

# CHAPTER I

## INTRODUCTION

### 1.1 Background of the Study

An outbreak of COVID-19 was started in Wuhan China in December 2019, and the situation is rapidly evolving (Rasmussen & Jamieson, 2020). In March 2020 WHO declared COVID-19 as a pandemic and started to be found in Indonesia with increasing cases each day (Kementerian Kesehatan Indonesia [Kemenkes], 2021). By August 2021, there are more than 4 million people in Indonesia affected by COVID-19 and on average around 16 thousand people tested positive every day (Kemenkes, 2021). Surya hospital is a private hospital owned by a corporation and it is a type B hospital with 250-bed capacities. During the COVID-19 pandemic, Surya hospital also took part in serving patients with COVID-19.

During the second wave of COVID-19 peak in Indonesia (May-July 2021), hospitals and emergency rooms in many cities in Indonesia were overloaded with patients, some of them have to temporarily close the emergency department due to full capacity (CNN Indonesia, 2021). Many health workers in Indonesia prefer to quit their job in this era of the COVID-19 pandemic, due to high workload, high risk of infection, and unclear payment of incentives from the government as stated by doctor Eva Sri for Media Indonesia (Saragih, 2021). Janil Puthuchery, Singapore Senior Minister of State for Health also stated that the resignation rate among healthcare workers in Singapore is rising in the first half of 2021, due to increasingly stretched, overworked and fatigued (Baker, 2021). Jacobs (2021) stated that in the USA, doctors and nurses are overworked due to the chronic

staffing shortage, and the situation is worsened by the pandemic situation. According to Washington Post poll, 3 out of 10 healthcare workers have considered leaving their profession, more than half experience burned out (Wan, 2021).

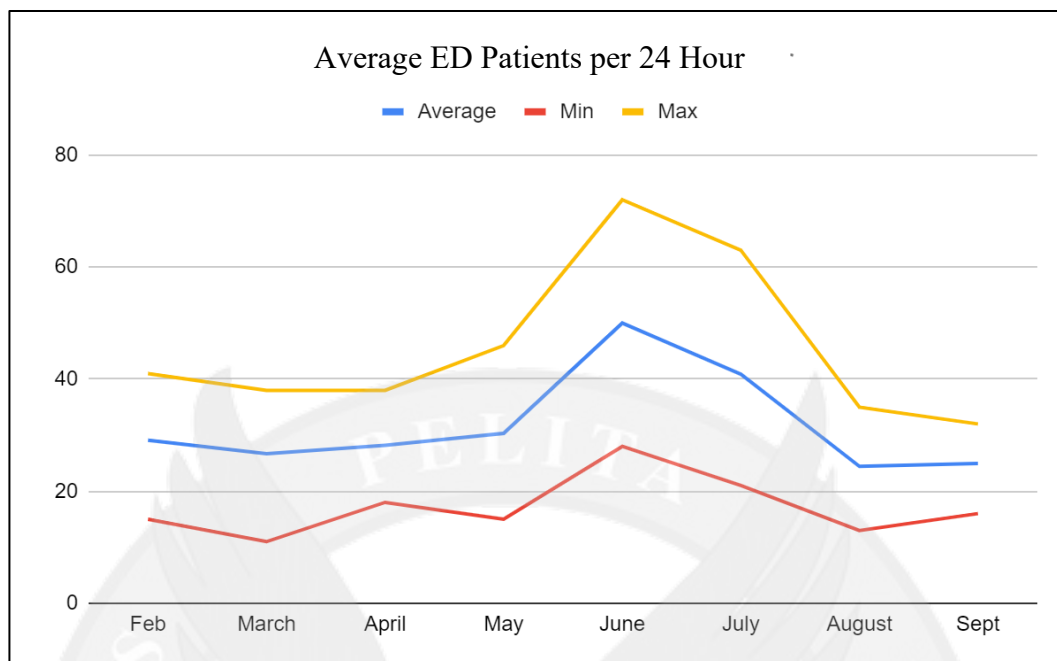
The emergency department (ED) portrays an important element of a health service in a hospital. It provides timely access to care from evaluation, stabilization, and treatment from mildly ill patients to seriously ill or injured patients (American College of Emergency Physicians [ACEP], 2016). Type of patients arriving, the pace of the arrival or their acuity and severity level is unable to be predicted by the ED personnel, thus it may lead to long wait times, overworked staff, overcrowded departments, decreased of staff and patient satisfaction (ACEP, 2016; Nash., Zachariah, Nitschmann, & Psencik, 2007). Due to the ED's nature, the team often faces unpredictable challenges and crises daily, causing an increased level of stress on the staff than in other departments (Yuwanich, Sandmark, & Akhavan, 2016).

The number of emergency department visits is increasing each year, there is an increase of 30% annually (Deviantony, Ahsan, & Setyoadi, 2017). Overcrowding in ED is caused by the imbalance of care demand to the available facility and staff of the ED, thus becoming an international problem as it can be seen in the USA, Europe, other Asian countries, Africa, and Australia (Kusumawardhani, Handiyani, & Nurdhia, 2021). During the COVID-19 pandemic, the emergency room in Surya hospital serves as a vanguard of care, a triage for screening before a patient can continue the treatment whether to polyclinic or inpatient settings.

There are several works of literature about job satisfaction limited to nurses in emergency departments but lacks data from other ED staff such as physicians, pharmacists, and administration officers especially in Indonesia (Siregar, M. Noer, & Natalia, 2021). According to Suarez et al. (2016) healthcare personnel, especially nurses (Portero de la Cruz, Cebrino, Herruzo, & Vaquero-Abellan, 2020) tend to have job dissatisfaction compared to the non-healthcare personnel within the same ED, and thus they suggest further studies need to be conducted. Tarcan et al. (2017) also suggest further qualitative research should be done to analyze more about the relationship between burnout and job satisfaction in emergency health services.

## **1.2 Research Problems**

Surya hospital is a private hospital that is established in December 2019, having the capacity of 250 inpatients beds with around 200 employees and up to 60 specialist doctors serving. The ED has a capacity of 15 ED beds with a total of 7 staff working in a shift, consisting of 3 nurses, 2 administrators, 1 pharmacist, and 1 doctor. There might be some differences in the composition of a team working in ED for every hospital. Before the pandemic, the number of patients visiting the ED in 24 hours is around 20-30 patients and it still can be handled by the staff on duty. However, during the pandemic, there was a surge in the number of patients, up to 70 patients in 24 hours (as seen from figure 1.1), so the staff on duty were overwhelmed and had difficulty handling the patients.



**Figure 1.1 Average Number of ED Patients per 24 Hour in Surya Hospital (2021)**

### **1.2.1 Research Questions**

1. What are the factors influencing job satisfaction in the emergency department during the COVID-19 pandemic?
2. How can hospital management strategize to enhance job satisfaction during the COVID-19 pandemic?

### **1.3 Research Purposes**

With the above research questions, this research could guide the mediation between health workers and hospital management in providing a better working environment in the emergency department.