providing healthcare service amidst the dangers that threaten their lives. One way to keep the burnout level of the healthcare workers in X hospital is by paying attention to their work environment and workload.

This research aims to know the work environment and workload and how they affect the burnout level of these healthcare workers in X hospital.

The Nonprobability sampling method used in this research is quantitative with descriptive research analysis. The analysis method used is multiple linear regression.

The descriptive analysis results show that the work environment variable is not good, and the workload variable is categorized as relatively high. Likewise, the burnout variable is also categorized as high. Based on the result of the analysis using the coefficient of determination, the value of R-square is 0.182. This means that 18,2% of burnout on the healthcare workers who treat the COVID-19 patients in X hospital from January – August 2021 is affected by the physical work environment and workload. On the other hand, 81,8% (100% - 18,2%) are affected by other variables not included in this research.

This research concludes that the physical work environment significantly affects the burnout of these healthcare workers treating the COVID-19 patients in X hospital. The workload also immensely influences the burnout of healthcare workers. The results of this study are expected to be input for Hospital X in order to improve the work environment and workload and can reduce the burnout level of health workers in Hospital X.

Keywords: work environment, workload, burnout
