

THE STRUGGLING NIGHTINGALES: DETERMINANTS OF RESILIENCE AND INTENTION TO STAY AMONG NURSES IN A TYPE C HOSPITAL IN GIANYAR, BALI, INDONESIA

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ABSTRACT

Intention to stay in the nursing profession is a complex phenomenon related to hospital operational management. This study aimed to investigate the relationship between various potential determinants in influencing the intention to stay in nurses who work at a type C private hospital in Gianyar, Bali, Indonesia. This research was a questionnaires-based analytical descriptive study, involving nurses (work period more than one year) from all medical units in the hospital. The relationships between determinants were modeled and analyzed using path analysis. In conclusion, age and work experience have a significant negative influence on burnout levels, while the work environment has a significant negative influence on burnout. Additionally, age and work experience have a significant positive influence on job satisfaction, which is mediated by burnout. Furthermore, job satisfaction has a significant positive influence on resilience, which in turn has a significant positive influence on intention to stay.

KEYWORDS Determinants, Resilience, Intention to Stay, Burnout, Job Satisfaction, Nurses, Type C Private Hospital



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INTRODUCTION

Hospital is a complex organization, in which there various fields of science and expertise that support the realization of comprehensive services to patients. The availability of facilities, infrastructure and resources, both medical and non-medical, greatly supports the quality of services provided.

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To support the provision of excellent service to patients, professional Human Resources (HR) are needed. Various professions ranging from doctors, nurses, and other professions such as nutritionists, pharmacists, clinical laboratory analysts and radiographers are incorporated into a team to be able to provide comprehensive services for patients.

Nurses are an essential profession that drives health services in hospitals and plays a role in measuring and implementing hospital quality indicators. The expertise of a nurse determines the quality of service provided to patients. In their daily lives, the responsibilities and burdens of nurses are quite a lot, causing a sense of fatigue or *burnout*.

As a nurse whose work system is shifting, she has a tendency to fatigue and needs to improve her condition in between working hours. (Sagherian et al., 2020). The fatigue syndrome felt by nursing will indirectly affect satisfaction with their work. The relationship between nurses and other professions such as doctors, the participation of nurses in various hospital affairs, the ability of nursing managers, the leadership ability of nursing superiors, the support of other nurses, low/inadequate nurse staffing levels, the length of shifts ≥ 12 hours, and low autonomy were identified as the main work-related factors associated with the occurrence of burnout (Protopappa et al., 2020). (Protopappa et al., 2023; Rn & Rn, 2020).. Although the pandemic has subsided and its impact on the healthcare system has decreased, some findings suggest that levels of burnout and dissatisfaction are higher now than during the pandemic, although this requires reinterpretation. (Galanis et al., 2023)..

Nurses' satisfaction (Hughes, 2019; McCay et al., 2018) and patient safety (Lotfi et al., 2018; Merrill, 2015) are strongly influenced by the role of nurse managers. On the other hand, patient satisfaction is positively influenced by well-motivated and engaged nursing staff (Boamah et al., 2018; Doucette & Pabico, 2018).. *Shift* work, high workload, low pay, leadership style, lack of attention to the social status of the nursing profession, and lack of autonomy are the main factors associated with nurses' dissatisfaction with their profession. (Galanis et al., 2023)..

Employee satisfaction with their job and the desire to leave the job is not a new study even for more than 10 years but *resilience* of medical nurses is still a new field of exploration in the world of research. Excessive workload, poor work environment, low flexibility, mental burden and job dissatisfaction are all associated with the intention to leave the nursing profession, and the pandemic has exacerbated these conditions. (Sihvola et al., 2023)..

Resilience is said to protect nurses from anxiety, traumatic stress, and *burnout*. (Labrague & De los Santos, 2020).. In a study conducted by Clark et al, it was stated that there was a relationship between satisfaction in the work of nurses' work engagement and quality of life (Choi et al., 2022; Clark et al., 2021). (Choi et al., 2022; Clark et al., 2021).. This also affects the desire to stay in the nursing profession and provides an important factor in the safety and quality of services provided. (H. Yu et al., 2021)..

In a study conducted by Lee et al. (2022) on nursing staff, especially in the operating room, found that job stress and *resilience* have a major influence on the occurrence of *burnout* in these nurses. On the other hand, research conducted by

Park & Jang (2022) revealed that work environment and *resilience* are variables that greatly affect *turnover*. *Turnover* occurs because the desire to leave the workplace is very high. High *turnover* and understaffed conditions are significant problems that plague the health care system (Matsuo et al (2023)). The existence of *turnover* in certain positions in the work unit will greatly affect service operations and require additional costs, effort and time to refill the position.

Prolonged workload and *burnout* increase the risk of health workers quitting their jobs. This is especially true in low- and middle-income countries (Tabur et al., 2022). (Tabur et al., 2022).. Overall, based on existing studies, it was found that work environment and *resilience* are essential variables that affect *turnover intention* (Park & Jang, 2022). (Park & Jang, 2022).

Kasih Ibu Saba General Hospital is one of the type C private hospitals in Gianyar Regency. From initial observations, *turnover* tends to occur in nurses in this hospital. Based on data from the beginning of 2023, the number of nurses who *resigned* until October 2023 at Kasih Ibu Saba General Hospital was around 9% of the total number, which came from various units and working periods and various expertise. So from the above data it can be concluded that the *turnover* rate is very high. Currently, there has never been a study of the factors that affect *job satisfaction*, *resilience* and *burnout* in working in type C private hospitals such as Kasih Ibu Saba Hospital. The impact of high *turnover* causes losses in many aspects ranging from the recruitment process, affected services in each unit that is left behind both the flow and quality of service to financial losses after the period carried out for special staff. Private hospitals that rely on service quality to be able to compete in the health business world and be able to survive and develop themselves with the latest technology in the health sector are very important to maintain service quality by having health human resources (human resources), especially qualified staff. For this reason, the determinants of *resilience* and the desire to stay in the nursing profession are very important to study in order to provide input for hospital management related to nurse management.

RESEARCH METHOD

This study was conducted at one of the Type C Hospitals in the Gianyar Regency Area, Bali Province which with the Minister of Health Regulation no 3 of 2020 which has a total of 100 beds. In Gianyar Regency there are 6 Type C Hospitals and one of them is Kasih Ibu Saba Hospital, but with the facilities that Kasih Ibu Saba Hospital has made this Hospital a referral center for the East Bali region, especially supporting facilities, namely MRI, equipment facilities in the operating room (ESWL) and Hyperbaric chamber. The number of excellent services (Of Excelent) that are owned requires a lot of qualified and human resources to be able to provide maximum and quality service. In 2023, Kasih Ibu Saba was awarded two awards from BPJS Ketenagakerjaan, namely the hospital as the best Work Accident Service Center in the Bali Nusa Tenggara Regional Office in 2022 and the Paritran Award in the Public Service Sector. With this award, Kasih Ibu Saba Hospital must further maintain and even improve the quality of in all fields. For this reason, the quality of human resources is certainly the main key to the quality of hospital

services. The population in this study were all nurses of Kasih Ibu Saba Hospital who had more than 1 year of service. Based on data on the number of nurses with more than 1 year of service there are 79 people, so in accordance with the calculation of the minimum number of samples, this study uses the entire population as respondents.

RESULT AND DISCUSSION

Validity Test

The product moment correlation coefficient (r count) is then compared with the critical value of r (r table) = 0.188 ($n = 75$). If the correlation coefficient is greater than 0.188 and all question items and has a significance level below 0.05, the question items submitted are declared valid.

Based on the results of the analysis, the correlation value for all items is more than 0.165 and has a significance level below 0.05. This means that it can be concluded that all question items asked in this study are valid.

Reliability Test

Table 2. Reliability Test

Variables	Cronbach's Alpha	r Table	Description
Work Environment	0,920	0,188	Reliable
<i>Burnout</i>	0,917	0,188	Reliable
Job Satisfaction	0,819	0,188	Reliable
<i>Resilience</i>	0,622	0,188	Reliable
<i>Intention to Stay</i>	0,724	0,188	Reliable

Source: Primary data processed (2024)

Based on the results of the analysis, the correlation value for all variables is more than 0.188. This means that it can be concluded that all variables in this study are declared reliable.

Classical Assumption Test

Normality Test

Table 3. Normality Test

No.	Variables	P value	Description
1	Age	0.312	Normal
2	Experience	0.556	Normal
3	Marriage Status	0.214	Normal
3	Work Environment	0.201	Normal
5	<i>Burnout</i>	0.114	Normal
6	Satisfaction	0.224	Normal
7	<i>Resilience</i>	0.990	Normal
8	<i>Intention to Stay</i>	0.423	Normal

Source: Primary data processed (2024)

From Table 3, the magnitude of the p value for all variables of this study is greater than 0.05. Thus it can be concluded that there is no difference in the

distribution of residuals with normal distribution, or it can be said that all residuals on each variable are normally distributed.

Model Identification

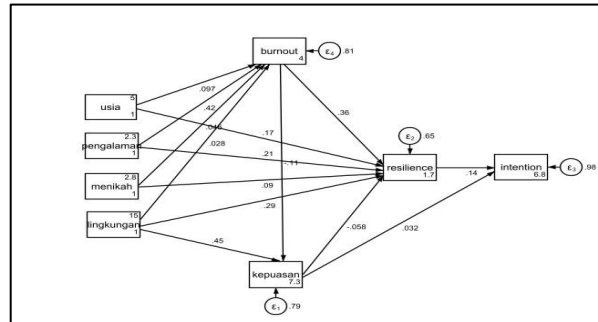


Figure 1: Model Identification

Source: Primary data processed (2024)

$$\begin{aligned}
 df &= \frac{1}{2} \times p(p+1) - k \\
 &= \frac{1}{2} \times 8(8+1) - 22 \\
 &= \frac{1}{2} \times 8 \times 9 - 22 \\
 &= 36 - 22 \\
 &= 14
 \end{aligned}$$

Based on the above calculations, it is known that the degree of freedom (df) value > 0 so that the path analysis model is well identified. For this reason, the proposed path analysis model can be analyzed further.

Path Analysis Results

Results of Path Analysis with Burnout as the Dependent Variable

Variables	Coef.	p value	95%CI	
			Lower	Upper
Age				
Direct Effect	-6,12	0,001*	2,21	11,56
Indirect Effect		0 (no path)		
Total Securities	-6,12	0,001*	2,21	11,56
Work Experience				
Direct Effect	-6,98	0,002*	2,65	11,21
Indirect Effect		0 (no path)		
Total Securities	-6,98	0,002*	2,65	11,21
Marriage Status				
Direct Effect	-2,23	0,421	-7,12	13,43
Indirect Effect		0 (no path)		
Total Securities	-2,23	0,421	-7,12	13,43
Work Environment				
Direct Effect	-7,12	0,006*	2,34	11,89
Indirect Effect		0 (no path)		

Total Securities	-7,12	0,006*	2,34	11,89
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Source: Primary data processed (2024)

1. The Effect of Age on Burnout

Based on table 4. It is known that age has a coefficient value of -6.12 and a significance value of 0.001 which is smaller than 0.05 ($0.001 < 0.05$), so it can be concluded that age has a negative influence on burnout in nurses at Kasih Ibu Saba Hospital.

2. The Effect of Work Experience on Burnout

Based on table 4. It is known that work experience has a coefficient value of -6.98 and a significance value of 0.002 which is smaller than 0.05 ($0.002 < 0.05$), for that it can be concluded that work experience has a negative influence on burnout in nurses at Kasih Ibu Saba Hospital.

3. The Effect of Marital Status on Burnout

Based on table 4. It is known that marital status has a coefficient value of -2.23 and a significance value of 0.421 which is greater than 0.05 ($0.421 > 0.05$), so it can be concluded that marital status has no influence on burnout in nurses at Kasih Ibu Saba Hospital.

4. The Effect of Work Environment on Burnout

Based on table 4. It is known that the work environment has a coefficient value of -7.12 and a significance value of 0.006 which is smaller than 0.05 ($0.006 < 0.05$), for that it can be concluded that the work environment has a significant negative effect on burnout in nurses at Kasih Ibu Saba Hospital.

Path Analysis Results With Job Satisfaction as the Dependent Variable

Table 5. Path Analysis Results With Job Satisfaction as the Dependent Variable

Variables	Coef.	p value	95%CI	
			Lower	Upper
Age				
Direct		0 (no path)		
Indirect	0,28	0,005*	0,15	0,53
Total Securities	0,28	0,005*	0,15	0,53
Work Experience				
Direct		0 (no path)		
Indirect	0,24	0,002*	0,31	0,42
Total Securities	0,24	0,002*	0,31	0,42
Marriage Status				
Direct		0 (no path)		
Indirect	0,06	0,231	-0,32	0,27
Total Securities	0,06	0,231	-0,32	0,27
Work Environment				
Direct	0,34	0,001*	0,18	0,51
Indirect	0,23	0,002*	0,21	0,48
Total Securities	0,57	0,001*	0,17	0,52

Burnout				
Direct	-0,30	0,000*	0,28	0,53
Indirect		0 (no path)		
Total Securities	-0,30	0,000*	0,28	0,53

Source: Primary data processed (2024)

- 1. The Effect of Age on Job Satisfaction Mediated by Burnout**
 Based on table 4.10, it is known that age has a coefficient value of 0.28 and a significance value of 0.005 which is smaller than 0.05 ($0.005 < 0.05$), so it can be concluded that age has a significant positive effect on job satisfaction mediated by burnout in nurses at Kasih Ibu Saba Hospital.
- 2. The Effect of Work Experience on Job Satisfaction Mediated by Burnout**
 Based on table 4.10, it is known that work experience has a coefficient value of 0.24 and a significance value of 0.002 which is smaller than 0.05 ($0.002 < 0.05$), so it can be concluded that age has a significant positive effect on job satisfaction mediated by burnout in nurses at Kasih Ibu Saba Hospital.
- 3. The Effect of Marital Status on Job Satisfaction Mediated by Burnout**
 Based on table 4.10, it is known that marital status has a coefficient value of 0.06 and a significance value of 0.231 which is greater than 0.05 ($0.231 > 0.05$), so it can be concluded that marital status has no effect on job satisfaction mediated by burnout in nurses at Kasih Ibu Saba Hospital.
- 4. The Effect of Work Environment on Job Satisfaction**
 Based on table 4.10, it is known that the work environment has a coefficient value of 0.34 and a significance value of 0.001 which is smaller than 0.05 ($0.001 < 0.05$), so it can be concluded that the work environment has a positive influence on job satisfaction in nurses at Kasih Ibu Saba Hospital.
- 5. The Effect of Environment on Job Satisfaction Mediated by Burnout**
 Based on table 4.10, it is known that the work environment has a coefficient value of 0.23 and a significance value of 0.002 which is smaller than 0.05 ($0.002 < 0.05$), so it can be concluded that the environment has a significant positive effect on job satisfaction mediated by burnout in nurses at Kasih Ibu Saba Hospital.
- 6. The Effect of Burnout on Job Satisfaction**
 Based on table 4.10, it is known that burnout has a coefficient value of -0.30 and a significance value of 0.000 which is smaller than 0.05 ($0.000 < 0.05$), so it can be concluded that burnout has a significant negative effect on job satisfaction in nurses at Kasih Ibu Saba Hospital.

Path Analysis Results With Resilience as the Dependent Variable

Table 6. Results of Path Analysis with Resilience as the Dependent Variable

Variables	Coef.	p value	95%CI	
			Lower	Upper
Age				
Direct	1,81	0,012*	0,01	1,34
Indirect	0,38	0,007*	0,04	1,21
Total Securities	2,19	0,001*	0,19	1,60
Work Experience				
Direct	0,39	0,009*	0,07	0,66
Indirect	0,29	0,003*	0,05	0,74
Total Securities	0,68	0,005*	0,211	1,36
Marriage Status				
Direct	0,54	0,018*	0,09	1,47
Indirect	0,68	0,025*	0,08	0,84
Total Securities	1,22	0,036*	0,70	1,52
Work Environment				
Direct	0,70	0,011*	0,05	1,47
Indirect	0,61	0,012*	0,09	0,64
Total Securities	1,31	0,003*	0,07	1,57
Burnout				
Direct	-0,40	0,011*	0,23	2,08
Indirect	-1,89	0,005*	0,06	1,04
Total Securities	-2,29	0,021*	0,24	2,07
Job Satisfaction				
Direct	0,65	0,018*	0,13	1,07
Indirect		0 (no path)		
Total Securities	0,65	0,018*	0,13	1,07

Source: Primary data processed (2024)

1. The Effect of Age on Resilience

Based on table 6. it is known that age has a coefficient value of 1.81 and a significance value of 0.012 which is smaller than 0.05 (0.012 <0.05), so it can be concluded that age has a significant positive effect on resilience in nurses at Kasih Ibu Saba Hospital.

2. The Effect of Age on Resilience Mediated by Burnout

Based on table 6. it is known that age has a coefficient value of 0.38 and a significance value of 0.007 which is smaller than 0.05 (0.007 <0.05), so it can be concluded that age has a significant positive effect on resilience mediated by burnout in nurses at Kasih Ibu Saba Hospital.

3. The Effect of Work Experience on Resilience

Based on table 6. it is known that work experience has a coefficient value of 0.39 and a significance value of 0.009 which is smaller than 0.05 (0.009 <0.05), so it can be concluded that work experience has a significant positive effect on resilience in nurses at Kasih Ibu Saba Hospital.

4. The Effect of Work Experience on Resilience Mediated by Burnout

Based on table 6, it is known that work experience has a coefficient value of 0.29 and a significance value of 0.003 which is smaller than 0.05 ($0.003 < 0.05$), so it can be concluded that work experience has a significant positive effect on resilience mediated by burnout in nurses at Kasih Ibu Saba Hospital.

5. The Effect of Marital Status on Resilience

Based on table 6, it is known that marital status has a coefficient value of 0.54 and a significance value of 0.018 which is smaller than 0.05 ($0.018 < 0.05$), so it can be concluded that marital status has a significant positive effect on resilience in nurses at Kasih Ibu Saba Hospital.

6. The Effect of Marital Status on Resilience Mediated by Burnout

Based on table 6, it is known that marital status has a coefficient value of 0.68 and a significance value of 0.025 which is smaller than 0.05 ($0.025 < 0.05$), so it can be concluded that marital status has a significant positive effect on resilience mediated by burnout in nurses at Kasih Ibu Saba Hospital.

7. The Effect of Work Environment on Resilience

Based on table 6, it is known that the work environment has a coefficient value of 0.70 and a significance value of 0.011 which is smaller than 0.05 ($0.011 < 0.05$), so it can be concluded that the work environment has a significant positive effect on resilience in nurses at Kasih Ibu Saba Hospital.

8. The Effect of Work Environment on Resilience Mediated by Burnout

Based on table 6, it is known that the work environment has a coefficient value of 0.61 and a significance value of 0.012 which is smaller than 0.05 ($0.012 < 0.05$), so it can be concluded that the work environment has a significant positive effect on resilience mediated by burnout in nurses at Kasih Ibu Saba Hospital.

9. The Effect of Work Environment on Resilience Mediated by Job Satisfaction

Based on table 6, it is known that the work environment has a coefficient value of 0.61 and a significance value of 0.012 which is smaller than 0.05 ($0.012 < 0.05$), so it can be concluded that the work environment has a significant positive effect on resilience mediated by job satisfaction in nurses at Kasih Ibu Saba Hospital.

10. The Effect of Burnout on Resilience

Based on table 6, it is known that burnout has a coefficient value of -0.40 and a significance value of 0.011 which is smaller than 0.05 ($0.011 < 0.05$), so it can be concluded that burnout has a significant negative effect on resilience in nurses at Kasih Ibu Saba Hospital.

11. The Effect of Burnout on Resilience Mediated by Job Satisfaction

Based on table 6, it is known that burnout has a coefficient value of -1.89 and a significance value of 0.005 which is smaller than 0.05 ($0.005 < 0.05$), so it can

be concluded that burnout has a significant negative effect on resilience mediated by job satisfaction in nurses at Kasih Ibu Saba Hospital.

12. The Effect of Job Satisfaction on Resilience

Based on table 6, it is known that job satisfaction has a coefficient value of 0.65 and a significance value of 0.018 which is smaller than 0.05 ($0.018 < 0.05$), so it can be concluded that job satisfaction has a significant positive effect on resilience in nurses at Kasih Ibu Saba Hospital.

Path Analysis Results With Intention to Stay as the Dependent Variable

Table 7. Path Analysis Results With Intention to Stay as the Dependent Variable

Variables	Coef.	p value	95%CI	
			Lower	Upper
Age				
Direct		0 (no path)		
Indirect	0,09	0,216	-0,04	0,12
Total Securities	0,09	0,216	-0,04	0,12
Work Experience				
Direct		0 (no path)		
Indirect	0,67	0,017*	0,06	1,78
Total Securities	0,67	0,017*	0,06	1,78
Marriage Status				
Direct		0 (no path)		
Indirect	1,20	0,007*	-0,30	2,05
Total Securities	1,20	0,007*	-0,30	2,05
Work Environment				
Direct		0 (no path)		
Indirect	0,98	0,023*	0,10	1,55
Total Securities	0,98	0,023*	0,10	1,55
Burnout				
Direct		0 (no path)		
Indirect	-1,56	0,001*	0,78	2,03
Total Securities	-1,56	0,001*	0,78	2,03
Job Satisfaction				
Direct	0,004	0,096	-0,06	0,56
Indirect		0 (no path)		
Total Securities	0,004	0,096	-0,06	0,56
Resilience				
Direct	0,78	0,011*	0,22	1,80
Indirect		0 (no path)		
Total Securities	0,78	0,011*	0,22	1,80

Source: Primary data processed (2024)

1. The Effect of Age on Intention to Stay Mediated by Resilience

Based on table 7, it is known that age has a coefficient value of 0.09 and a significance value of 0.216 which is greater than 0.05 ($0.216 > 0.05$), so it can be

concluded that age has no significant effect on intention to stay which is mediated by resilience in nurses at Kasih Ibu Saba Hospital.

2. **The Effect of Work Experience on Intention to Stay Mediated by Resilience**
Based on table 7, it is known that work experience has a coefficient value of 0.67 and a significance value of 0.017 which is smaller than 0.05 ($0.017 < 0.05$), so it can be concluded that work experience has a significant positive effect on intention to stay which is mediated by resilience in nurses at Kasih Ibu Saba Hospital.
3. **The Effect of Marital Status on Intention to Stay Mediated by Resilience**
Based on table 7, it is known that marital status has a coefficient value of 1.20 and a significance value of 0.007 which is smaller than 0.05 ($0.007 < 0.05$), so it can be concluded that marital status has a significant positive effect on intention to stay which is mediated by resilience in nurses at Kasih Ibu Saba Hospital.
4. **The Effect of Work Environment on Intention to Stay Mediated by Resilience**
Based on table 7, it is known that the work environment has a coefficient value of 0.98 and a significance value of 0.023 which is smaller than 0.05 ($0.023 < 0.05$), so it can be concluded that the work environment has a significant positive effect on intention to stay which is mediated by resilience in nurses at Kasih Ibu Saba Hospital.
5. **The Effect of Burnout on Intention to Stay Mediated by Job Satisfaction**
Based on table 7, it is known that burnout has a coefficient value of -1.56 and a significance value of 0.001 which is smaller than 0.05 ($0.001 < 0.05$), so it can be concluded that burnout has a significant negative effect on intention to stay which is mediated by job satisfaction in nurses at Kasih Ibu Saba Hospital.
6. **The Effect of Job Satisfaction on Intention to Stay**
Based on table 7, it is known that job satisfaction has a coefficient value of 0.004 and a significance value of 0.096 which is greater than 0.05 ($0.096 > 0.05$), so it can be concluded that job satisfaction does not have a significant effect on intention to stay on nurses at Kasih Ibu Saba Hospital.
7. **The Effect of Resilience on Intention to Stay**
Based on table 7, it is known that resilience has a coefficient value of 0.78 and a significance value of 0.011 which is smaller than 0.05 ($0.011 < 0.05$), so it can be concluded that resilience has a significant positive effect on intention to stay on nurses at Kasih Ibu Saba Hospital.

Table 8 Conclusion of Path Analysis Results

Path	Description
Age -> <i>Burnout</i>	Significant Negative Effect
Work Experience -> <i>Burnout</i>	Significant Negative Effect
Marital Status -> <i>Burnout</i>	No Significant Effect
Work Environment -> <i>Burnout</i>	Significant Negative Effect

Age -> <i>Burnout</i> -> Job Satisfaction	Significant Positive Influence
Work Experience -> <i>Burnout</i> -> Job Satisfaction	Significant Positive Influence
Marital Status -> <i>Burnout</i> -> Job Satisfaction	No Significant Effect
Work Environment -> Job Satisfaction	Significant Positive Influence
Work Environment -> <i>Burnout</i> -> Job Satisfaction	Significant Positive Influence
<i>Burnout</i> -> Job Satisfaction	Significant Negative Effect
Age -> <i>Resilience</i>	Significant Positive Influence
Age -> <i>Burnout</i> -> <i>Resilience</i>	Significant Positive Influence
Work Experience-> <i>Resilience</i>	Significant Positive Influence
Work Experience -> <i>Burnout</i> -> <i>Resilience</i>	Significant Positive Influence
Marital Status -> <i>Resilience</i>	Significant Positive Influence
Marital Status -> <i>Burnout</i> -> <i>Resilience</i>	Significant Positive Influence
Work Environment -> <i>Resilience</i>	Significant Positive Influence
Work Environment -> <i>Burnout</i> -> <i>Resilience</i>	Significant Positive Influence
Work Environment -> Job Satisfaction -> <i>Resilience</i>	Significant Positive Influence
<i>Burnout</i> -> <i>Resilience</i>	Significant Negative Effect
<i>Burnout</i> -> Job Satisfaction-> <i>Resilience</i>	Significant Negative Effect
Job Satisfaction-> <i>Resilience</i>	Significant Positive Influence
Age -> <i>Resilience</i> -> <i>Intention to Stay</i>	No Significant Effect
Work Experience -> <i>Resilience</i> -> <i>Intention to Stay</i>	Significant Positive Influence
Marital Status -> <i>Resilience</i> -> <i>Intention to Stay</i>	Significant Positive Influence
Work Environment -> <i>Resilience</i> -> <i>Intention to Stay</i>	Significant Positive Influence
<i>Burnout</i> -> Job Satisfaction -> <i>Intention to Stay</i>	Significant Negative Effect
Job Satisfaction -> <i>Intention to Stay</i>	No Significant Effect
<i>Resilience</i> -> <i>Intention to Stay</i>	Significant Positive Influence

Source: Primary data processed (2024)

Goodness of Fit Test

Table 9. Goodness of Fit Test

<i>Goodness of Fit Test</i>	<i>P Value</i>
<i>Chi Square</i>	0,141
CFI	0,972

Source: Primary data processed (2024)

Based on the *goodness of fit* test results, it shows that the path analysis model can be said to be fit with the data, this is indicated by the *chi square* value > 0.05 and the Cfi value > 0.90.

□ **The Effect of Age on Burnout:** Age has a significant negative influence on burnout in nurses. The more mature a person is, the lower the level of burnout experienced. These results are also supported by research conducted by Indiwati et al., (2023) which states that age has a significant influence on *burnout*.

□ **The Effect of Work Experience on Burnout:** Work experience also has a significant negative influence on burnout. The more experienced the nurse, the lower the level of burnout felt. The results of this study are in line with research conducted by Indrian et al., (2023) which states that nurses whose tenure is less

than 10 years have a higher average burnout value than nurses with more than 10 years of service.

□ **Effect of Marital Status on Burnout:** Marital status has no significant effect on burnout in nurses. These results are also supported by research conducted by Siraj et al., (2023) which states that marital status has no significant effect on the level of burnout of workers.

□ **The Effect of Work Environment on Burnout:** A good work environment has a significant negative influence on burnout. A conducive work environment can reduce the level of burnout. These results are also supported by research conducted by Siraj et al., (2023) which states that the work environment has a significant effect on the level of worker burnout.

□ **The Effect of Age on Job Satisfaction Mediated by Burnout:** Age has a significant positive effect on job satisfaction mediated by burnout. A more mature age increases job satisfaction through better burnout management. This result is also supported by research conducted by Hamdiah (2021) which states that age has a significant effect on job satisfaction mediated by *burnout*.

□ **The Effect of Work Experience on Job Satisfaction Mediated by Burnout:** Work experience has a significant positive effect on job satisfaction mediated by burnout. More experienced employees tend to have higher job satisfaction. This result is also supported by research conducted by Hamdiah (2021) which states that work experience has a significant effect on job satisfaction mediated by *burnout*.

□ **The Effect of Marital Status on Job Satisfaction Mediated by Burnout:** Marital status has no significant effect on job satisfaction mediated by burnout. This result is supported by research conducted by Taufiqurrahman et al., (2020) which states that married employees have higher job satisfaction than employees who have unmarried status, because married employees have responsibilities towards their families. This result can be attributed to the third hypothesis test that marital status does not have a positive effect on *burnout*.

□ **Effect of Work Environment on Job Satisfaction:** A good work environment has a significant positive effect on nurses' job satisfaction at Kasih Ibu Saba Hospital, with a coefficient of 0.34 and P-values of 0.001. These results are also supported by research conducted by Hamdiah (2021) which states that a conducive work environment is able to have a positive and significant effect on job satisfaction.

□ **The Effect of Work Environment on Job Satisfaction Mediated by Burnout:** A good work environment also has a positive effect on job satisfaction mediated by burnout (coefficient 0.23, P-Values 0.002). This result is also supported by research conducted by Hamdiah (2021) which states that the work environment has a positive and significant effect on job satisfaction mediated by *burnout*.

□ **The Effect of Burnout on Job Satisfaction:** Burnout has a significant negative effect on nurses' job satisfaction, with a coefficient of -0.30 and P-values of 0.000. These results are also supported by research conducted by Indrian et al., (2023) which states that *burnout* has a significant negative effect on nurse job satisfaction.

□ **The Effect of Age on Resilience:** Age has a significant positive effect on resilience (coefficient 1.81, P-Values 0.012), indicating that the higher the age, the higher the resilience of nurses. These results are also supported by research

conducted by Zaini (2021) which states that age has a significant positive effect on the level of nurse *resilience*.

□ **The Effect of Age on Resilience Mediated by Burnout:** In this study, the *coefficient* value is 0.38 and the P-Values (0.007) <0.05. This shows that age has a significant positive effect on *resilience* mediated by *burnout*. These results are also supported by research conducted by Zaini (2021) which states that age has a significant positive effect on the level of nurse *resilience* mediated by *burnout*.

□ **Effect of Work Experience on Resilience:** Work experience has a significant positive effect on resilience, with a coefficient of 0.39 and P-values of 0.009. These results are also supported by research conducted by Athifahsari et al., (2022) which states that work experience has a significant positive effect on nurse *resilience*.

□ **The Effect of Work Experience on Resilience Mediated by Burnout:** In this study, the *coefficient* value is 0.29 and the P-Values (0.003) <0.05. This shows that work experience has a significant positive effect on *resilience* mediated by *burnout*. These results are also supported by research conducted by Athifahsari et al., (2022) which states that work experience has a significant positive effect on nurse *resilience* mediated by *burnout*.

□ **The Effect of Marital Status on Resilience:** Marital status has a significant positive effect on resilience, with a coefficient of 0.54 and P-values of 0.018. These results are also supported by research conducted by Swandewi et al., (2021) which states that marital status has a significant positive effect on nurse *resilience*.

□ **The Effect of Marital Status on Resilience Mediated by Burnout:** In this study, the *coefficient* value is 0.68 and the P-values (0.025) <0.05. This shows that marital status has a significant positive effect on *resilience* mediated by *burnout*. These results are also supported by research conducted by Swandewi et al., (2021) which states that marital status has a significant positive effect on resilience mediated by burnout. which states that marital status has a significant positive effect on nurse *resilience* mediated by *burnout*.

□ **The Effect of Work Environment on Resilience**

In this study, the *coefficient* value is 0.70 and the P-values (0.011) <0.05. This shows that the work environment has a significant positive effect on *resilience*. These results are also supported by research conducted by Zaini (2021) which states that the work environment has a significant positive effect on the level of nurse *resilience*.

□ **The Effect of Work Environment on Resilience Mediated by Burnout:** In this study, the *coefficient* value is 0.61 and the P-Values (0.012) <0.05. This shows that the environment has a significant positive effect on *resilience* mediated by *burnout*. These results are also supported by research conducted by Wokas et al., (2023) which states that the work environment has a significant positive effect on the level of nurse *resilience* mediated by *burnout*.

□ **The Effect of Work Environment on Resilience Mediated by Job Satisfaction:** In this study, the *coefficient* value is 0.61 and the P-Values (0.012) <0.05. This shows that the work environment has a significant positive effect on *resilience* mediated by job satisfaction. This is because the work environment is a place where employees spend their time working. In accordance with the results

obtained in research conducted by Sulistiana & Sri Darma (2023) It is interpreted that the higher the employee's job satisfaction, the higher the employee's involvement in everything in his company, so it can be concluded that the work environment has a big factor for employee satisfaction itself. Nuari (2017) which states that the work environment has a significant positive effect on the level of nurse *resilience* mediated by job satisfaction.

□ **The Effect of Burnout on Resilience:** In this study, the *coefficient* value was -0.40 and the P-values (0.011) <0.05. This shows that *burnout* has a significant negative effect on *resilience*. This explains that the lower the *burnout*, the higher the level of nurse *resilience*. This is because long-term stress can exacerbate nurses' existing emotional, physical, and mental health problems, which in turn can drain their energy reserves, leading to physical and mental exhaustion (*burnout*). According to Wokas et al.(2023), nurses with high burnout tend to be less resilient than their peers, so they will usually have low levels of resilience. This result is also supported by research conducted by Wokas et al., (2023) which states that burnout has a significant negative effect on the level of nurse resilience.

□ **The Effect of Burnout on Resilience Mediated by Satisfaction:** In this study, the *coefficient* value of -1.89 and the P-values (0.005) <0.05 were obtained. This shows that *burnout* has a significant negative effect on *resilience* mediated by job satisfaction. These results are also supported by research conducted by Atrianah et al., (2023) which states that burnout has a significant negative effect on the level of nurse resilience.

□ **Effect of Job Satisfaction on Resilience:** In this study, the *coefficient* value of 0.65 and the P-values (0.018) <0.05 were obtained. This shows that job satisfaction has a significant positive effect on *resilience*. This explains that the higher the nurse's job satisfaction, the higher the nurse's *resilience* level. These results are also supported by research conducted by Subiyono (2022) which states that job satisfaction has a positive and significant effect on the level of nurse resilience.

□ **The Effect of Age on Intention to Stay Mediated by Resilience:** Based on the twenty-third hypothesis test, namely whether the age variable has a positive effect on *intention to stay* which is mediated by *resilience* in nurses at Kasih Ibu Saba Hospital, the *coefficient* value is 0.09 and the P-values (0.216) > 0.05. This indicates that age has no significant effect on *intention to stay* which is mediated by *resilience*. This shows that age has no significant effect on *intention to stay* which is mediated by *resilience*. These results are partly supported by research conducted by Zaini (2021) on nurses in Jember, East Java. In these nurses in Jember, no significant relationship was found between age and *resilience* as the dependent variable.

□ **The Effect of Work Experience on Intention to Stay Mediated by Resilience:** In this study, the *coefficient* value is 0.67 and the P-Values value (0.017) <0.05. This shows that work experience has a significant positive effect on *intention to stay* which is mediated by *resilience*. These results are also supported by research

conducted by Athifahsari et al., (2022) which states that work experience has a significant positive effect on *intention to stay* which is mediated by nurse *resilience*.

□ **The Effect of Marital Status on Intention to Stay Mediated by Resilience:** In this study, the *coefficient* value is 1.20 and the P-Values (0.007) <0.05. This shows that marital status has a significant positive effect on *intention to stay* which is mediated by *resilience*. These results are also supported by research conducted by Swandewi et al., (2021) which states that marital status has a significant positive effect on *intention to stay* which is mediated by nurse *resilience*.

□ **The Effect of Work Environment on Intention to Stay Mediated by Resilience:** In this study, the *coefficient* value is 0.98 and the P-Values value (0.023) <0.05. This shows that the work environment has a significant positive effect on *intention to stay* which is mediated by *resilience*. These results are also supported by research conducted by Zaini (2021) which states that the work environment has a significant positive effect on *intention to stay* which is mediated by the level of nurse *resilience*.

□ **The Effect of Burnout on Intention to Stay Mediated by Job Satisfaction:** In this study, the *coefficient* value is -1.56 and the P-Values (0.001) <0.05. This shows that *burnout* has a significant negative effect on *intention to stay* which is mediated by job satisfaction. Related to workload is also found by Susilawati & Darma (2019) in previous research that workload has a positive and significant influence on the desire to leave or leave the right job . For this reason, burnout that can be minimized will be able to increase nurse job satisfaction. This result is also supported by research conducted by Indrian et al., (2023) which states that *burnout* has a significant negative effect on *intention to stay* which is mediated by nurse job satisfaction.

□ **The Effect of Job Satisfaction on Intention to Stay:** In this study, the *coefficient* value is 0.004 and the P-values (0.096) > 0.05. This shows that job satisfaction has no significant effect on *intention to stay*. *Coping mechanisms* such as optimism, *information seeking*, *benefit finding* and social support, and *work-life balance* can be a kind of prophylaxis in preventing *turnover* (promotive to *intention to stay*). These psychological determinants have not been studied in nurses at Kasih Ibu Saba Hospital, so to provide a more comprehensive picture of the relationship between job satisfaction and *intention to stay*, both are important to be studied in future studies.

□ **The Effect of Resilience on Intention to Stay:** In this study, the coefficient value is 0.78 and the P-values (0.011) <0.05. This shows that resilience has a significant positive effect on intention to stay. This explains that the higher the level of nurse resilience, the higher the level of nurse intention to stay. Resilience is a person's ability to cope with stress that depends on each individual in adjusting to changes in daily life. These results are supported by research conducted by Atrianah et al., (2023) which states that resilience has a significant positive effect on intention to stay.

CONCLUSION

Based on the results and discussion previously described, several important points can be concluded regarding the influence of various factors on burnout, job satisfaction, resilience, and intention to stay in nurses. Age has a significant negative effect on burnout, meaning that the older the nurse, the lower the level of burnout experienced. Likewise, work experience showed a significant negative effect on burnout, where the more work experience, the lower the level of burnout. Marital status did not show a significant effect on burnout, but work environment had a significant negative effect on burnout. A better work environment reduces the level of burnout. Age also has a significant positive effect on job satisfaction mediated by burnout, as does work experience. That is, the older and more work experience, job satisfaction increases if burnout is low. However, marital status does not affect job satisfaction mediated by burnout. The work environment has a significant positive effect on job satisfaction, meaning that a good work environment increases nurses' job satisfaction. The work environment also affects job satisfaction mediated by burnout. Burnout has a significant negative effect on job satisfaction, so that low levels of burnout increase nurses' job satisfaction. Age has a significant positive effect on resilience, indicating that the older the nurses, the higher their level of resilience. Work experience also has a significant positive influence on resilience, meaning that the more work experience, the higher the level of resilience. Marital status shows a significant positive influence on resilience, where married nurses tend to have higher levels of resilience. The effect of work environment on resilience is also significantly positive, meaning that a good work environment increases nurses' resilience. The work environment has a significant positive effect on resilience mediated by burnout, and job satisfaction also acts as a mediator between the work environment and resilience. Burnout has a significant negative effect on resilience, indicating that low levels of burnout increase nurse resilience. Burnout also has a significant negative effect on resilience mediated by job satisfaction. Job satisfaction itself has a significant positive effect on resilience, which means that the higher the job satisfaction, the higher the level of resilience. In terms of intention to stay, age does not show a significant effect mediated by resilience. However, work experience has a significant positive effect on intention to stay mediated by resilience, as well as marital status and work environment. Burnout has a significant negative effect on intention to stay mediated by job satisfaction. Job satisfaction does not show a significant effect on intention to stay, but resilience has a significant positive effect on intention to stay, meaning that the higher the resilience, the higher the intention to stay.

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