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The Effect of Emotional Demands, Job Stress and Role Conflict on Burnout Among Healthcare Professionals in Medical Staff in Private Hospitals

Fatimah Malini Lubis[1], Ita Soegiarto[2]
[1]Politeknik LP3I Jakarta, Indonesia, lubisfm@gmail.com
[2]Sekolah Tinggi Meteorologi Klimatologi dan Geofisika, Indonesia, ita.soegiarto@stmkg.ac.id

Corresponding Author: lubisfm@gmail.com[1]

Abstract: The research study investigates how emotional demands and job stress together with role conflict create burnout symptoms among healthcare staff members who work at a private hospital. The researchers used a quantitative approach by distributing questionnaires to 130 participants who were selected through purposive sampling. The study used multiple linear regression to analyze data which required validity tests and reliability tests and the classical assumption tests that included normality and heteroscedasticity and multicollinearity assessments. The research established that emotional demands and job stress together with role conflict create burnout at a statistically significant level because their impacts on burnout showed positive results. The healthcare professionals experienced greater emotional exhaustion because their emotional demands required them to work beyond their mental limits which caused them both mental and physical distress. The three variables together explained more than half of the variations in burnout. The research provides essential information which hospital administrators require to manage psychological and organizational factors that result in burnout while they work to enhance employee health and improve healthcare service quality.

Keyword: Emotional Demands, Job Stress, Role Conflict, Burnout.

INTRODUCTION

The issue of burnout among healthcare workers has emerged as a critical concern which human resource management now addresses through their work in the healthcare sector because it affects medical personnel who serve at private hospitals. Medical personnel experience physical and mental and emotional exhaustion because their work demands and patient interactions and healthcare service complexities create high operational demands (Mallarangan et al., 2024). Medical personnel experience burnout which affects their personal health and directly impacts the quality of healthcare services they provide to their patients. The working conditions of medical staff in private hospitals have worsened because hospitals need to maintain high service standards while ensuring patient satisfaction and managing operational efficiency (Rony et al., 2023). The combination of a fast-paced work environment and the need for precise decisions during critical moments creates conditions that result in higher burnout

rates (Lubis et al., 2024). The condition requires proper management because its mismanagement results in lower performance combined with higher medical error rates and decreased healthcare service quality (Mohzana et al., 2023). Medical personnel experience burnout because they must understand the factors which drive their stress levels to create an environment that promotes better health and higher productivity and sustainable work practices.

The emotional requirements which exist in medical work environments determine how much burnout doctors and nurses experience (Zakaria et al., 2025). Medical personnel must handle emotionally intense situations which include treating critically ill patients and interacting with anxious families and handling death or treatment failure (Wibowo et al., 2023). The need to maintain professional behavior while showing empathy and staying composed in such situations demands people to control their emotions at an advanced level. The continuous emotional demand builds up until it results in complete emotional exhaustion which becomes the main reason people experience work-related burnout (Suyatno et al., 2023). Medical staff members at private hospitals experience burnout through emotional demands and work pressures which combine to create worker burnout (Febrian et al., 2024). Workers experience job stress when they handle excessive work demands and face time constraints and handle important work responsibilities and operate under dangerous conditions (Aryanto et al., 2020). Medical personnel need to work extra hours because they must deal with emergency situations and make crucial choices that will impact patient security. Work-related stress will progress to complete burnout when organizations fail to implement proper stress management solutions (Sesario et al., 2024). Medical personnel experience role conflict because they must handle two different work requirements at the same time which creates professional conflicts (Ratnawita et al., 2023). Medical personnel must meet three different demands which include their professional medical obligations and organizational requirements and patient and family expectations. Medical personnel face role conflict when they must choose between delivering optimal patient care and following hospital rules (Sariani et al., 2023).

The study investigates the relationship between emotional demands and job stress and role conflict as they impact burnout among healthcare workers in private hospitals. The research aims to establish human resource management development through its findings which will explain what causes healthcare sector burnout. The research will provide new information about how psychological factors at work affect healthcare professional performance. The study results will help hospital administrators create better policies which will decrease burnout through workload management and emotional support and improved role clarity. The study will help organizations develop a better workplace environment which will protect healthcare workers health. Human resource management needs to improve to support continuous progress in delivering better healthcare services.

METHOD

The research investigates how emotional demands and work-related stress and professional role conflicts result in burnout among private hospital medical staff through its quantitative research approach. The research aims to investigate how independent variables and dependent variables establish their causal relationships within healthcare systems. The study focused on medical staff who worked in private hospitals and provided direct patient care which included doctors and nurses and all other healthcare professionals. The researchers used purposive sampling as their sampling method because it allows them to choose participants who meet their established research needs. The study included medical personnel from private hospitals who directly cared for patients and had worked at least one year because their experience allowed them to handle job requirements and had faced situations with extreme emotional pressure. The study required 130 respondents as its sample size because this number provided adequate data for multiple linear regression analysis while showing representative results.

The researchers collected data through their standardized questionnaire which they distributed to participants through face-to-face contact and online platforms. The research instrument employed a Likert scale which evaluated responses from 1 to 5 because 1 indicated complete disagreement and 5 indicated complete agreement. The researchers evaluated emotional demands through three measurements which consisted of emotional involvement intensity and patient handling pressure and service delivery empathy requirements. The evaluation of job stress used three indicators which included workload assessment and time pressure measurement and evaluation of hazardous work environments. The assessment of role conflict used three indicators which included role conflict assessment and job demand incongruence evaluation and task priority assessment. The assessment of burnout used three indicators which included emotional exhaustion measurement and depersonalization assessment and evaluation of personal accomplishment decrease.

The researchers used t-testing to determine whether item score correlations with total score results reached significant levels. An item received validation status when its significance value dropped below 0.05. The research instrument's reliability assessment used Cronbach's Alpha which showed good instrument consistency when the alpha value exceeded 0.70. The researchers conducted normality testing to check data distribution patterns while they used heteroscedasticity tests to confirm equal residual variance and multicollinearity tests to identify strong dependencies among independent variables. The test results establish the necessary requirements which must be fulfilled before proceeding with the regression model analysis. The researchers used multiple linear regression analysis to investigate how emotional demands and job stress and role conflict affected burnout levels.

RESULTS AND DISCUSSION

The research instrument testing results show that all statement items for emotional demands and job stress and role conflict and burnout variables testing received validity results which proved their ability to accurately measure the targeted constructs. The Cronbach Alpha reliability test results show all variables achieved values above 0.70 which demonstrates that the research instrument maintains satisfactory internal consistency. The research data meets all requirements necessary for conducting regression analysis according to the classical assumption test results. The normality test results show data distribution follows a normal pattern because the significance value exceeds 0.05. The heteroscedasticity test results show no presence of heteroscedasticity because all variables maintained significance levels above 0.05. The multicollinearity test results show all independent variables maintained tolerance values above 0.10 and VIF values below 10 which proves no high correlation exists between the independent variables. The multiple linear regression analysis results show that emotional demands and job stress and role conflict together create a measurable impact on burnout which shows statistical significance at 0.05 level of testing. The coefficient of determination R^2 value shows that the model can explain variations in burnout with strong accuracy because three independent variables significantly explain the burnout phenomenon among medical personnel in private hospitals.

The research determined that emotional requirements produce strong positive effects which lead to increased burnout rates that medical workers experience in private hospitals. Medical staff experience increased burnout when they encounter higher emotional requirements which their work demands. Medical personnel need to handle multiple situations that require high emotional control because they work with critically ill patients and their family members who are experiencing anxiety and they must deal with unsuccessful medical treatments and patient fatalities. The situations require professionals to maintain their professional demeanor while displaying empathy and controlling their emotional responses, which demands considerable mental strength. Extended emotional requirements cause emotional exhaustion which functions as a primary element of burnout. Medical staff in private hospitals face

additional emotional challenges because they must deliver optimal patient care at all times to meet the hospital's patient satisfaction objectives. The result will create mental health problems which include work burnout and emotional detachment from the profession. Organizations must control emotional demands because they represent a key factor which leads to burnout among medical staff.

The research findings establish that medical staff members who work in private hospitals experience burnout through their job-related stress. Medical personnel experience increased burnout levels because they face higher work stress conditions. Hospital work stress originates from multiple factors which together create excessive work demands and time constraints which medical professionals must navigate while treating patients and protecting their safety and working in dangerous environments. Medical personnel must handle emergencies throughout their workday while making immediate decisions which require their urgent response. Workers experience extreme mental stress because they need to meet both their work duties and their administrative obligations which require them to fulfill performance standards. Employees develop burnout symptoms when they experience excessive work stress which leads to emotional exhaustion and depersonalization and decreased job performance. Medical staff members who practice proper job stress management achieve improved wellness results which lead to superior healthcare service delivery.

The research conducted test results which showed that medical staff in private hospitals suffer from burnout because of their role conflict. The research shows that medical staff who experience more role conflict will develop higher levels of burnout. Medical personnel experience role conflict when they must fulfill two different job requirements which need them to provide excellent patient care while following administrative policies. Medical personnel need to manage their professional duties which their organization demands while they fulfill the requirements of their patients and their families. The situation creates two effects which include confusion and psychological stress plus job dissatisfaction. Medical personnel in private hospitals that focus on delivering high-quality services and running efficient operations face role conflict as their main work-related obstacle. The inability to control role conflict results in emotional fatigue which causes people to lose their drive to work. The way medical personnel experience role conflict makes it hard for them to share information and work together with others and this situation decreases the quality of patient care they provide. The study results demonstrate that role clarity and role conflict management functions as essential factors which help reduce medical staff burnout.

CONCLUSION

The research findings show that emotional demands and job stress together with role conflict create a significant impact on burnout rates which affect healthcare workers at private hospitals. Healthcare professionals experience emotional exhaustion because they must maintain continuous empathy and professionalism and emotional control while interacting with patients and their families during all situations. Employees develop burnout through job stress which results in continuous physical and mental exhaustion because they must handle excessive work requirements and complete tasks within tight deadlines. Employees experience psychological distress from role conflict because their work obligations become incompatible with their professional duties and organizational responsibilities and patient care duties. Private hospital management should handle emotional demands through psychological support which includes counseling programs and emotion management training for healthcare professionals. Organizations should reduce job stress through balanced workload distribution and flexible work scheduling and comprehensive resources for staff members to achieve necessary task performance. Hospitals need to establish professional roles for healthcare staff through effective communication and structured development of job descriptions because this process reduces role conflict.

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