



The Influence of Work Engagement and Religiosity on Burnout among Dentist at Primary Care Clinics

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ARTICLE INFO

Published online:
30 October 2019

ABSTRACT

Dentist is one of the health professions that has the potential to have a high level of burnout. A dentist with a high tendency to burnout can reduce the health, causing boredom, and affecting the work professionalism. This research aims to analyze the influence of work engagement and religiosity on burnout levels in dentists. This research uses quantitative data, conducted in Yogyakarta, from August 15–September 15 2019. The technique used total sampling method, with the sample inclusion criteria as follow: the dentists working at Primary care clinics (Primary Care Clinic) in Sleman, Bantul, and Yogyakarta City. The statistical analysis used multivariate analysis with multiple regressions. Result and There were 76 dentists as the respondents. The statistical result of the t-test variable of the work engagement with burnout in the dentists was with a significance level of 0.001. There was an influence of the work engagement with burnout on the dentists with negative direction. As for the religiosity with burnout on the dentists was with significance level of 0.035 because the significance of ≤ 0.05 means that there was an influence between the religiosity with burnout on the dentists. The F test result was with a significance of 0.000. The variables of work engagement and religiosity, altogether, affected the burnout on the dentists, negatively. The work engagement influences the burnout level on the dentists, negatively and significantly. The same goes to the religiosity. The work engagement and the religiosity, together they significantly influence the burnout on the dentists at Primay Care Clinics in Sleman, Bantul, and Yogyakarta.

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KEYWORDS: Work engagement, Burnout, Religiosity, Dentist

I. INTRODUCTION

Dentist is known as a profession that has the potential to cause stress and fatigue at work. A dentist with a high risk of burnout has poor health and is more prone to unhealthy behavior, that is why a prevention of fatigue is an important key for dental health professionals. In the dimensions of mental and emotion, unmanaged stress can lead to exhaustion (burnout) of the profession.^{1,2}

Dentist is a profession whose work objects are small, narrow, and demand high focus. The aesthetic demands, the work results, that must be in line with: normal dental condition, work load time, problematic relationship between patients and doctors, and uncontrolled work management; they are some of the factors which trigger stress and fatigue on dentists at work.¹

The previous research by Llorens-Gumbau & Salanova-Soria said that there was a negative relationship between engagement and burnout.³ Burnout can cause a large

influence on the company loss; if employees experience burnout, then the productivity of these employees can decrease and is unable to get the maximum work, which then affects the company loss.^{4,5}

Bakker & Leiter define work engagement as whereas employees have a sense of motivation to contribute to the success of an organization, and are willing to work on completing tasks in achieving organizational goals.⁶ Research among dentists in Finland shows that work engagement can have a positive impact on organizational commitment.⁷

Work engagement is defined as a positive state of mind, satisfaction, and state of mind linked to work, and can be characterized by vigor, dedication, and absorption.⁸ Based on the opinions of the experts above, it is said that the level of work engagement will affect the burnout level on employees. It can be assumed that if employees have a high

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sense of engagement, then burnout can be prevented and overcome.

Burnout is a consequence of the stress at work that has a heavy burden. The symptoms are characterized by physical fatigue, negative attitudes towards the work (cynicism), and decreased effectiveness in terms of professional work.⁹

One factor to reduce the potential for fatigue and burnout is to be supported by religiosity as a spiritual need. The situation is characterized by fulfilling spiritual needs, life stability, and a balanced relationship with oneself, others, and the environment, which runs without spiritual conflict. An individual with the optimal spiritual level will likely find purpose and meaning in life, and show better recovery from stress in life.¹⁰

II. RESEARCH METHOD

This research used quantitative data in the form of the results of calculating the score of each statement in three questionnaires. The data generated was in the form of numbers and analyzed using statistics. This research used observational analysis with cross-sectional design. The hypothesis test used multiple regression analysis technique. This research was conducted at Primary Care Clinics in Sleman Regency, Bantul Regency, and Yogyakarta City, and the research subjects were the dentists working at Primary care clinics in those regions. The research instrument was in the form of questionnaires which consisted of three questionnaires. The Questionnaire A was to measure the work engagement variable using the UWES (Utrecht Work Engagement Scale) created by Schaufeli in

2002; this measurement tool had nine items which were divided into three components namely vigor, dedication, and absorption. The Questionnaire B was arranged based on five dimensions of religiosity; the five dimensions were ideology, intellect, rituality, experience, and consequence. The Questionnaire C was to measure the burnout variable; the items were adopted from the MBI (Maslach Burnout Inventory) measurement tool which consisted of three dimensions with a total of 22 questions, and those three dimensions were the emotional fatigue/emotional exhausted, inefficacy, and depersonalization/cynicism.

III. PAGE STYLE

This research involved the dentists working at Primary care clinics in Sleman, Bantul, and Yogyakarta City. The researcher had distributed the research questionnaires via Google Form (e-questionnaires) with the time span of research from August 15 to September 15. The total questionnaires obtained and fulfilled the research criteria were 76 questionnaires. The validity test conducted in several clinics in Sleman, Bantul, and Yogyakarta City, with 20 respondents obtained the results of the correlation coefficient validity test of more than r table of 0.561 ($n = 20$; $\alpha = 1\%$) on all question items, so that all questions in the questionnaires of work engagement, burnout, and religiosity, were considered valid. The reliability test obtained the Cronbach's alpha coefficient of more than 0.60 in all dimensions so that the question items were declared reliable.

Respondent characteristics observed in this research include age, sex, marital status, and length of work.

Table 1. Characteristics of Respondents of Research

Research Variable	Total	Percentage
Age		
< 30 years old	48	63.2
30-40 years old	20	26.3
> 40 years old	8	10.5
Sex		
Male	16	21.1
Female	60	78.9
Marital Status		
Married	61	80.3
Single	15	19.7
Length of Work		
1-3 years	52	68.4
> 3 years	24	31.6
Total Respondent	76	100.0

Description of Research Variable				
Variable	Minimum	Maximum	Mean	Std. Dev.
Work Engagement	24.00	43.00	34.43	4.06
Religiosity	35.00	50.00	44.21	3.88
Burnout	54.00	81.00	67.22	6.03

Source: Primary data, 2019

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Based on the table, it is known that the work engagement variable has a minimum value of 24, a maximum of 43, an average of 34.43, and a standard deviation of 4.06. Whereby the religiosity variable has a minimum value of 35, a maximum of 50, an average of 44.21, and a standard deviation of 3.88. Then the burnout

variable obtains a minimum value of 54, a maximum of 81, an average of 67.22, and a standard deviation of 6.03.

Multivariate Analysis

The multivariate data analysis in this research used the multiple linear regression analysis test.

Results of Analysis of Linear Regression

Variable	Coefficient	t-count	Sig. t	Summary
Work Engagement	-0.878	-3.388	0.001	Significant
Religiosity	-0.583	-2.154	0.035	Significant

Constant= 109.077
Adjusted R² = 0.184
F count = 9.432
Sig. F = 0000

Source: processed data, 2019

The results of the *t* test statistic for the work engagement variable (X1) with burnout on the dentists (Y) with a significance level of 0.001 because the significance was smaller than 0.05. These results indicated that there was an influence of the work engagement (X1) with burnout (Y) on the dentists with negative direction. As for the religiosity (X2) with burnout on the dentists (Y) with a significance level of 0.035 because the significance was less than 0.05, meaning that there was an influence between the religiosity (X2) with burnout on the dentists (Y).

The F test was used to test the significance of the regression model. The purpose of this F test was to prove statistically that the overall regression coefficient of the independent variable indicators used in this analysis was significant. The F test results with a significance of 0.000, the significance value was smaller than 0.05, then together the variables of work engagement (X1) and religiosity (X2) influenced the burnout on the dentists (Y).

The adjusted R² value of 0.184 indicated that the variable of work engagement (X1) and religiosity (X2) contributed to the dentists' burnout by 18.4%, while the remaining 81.6% was caused by other factors which were not examined in this research.

Discussion

1. The Influence of the Work Engagement on the Dentists' Burnout Level at Primary care clinics in Sleman, Bantul, and Yogyakarta City

The Work Engagement, negatively and significantly, influences the burnout on the dentists at Primary care clinics with a significant value of $0.001 < 0.05$. This shows that there is a very significant negative influence between the work engagement and the burnout tendency on the dentists. The higher the work engagement, the lower the tendency of burnout on the dentists, and vice versa. The results of this research are consistent with the research conducted by Christianity and Widhianingtanti (2016) which shows that

the employee engagement has a negative and significant influence on the Burnout.¹¹

2. The Influence of the Religiosity on the Dentists' Burnout at Primary care clinics in Sleman, Bantul, and Yogyakarta City

The Religiosity has negative influence on Burnout on the dentists at Primary care clinics with the significant value of $0.035 < 0.05$. This research is in line with the research of Wachholtz and Rogoff (2013) which shows that burnout is negatively related to spiritual life/religiosity. Having a spiritual life and having a prominent religious through daily experience are important factors associated with reduction in burnout.¹⁴

The results obtained by the lowest mean value of 4.21 that is "I feel that religiosity makes myself as a useful person." This means that the respondents' understanding of self-assessment as a useful personality is still considered lacking by them. The dentists who lacks of emotional height to carry out what he means. This can also be one of the causes of the absence of a significant influence between religiosity on the Burnout Dimension, namely emotional fatigue/emotional exhausted (EE). The Research by Salmoirago-Blotcher, *et al.* (2016), which explains there are no indicators of religiosity that are significantly associated with burnout.¹³ This is because respondents believe that the truth of Islam is no longer questioned, apart from their decisions in carrying out their works. The belief in the truth of religion is embedded very strongly because it is related to the God aspect, whereas in carrying out the work, it is more perceived as *muamalat* (part of Islamic jurisprudence) activities that are not directly related to that God aspect.¹⁵ Thus, the religiosity is less able to reduce fatigue where doctors tend to feel stressed during medical practice in emergency situations.

3. *The Influence of Work Engagement and Religiosity on the Dentists' Burnout at Primary care clinics in Sleman, Bantul, and Yogyakarta City.*

Work engagement and religiosity have significant influence on the burnout of the dentists at Primary care clinics in Sleman, Bantul, and Yogyakarta City, with a significant value of $0.000 < 0.05$. Together, work engagement and religiosity are able to influence the dentists' burnout, and have the influence contribution of 18.4%, while the remaining 81.6% is explained by other factors which are not examined in this research. Prevention of the symptoms of fatigue can be done with the work engagement. The research of Tripathi & Sharma (2016) shows that employee engagement (work engagement) has positive influence with the employees' commitment and emotional engagement.¹⁶ The engagement arises as a result of someone's compatibility with the situation of the workplace and the work. The evidence of the engagement is shown by the availability of energy, involvement, and positive efficacy that is reflected by the individual in doing the work.¹² A person's positive attitude is seen based on one's personal characteristics which will portray personality as religious values as a whole in his/her life.

IV. CONCLUSION

The work engagement influences the burnout level on the dentists, negatively and significantly. The same goes to the religiosity. The work engagement and the religiosity, together they significantly influence the burnout on the dentists at Primary Care Clinics in Sleman, Bantul, and Yogyakarta. The amount of work engagement and religiosity contribution to burnout rate was 18.4%, while the remaining 81.6% was explained by other factors not examined in this research.

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