THE IMPACT OF INDONESIAN FUNTASTIC OASIS IN NURSING (IFON) DIGITAL PLATFORM ON NURSES' PERFORMANCE IN HOSPITAL WARDS

IFON DRIPOSWANA PUTRA*

S.Kep.,Ns.M.Kep., Lecturer, Faculty of Nursing, Institut Kesehatan Payung Negeri Pekanbaru, Riau, Indonesia. *Corresponding Author Email: ifondriposwanaputra@gmail.com

GITA ADELIA

S.Kep.,Ns.M.Kep., Lecturer, Faculty of Nursing, Institut Kesehatan Payung Negeri Pekanbaru, Riau, Indonesia.

AFRIDA SRIYANI HARAHAP

S.Kep.,Ns.M.Kep., Lecturer, Faculty of Nursing, Institut Kesehatan Payung Negeri Pekanbaru, Riau, Indonesia.

YUREA NITA

S.Kep.,Ns.M.Kep., Lecturer, Faculty of Nursing, Institut Kesehatan Payung Negeri Pekanbaru, Riau, Indonesia.

EMULYANI

S.Kep.,Ns.M.Kep, Lecturer, Faculty of Nursing, Institut Kesehatan Payung Negeri Pekanbaru, Riau, Indonesia.

Abstract

Burnout is a condition of physical, emotional, and mental exhaustion resulting from prolonged occupational stress, which can adversely affect healthcare workers' performance, particularly among nurses. This study aimed to examine the relationship between burnout and nurses' performance, as well as the role of burnout prevention management through the Indonesian Funtastic Oasis in Nursing (IFON) platform in inpatient wards of a hospital in Pekanbaru, Riau Province, Indonesia. A quantitative study with a causal-associative design was conducted involving 132 inpatient nurses selected through total sampling. Data were collected using validated and reliable burnout and performance questionnaires. Univariate analysis revealed that most nurses experienced moderate levels of burnout (62.5%), while the majority demonstrated high performance levels (53.1%). Normality testing indicated that the data were normally distributed; therefore, chi-square analysis was applied for bivariate testing. The results showed a statistically significant relationship between burnout and nurses' performance (Pvalue = 0.005), indicating that higher burnout levels were associated with lower performance. These findings highlight the importance of implementing structured burnout prevention management strategies, including workload management and supportive digital platforms such as IFON, to mitigate burnout and enhance nurses' performance in inpatient care settings.

Keywords: Burnout, Nurses' Performance, Management, IFON Platform.

INTRODUCTION

Burnout among healthcare professionals has emerged as a critical global concern, particularly in nursing services where prolonged exposure to high workloads, emotional demands, and organizational pressures is inevitable (Søvold et al., 2021). The World

Health Organization recognizes burnout as an occupational phenomenon characterized by emotional exhaustion, depersonalization, and reduced personal accomplishment, which may substantially impair professional performance and patient safety (Edú-Valsania et al., 2022). Nurses working in inpatient wards are especially vulnerable due to continuous patient interaction, shift work, and high clinical responsibility (Tsolakidis & Diamantidou, 2022). Empirical evidence suggests that burnout negatively affects nurses' job satisfaction, work engagement, clinical decision-making, and overall performance (Li et al., 2024). Deterioration in nurses' performance does not only compromise service quality but also increases the risk of medical errors, staff turnover, and healthcare costs (Ramírez-Elvira et al., 2021). Consequently, healthcare organizations are urged to implement effective burnout prevention management strategies that focus on both individual coping mechanisms and organizational support systems (Amiri et al., 2024).

In recent years, digital-based interventions have gained increasing attention as innovative tools to support healthcare workers' mental well-being (Ilola et al., 2024). The Indonesian Funtastic Oasis in Nursing (IFON) platform was developed as a structured management approach integrating psychosocial support, stress management education, and reflective nursing practices to prevent burnout among nurses. IFON emphasizes self-awareness, emotional regulation, and professional resilience within a supportive digital environment.

Despite the growing interest in burnout management interventions (Aryankhesal et al., 2019), empirical evidence examining the relationship between burnout prevention management and nurses' performance in Indonesian hospital settings remains limited (Dall'Ora et al., 2020). Therefore, this study aims to analyze the association between burnout levels and nurses' performance in the hospital wards and to highlight the importance of structured burnout prevention management through the IFON platform. The findings are expected to contribute to evidence-based nursing management practices and inform policy development in hospital human resource management.

METHODS

Study Design

This study employed a quantitative approach with an associative causal design to examine the relationship between burnout and nurses' performance in inpatient wards.

Setting and Participants

The study was conducted in inpatient wards of a hospital in Pekanbaru, Riau Province, Indonesia. The study population consisted of nurses actively working in inpatient services. A total of 132 nurses were recruited using a total sampling technique, considering the relatively small population size.

Instruments

Data were collected using two standardized questionnaires:

1. Burnout Questionnaire, adapted from validated instruments measuring emotional exhaustion, depersonalization, and reduced personal accomplishment.

2. Nurses' Performance Questionnaire, assessing work quality, productivity, responsibility, and adherence to professional standards.

Both instruments had been tested for validity and reliability, with Cronbach's alpha coefficients exceeding acceptable thresholds ($\alpha > 0.70$).

Data Collection Procedure

Data collection was conducted after obtaining ethical approval and informed consent from all participants. Respondents completed the questionnaires anonymously to ensure confidentiality and reduce response bias.

Data Analysis

Data were analyzed using descriptive and inferential statistics.

1. Univariate analysis was used to describe burnout levels and nurses' performance.

2. Normality testing confirmed that the data were normally distributed.

3. Bivariate analysis was performed using the Chi-square test, with a significance level set at $p < 0.05$.

RESULTS

Characteristics of Burnout Levels

Univariate analysis revealed that the majority of nurses experienced moderate burnout levels (62.5%), followed by low burnout (21.9%) and high burnout (15.6%). Moderate burnout was predominantly associated with emotional exhaustion related to workload and shift patterns.

Distribution of Burnout Levels Among Nurses
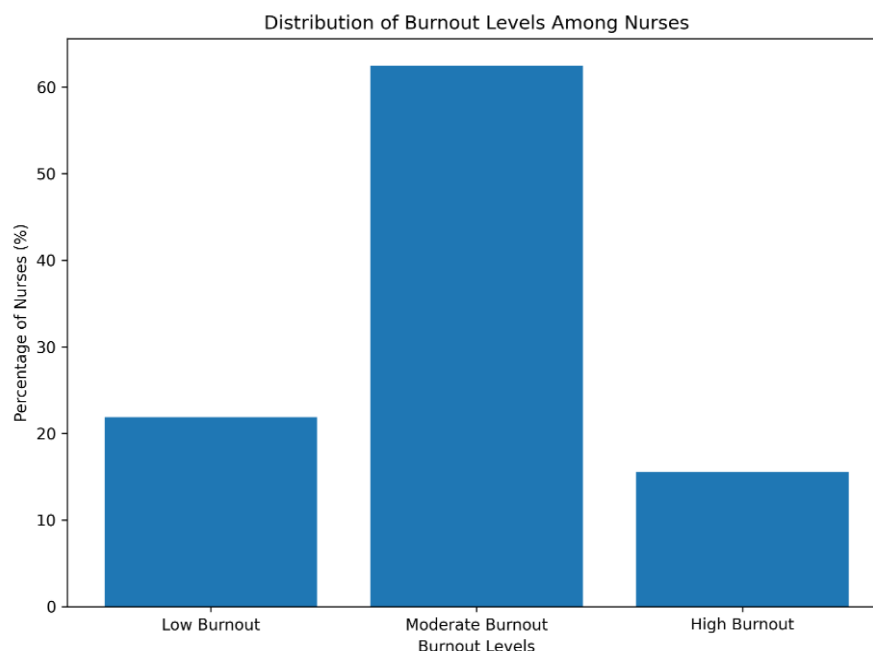
Nurses' Performance Levels

Regarding performance, more than half of the respondents demonstrated high performance levels (53.1%), while 31.3% showed moderate performance and 15.6% had low performance. High performance was reflected in timely task completion, effective communication, and compliance with nursing care standards.

Distribution of Nurses' Performance Levels
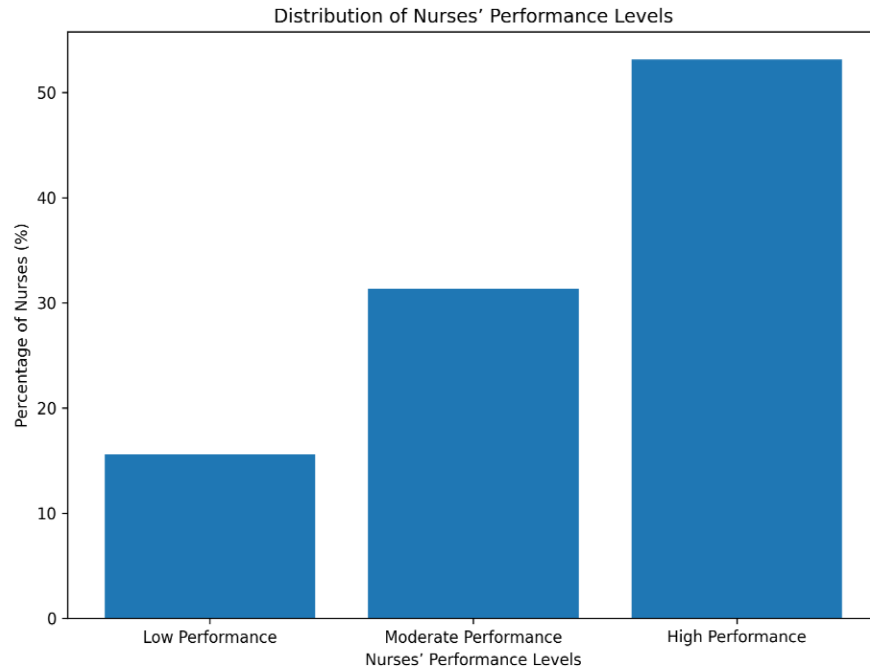
Relationship between Burnout and Nurses' Performance

Bivariate analysis indicated a significant association between burnout and nurses' performance (p = 0.005). Nurses with higher burnout levels tended to exhibit lower performance, whereas those with lower burnout demonstrated better work outcomes. This pattern indicates a clear inverse relationship between burnout intensity and nurses' performance outcomes.

Burnout Level	Nurses' Performance			P Value
	High	**Moderate**	**Low**	
Low	Dominant	Minimal	None	
Moderate	Moderate	Dominant	Minimal	P value = 0.005
High	Minimal	Limited	Dominant	

DISCUSSION

The findings of this study confirm that burnout is significantly associated with nurses' performance in inpatient wards. Nurses experiencing moderate to high levels of burnout tend to demonstrate reduced work effectiveness (Musker & Othman, 2024), reinforcing previous evidence that burnout is a critical factor influencing productivity, clinical decision-making, and the quality of patient care (Gao et al., 2023).

Persistent emotional exhaustion and depersonalization can impair nurses' concentration, communication, and empathy, ultimately affecting patient safety and service outcomes (Zhang et al., 2025). These findings underscore burnout not merely as a psychological issue but as a strategic concern within nursing management and hospital performance systems.

Interestingly, despite the relatively high prevalence of moderate burnout, more than half of the nurses in this study demonstrated high performance levels. This phenomenon suggests the presence of adaptive coping mechanisms, strong professional identity, and intrinsic motivation among nurses.

Professional commitment, ethical responsibility, and a sense of duty toward patients may enable nurses to maintain performance even under psychological strain (Nabi Foodani et al., 2024). However, sustained high performance under conditions of burnout may not be sustainable in the long term and could increase the risk of chronic exhaustion, turnover intention, and decreased job satisfaction if not adequately managed (Malta et al., 2024).

From a nursing management perspective, these findings highlight the importance of proactive burnout prevention strategies as part of organizational responsibility rather than an individual burden (Otto et al., 2021). Effective nursing management must address structural and systemic contributors to burnout, including workload imbalance, staffing shortages, shift scheduling, and limited psychosocial support (Karaferis et al., 2025).

Nurse managers play a pivotal role in creating supportive work environments through fair task allocation, open communication, regular performance feedback, and the promotion of psychological safety within teams (Zuqayl et al., 2024). Without such managerial interventions, nurses' resilience may gradually erode despite initially high performance levels. The potential protective role of burnout prevention management strategies, such as the IFON digital platform, is particularly noteworthy. IFON may function as a psychosocial buffer by facilitating emotional awareness, early detection of stress symptoms, and self-regulation strategies.

Digital platforms like IFON enable nurses to access support flexibly and confidentially, which is crucial in high-pressure inpatient settings where time and access to conventional mental health services are often limited. By integrating self-assessment tools, stress management resources, and reflective features, IFON aligns with contemporary nursing management approaches that emphasize preventive, continuous, and data-driven support.

The integration of technology and digitalization into nursing management is increasingly essential in addressing workforce well-being (Rotenstein et al., 2022). Digital health innovations allow nurse managers to monitor trends in burnout levels, identify high-risk units, and implement targeted interventions based on real-time data (Sarkar & Kudapa, 2024). In this context, IFON represents not only an individual-level intervention but also a management tool that can inform decision-making, policy development, and resource allocation.

Such platforms support a shift from reactive to preventive management models, which is critical in sustaining nurses' performance and organizational effectiveness. Furthermore, the use of digital burnout prevention tools is particularly relevant in resource-limited settings, where access to psychologists or occupational health services may be inadequate (AlKhathami & Petrazzuoli, 2025).

Technology-based solutions offer scalable, cost-effective, and sustainable alternatives that can be embedded into routine nursing management systems (Fatsena et al., 2025). The adoption of platforms like IFON also supports broader digital transformation agendas in healthcare, aligning with global trends toward smart hospitals, digital workforce management, and technology-enabled mental health support.

Overall, this study reinforces the notion that maintaining nurses' performance requires a holistic management approach that integrates organizational support, leadership commitment, and digital innovation. Burnout prevention should be institutionalized within nursing management policies and supported by technology-driven solutions that promote resilience, well-being, and professional sustainability.

Study Limitations

This study has several limitations. The relatively small sample size and single-center design may limit the generalizability of the findings. Additionally, the cross-sectional nature of the study does not allow for causal inferences between burnout and performance.

Future research should involve larger, multi-center samples and longitudinal or experimental designs to more rigorously evaluate the effectiveness of IFON as a burnout prevention intervention and its impact on nurses' performance over time.

CONCLUSION

This study demonstrates a significant relationship between burnout and nurses' performance in hospital wards. Higher burnout levels are associated with decreased performance, emphasizing the urgent need for effective burnout prevention management.

The implementation of structured interventions through the Indonesian Funtastic Oasis in Nursing (IFON) platform has the potential to support nurses' psychological well being and enhance performance outcomes. Hospital management is encouraged to adopt comprehensive burnout prevention strategies as part of sustainable nursing workforce management.

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