

Covid-19 Pandemic in Malaysian Government Hospital: How Motivation Assists Medical Front Liners in Overcoming Burnout

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Abstract: Burnout among Malaysia's medical front-line workers is the subject of this paper, which aims to shed light on how the government hospital helps them stay motivated during this COVID-19 pandemic. In the medical field, burnout depression is a rare and growing problem. Due to the COVID-19 pandemic, frontline healthcare providers are at a higher risk of psychological stress and burnout. The excessive stress or disappointment at government hospitals during this pandemic, the medical workers experienced a change in motivation and loss of enthusiasm. Perhaps burnout is also more common among workers in high-stress jobs, such as health-care workers (HCWs) during the COVID-19 pandemic. Motivated employees may be less likely to burn out if they are motivated by intrinsic and extrinsic factors. A lack of support from superiors, a lack of supplement facilities in the government hospital, a lack of provisional rewards for medical workers, low self-esteem, and other factors contributed to the front-line workers' burnout. During the COVID-19 pandemic, physicians showed a high rate of burnout, while healthcare organizations should implement preventive and intervention programmes. The case study questions provide valuable insights into the effects of motivation on job burnout among medical frontline employees. By balancing employee needs, motivational factors could emerge, preventing the desire for job burnout

Keywords: COVID-19, Government Hospital, medical Officers, Burnout, Motivation

I. Introduction

A key issue or a critical problem in Malaysia today is the burnout of front-line workers in the medical line. It is crucial to understand that burnout is a distinct aspect of stress and is perceived primarily as a reaction pattern to stressors at work. Medical officers and nurses improve the work context, and adapt to their work by self-regulating. Job burnout can reduce by developing a self-motivated and stress-reaction mechanism. High levels of stress and a sense of losing control over one's life and career are caused by a lack of motivation, leading to the stress syndrome known as burnout. Stress-induced collapse is the result of overwork or prolonged exposure to job stressors (Chika, 2018). As COVID-19 made headlines around the world, Malaysia was not immune. During the first wave of cases, which began on January 25, there were 22 cases. A dramatic increase in the number of COVID-19 cases worldwide led the World Health Organization (WHO) to declare it a pandemic on March 11. As soon as the government became aware of the impending threat of COVID-19, it decided to increase the number of hospitals equipped to handle the disease, and Hospital XYZ was one of them.

Most of the medical staff's leaves defrosted almost immediately after the hospital decided to become a COVID-19 center. The last few days have been difficult for everyone at the hospital. Hospital XYZ's management has spent a lot of time and energy developing a contingency plan for handling this period and beyond. Members of the senior management team have examined and managed effectively every aspect of the hospital's operations, including walk-in patients, appointment patients, medication, and administration. In this case study, author described how employees at Hospital XYZ dealt with burnout and overcame it through based on the observations.

II. Case Scenario

A well-known government Hospital XYZ is located in Malaysia. Trauma is a 24-hour accident and emergency unit that serves the entire Petaling district and states. Hospital XYZ was no different from any other hospital in that it had its share of stressful situations. Due to a lack of workforce and equipment, medical front-liners are forcing to work longer hours to keep up with the growing number of cases. Frustration led to an imbalance of excessive detachment from patients, as observed in this study. They also had to worry about contracting the disease and spreading it to their families. These factors have led to burnout among hospital employees. Medical front-line burnout is a serious issue because it leads to patient safety concerns. Perhaps hospital management should seek to address it because it is their core profession in enhancing patient's relationships.

The hospital worker's emotional state is more important in this context because it is a personal one. Aware that this type of service or care can be emotionally draining and stressful, the company's management decided to reduce the number of employees involved. Higher management began to realize that their employees were having problems over time. This scenario is characterized by (1) frequent misunderstandings between employees; (2) a lack of motivation; (3) frequent illness; (4) increased frustration; (5) sarcasm; and (6) negativity. According to hospital management, these symptoms were on the rise among hospital employees. Persons with chronic illness usually do not notice the changes in attitude and energy levels that occur. As a result, the medical front-line tend to feel helpless and hopeless most of the time. Work time has increased, but there has been a decrease in productivity and accomplishment. When the management realized that this was a problem, they made a drastic move to fix it. If this problem is not addressing as soonest, it can lead to a decrease in productivity, and Hospital XYZ cannot afford to deal with this situation over time. When working in the medical field, teamwork is the most valuable asset. There was a problem with unplanned absences from the workforce for minorities. Other than this, management feared an increased risk of making mistakes, and they know they are in no position to deal with it.

In this case, front-line workers had to deal with an increase in cases, a shortage of COVID-19 test kits, and a shortfall of medical supplies. As a result of all these shortcomings, the front-line staff has also begun to feel the pinch. If COVID-19 cases continue to rise, according to Dr. N. Ganabaskaran, president of the Malaysian Medical Association (MMA), Malaysian hospitals will not be able to handle the burden. They were beginning to feel fatigued. Many hospital workers became infected as things worsened, and other hospital workers lost their passion for work and performance. Because of this, they began to view patients as objects, making it difficult for them to carry out their duties.

A pandemic of COVID-19 forced hospital staff at Hospital XYZ to make a tough decision and work under extreme pressure. Since the equipment is limited, they are compelled and feel guilty if they don't, to make difficult decisions about how to distribute it among the many patients in need of it. The medical staff suffered a great deal of moral damage as a result of this. Indeed patients who are selfish and do not disclose their travel history to hospital staff pose huge risks. In turn, they began to feel as if though their efforts are not valued. Hospital XYZ's management took a few steps after identifying the problems to manage them and resolve them. They realized that their employees lacked the motivation to continue on their current path forward. Management defines motivation as an inner passion fueled by needs, wants, and desires that propel an employee to exert physical and mental energy to achieve predetermined goals and targets. The management has also realized that staying motivated is one way to get through this difficult time. Upon further reflection, they realized that this is a call for coordination. When it came to this case, the hospital's management had reorganized and looking for ways to minimize the damage done. Health workers at Hospital XYZ must have their emotional and psychological needs met while the crisis is still ongoing via counselling and emotional support when needed. For their employees to be motivated at work, management offers a variety of incentives. Multiple motives among the medical front-line may be operating, at the same time to avoid frustration from blocked motivational expression. Hospital XYZ's management is also aware that it will be tricky to get employees to express their motives. Hence, organizations must understand how motivates their hospital staff. When hospital staffs have high levels of motivation, their job satisfaction rises, and as a result, their performance increases?

The hospital management indicated that a common occupational and public-health problem, burnout is on the rise in recent years among hospital staff. Higher officers were assigned to be on the lookout for burnout symptoms among their staff, and stress management techniques disseminated widely.

Mental health professionals have assisted the other doctors in dealing with the patients who refused to cooperate with their treatment plans. For motivational purposes, the hospital XYZ decided to meet with staff in batches and be honest about the situation. Hospital XYZ also chose to implement on hold non-critical cases for the time being and postpone their appointments to reduce the number of staff needed at one time and better focus on the COVID-19 patients. Employees gradually became more motivated as their burdens reduced, and they felt appreciated in the end.

To resolve this issues, Hospital XYZ decided to have a part of a COVID-19 fundraising campaign, the hospital has begun reaching out to employees who may be eligible for financial assistance to alleviate their fears and allow them uninterrupted rest. In a way, this step reduces their anxiety about transmitting the disease to their family. An alternative method is using peer motivation at the moment. They began holding forums and discussion sessions during their lunch breaks to facilitate communication about the challenges and successes they share. Peer support groups formed, and counsellors made rounds and ate lunch with the other hospital staff during their lunch hours in motivating the medical front liners.

As a result, the clinical staff, the administrators and political leaders are committed to providing the support and equipment necessary to provide the best possible care for Hospital XYZs' patients. The government is also very concerned about our front line officers, in addition to Hospital XYZs' management. When the pandemic hit our country, our Prime Minister announced that RM500 million would spend on purchasing medical equipment. Purchases included ventilation equipment, personal protective equipment (PPE), and laboratory requirements for the COVID-19 screening. Accordingly, the government has set aside RM100 million, purely for hiring 2,000 new contract employees for the Ministry of Health. In year 2020, our Prime Minister announced to have more hospitals to treat the COVID-19 patients.

III. Conclusion

Hospital XYZ management are still challenged the staff at Hospital XYZ by the Covid19 pandemic and forced to think and work in new ways. Hospital XYZ has decided to keep moving forward because there is a great deal of uncertainty among the medical front-liners on how to handle the challenges that the pandemic presents to them and about the community and other front-liners reactions to it over time. "We have no choice" is the tagline of the Ministry of Health, and they have decided to keep doing their best.

IV. Acknowledgment

The author's glad and appreciates the journal in publishing this case study to get more attention from a different institution. As far as this case study is concerned, there are no battles among any bodies or people.

Discussion Questions

1. How does burnout affect workers?
2. Which symptoms of burnout did management notice among their workers?
3. To motivate their staff, what did the hospital's administration do? Briefly explain.
4. How did the government assist management in resolving this issue?
5. Which organizations are most motivated to solve the Covid 19 pandemic, according your opinion? What was the government's strategy for motivating these people?
6. Does the government, in your opinion, have a crucial potential to reduce medical officers' intention to leave their jobs? Make a strong argument for your viewpoints.

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