

The Influence of Job Burnout on Turnover Intention Among Nurses in Hospitals/Health Clinics

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ABSTRACT: Hospital as a service center for the community prioritizes quality and quality services for its main stakeholders, namely patients. In providing services, quality human resources are also needed. The role of health workers is crucial to achieving the success of the goals of the organization. The challenges faced by the hospital are also not easy, especially related to health workers, namely nurses. The workload carried by nurses, work environment conditions and relationships with coworkers or patients can sometimes cause work stress. Excessive work stress can cause a person to experience job burnout. If this condition is experienced for a long period of time and is not resolved immediately, it will lead to a person's desire to move or leave his job and look for another better job (turnover intention). This condition occurs in almost all hospitals / health clinics. Therefore, the current study will discuss the desire to move or quit their job (Turnover intention) of nurses that occur in hospitals / health clinics influenced by one of them by job burnout. The results of research using literature review studies with case studies of all nurses working in hospitals / health clinics provide the conclusion that Job burnout has a positive and significant effect on turnover intention of nurses in hospitals.

Keywords : hospital services, health workers, job burnout

INTRODUCTION

Health in modern era today's is a necessity for all groups of society. Public demand for quality service is getting higher. Hospital is one of the service centers for the community in the field of health. Hospitals in carrying out their role prioritize excellent and quality service. Excellent and quality service is influenced by several factors including human resources. Human Resources (HR) is the most important asset in the company because with HR that has good quality, it will produce good work results as well (Idrus et al., 2023). Therefore, good and quality service to patients is very important to support the success of hospital medical services. role of the health workers, especially nurses is a dominant factor in the success of medical services supported by complete and quality infrastructure. In addition, the success of medical services is characterized by the large number of patients who come to the hospital for treatment or health checks. This condition has a positive impact because the income earned by the hospital increases. However, it will have a negative impact if the large number of patients is not matched by the number of health workers, both nurses and medical personnel. To overcome these problems, the management must be able to manage human resources properly. If the problem is not resolved immediately, it will result in the emergence of new problems, namely increasing stress levels for health workers, especially nurses. Many affect the factors level of stress of nurses including an uncomfortable work environment, relationships with patients or coworkers, job demands (pressure from superiors) and work routines. This can lead to job burnout. Work that is carried out for a long and period of time intensely will cause job burnout to peak. Employees who experience excessive stress levels can increase a person's saturation at work (job burnout). In carrying out their duties, nurses are required to be professional in providing services to improve the quality of health services. The demands of the job can lead to increased job burnout for nurses (Lutfi et al., 2021).

According to Robert, C (in (Laily et al., 2023) Job Burnout is a condition when experiencing stress for a long time without being able to change or improve it and starting to feel empty, numb, unmotivated, hopeless and uncaring and experiencing emotional and physical exhaustion. According to Paramita & Hendratmoko (2021), when employees who give part of their energy time, thoughts and to work continuously on unlimited tasks, without adequate rest and good coaching, employees will experience burnout. According to the results of research by Kholifah et al. (2016) in Lutfi et al. (2021), found that the factors that influence burnout are internal factors namely emotional maturity psychological well-being and also self-adjustment. Employees who experience job burnout are characterized by anxiety at work, loss of enthusiasm / boredom, decreased ability to work, difficulty concentrating, decreased health, and can cause depression due to pressure both physical and mental. This can be exacerbated by uncomfortable environmental conditions and the ability of employees who cannot adapt to work conditions or maintain their jobs. This situation can result in employees wanting to move (turnover intention) looking for a better work environment.

Turnover Intention is the desire of employees to leave their company either voluntarily or involuntarily which is triggered by certain reasons. According to Refita Febriana (2023), turnover intention is are a more dangerous employment problem than turnover, because employees who do turnover intention employees who experience has a loss of work motivation, lack of work focus and work loyalty so that it impact on employee and company productivity. If it happens to nurses, it will be bad for patients and hospitals. Patients whose main goal is to seek find treatment at the hospital to healing and comfort in treatment, will move to other hospitals due to the discomfort they experience. The declining number of patients will have an impact on the decline in the hospital' s image and incomeThis problem cannot be avoided, so management must be able to overcome turnover intention by reducing the causes of turnover intention.

In previous research conducted by Astuti et al. (2022 Consultant), that Job Burnout has effect a positive and significant on Employee Turnover Intention at the Office Tax in Bali. The same research was conducted by Chairiza et al. (2018), that one of the variables that influence the turnover intention of X Group hotel employees is Job Burnout. Employees who experience Job burnout will experience burnout will be more emotionally sensitive and physically tired quickly so that they are unable and ready to do work so that it affects employee productivity. Other research shows different things that Job Burnout has effect a status significant negative on turnover intention for Marketing at Honda MPM Motor Dealers Employees Ponorogo who have permanent employee because for employees with permanent status, the compensation obtained is a consideration for marketing employees to leave their jobs. They respond to burnout that is felt in the mild category so that burnout is not a significant problem for employees with permanent status.

Based on the results of previous research, where case studies of companies that prioritize good service in their work has, researchers want to know whether Job Burnout a effect positive and significant on Turnover Intention for Health Worker Employees, especially nurses in all hospitals.

METHOD

This research uses Library Research (LR) with a Systematic Literature Review (SLR). approachData sources come from indexed journal literature that has an International Standard Serial Number (ISSN). Data retrieval by searching the internet from google scholar with the website address <https://scholar.google.co.id/scholar> or through the Publish & Perish. applicationThe research data population is a journal that focuses on the effect of job burnout on Turnover intention of health workers, especially nurses in all hospitals.

Systematic Literature Review (SLR) is a Literature Review (LR) is a literature review method that identifies, evaluates, and interprets all results from a research topic to answer specific research questions (Habibi & Artha Glory Romey Manurung, 2023). SLR is used to be able to obtain research gaps and new interesting research areas to choose from (Van Dinter et al., 2021).

Figure 1 shows the stages in the Systematic Literature Review (SLR) method:

1. Problem formulation stage (Research Question)

At this stage the researcher makes a problem formulation that will be discussed more deeply. This stage of research research is carried out to answer several questions from the objectives. The theme to be studied is the Effect of Job Burnout on Turnover Intention of Health Workers, especially Nurses in all Hospitals / Health Clinics both in Indonesia and abroad. The following are some questions questions that become research (RQ) to answer the objectives of this study:

- RQ1: Is there an effect of the independent job burnout variable on the dependent variable turnover intention?
 RQ2: What are the indicators of each variable?

2. Literature Search (Search Process)

After getting the formulation of the problem to be studied, the next stage is to search for literature relevant to the research (search process). Search Process This is carried out to obtain relevant data that can be used to answer the formulation of the problem or request question (RQ) and other related references. The data used in this study are secondary data sourced from journals or articles from previous studies. The population used in this discussion is national and international journals that contain the Effect of Job Burnout on Turnover Intention of Health Workers, especially Nurses with case studies of Hospitals / Health Clinics.

The data source used is literature published from the last 10 years, 2016 - 2024, namely by searching through the Google Scholar or Publish & Perish application.

Keywords used in the literature search are employee performance appraisal, job burnout, turnover intention, nurse, hospital. From the processliterature search, 100 journals/articles were obtained

3. Study selection (Inclusion and Exclusion Criteria)

At this stage, determining Inclusion and Exclusion Criteria. Furthermore, the literature found is selected based on predetermined criteria. This stage is carried out to decide which is literature suitable and not suitable for use in research.

4. Study Quality (Assessment QA)

In order to obtain the desired article, then a quality assessment of the literature is carried out. The that literature will be discussed is that which has met the inclusion and exclusion criteria. Inclusion and Exclusion criteria used are:

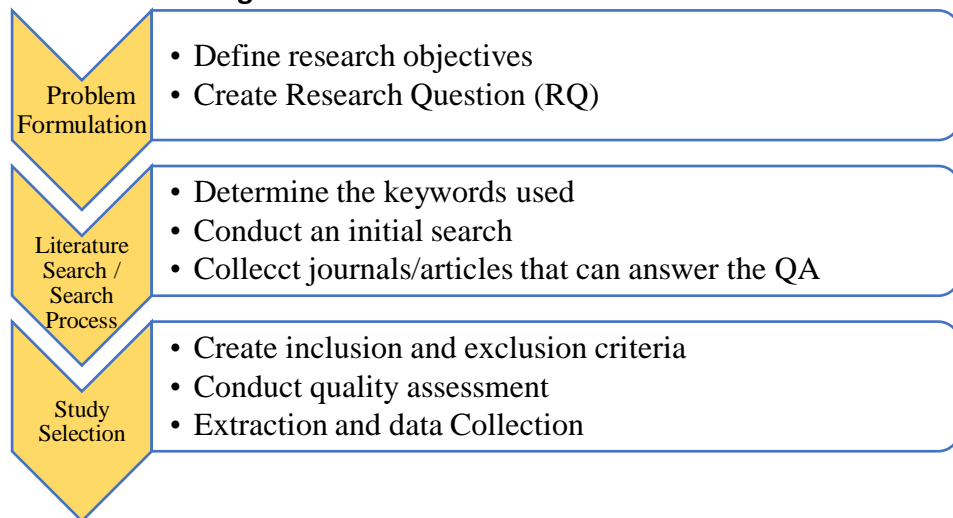
- QA1 : Is the literature in the form of Journals or conference proceedings?
- QA2 : Does the relevant literature contain the effect of job burnout on turnover intention?
- QA3 : What is the literature published from 2016 to 2024?
- QA4 : Has the literature been indexed by SINTA or Scopus?
- QA5 : Does the literature contain objects of research on health workers, especially nurses in hospitals / health clinics?

Each quality assessment criteria question will be answered with 'Yes' (Y) if the criteria are met and No (T) if the criteria are not met.

5. Data (Data Collection) extraction

After the quality assessment test, the literature data was extracted and collected. The data collected are in the in the form of journals/articles indexed/accredited SINTA (Science and Technology Index) site with the address <https://sinta.kemdikbud.go.id/> and Scopus with the address <https://www.scimagojr.com/>. The journals/articles obtained were 12 (twelve) journals/articles relevant to the research.

Figure 1. SLR Method Flowchart



RESULTS AND DISCUSSION

Based on the results of data extraction / literature data collection, 8 journals were obtained that met the eligibility and relevance for further research. Table 1. Is a list of journals / articles that will be reviewed.

Table 1. List of Journals/Articles Reviewed

No.	Article (Author, Year, Title, Journal Name, Edition, Identity DOI)	Corresponding Variable	Methodology Used	Research Results
1	Kartika Putri Amalia, Sukmo Hadi Nugroho, (2024) The Effect of Job and Teamwork on Turnover Intention at the Stress Bekasi Ananda Hospital. Inpatient Installation Engineering, Volume 17 Number 2, 351-360. DOI: 10.21107/rekayas a.v17i2.27723.	1. Work Stress 2. Teamwork 3. Burnout 4. Turnover Intention	Respondents: Nurses on duty at the Bekasi Ananda Hospital Inpatient Installation, totaling 58. Analysis used: Multiple Linear Regression Analysis, Reliability and Validity Test and Sobel Test. Sampling Technique: Total Sampling	Research results show that 1. Work stress has a positive and significant effect with a regression coefficient of 0.657 so that by reducing work stress, it will reduce turnover intention in nurses in the inpatient installation at Ananda Bekasi Hospital. 2. Teamwork has no significant effect on turnover intention, which is indicated by the regression coefficient of -0.117, meaning that turnover intention that occurs at Ananda Bekasi Hospital is not influenced by the teamwork of nurses in the Inpatient Installation. 3. Burnout has a positive and significant effect on turnover intention with a regression coefficient of 0.312 so that by reducing burnout, it will reduce turnover intention in nurses at the Bekasi Ananda Hospital inpatient installation. 4. Work stress, teamwork and burnout have a joint influence of 60.3% on turnover intention in nurses at the Bekasi Ananda Hospital inpatient installation. So that by reducing work stress and teamwork, it will reduce burnout so that the turnover intention rate will also decrease. 5. There is no effect of work stress on burnout, so the incidence of burnout is not influenced by the work stress conditions of nurses in the Bekasi Ananda Hospital inpatient installation. 6. There is a significant negative effect of teamwork on burnout so that high teamwork will reduce the incidence of burnout in nurses at the Bekasi Ananda Hospital inpatient installation. 7. There is no effect of job stress on turnover intention with burnout as an intervening variable, so that the direct effect of job stress on turnover intention in nurses at the Inpatient Installation is greater than the indirect effect.

No.	Article (Author, Year, Title, Journal Name, Edition, Identity DOI)	Corresponding Variable	Methodology Used	Research Results
2.	Desy Dwi Jayanti, Wiztafia Archadea Ajami, (2024), Overview of Work-Life Balance, Job Burnout, and Organizational Commitment Influencing Turnover Intention at XYZ Bekasi Hospital. Health Journal Affinity, Volume 6 Number 5.	<ol style="list-style-type: none"> 1. Work Life Balance 2. Job Burnout, with indicators: <ul style="list-style-type: none"> - Tired when you wake up to start work. - Feeling like work is too hard - Feeling bored at work - A lot of work is frustrating - Quick to take offense if there is a problem - Feeling the need to get the job done quickly - It's tiring working with others. 3. Organizational Commitment 4. Turnover Intention, indicator: <ul style="list-style-type: none"> - Desire to leave - Inconvenient work - Working for a long time in 1 hospital - No career progression 	<p>Respondents: 120 nurses at XYZ hospital in Bekasi</p> <p>Analysis Tool: Multivariate method and Partial Least Squares-Structural Equation Modeling (PLS-SEM) using PLS software.</p> <p>Data collection with a 1-5 Likert scale questionnaire</p> <p>Sampling Technique: Non-probability Sampling with Saturated Sample method.</p>	<p>8. There is a significant negative effect of teamwork on turnover intention with burnout as an intervening variable so that low teamwork will increase the incidence of burnout which can increase turnover intention in nurses at the Bekasi Ananda Hospital Inpatient Ward.</p> <p>The results of the study mentioned that</p> <ol style="list-style-type: none"> 1. Work-life balance has a negative effect on job burnout, which is indicated by the standardized path coefficient value of -0.357, meaning that an increase in work-life balance can reduce job burnout. 2. Work-life balance has a positive effect on organizational commitment as shown by the standardized path coefficient of 0.492. 3. Job Burnout has a positive influence on turnover intention with a standardized path coefficient value of 0.509, meaning that job burnout is able to increase turnover intention so that nurses must improve positive performance in themselves in order to suppress boredom at work so that the desire to leave the hospital decreases. 4. organizational commitment has a negative effect on turnover intention, with a standardized path coefficient value of -0.377 so it can be concluded that increasing organizational commitment can reduce nurses' desire to move and keep them committed to organizational goals. 5. Work-life balance has a negative effect on turnover intention with a standardized path coefficient value obtained of -0.066, meaning that an increase in work-life balance can reduce the level of nurse turnover intention.
3	Daniyah Fitriyah Puteri, Rizma Adlia Syakurah, (2024), Impact of Job Satisfaction and Job Burnout on Nurses'	<ol style="list-style-type: none"> 1. Job Satisfaction, with indicators: <ul style="list-style-type: none"> - control and responsibility - Scheduling Opportunities 	<p>Respondents:</p> <ul style="list-style-type: none"> - Population: 293 nurses at X Regional Hospital in Prov. South Sumatra 	<p>The results showed that</p> <ol style="list-style-type: none"> 1. job satisfaction has no significant effect on turnover intention, as indicated by the t-hit value = 0.548 and p-value 0.292. 2. Job Burnout has a positive and significant effect on turnover

No.	Article (Author, Year, Title, Journal Name, Edition, Identity DOI)	Corresponding Variable	Methodology Used	Research Results
1.	Turnover Intention at X Regional Hospital. Journal of Community Empowerment for Health, Volume 7 Number 1, 47-56. DOI: 10.22146/jcoemp h.87883.	<ul style="list-style-type: none"> - Professional opportunities - Extrinsic (external reward) - Coworkers (relationship with colleagues) - Praise and recognition - Balance of family and work 	<ul style="list-style-type: none"> - Sample: 274 nurses Data collection techniques with an online survey through Google Form in the form of a questionnaire with a Likert scale. 	<p>intention, with a value of $t = 4.973$ and $p\text{-value} = 0.000$</p> <p>3. job burnout has a positive and significant effect on job satisfaction ($p\text{-value} = 0.000$, $t = 4.371$)</p> <p>4. Demographic variables significantly affect job satisfaction ($p\text{-value} = 0.004$ and $t = 1.704$) and burnout ($p\text{-value} = 0.000$, $t = 3.627$).</p> <p>5. job burnout significantly mediates the influence between job satisfaction and turnover intention ($p\text{-value} = 0.000$, $t = 3.962$).</p> <p>6. Job satisfaction does not significantly mediate the effect of job burnout on turnover intention ($p\text{-value} = 0.287$, $t = 0.563$).</p> <p>7. job satisfaction does not significantly mediate the influence between demographics and turnover intention ($p\text{-value} = 0.347$, $t = 0.394$).</p> <p>8. job burnout significantly mediates the influence between demographics and turnover intention.</p>
2.	Burnout, indicators:	<ul style="list-style-type: none"> - Emotionally exhausted - Depersonalization - Personal Accomplishment 	<ul style="list-style-type: none"> Analysis tool: Structural Equation Modeling (SEM) using SmartPLS 4 software. Sampling Technique: Total Sampling 	<p>Conclusion: the study found that nurses are not satisfied with scheduling. Nurse scheduling in Indonesia tends to be done manually and based on experience, so it is inefficient and can cause conflict. In Indonesia, there is no law regulating nurses' work and rest time. Scheduling is very important considering the ratio of nurses and patients to prevent excessive workload so that it can increase nurses' job satisfaction. Increased burnout can make nurses feel incompetent and affect nurse productivity. So that the desire to leave work is very large as seen from the high job search score. Turnover intention is also influenced by job satisfaction and great job opportunities. Self-fulfillment contributed most to burnout and scheduling was the least satisfying aspect. Demographics in nurses can influence how satisfied or burned out nurses are at work. When considering nurses' desire to leave the workplace, burnout is a factor that mediates the relationship between job satisfaction and turnover intention. Although demographics also play a role in</p>
3.	Turnover Intention, indicator:	<ul style="list-style-type: none"> - Thinking of Quitting - Intention to Leave - Job Search 		

No.	Article (Author, Year, Title, Journal Name, Edition, Identity DOI)	Corresponding Variable	Methodology Used	Research Results
4	<p>Chung Mihee, Han Sujeong, (2023), Effects of Job Crafting, Burnout, and Job Satisfaction on Nurses' Turnover Intention: A Path Analysis. J Korean Acad Fundam Nurs, 30(2), 281-291. DOI: 10.7739/jkafn.2022.30.2.281.</p>	<p>1. Job Crafting 2. Burnout 3. Job Satisfaction 4. Turnover Intention</p>	<p>Respondents: Nurses working in three university hospitals in Korea totaling 212 respondents.</p> <p>Analysis tool: Path Analysis with SPSS/WIN 22.0 and AMOS 18.0 programs.</p> <p>Sampling Technique: Non Probability Sampling with Convenience Sampling method.</p>	<p>influencing nurses' intention to leave their jobs through burnout, the results showed that there was no significant effect of job burnout mediated by job satisfaction and demographic factors mediated by job satisfaction on nurses' desire to leave their jobs.</p> <p>Research results:</p> <ol style="list-style-type: none"> 1. Promotion-focused job crafting negatively affects burnout ($t = -0.32$ and $pvalue = 0.001$) meaning that promotion-focused job crafting can reduce burnout, increased resources and job challenges can reduce job burnout. 2. Promotion-focused Job Crafting has a positive effect on job satisfaction ($t = 0.18$ and $p-value = 0.008$) meaning that promotion-focused Job Crafting can increase job satisfaction, indicating that increased resources and challenges can increase job satisfaction. 3. burnout negatively affects job satisfaction ($t = -0.39$ and $p-value = 0.001$) 4. Job Satisfaction negatively affects turnover intention ($t = -0.26$ and $p-value = 0.001$). 5. burnput has a positive effect on Turnover intention ($t = 0.32$ and $p-value = 0.001$) 6. Promotion-focused Job Crafting has an indirect effect on Turnover Intention through Burnout and Job Satisfaction ($t = -0.18$ and $p-value = 0.001$) meaning that Promotion-focused Job Crafting can reduce burnout and increase job satisfaction and ultimately will reduce the intention to move.
5	<p>Rahel Novianti Manurung and Innocentius Bernarto (2024), <i>The Effect of Work-Life Balance, Job Burnout, Organizational Commitment on Turnover Intention at XYZ Hospital in</i></p>	<p>1. <i>Work-Life Balance</i> 2. <i>Job Burnout</i> with indicators: - Fatigue upon waking - The work is so hard - feeling bored at work - frustration due to workload</p>	<p>Respondents: Nurses at XYZ Hospital who have worked for at least 1 year. The number of respondents was 120 nurses.</p> <p>Analysis tool: The analysis used is Partial Least Squares-</p>	<p>Research results:</p> <ol style="list-style-type: none"> 1. <i>Work-Life Balance</i> has a negative influence on <i>Job Burnout</i>, indicated by the <i>standardized path coefficient</i>: -0.357, meaning that an increase in <i>work-life balance</i> can reduce <i>job burnout</i>. 2. <i>Work-Life Balance</i> has a positive on influence <i>Organizational Commitment</i> with a <i>standardized path coefficient</i>: 0.492, meaning that <i>work-life balance</i> can increase the <i>organizational</i>

No.	Article (Author, Year, Title, Journal Name, Edition, Identity DOI)	Corresponding Variable	Methodology Used	Research Results
	Bekasi, MEC-J (Management and Economics Journal), Volume 8 Issue 1, https://doi.org/10.18860/mec-j.v8i1.24183	<ul style="list-style-type: none"> - Quick to take offense at Work Problems - Desire to get the done job quickly - The thought of working with others is exhausting. 3. <i>Organizational Commitment</i> 4. <i>Turnover intention</i>, has indicators: <ul style="list-style-type: none"> - Frequent thoughts of discharge from hospital - Intention to quit if job is not - It is not comfortable to work for a long time in one hospital. - No Development - Intention to be discharged from hospital as soon as possible - Search for Job Information. - Thinking of Starting Your Own Business 	<p>Structural Equation Modeling (PLS-SEM) using software SmartPLS . test Validity with factor analysis. test Reliability using Cronbach Alpha and using the goodness of fit test to see if the data observation fits the proposed model.</p> <p>Data was collected using an online questionnaire with 1-5 point Likert scale.</p> <p>Sampling Technique: <i>Saturated Sampling</i> by using entire the population of nurses in XYZ Hospital as a sample.</p>	<p><i>commitment</i> of nurses. The benefits of someone who has a <i>work-life balance</i> potential to increase productivity, reduce absenteeism due to work stress and increase work .commitment and motivation</p> <p>3. <i>Job Burnout</i> has a positive on influence <i>Turnover Intention</i> as indicated by the <i>standardized path coefficient</i> value: 0.509, meaning that an increase in <i>job burnout</i> can increase the <i>turnover intention</i> of nurses. Nurses must improve their positive performance so as to reduce boredom at work, so that the desire to leave the hospital decreases.</p> <p>4. <i>Organizational Commitment</i> has a negative effect on <i>Turnover Intention</i> which is indicated by the <i>standardized path coefficient</i> value: -0.377 meaning that an increase in <i>organizational commitment</i> can reduce the level of <i>turnover intention</i>.</p> <p>5. <i>Work-Life Balance</i> has a negative influence on <i>Turnover Intention</i> which is indicated by the <i>standardized path coefficient</i> value: -0.066.</p> <p>From the results of the above research, it can be concluded that <i>Job Burnout</i> has a very strong influence on the level of turnover intention so that XYZ Hospital management needs to prioritize planning related to <i>job burnout</i>.</p>
6	Indarta Priyana, Anisa Nurul Muqotimah, Elan Rusnendar, (2022), The Effect of <i>Quality Of Work Life</i> and <i>Job Burnout</i> on <i>Turnover Intention</i> in at Metro Islamic Hospital Nurses , JIPSI: Scientific Journal of	<i>Quality of Work Life, Job Burnout and turnover intention</i>	<p>Respondents: nursing staff at Metro Islamic Hospital. Sample size was 96 respondents.</p> <p>Analyzer: descriptive verification analysis with a quantitative approach using SPSS.</p>	<p>The results of the research at Metro Islamic Hospital are as follows:</p> <ul style="list-style-type: none"> - <i>Quality of work life</i> has effect a negative and significant on turnover intention with an effect of 54.9%. The description of the effect of <i>quality of life</i> of nurses at the Metro Islamic Hospital, Lampung is included in the unfavorable category. So it can be concluded that the work at the Metro Islamic Hospital is in accordance with the background

No.	Article (Author, Year, Title, Journal Name, Edition, Identity DOI)	Corresponding Variable	Methodology Used	Research Results
	Psychology, Volume 3 Number 01, 10.37278/jipsi.v3i01.488		Sampling technique using <i>non-probability sampling</i> , saturated sample.	<p>but the salary given is below the Metro City UMR standard.</p> <ul style="list-style-type: none"> - <i>Job Burnout</i> has a positive and significant effect on <i>turnover intention</i> with an effect of 35.7%. The description of the effect of <i>job burnout</i> on nurses at the Metro Islamic Hospital, Lampung is included in the unfavorable category. Nurses can deal with problems that arise in the workplace, but feel lazy to discuss work with coworkers. - The coefficient of determination of variables <i>the quality of worl life</i> and <i>job burnout</i> produces an effect of 0.559 or 55.9% on <i>turnover intention</i>. <p>An overview of the influence of nursesat the Islamic Hospital Metro' <i>turnover intention</i> was revealed in the unfavorable category. Nurses are willing to be present in their work, but think about leaving work if they are under excessive pressure from superiors.</p>
7	Hidayati, Masyithah Fadhani, (2021), The Effect of <i>Burnout</i> on <i>Turnover Intention</i> of Nursing Human Resources During the COVID-19 Pandemic, Health Journal Volume 12 Number 1, ISSN (Print) 2085-7098, ISSN (Online) 2657-1366,	<i>Burnout</i> and <i>Turnover Intention</i>	<p>Respondents were COVID-19 nurses at COVID-19 referral hospitals in West Sumatra.</p> <p>Analysis tools: SEM PLS analysis and SPSS for descriptive analysis.</p> <p>Sampling Technique: The study used a quantitative approach with a method <i>crosssectional survey</i> with a total population of COVID-19 nurses at the COVID-19 referral hospital in West Sumatra and a sample size of 235 nurses</p>	<p>The results of the study at the hospital showed that</p> <ul style="list-style-type: none"> - 82.1% of nurses felt moderate <i>burnout</i> - The nurses is in the moderate category, 97%, which is mostly experienced by women due to their responsibilities and duties as women in the family.<i>turnover intention</i> of - there is a significant influence between <i>burnout</i> on <i>turnover intention</i> with a sample mean value of 0.387, meaning that the higher , the more the increases in <i>burnoutturnover intention</i> nursing human resources during the Covid-19 pandemic.

No.	Article (Author, Year, Title, Journal Name, Edition, Identity DOI)	Corresponding Variable	Methodology Used	Research Results
			<p>obtained by sampling technique <i>purposive</i> . Data collection using the MBI (questionnaires <i>Maslach Burnout Inventory</i>) and TIS (<i>Turnover Intention Scale</i>) distributed via Whatsapp via <i>linkgoogleform</i> .</p>	
8	<p>Young-Ran Yeun, Jeong-Won Han, (2016), <i>Effect of Nurses' Organizational Culture, Workplace Bullying and Work Burnout on Turnover Intention</i>, International Journal of Bio-Science and Bio-Technology, Vol. 8 No. 1,</p>	<p><i>Organizational Culture (Innovative Culture, Relational Culture, Hierarchical Culture), Workplace Bullying, Burnout and Turnover intention.</i></p>	<p>Respondents: nurses who had worked for more than 6 months in five public hospitals in Seoul and Gyeonggi Province, South Korea. The sample size was 243 nurses.</p> <p>Analysis tools: SPSS Windows 18 for descriptive analysis and multiple regression analysis.</p> <p>Sampling technique: <i>Purposive Sampling</i>. Data collection by answering questionnaire questions with a scale of 1-5</p>	<p>The results of research in Seoul Hospital and Gyeonggi Province, South Korea that There are 3 variables tested which part of <i>are Organizational Culture, namely innovative culture, relational culture, culture and Hierarchical</i> . Of the three variables, <i>innovative culture</i> and <i>relational culture</i> have a negative influence on <i>turnover intention</i> while <i>hierarchical culture</i> has a positive influence on <i>turnover intention</i>, meaning that an innovative and relational organizational culture can reduce nurses' intention to leave work while a hierarchical organizational culture can increase nurses' intention to leave their jobs. <i>Workplace bullying</i> has a significant positive effect on <i>turnover intention</i>, meaning that bullying in the workplace can increase nurses' intention to leave their jobs. <i>Work Burnout</i> has a significant positive effect on <i>turnover intention</i>, meaning that the higher the <i>work burnout</i> experienced by nurses can increase nurses' intention to leave their jobs. <i>Organizational culture, workplace bullying</i> and <i>work burnout</i> in the nurse group have a direct positive influence on <i>turnover intention</i>.</p>

Research Results

This research reviews a number of journals that contain the same topics that have a relationship with variables, namely Job Burnout and Turnover intention. The results obtained

12 (twelve) relevant journals/articles, with research time from 2016 to 2025 (the last 10 years). The following graph shows the number of studies conducted within 10 years.

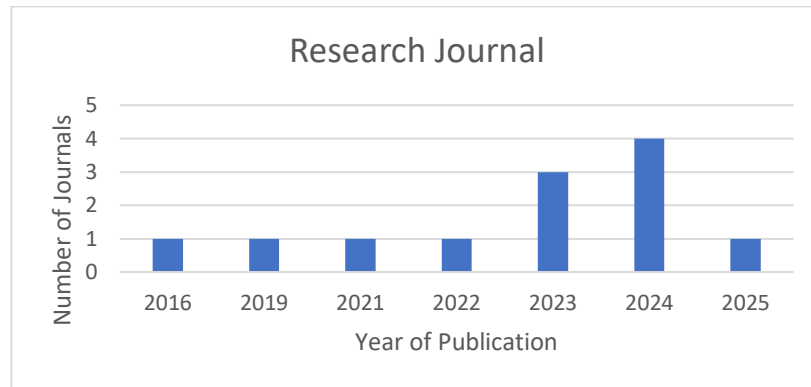


Figure 2. Research Journal

From the research conducted, researchers collected data using survey methods and distributed questionnaires to respondents. In determining the number of samples taken to be tested in research, researchers can use several sampling techniques. Of the 12 journals, 4 journals used the Non Probability Sampling Technique with the Purposive Sampling approach, 2 journals used the Total Sampling Technique, 2 journals used the Non Probability Sampling Technique with the Saturated Sample method, 2 journals used the Non Probability Sampling Technique with the Convenience Sampling method, 1 journal used and Saturated Sampling.

Of the 8 articles analyzed, the relationship between Job Burnout and Turnover Intention was obtained. The relationship can be seen in Table 2 as follows:

Table 2. Effect of Burnout on Turnover Intention

No.	Object of research	The Effect of <i>Burnout</i> on <i>Turnover Intention</i>			
		Positive	Negative	Significant	Not Significant
1	Nurses on duty at the Bekasi Ananda Hospital Inpatient Installation	√		√	
2	nurses at XYZ Hospital in Bekasi	√		√	
3	nurses at X Regional Hospital in Prov. South Sumatra	√		√	
4	Nurses working at three university hospitals in Korea	√		√	
5	Nurses at XYZ Hospital who have worked for at least 1 year	√		√	
6	nursing staff at Metro Islamic Hospital.	√		√	
7	COVID-19 nurses at COVID-19 referral hospitals in West Sumatra.	√		√	
8	nurses who had worked for more than 6 months in five public hospitals in Seoul and Gyeonggi Province, South Korea	√		√	

Studies conducted to determine the effect of job burnout variables on Nurse Turnover Intention variables throughout the hospital or clinic, can use several analytical tools. Based on Table 1, the analytical tools used include 2 journals using Multiple Linear Regression Analysis, 4 journals using Multivariate Methods and Partial Least Square-Structural Equation Modeling

(PLS-SEM), 1 journal using Path Analysis tools and 1 journal using descriptive verification analysis.

Discussion

RQ1: Is there an influence of the independent job burnout variable on the dependent variable turnover intention?

In accordance with research conducted by Lengkong et al. (2023) that Burnout can be one of the factors triggering turnover intention. Based on Table 1, the results of research conducted at Ananda Bekasi Hospital show a regression coefficient value of 0.312 or there is a . 31.2%)effect of Job Burnout on Turnover Intention , meaning that by reducing the causes of nurses' job burnout in the Inpatient Installation at Ananda Bekasi Hospital, it will reduce the nurses' desire to leave or change workplaces ((2024Amalia & Nugroho (2024The results of other conducted by studies Jayanti, Desy Dwi; Ajami) and Manurung & Bernarto (2024), that Job Burnout is able to increase turnover intention as indicated by the standardized path coefficient value of 0.509, meaning that an increase in job burnout can increase nurse turnover intention at XYZ Hospital in Bekasi.

Nurses must improve positive performance in themselves in order to be able to suppress boredom at work so that the desire to leave the hospital decreases. Furthermore, another conducted on study nurses at X Regional Hospital in South Sumatra Province found that nurses were not satisfied with the scheduling provided by the hospital. Scheduling that occurs in Indonesia tends to be done manually and based on experience and there is no law regulating working and time so it becomes ineffective and can cause internal . conflictIncreased work fatigue can make nurses feel incompetent, . This affecting their productivityhas led to the desire of nurses at X Regional Hospital to leave their jobs (Puteri & Syakurah (2024)

At the Metro Islamic Hospital, 57.7% of Job Burnout affects turnover intention, meaning that the description of the influence of Job Burnout nurses is in bad . conditionNurses in dealing with problems that arise in the workplace but feel lazy to discuss work with colleagues. The description of ' turnover intentionnurses, at the Metro Islamic Hospital, nurses are willing to attend work and complete their work but nurses think about leaving their jobs if they get excessive pressure from superiors. The effect of Job Burnout on Nurses' desire to move or leave their jobs also occurs at the Hospital Covid 19 in West Sumatra, Burnout Referral has effect a significant on turnover . The sample mean value intentionincreases of 0.387 means that every increase in burnout by 1 unit, it turnover intention by 0.387 units. The higher the burnout, the higher the turnover in human resources intention nursing during the Covid 19 (pandemic Hidayati & Fadhani Masyithah (2021).

The results of research by reviewing some literature according to Table 1, show that Job Burnout has a positive and significant effect on Turnover Intention, meaning that the higher the level of Job Burnout, the higher the Turnover Intention of Nurses with case studies in all Hospitals / Health Clinics.

Like research previous conducted by Wijaya et al. (2025), the effect of Job Burnout on Turnover Intention Variables with a case study of General Practitioners who work as Clinicians in hospitals and Clinics throughout Indonesia is positively significant, indicated by a standardized path coefficient value of 0.174 and a t-statistic of 1,910. This research is supported by the results of research conducted by Firmansyah et al. (2023), that burnout has a positive and significant effect on turnover intention which is characterized by a t-hit value of 3.574 and

a p-value of 0.000, meaning that the higher the burnout caused by physical limitations, workload, boredom at work, job demands, working conditions with others and reduced pleasure can increase an employee's desire to leave his job.

However, Job Burnout does not always have a positive and significant effect on turnover intention. According to Septianna Sri ratnasari (2021), that burnout partially has a positive but insignificant effect on turnover intention. This is because there are other influencing factors such as the conditions when the research was conducted, namely covid-19 conditions. Conditions during covid-19, the situation at the time of the study was a pandemic condition, where all industries experienced unfavorable conditions. So that someone who experiences burnout conditions will rethink leaving the company. This research is also supported by research conducted by Meilia et al. (2023). This shows that if the level of burnout increases, the tendency of turnover intention will increase, but this relationship is not strong enough so there is a possibility that it is influenced by other factors.

The results of research conducted by Refita Febriana (2023) support previous research that Job Burnout has effect a significant but negative on turnover intention. This is because the status of employees is permanent employees. So that if Job Burnout occurs, it is not a problem because employees will still get compensation in accordance with the work they their have done so that they will reconsider leaving jobs. Burnout mediated by other factors such as appropriate and fair compensation, will reduce the desire to move to find another job such as this research conducted by Yosiana & Suci (2022). If compensation is given and paid attention to properly, a person's desire to move to find another job will be smaller.

The results of research from several journals reviewed, state that the influence between job burnout on turnover intention is not too strong, such as the results of research conducted by Astuti et al. (2022) positive, namely Religiosity is not able to weaken the influence of burnout on turnover intention. This shows that there are other stronger variables that influence turnover intention. This research is, namely the supported by research conducted by Mulvi & Emilisa (2024) effect of work-life balance and Job Burnout on Intention to Quit with Psychological Distress as a mediating variable. Other research conducted by Chen et al. (2019), namely research conducted at primary care institutions in Huangpi, China. The results of this study indicate that job satisfaction has a significant partial mediating effect between burnout and turnover intention of workers in primary care institutions in Huangpi, China.

RQ2 : What are the indicators of each variable?

Job Burnout is a condition in which a person experiences both physical and psychological fatigue. There are many factors that cause job burnout and employees' desire to move or leave their jobs. Based on Table 1, the results of a review of 8 literatures, several indicators are obtained that cause fatigue / job burnout, namely fatigue when waking up to start work, feeling too heavy work, feeling bored at work, a lot of workload that causes work frustration, getting offended quickly if problems arise at work, wanting to finish work quickly, the thought of working with others is tiring. According to Maslach and Leiter (Yusnita & Gursida, 2024), there are 3 (three) indicators of job Burnout syndrome, namely:

- a. Emotional exhaustion. This condition occurs mostly in the field of social services. Workers experience work situations that have a certain emotional burden.
- b. Depersonalization is a negative attitude, feeling or view that arises as a further result of efforts to withdraw from emotional involvement with others.

- c. Low self-esteem (reduced personal accomplishment) is a negative feeling that arises towards oneself such as feeling incompetent at work, dissatisfied with the results achieved at work or feeling a failure at work.

According to Purba et al. (2023) that women have a high level of job burnout and turnover intention compared to men due to the dual roles performed by women. Another study conducted by (Hidayati & Fadhani Masyithah, 2021) also found the same result that nurses' turnover intention was in the medium category, namely 97%, which was mostly experienced by women due to their responsibilities and duties as women in the family. Job burnout is not a problem of the individual itself, but is a problem of the social environment in which the individual works. This is in accordance with the results of research conducted by (Priyana et al., 2022).

According to Pines & Maslach (Yusnita & Gursida, 2024) decreased concentration, fatigue in doing work both physically and mentally will lead to a burnout, the syndrome emergence of negative work behaviors that have an impact on both individuals and organizations if it occurs on a prolonged basis. Employees who experience burnout will cause productivity, low morale and inefficiency, which will have a significant impact on the attitude and behavior of workers towards their decision to leave work (Mulvi & Emilisa, 2024). Therefore companies must make plans to be able to reduce the occurrence of burnout so that turnover intention will decrease (Yusnita & Gursida, 2024). From the results of the literature review, indicators of turnover intention variables or the desire to leave or leave the workplace include thinking of quitting, intention to leave work (intention to leave), looking for a new job (job search), uncomfortable working for a long time in 1 hospital, and no career development.

CONCLUSION

Based on research on journals reviewed using the Systematic Literature Review, method it can be concluded that the Job Burnout variable has effect a positive and significant on the Turnover Intention Variable. So it can be concluded that in the world of health, job burnout experienced by nurses has a big influence on their desire to leave or move from work because the job burnout experienced by a person will affect a person's desire to leave his job even though this influence is not strong due to other that a variables have stronger effect on the Turnover Intention variable and other that factors influence research such as the object of research research time. This is a consideration for someone to undo their intention to leave their job. addition In, the company must start to plan and take a stand to overcome the problem of Job Burnout by providing mentors who can help employees to reduce problems that can cause job burnout. Therefore, to find out what variables more strongly influence turnover intention, researchers suggest further research be carried out by involving other variables variables as as mediating to see the effect of Job Burnout Variables on Turnover Intention variables well as research using other that have a variables stronger effect on turnover intention other than Job Burnout variables.

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