

## Burnout as a Mediator of the Effect of Neuroticism Personality on Continuance Commitment among Nurses in Regional Public Hospitals in Jabodetabek

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**Abstract:** Nurses working in Regional Public Hospitals (RSUD) face substantial workloads as they manage critically ill patients while coping with intense social and professional pressures. Such demanding conditions often lead to burnout—an emotional exhaustion state that can adversely affect individuals' commitment to their organizations. One of the personal factors contributing to burnout is the neuroticism personality trait, which reflects a tendency to experience negative emotions such as anxiety, depression, and emotional instability. Individuals with high levels of neuroticism are more susceptible to burnout, which in turn may reduce continuance commitment due to heightened psychological strain and a stronger intention to leave the organization. This study aims to examine the effect of neuroticism on continuance commitment, with burnout serving as a mediating variable among nurses in Regional Public Hospitals across the Jabodetabek region. The research involved 200 respondents who met the criteria of being nurses employed in Regional Public Hospitals located within Jabodetabek, residing in the same region, and holding at least a Diploma III (D3) degree. Data were analyzed using SPSS version 23 and SmartPLS version 3.2.9. The results indicate that burnout significantly mediates the relationship between neuroticism and continuance commitment, with a coefficient value of 0.077, a t-value of 2.125, and a p-value of 0.034 ( $p < 0.05$ ). These findings confirm that burnout functions as a mediating variable linking neuroticism to continuance commitment among nurses in Regional Public Hospitals within the Jabodetabek region.

**Keywords:** Nurses, continuance commitment, neuroticism, burnout; Regional Public Hospitals

## INTRODUCTION

Nurses are one of the most important professionals in the healthcare system. According to data from the Health Human Resources Development and Empowerment Agency (BPPSDMK), there will be 400,000 nursing staff in Indonesia by 2024, making this profession a dominant force in healthcare, while also being a crucial figure for patients. In hospitals, nurses comprise approximately 60-70% of the total workforce, making them the spearhead of healthcare services. The role of nurses is vital, including providing 24-hour intensive nursing care, especially for nurses working in regional hospitals (RSUD), which often face challenges in maintaining service quality amidst limited resources and high patient numbers (Notoatmodjo, 2010).

The challenges faced by nurses are increasingly complex, especially in densely populated urban areas like Greater Jakarta (Jabodetabek). High workloads, irregular work

schedules, and the mental stress caused by job demands can trigger burnout, which leads to the risk of turnover among nurses (Leiter & Maslach, 2009). This condition is reinforced by the research findings of Indah, Rindu, and Mustofa (2024), which showed that 45.7% of nurses in Bogor hospitals experienced continuance commitment, while 54.3% experienced turnover or wanted to work elsewhere. This data indicates that many factors influence nurses' decisions to stay or leave their jobs. Continuance commitment is an important form of organizational commitment, where individuals choose to remain in the organization because they consider leaving their jobs (Allen & Meyer, 2016). Samad (2006) states that the three dimensions of commitment (affective, continuance commitment, And normative) has a significant and negative influence on turnover intentions. This is in line with Rohman's (2009) research, which shows that continuance commitment has a negative influence on employee turnover intentions. Thus, continuance commitment is one of the main factors contributing to retaining employees in the organization. Continuance commitment is a personal value that often refers to loyalty or commitment to remain in an organization, not because of emotional ties, but because of an awareness of the losses that arise if leaving the organization (Allen & Meyer, 2016). This makes commitment a vital factor for organizations, because employees who have high commitment will be more responsible for their tasks, resulting in increased performance (Nangoi, 2004).

Basically, continuance commitment is influenced by internal and external factors. Personality traits is also an internal factor that influences continuance commitment. This personality consists of five main dimensions: neuroticism, extraversion, openness to experience, agreeableness, And conscientiousness (Costa and Widiger, 2002). According to Panaccio and Vandenberghe (2012), personality extraversion, agreeableness, And neuroticism influence continuance commitment. Personality neuroticism is one dimension of Big Five Personality Traits which is often associated with a person's level of emotional stability. Individuals with this personality neuroticism High-risk individuals tend to be more susceptible to negative emotions, such as anxiety and depression (Widiger & Oltmanns, 2017). Stressful work contexts, such as hospitals, personality neuroticism increased stress can cause mental fatigue which can lead to a decline in continuance commitment (McCrae & Costa, 2002). This condition can occur due to frequently experiencing challenges in stress management and tending to be less able to cope with emotional pressure that arises during work.

Some studies suggest that personality neuroticism can exacerbate stress and reduce job satisfaction, including during critical times such as the Covid-19 pandemic, where high patient contact can exacerbate nurses' negative emotions (Vachhrajani et al., 2022). However, this neurotic personality can encourage increased commitment during stressful situations because the anxiety felt can strengthen the level of emotional attachment to the organization in conditions of escalating dilemmas (Moon et al., 2003). neuroticism greatly influences how individuals behave in the workplace because each individual with a different personality will respond to the situation they face in a different way. Personality neuroticism Often considered a negative trait because it is associated with unstable emotions and has complex influence dynamics, understanding these characteristics allows management to develop more effective psychological intervention

programs to support the well-being and retention of the nursing workforce (Panaccio and Vandenberghe, 2012).

Intense and stressful work environments such as hospitals can increase the risk burnout. According to Maslach and Leiter (2016), burnout is a psychological syndrome that develops as a long-term response to persistent interpersonal stress in the workplace. This process involves profound emotional impacts resulting from exhausting social interactions with superiors or coworkers, including extreme exhaustion, feelings of cynicism and alienation from work, and feelings of ineffectiveness and lack of accomplishment. This condition is rooted in a long-standing state of being overwhelmed by the social and emotional demands of the job. Burnout can influence nurses' commitment to the organization, including continuance commitment which plays a role in maintaining workforce stability and the quality of health services.

Burnout can also be a mediating variable between personality neuroticism to continuance commitment to the nurse. Burnout can trigger nurses to consider leaving nursing practice. However, forms of organizational commitment, including continuance commitment, can influence the impact of burnout (Prakosa et al., 2018). In these conditions burnout, nurses may remain employed due to factors such as financial security or lack of employment alternatives, leading to continuance commitment which is more functional than emotional (Robbins & Judge, 2009). This suggests that even if nurses persist, their emotional engagement with the organization weakens, potentially worsening the condition. burnout Menurut Maslach & Leiter (2016), burnout In nurses, it can decrease motivation, reduce work quality, and increase intentions to leave their jobs. This often results in decreased patient satisfaction and increases the risk of medical errors (Astuti & Etli dawati, 2020).

This study aims to examine the influence of personality neuroticism to continuance commitment mediated by burnout on nurses at the Jabodetabek Regional General Hospital. The research hypothesis is related to burnout mediating the role of personality neuroticism to continuance commitment at the Jabodetabek Regional General Hospital nurses.

## **LIBRARY REVIEW**

### **Nurse**

The nurse said (nurse) comes from Latin, namely nurse which means to care for or maintain. The basic definition of a nurse is an individual who plays a role in caring for, maintaining, helping, and protecting individuals due to illness or injury. (injury) and the aging process (Cit in Sudarma, 2008). The nursing profession is recognized as an integral part of health services. This means that in health services, the role and function of nurses are an inseparable component and cannot be ignored by other health workers. Even when viewed from the perspective of interaction with patients, nurses are the health workers with the highest interaction (Sudarma, 2008).

Asmadi (2008) states that nurses are health workers who directly interact with humans. When dealing with patients, nurses must not be arbitrary, because their greatest responsibility is to the patient. Furthermore, according to Potter and Perry (2005), nursing is a profession that helps and provides services that contribute to the health and well-being of individuals. Nurses, as professional health workers, have the greatest opportunity to provide health services, especially comprehensive nursing care by helping clients meet their basic needs holistically (Hamid, 2008).

### **Continuance Commitment**

Robbins and Judge (2018) stated that continuance commitment This is a form of commitment based on an employee's awareness that leaving the organization will result in personal loss. This commitment arises because employees feel the need to stay with the company to fulfill certain needs and avoid the negative consequences that might arise if they leave.

According to Miner (1992) explains that there are five aspects continuance commitment, namely personal characteristics, job characteristics, structural characteristics, job situations and characteristics, and tenure. Personal characteristics refer to individual traits such as values, beliefs, and personality that have a close relationship with the level of individual attachment to the organization. Job characteristics refer to work pressure, task clarity, role suitability, job suitability, level of challenge in the job, opportunities for social interaction, and the provision of feedback are various aspects of the work environment that show a negative relationship with commitment to work. Structural characteristics refer to the level of formalization, professional dependence, decentralization, and involvement in decision making, as well as the amount of contribution made by employees and the company's control functions, all of which are positively related to work commitment. Job situations and characteristics refer to Job features, management or supervision, teamwork, salary, and organizational conditions will create a broad experience, if well received by workers and can instill a sense of accountability. Tenure refers to the employee's awareness of how much investment, the content of social aspects, job mobility that has been undertaken, and sacrifices made to the organization will create a sense of ownership from employees towards the organization.

### **Personality Neuroticism**

Personality neuroticism is part of the personality dimension that has characteristics such as anxiety, depression, tension, irrationality, and mood that changes. Individuals with neurotic personalities tend to have high brain activity in the autonomic nervous system (Eysenck (in Schultz & Schultz, 2013). According to Aiken (2002), the extent to which individuals experience negative emotions such as anxiety, anger, and depression. Individuals with neurotic personality levels tend to have high brain activity in the autonomic nervous system (Eysenck (in Schultz & Schultz, 2013). According to Aiken (2002), the extent to which individuals experience negative emotions such as anxiety, anger, and depression. Highly motivated individuals tend to have strong emotional reactivity and are more susceptible to stress. According to Costa and McCrae (in Costa & Widiger, 2002), high-functioning personalities neuroticism refers to an individual's tendency to experience negative emotions such as anxiety, anger, tension, and depression.

According to Costa and Widiger (2002), personality neuroticism includes four aspects, namely, anxiety (anxiety), anger (angry hostility), depression (depression), self-unconsciousness, and vulnerability. Anxiety (anxiety) refers to the tendency to feel anxious, fearful, worried, nervous, tense, and restless. Anger (angry hostility) refers to anger and feelings such as frustration and hatred. Depression (depression) refers to differences in depression tendencies in individuals. Unconsciousness (self-unconsciousness) refers to emotions of embarrassment and social anxiety that make individuals tend to be uncomfortable and feel awkward in social situations such as being surrounded by many individuals. Vulnerability (vulnerability) refers to an individual's inability to cope or not being able to overcome the stress they are experiencing, this makes the individual dependent, desperate, and even panic when faced with an emergency situation.

## **Burnout**

Burnout is the result of chronic work stress, which in fact is pathological modern. It is stated that burnout is the result of overly forced work, this is a manifestation of fatigue/lack of sleep, emotional and physical exhaustion, having negative behavior, and lack of concern for a job (Aranda et al, in Beltrán, Moreno, Estrada, Lopez & Rodriguez, 2009). Meanwhile, according to Maslach and Leiter (1997) it is explained that burnout is a condition when there is a mismatch between the natural state in a job and the natural state that an individual does while working.

According to Maslach and Jackson (in Schaufeli & Enzmann, 1998) there are three dimensions burnout that is, emotional exhaustion, depersonalization, and lack of personal accomplishment. Emotional exhaustion refers to the exhaustion of emotional resources from within an individual. Individuals who experience emotional exhaustion This is characterized by a loss of feelings and attention, trust, interest, and enthusiasm. Furthermore, people will feel empty, tired, and unable to cope with the demands of their work. Depersonalization refers to the tendency of individuals to distance themselves from their social environment, be cynical, apathetic, heartless, and not care about the environment and the people around them. Lack of personal accomplishment refers to an individual's tendency to evaluate their performance negatively. Individuals who evaluate themselves poorly often experience dissatisfaction with their own work results and feel they never do anything beneficial for themselves or others.

## **RESEARCH METHOD**

The measurement instruments in this study consisted of three questionnaires. These three questionnaires were adapted through translation with the assistance of a linguist, and then the researchers conducted expert assessments with nine lecturers with doctoral degrees in Educational Psychology.

Scale continuance commitment consists of 16 statement items arranged based on aspects continuance commitment by Miner (1992) which consists of personal characteristics, work characteristics, structural characteristics, job situations and characteristics, and length of service.

Personality scale neuroticism consists of 13 statement items developed by Costa and McCrae (1992), based on aspects referring to Costa and Widiger (2002) which consist of anxiety (anxiety), anger (angry hostility), depression (depression), self-consciousness (self-unconsciousness), and vulnerability (vulnerability).

Scale burnout consists of 22 statement items developed by Maslach and Jackson (1998), through the following dimensions: emotional exhaustion, depersonalization And lack of personal accomplishment. The population of this study was nurses working at the Regional General Hospital (RSUD) Jabodetabek with a total of 200 respondents. The characteristics of the population were nurses working at the Regional General Hospital (RSUD) Jabodetabek, domiciled and working location in Jabodetabek, have a minimum educational background of D3. The sampling technique was purposive sampling. Purposive sampling is a sampling technique with certain considerations, so that the sample can represent the characteristics of the sample that have been previously determined (Sugiyono (2014). Researchers distributed questionnaires via a link google form on respondents who meet the sample characteristics.

Data analysis was carried out using the SPSS version 23 program for windows and SmartPLS software version 3.2.9.

## RESULT AND DISCUSSION

### Results

Based on descriptive analysis used to see the average value, standard deviation, and group each variable and category based on the demographic data obtained.

Based on the results of the analysis, the variable continuance commitment and burnout is at the medium category level. Personality variable neuroticism is in the high category. Based on the results of the analysis, the variable continuance commitment and burnout is at the medium category level. Personality variable neuroticism, is in the high category. A summary of descriptive data from each research variable is presented in Table 1.

**Table 1.** Respondent Category Results Empirical Mean Value

Variables	Hypothetical Mean	Standard Deviation	Empirical Mean	Category
Continuance Commitment	32.5	6.5	37.75	Currently
Personality Neuroticism	25	5	31.30	High
Burnout	45	9	48.65	Currently

Based on the results of statistical tests with significance testing between constructs at the original sample value (O), it describes the path analysis between variables on the indirect influence on continuance commitment can be seen in table 2.

**Table 2.** Indirect Path Coefficients– Continuance Commitment

Path	Original Sample (O)	Sample Mean (M)	Standart Deviation (STDEV)	T Statistics ( O/STDEV )	P Values	Significance
Personality neuroticism → Burnout	→0.077	0.079	0.036	2.125	0.034	Significant
Burnout → Continuance commitment						

Table 2 shows the results of the statistical test of the path coefficient which states that burnout mediating the role of personality neuroticism to continuance commitment. Based on the test results, it is known that the hypothesis is accepted with a coefficient value of 0.077 and a t-statistic value of  $2.125 > 1.96$  with a p-value of 0.034 ( $p < 0.05$ ) and is declared significant.

### Discussion

This study aims to determine whether neuroticism personality indirectly influences continuance commitment to the RSUD nurses through burnout. Based on the results of the structural relationship analysis which states that burnout mediates the role of

neuroticism personality towards continuance commitment accepted with a coefficient value of 0.077 with a p-value of 0.034 ( $p > 0.05$ ) and declared significant.

The research results prove that burnout acts as a mediating variable between personality neuroticism and continuance commitment at the Jabodetabek Regional General Hospital nurses.

Continuance commitment related to the individual's awareness that leaving the organization can cause losses, both personally and professionally. Employees with a high level of continuance commitment. High levels of commitment tend to remain in the organization because employees feel a need to remain part of the organization. Factors that can influence this commitment include age, job position, emotional stability, and the various benefits and facilities provided. However, if these benefits and welfare are reduced, the level of commitment will increase. Continuance commitment can decrease because it can affect the employee's emotional stability. Thus, a form of ongoing commitment is the employee's desire to continue working for the organization because they need the job and cannot do anything else (Khaerul Umam, 2012).

Burnout Burnout is a state of exhaustion characterized by various physical and psychological symptoms. Physically, individuals who experience it often feel weak and experience sleep disturbances. Emotionally, they tend to feel anxious and depressed. These symptoms are also evident in attitudes and behaviors, such as distrust, apathy, and a tendency toward hostility. They can also become more easily angered, aggressive, or choose to isolate themselves from their social environment (Adriaenssens et al., 2012; Jansson, Frojmark, & Lindblom, 2011; Leape et al., 2012). The impact of burnout is strongly felt in the workplace, particularly among nurses, both in public and private hospitals. This is characterized by increased sick leave and decreased work effectiveness and productivity. This decline in performance is also felt by patients through a decline in the quality of care provided (Clausen et al., 2012; Schmidt & Diestel, 2012). Due to the high physical and emotional demands of the work, nursing is one of the professions most vulnerable to burnout. Burnout compared to other health workers (Lorenz et al., 2010). Recent studies also found that burnout is closely related to emotional exhaustion and an increased risk of mental disorders (Renzi et al., 2012).

The results of this study are inversely proportional to the research conducted by Lu, et al. (2022) which aimed to see whether type A personality and neuroticism moderate the triggers of job stress, job satisfaction, and burnout among elderly nurses in China. The results revealed that nurses with type A personality and high neuroticism personality had high job stress and burnout and lower satisfaction. The results also revealed that the moderating effect of neuroticism was not significant. In both high and low neuroticism groups, job stress directly caused burnout and indirectly increased burnout by reducing job satisfaction. Although the moderating effect on neuroticism was not significant, the percentage of the mediation effect in the total effect in the low neuroticism group was clearly higher than that in the high neuroticism group (approximately 1.5 times), indicating that the effect of job stress on job burnout was more likely to be mediated by job satisfaction in the low neuroticism group, while job stress was more likely to directly increase burnout in the high neuroticism group.

A study by Faaris, Gartinia, and Rini (2019) revealed that individuals with high levels of neuroticism are more likely to experience burnout. This is related to the dominance of negative emotions and low emotional stability, such as feelings of anxiety, fear, irritability, and excessive emotional reactions when faced with unexpected situations. In other words, individuals with neurotic tendencies are more susceptible to negative emotions. Similarly, several other studies have also shown that neurotic personality characteristics are closely

related to the emergence of stress in the workplace (Sutin, Stephan, & Terraciano, 2016; Masoomah & Farzaneh, 2018; Liao, 2019; Lidya, Setiyawan, & Gatot, 2021; Imardiani, Eroliza, & Ella, 2022).

## CONCLUSION

Based on the results of the structural relationship analysis which states that burnout mediating the role of personality neuroticism to continuance commitment accepted and significant. This means that in this study it is known that burnout acts as a mediating variable between personality neuroticism and continuance commitment at the Jabodetabek Regional General Hospital nurses.

The researcher realizes that this study still has several shortcomings and limitations that may not produce optimal research results. The researcher did not control the nurse's task section which could cause variations in unidentified workload, because each hospital section has a different level of work intensity. This study was conducted using a non-probability sampling technique, so the results of the study cannot be generalized because they only describe the results in the research sample. This study did not control differences in hospitals and differences in the sections of the respondents which are very likely to influence continuance commitment. The data collection technique, the researcher used a questionnaire that only consisted of closed statements and was not accompanied by open questions, so that the results obtained were less able to describe the data in a comprehensive or comprehensive manner..

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