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Mediation IkaUmarSuyanto,DzikriDarianto Darianto,Liliana
InstitutdanAhmadLJalanAhmadNo. LIndonesia ORCID Ikahttps://orcid.org-- Abstract.
Tpurposethiswasexamineroleburnoutabetween
workload,stress,employeeTstudyconductedal employees PuskesmasLamongan
amounting68inal. Pathwastotherrelationships.heproved
thatmediatesrelationshipworkload,stress,employee performance.helimitedtheofand
workhaveimpactburnoutdecreasedperformance. Keywords:
employeeburnoutworkload,stress 1. Aoratanasyarakathealthishealth
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Withexistenceacenterevery/city,isthatwil haveaccesshealth.Puskesmascarryfiveactivities,
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ICIGR Tgoodbadofworkersservingcansen
theirTemployeeshaveperformancehelpcompany tothe. 1]performancetheofinand
achievedaninouttaccordingresponsibilities

to that company to responsibilities employees according their in work According Permenkes number 75, of for workers Puskesmas calculated on workload. of objective needs to be out actual workload [2]. Puskesmas is sub-district center that in service the Health Program. 2020 Puskesmas Tikung gain when to years. his because C cases become big for personnel the frontline hand C patients. his forces workers work hard fast hand each so the does become widespread, patient recover, then no cases death to the Several have various that a in performance health in C era, workload work stress [3], [4], [5], [6]. conducted [7] health in islands Indonesia at 55% health experienced due C and work workload occurs a of patient condition changing working neededly one's however, to excel service every [8] at the is amount work be by a or at specified limit If employee complete adapt to duties have given it to become workload. if an unsuccessful, duties a excessive can to quality an performance. to [9], workload something is beyond ability the to his Work is form response physical and also in work that perceived be and him become ended. condition also emotions, processes, physical condition, the come the environment which individual is Work needs be properly prevent conditions encourage performance. [10] aid work at high DOI/ Page ICIGR can reduce per [11], [12], [13] proven work stress on performance.

Into the hand stress by workers during C pandemic have impact burnout [6], [14] impact employee [1]. study [14], [16], [17] that and stress affect burnout Burnout affect employee performance [18], [19], [20], [21]. T study to and the of work and burnout health performance, to burnout a variable on performance. 2. Review Hypotheses 2.1. and Performance Employee is critical of workers' [22], [4]. he workload something arises the between asks, environment skill behavior, perceptions workers [2]. [3] at workload to intensity a assignment [24] workload the between resources to out and resources if the as time, requirement greater the and can any workload excessive. this must elaborate several including precisely constitutes resource besides According [2], workload the process analyzing time by person group people completing a task group positions unit), is under conditions. a can complete adapt the asks then does become workload. if the is successful the asks activities a Workload is in to namely and a physical is workload to activity. the is due brain mental activity. physical indicators physical and. Mental workload include temporal performance, and level [25].

[26] that effect workload employee can in form positive negative Based a conducted [13], [27] ated that has significant effect employee when workload up, employee will eventual decline. according DOI/ Page ICIGR [26] has significant effect employee T means that appropriate the significant performance in

company. [12], [28] that workload can affect the performance of workers. However, moderate workload will always perform employees effectively [29]. This hypothesis: Hypothesis Workload negatively to performance. 2.2. Stress Employee Work is pressure by in face work. Stress is by of first feelings calm, hard sleep, bias, tension nervousness [30]. Stress occur persona ask cannot reached a ability, example an employee's has reached but at with score nine, this can work. Furthermore, work can threaten person's to with environment final will bother quality performance [31]. Stress not properly result dis someone interacting with environment job. He of stress this are fol [3], ask role claim between organizational and leadership. Some have that work has negative on mance [33], [34], [12], [13], [14]. This is consistent the of the [11], [35] found job had positive on T confirms for company stress, stress a effect performance. On the hypothesis been Hypothesis Work is related employee 2.3. and T C pandemic caused disorders, ly health ers. he disorder form sthe from igh the heavy. he workload occurs a of patient condition changing working hours to service stop patient ly one's however, to excel service every the workload lead DOI/ Page ICIGR bad between workers patients, failure col between health T results research [36] that has effect burnout nurses. he am was by [37], [19] proves workload positive on of workers. Hypothesis Workload significantly to 2.4. Stress Burnout Research by lah, alon workers 8 in- sia ates 55% health the experienced ue C , severe stress of and stress of .5%. providers at risk ment health the 19. of include stress, of feelings helplessness, trauma watching C 19 patients alon the of of workers. survey 22 nurses al over conducted researcher sthe of al Nursing Faculty Nursing together the Division the A of al Nurses April M 2020 that than of workers anxiety depression, even of T consistent stress health during C pandemic likely to burnout Work is form response physical and al to in work that perceived be and in being Prolonged stress lead depression if addressed and to a kelong can employees burnout syndrome is emotional in a feels and a tured both ly mently, a of job [38]. he conducted [14] that is significant effect work on in workers. Hypothesis Work is related burnout 2.5. and Performance Burnout a ment and exhaustion occur to suffered the term, situations require emotional [10]. Burnout a of tension pressure with stress, experienced individuals day day characterized physical, al, emotional and self- resulting individuals separate DOI/ Page ICIGR from e. studies [19], [20], [21] examined effect burnout employees that has signi relationship between job and performance. he of for ask is heavy employees lthe performance. with demonstratereduction professional greater of error, rates absenteeism, commitment also can the probability biological in [16].

Hypothesis Burnout negatively to performance Hypothesis Burnout the between and performance Hypothesis Burnout the between stress employee performance

Based on the above, the conceptual of research can be described in Figure 1 below: Figure 1: Research

3. Methods Type of research active using data inform

The population in this study was workers in Puskesmas L which

numbered people, of nurses, midwives, laboratories, pharma-

cists, nutritionists and staff of Puskesmas research. In this study, data were obtained as survey waste

workers in the village. The variables of variables workload (X1) work (endogenous namely

employee); the variable, burnout. The analysis in this study used analysis of SPSS Path

analysis as a statistical technique from regression. DOI/ Page ICIGR

The difference between analysis of observational path

coefficient criterion less than 0,05. Validity and reliability were used robust and 4. and

4.1. of Respondents. The description of health in the village. Health in 1. Table 1:

Characteristic Respondents. Characteristic Percent (%) Gender M 2575 Education

Diploma: 6 arjana: 14 Age 30-40) 72 Work (610 80,9 Size 68. Most of them with

(6%), 05% of them 30 years. The workers in Puskesmas with years of experience in health

profile in the village that had high in health care to the community. The availability of health

is still sufficient to meet needs, adequate qualifications and a young human at health are so they

expected to be optimal service in the Puskesmas care were associated with providing and about

health. Health quality in Puskesmas needed to be enhanced [39]. 4.2. of Answer

Responses of health of variables (X1), stress (X2), and performance (Y) are in 2. Results and

reliability show that the results of research were and research was DOI/ Page ICIGR Table 2 Variable Score.

variable Mean Criteria ?? Workload (X1) 4 High Work (2 Low Burnout Z 364 High

Employee) 4 High ?? Cronbach's value over 0,6. The mean of health in sub-district

was 0,02 and is in high category that workers workload level, they many suchment

distraction, in the overnight lack of resting job and additional tasks are much done

The job of health had an average of 71, in low score that health were manage

stress. Though jobs are they cope with the work placed them. They understand which priorities

come and should be postponed. They build with units of conditions supported the of in positive

behavior. If they feel the pressure of work related to their life in a friendly manner. Relationships of other

individuals in Puskesmas helped health to work properly, by dealing with critical building relationships

patients also, they can inform the conditions and might know about this for in

case of death, nurses use knowledge to take actions necessary for the corpse.

Burnout of health was the category, which represented the value 364. The score that burnout

of the workers due to increased during the COVID-19 pandemic. The number of patients not on number existing

is by workers in Puskesmas because the number of patients that workers extra in health

topatient. Results of this study also that workers at level of burnout is health who in mobility activity

coupled with (Protective is very burdensome for nurses, it is not in out protocols. DOI/ Page ICIGR

so they want to be used. Workers in the village with C makes health professional level

burnout. The purpose of the result is to resist due to presence of excessive physical activity, insufficient

time. The average of workers' is 0.6, it categorized high. This implies the workers' health had been to work well. Although still bear high they successful control can occur other. The result they can be their, and optimal 4.3. Test T path model this is in 1. This is to the effect of between and examined direct effect workload (X1) work (on performance Y) and indirect of (and stress X2) employee through(). Tests done ensure the path valid feasible use. The test carried with regression multivariate and test T overall testing show the model proven and to the between. Result data analysis shown the diagram includes values between as in 34 Table 3 Results Direct.

Effect ?? Path Sig X1 0, 0,000 X2 0, 0,000 X1 -250 0,049 X2 -241 0,010 Z -421 0,001 ?? X1 workload, = stress, =, = performance T path results Table show workload and canton, a value 0, and significance 0.000. This result that workload increase. The of study confirms previous of 37 [19] that positively influenced burnout DOI/ Page ICIGR. Two work stress and effect burnout. Based this, it be that higher level employee stresses, will have impact in increasing fatigue burnout. Empirical that in with the of is was by 14], discovered job positively affected in workers. Result path for direct between and performance negative on performance. This indicates a workload create low for workers. This study consistent the of 13]. 27] that work-load and non decline employee. Likewise, analysis result job and performance and relationship. Can concluded the the stress the performance health. Some confirmed result 33], 34], 12], 13], [14] they that stress affected performance. Burnout negatively to performance. Can declared high can the of work. Otherwise workers decreases, health performance improved. This is with 1], 20], 21], found burnout and in performance. Table 4: Results Indirect.

Effect ?? Path Sig X1 0, 0,000 Z -421 0,001 X1 Y -257 0,002 X2 0, 0,000 Z -421 0,001 X2 Y -266 0,006 ?? X1 workload, = stress, =, = performance T indirect shows burnout the between workload employee. Result the analysis that there and effect workload employee mediated burnout (Table). This confirms study [17] [40], st that indirect of on through mediation burnout was and. T analysis of indirect of stress employee through found negative significant. Previous with DOI/ Page ICIGR result conducted [27] revealed burnout the between stress employee and relationship negative and. Overall the of study that workload, stress, burnout had strong on workers' at Tikung. However, workload still be obstacle limited equipment and workers. The two (2020-2021), workload health workers, ly have sharply the of received Puskesmas increased. Is when number positive increased the of workers Puskesmas not but instead because were and to isoman. He ask of worker tougher addition carrying 3T, case self-isolation, hand cases arrival limit including referrals hospital which apparently easy. Herefore, human of must strengthened provide upstream in health. In tion, and stress high can mental disorders,

anxiety, fatigue, and sleep. Workload heavy, it not with appropriate of resources. High can burnout might the workers. Top psychological T-coefficients of hypothesis 0, T that states workload significantly to is working in form is commensurate the ability physical, kil and time, will be sourced damage performance. and workload related the and performance health related the and health performance. he of analysis is that the related employee obt a coefficient of 0, and hypothesis supported. Higher work felt employees, more felt employees. Work will arise there between individual's and demands of work T the is to their of which I have impact in increasing level burnout T analysis shows the effect work on is, theained was 631.

implies the relationship work and was increased stress terms referring to poly clinic to support unit it the worker performance decrease. he the stress, better health's is It work DOI/ Page ICIGR has significant on performance, can prove the results hypothesis-241. on score, hypothesis proved. T result the testing an effect workload employee performance burnoutained value 0, which slightly than the of testing the on performance the score 0, T result that workload in and too much/ results a level performance, is slowed increasing. T a level burnout this between and health performance. Path score an effect work on performance by burnoutained value 0, It greater 0, the effect work on performance. he workers are to manage stress well the of goals away does interfere routines, it occurred the of burnout 5. Workload, stress,, employee obt a score of, 022364; 4 respectively. I, health are in with stressesevent they a workload between main ask workload work especial during Covid- pandemic T workload a and effect burnout has negative and effect employee T can see the of health who that they exceeding capacity.

T volume is with limited of resource the workload health to higher in of and workload, this a for burnout In other every with high health feel disturbance ment health exhaustion work shift). Work has positive significant on. stress a tive significant on performance. workers' in work well has impact reducing. work at Puskesmas in district the workers not difficulty carrying out duties, are to establish good with personnel others. DOI/ Page ICIGR Workload work have negative significant on workers' performance burnout Puskesmas Tikung. he nature of refers an effect is mediation the effect workload work on is concluded have a effect References [1] M M M jemendaya PT ja Indonesia. [2] Inegbedion Inegbedion, A, L Perception workloadance employees in organizations. 20201- [Z M Z P, Y, H, K Meichen Info of stress and on engagement front-lineduring 19.

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