

The effect of emotional intelligence on burnout with the mediation of self-efficacy

Rinaldo Permana Putra¹, Chichi Andriani^{1*}

¹Department of Management, Faculty of Economics, Universitas Negeri Padang, Padang, Indonesia

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ABSTRACT

The purpose of this study was to analyze: (1) The effect of emotional intelligence on burnout in nurses at Yos Sudarso Padang Hospital. (2) The influence of emotional intelligence on self-efficacy at the nurses at Yos Sudarso Padang Hospital. (3) The influence of self-efficacy on burnout at Yos Sudarso Padang Hospital. (4) The effect of emotional intelligence on burnout in nurses at Yos Sudarso Padang Hospital through self-efficacy. The population at that studying where all nurses at Yos Sudarso Padang Hospital, totaling 177 people. While the number of samples in this study, namely the entire population was made a sample of 123 nurses using proportional clustered simple random sampling. The analysis technique used is SEM analysis using smart PLS3. The results of this study indicate that: (1) Emotional Intelligence has a significant negative effect on the burnout in nurse at Yos Sudarso Padang Hospital. (2) emotional intelligence as in up to positively influenced in self efficacy in nurse at Yos Sudarso Padang Hospital. (3) Self-efficacy as in up to negatively influenced in they tendency from burnout in nurse at Yos Sudarso Padang Hospital. (4) Emotional-intelligence as in significantly influenced in burnout through self efficacy in nurse at Yos Sudarso Padang Hospital.



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* Corresponding author: e-mail: author@gmail.com

INTRODUCTION

The hospital is one of the health facilities for the community. At this time the hospital has an important role to improve the health of the community. Nowadays, where the spread of knowledge or technology makes people worse for health services that are distributed from the hospital. The success of a hospital in carrying out the functions that play a role in the health service to the community, seen by the existence of a guarantee of service from the hospital.

The researcher chose the object of this research because This hospital has been internationally accredited with the status of Plenary Level and Yos Sudarso Hospital Padang has a variety of excellent services in presenting a good hospital in the field of ICCU/HCU/NICU/IGD & HOMECARE. Based on the results of observations and interviews that the author did in March 2020 to 5 nurses at Yos Sudarso Hospital Padang, the nurse said that they were bored and tired through the work schedule, it happened because of pressure and demands that had to be done. And seen from the recap of the absence of 30 nurses at Yos Sudarso Hospital Padang which the author got from the personnel department, from the data it can be seen that there is an imbalance in the work schedule between nurses and unstable working

hours, such as nurses who have a full working day for 6 days without getting a day off. weekly and nurses who have to change work hours without being accompanied by a day off first

Body fatigue that occurs in nurses, for example feeling tired and sluggish. And there is another criticism was conveyed from the nurse, regarding physical complaints, such as dizziness, headache, fatigue in the legs, pain in the neck and back, difficulty sleeping due to an erratic sleep cycle. In the criticism section not on the body, there are symptoms of panic and stress of the mind in doing work. Nurses who experience western work stress, emotional stress caused by patient behavior, and also long and uneven work shifts cause nurses to think about quitting their jobs. Long and indefinite work shifts affect the physical, psychological and social conditions of nurses, which are also affected by the quality of health services from patients (Tayfunn and Catiir, 2014).

LITERATURE REVIEW

This results in fatigue in nurses when doing work. There are so many elements that lead to burnout, including emotional intelligence. The occurrence of an unbalanced relationship will cause emotional tension which can affect the lack of cooperation and empathy, causing a person to become burnout. With emotional intelligence, on person that memhave regulationti centsself to be able to mengcontrol it herself alone so that ta influencei by load peworkan excessively so that can prevent the employee from getting burnout.

Emotional intelligence possessed by a person will have an impact to intertwinean ppersonal and betweena panother person. Emotional intelligence makes a person's self-esteem, self-awareness, social sensitivity, and social adaptability. The higher the emotional intelligence of a person at work, the less likely to get burnout syndrome. Nurses who have high emotional intelligence will make them calm, focus and concentrate on goals and targets, and vice versa.

In general, it can be said that people who have great emotional intelligence can use their full potential and turn limitations into opportunities. Of course, this person is a positive person and in his life and work situation can get success which can be affected by their happiness, and this will make the person avoid negative things such as boredom and emotional exhaustion (Reza Barari and Laleh Jamshidi, 2020).

Emotional intelligence interpreted as his competencean which are ownedhis someone to knowcontrol centsself and relationshiphis with seother peoplehis, mecreate effective cooperationtif, lead seother people, and mecreateis the future, that where sefall that matter will have positive impactv to performancehis inin pworkan (Goleman, 2005). In addition to emotional intelligence, another factor that can affect a nurse's burnout tendency is self-efficacy. *Self-efficacy* is confidence in one's own ability to take the necessary actions for the desired outcome. According to the social cognitive point of view, humans are considered as active beings who can self-regulate and adjust their behavior, not as passive beings controlled by unknown environmental forces or internal movements.. Petitta & Vecchione, (2011) explained that self-efficacy is an important personal resource in situations of stress and burnout.

The concept of self-efficacy stems from cognitive social theory which emphasizes the importance of social experience and the need for observational learning in the process of individual personality development, where the individual's personality is based on personal observations (Mahler, Groschedl & Harms, 2018).As a mediator role in the relationship *emotional intelligence to burnout*, *self-efficacy* serves as a personal resource factor in controlling emotional problems that can cause fatigue at work. Nathanova and Chylova (2014) explained that*self-efficacy* balance the demands of a compelling environmental situation in a stress assessment process that identifies stress as dangerous, threatening or challenging *burnout*.

METHOD

This research will be conducted at Yos Sudarso Hospital, Padang, which is located on Jalan Si Tujuh No. 1 Jati Padang, Padang City, West Sumatra, Indonesia. While the research time will be carried out

in 2020. The population is a generalization area consisting of objects or subjects that have certain qualities and characteristics determined by researchers to be studied and then drawn conclusions (Sugiyono, 2018). Meanwhile, according to Sekaran (2006) population is a group of people, events or things that have certain characteristics.

The population in this study were all nurses at Yos Sudarso Hospital, Padang, amounting to 177 people. This research is a causative research by distributing structured question items by method *proportional clustered* simple random sampling answered by respondents related to *emotional intelligence*, *self efficacy*, and *burnout*. In this study, the population will be all nurse in Yos Sudarso Hospital Padang with a sample size of 123-person nurse. This research uses data analysis method using SmartPLSA3.0 software. PLS (Partial Least Square) which is analysis equation -based structural (SEM) variants that can simultaneously test the measurement model as well as test the structural model.

The research design used is quantitative research. Quantitative research is a research method based on reality/symptoms/phenomena which are classified as relatively fixed, concrete, observable, measurable, and symptoms are causal. The research to be conducted is classified as a causative descriptive research. Causative research is research that aims to show the direction of the causal relationship between the independent variable and the dependent variable.

The data used in this study is primary data. Primary data is a data source that directly provides data to data collectors. Primary data is usually obtained from the source (data source), by conducting observations, interviews, questionnaires, and observations (Sugiyono, 2018). To collect data in discussing the problems that exist in this study, the technique used is a questionnaire.

Data were collected using a questionnaire method, namely by providing a list of questions to the respondents. Respondents will be asked to fill out or respond to the questionnaire given by placing a checklist on one of the alternative answers. The questionnaire consists of questions in closed form, meaning that the respondent only chooses one alternative answer that has been provided. Measurements in this study were carried out using a Likert scale which has a gradation from very positive to very negative and for the purposes of quantitative analysis, the answer can be given a score of 1 to 5, for a negative score of 1 to 5 for a positive score.

The data analysis technique in this study first uses descriptive analysis which provides an empirical description of the data that has been collected in this study. Second, using inductive/inferential analysis to analyze sample data and the results will be applied to the population. Hypothesis testing can be done by evaluating the goodness of fit of the measurement model, goodness of fit is done to see the level of accuracy and confidence level of the research model, if the R-square value is above 1 then the research model can be said to be good, strong and reliable, on the contrary if If the R-square is below 1, the results can be said to be not good, not yet strong and not reliable. Hypotheses one, two, and three. The final process of this test is to see whether the hypothesis under study is answered, where to find out whether the hypothesis is accepted or rejected can be seen from the T-statistical value. If the t-statistic is greater than 1.96 then the hypothesis is accepted otherwise the t-statistic is smaller than 1.96 then the hypothesis is rejected. Hypothesis four, The fourth hypothesis in this study is for the mediating variable. In testing the mediation effect, the output of the significance test parameter is seen in the total effect table not in the coefficient table, because the mediation effect is not only testing the direct effect of the independent variable on the dependent variable, but also the indirect relationship between the independent variable and the dependent variable (indirect effect) through mediating variables.

RESULT AND DISCUSSION

Characteristics of respondents based on gender in this study can be seen in the table.

No	Gender	Total (Person)	Percentage (%)
1	Laki-laki	41	33.33 %
2	Perempuan	82	66.67 %
	Total	123	100 %

Source: Processed primary data 2021.

Based on Table regarding the characteristics of respondents by gender, it can be seen that the most research respondents were female nurses, namely 82 people or 66.67%, while male nurses were only 41 people or 33.33%. So it can be concluded that the characteristics of respondents based on gender are dominated by female nurses.

Characteristics of respondents based on age can be seen in table below.

No	Age	Total (person)	Percentage (%)
1	< 25	11	8.94 %
2	25-30	51	41.46 %
3	31-35	22	17.89 %
4	36-40	18	14.63 %
5	41-45	12	9.76 %
6	46-50	6	4.88 %
7	>50	3	2.44 %
	Total	123	100 %

Source: Processed primary data 2021

Based on the table, it can be seen that the most respondents in filling out this questionnaire were nurses aged 25-30 years totaling 51 people or 41.46%. So it can be concluded that the characteristics of respondents based on age are dominated by nurses with an age range of 25-30. This age range is the productive age range, where in this age range a lot of people are affected by burnout because it is at this age range that a person is more easily bored, frustrated, constrained, apathetic, withdraws from the surrounding environment and becomes a very ignorant probation.

Characteristics of respondents based on marital status can be seen in the following table.

No	Marital Status	Total (person)	Percentage (%)
1	Married	32	26,02 %
2	Not married	91	73,98 %
	Total	123	100 %

Source: Processed primary data 2021

Based on the table, it can be seen that most of the respondents in this study were unmarried nurses, amounting to 91 nurses or 73.98%. The results of this description analysis explain that most nurses who tend to experience burnout symptoms are unmarried nurses, this is because single nurses have a higher risk of experiencing burnout than those who have a partner. For those who are single, the absence of a partner reduces the chances of getting support when faced with a problem. On the other hand, for those who are married, their partner is the person who is seen as providing the most support when facing problems.

Characteristics of respondents based on the latest educational background can be seen in the following table.

No	Education	Total (person)	Percentage (%)
1	SMA	-	-
2	Diploma	69	56,09 %
3	Sarjana	39	31,71 %
4	Magister	15	12,20 %
	Jumlah	123	100 %

Source: Processed primary data 2021

Based on the table, it can be seen that the most respondents in filling out the questionnaire are nurses with a Diploma educational background totaling 69 people or 56.09%. So it can be concluded

that the characteristics of respondents based on educational background are dominated by nurses with a Diploma education background.

Characteristics of respondents based on years of service can be seen in the following table.

No	Years of Service	Total (person)	Percentage (%)
1	1-5	26	21.13 %
2	6-10	41	33.33 %
3	11-15	34	27.64 %
4	16-20	13	10.57 %
5	>21	9	7.32 %
	Total	123	100%

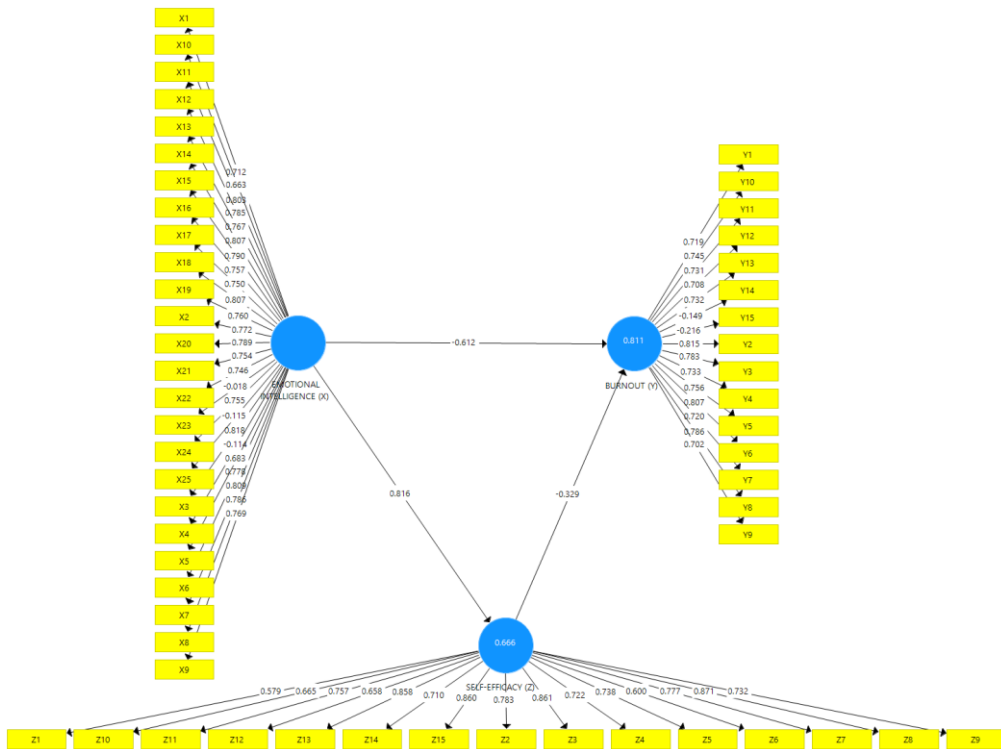
Source: Processed primary data 2021

It can be seen that the most respondents are those who have a working period of 6-10 years, amounting to 41 people or 33.33%. So it can be concluded that the characteristics of respondents based on years of service are dominated by nurses with a working period of 6-10 years.

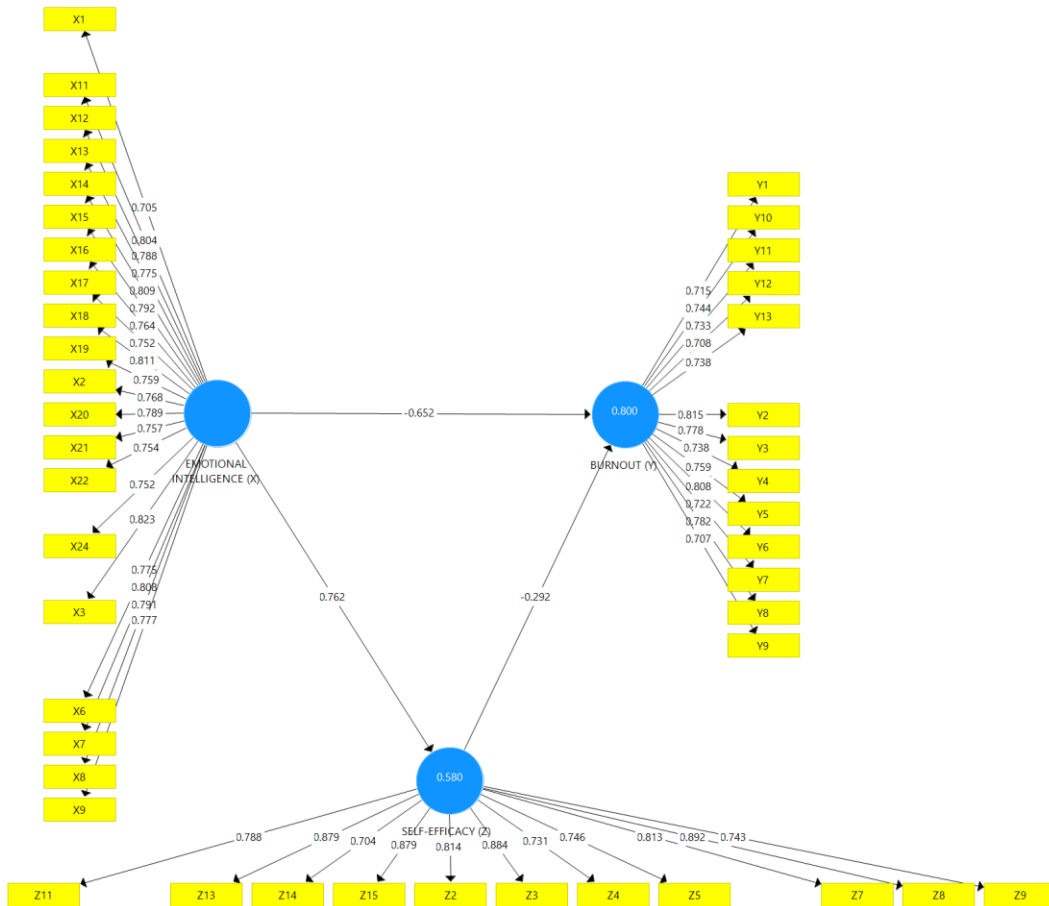
Outer model, The measurement model (outer model) was used to assess the validity and reliability of the model. The validity test was conducted to determine the ability of the research instrument to measure what it was supposed to measure. While the reliability test is used to measure the consistency of measuring instruments in measuring a concept or can also be used to measure the consistency of respondents in answering statement items in questionnaires or research instruments.

Convergent validity of the measurement model can be seen from the correlation between the dimension scores and the variable scores. The dimension is considered valid if it has an AVE value above 0.5 or shows all outer loading dimensions of the variable having a loading value > 0.5 so it can be concluded that the measurement meets the validity criteria. To test the validity of the construct with reflexive dimensions, it can be seen from the correlation between the dimension scores and the construct scores. Individual dimensions will be considered valid if they have a correlation value above 0.7. However, for loading 0.50 to 0.60 it is still acceptable by looking at the output results of the correlation between the dimensions and the construct.

The loadings factor score for each construct is said to be valid and acceptable, namely the loadings factor which is of 0.5. However, in this study, the researcher took a value of 0.7, because the individual dimension would be considered valid if it had a correlation value above that value, which was seen from the correlation between the dimension score and the construct score. Furthermore, to determine whether the discriminant validity of the construct has been adequate, it can be seen from the value of cross loadings, namely by comparing the correlation dimensions of a construct with other constructs. If the correlation dimension of the construct has a higher value than the correlation of that dimension to other constructs, it is said that the construct has discriminant validity. The following is a picture of the initial model of the relationship between burnout, emotional intelligence, and self-efficacy variables:



The figure shows the initial form of the model between constructs. In the initial model, it can be seen that the construct is valid because it has a correlation value above 0.5. However, even though it has met the correlation value, it turns out that this construct does not have an adequate discriminant validity value. This is because the correlation value of the construct dimension is not higher than the other construct dimensions. Therefore, it is necessary to re-estimate the initial construct model by dropping the dimensions that fall into the discriminant validity category as many as 11 question items (X10, X23, X25, X4, X5, Y14, Y15, Z1, Z10, Z12, Z6) where the value is under the loadings factor which is \geq of 0.7, so the final output of SmartPLS looks as follows :



Another method to assess discriminant validity is to compare the Square Root of Average (AVE) for each construct with the correlation between the construct and other constructs in the model. The construct is said to be valid if it has an AVE value >0.5.

	AVE
<i>Burnout</i>	0,563
<i>Emotional Intelligence</i>	0,605
<i>Self-efficacy</i>	0,655

Source: Processed primary data 2021

As for the reliability test, it is carried out by looking at the composite reliability value of the dimension block that measures the construct. The results of composite reliability will show a satisfactory value if it is above 0.7. The following is the composite reliability result from the SmartPLS output output.

	<i>Composite Reliability</i>
<i>Burnout</i>	0.944
<i>Emotional Intelligence</i>	0.968
<i>Self-efficacy</i>	0.954

Source: Processed primary data 2021

Inner model, Testing of the inner model or structural model is carried out to see the relationship between the construct, significance value and R-square of the research model. The structural model was evaluated using R-square for the dependent construct of the t-test and the significance of the coefficients of the structural path parameters. In assessing the model with PLS, it begins by looking at

the R-square for each dependent latent variable. The following are the results of the R-square estimation using SmartPLS.

	R Square
<i>Burnout</i>	0,800
<i>Self-efficacy</i>	0,580

Source: Processed primary data 2021

This table shows that the R-square value of the burnout variable is 0.800, this result shows that 80% of the burnout variable can be influenced by emotional intelligence and self-efficacy variables. Meanwhile, the self-efficacy variable is 0.580, this result shows that 58% of the self-efficacy variable can be influenced by the emotional intelligence variable.

The significance of the estimated parameters provides very useful information about the relationship between the research variables. The basis used in testing the hypothesis is the value contained in the output result for inner weight. The following is the estimated output for testing the structural model. The direct effect hypothesis test is carried out by looking at the t-statistics generated by the structural model (Inner model). The research hypothesis can be accepted if the t-statistic > 1.96. The following are the results of the direct influence hypothesis test:

Pengaruh langsung				
	sampel asli (O)	Rata-rata sampel	standar deviasi	T Statistik
<i>Emotional Intelligence > Burnout</i>	-0,652	-0,649	0,060	10.870
<i>Emotional Intelligence > Self-Efficacy</i>	0,762	0,767	0,040	19.214
<i>Self-Efficacy > Burnout</i>	-0,292	-0,295	0,064	4.588

Source: Results from processing SmartPLS3

In PLS3 statistical testing of each hypothesized relationship is carried out using simulation. In this case, the bootstrapping method is applied to the sample. Testing with bootstrapping is also intended to minimize the problem of abnormal research data. The test results with bootstrapping from the PLS analysis are as follows: 1) Testing hypothesis 1: The effect of emotional intelligence on burnout. The results of testing the first hypothesis show that the emotional intelligence variable with burnout shows a t-count value of 10,870. This value is greater than the value of t table (1.96). These results mean that there is a significant effect between emotional intelligence and burnout. The path coefficient value of -0.652 means that the higher the emotional intelligence, the lower the burnout level. and vice versa, if emotional intelligence is low, it will have an impact on high burnout in a company. 2) Testing Hypothesis 2: Emotional intelligence on self-efficacy. The results of testing the second hypothesis show that the emotional intelligence variable with self-efficacy shows a t-count value of 19,214. This value is greater than the value of t table (1.96). This result means that there is a significant effect between emotional intelligence and self-efficacy. The path coefficient value of 0.762 means that if the emotional intelligence is high, then the self-efficacy will also be higher. and vice versa, if emotional intelligence is low, the self-efficacy of nurses at YOS Sudarso Padang Hospital will also be low. 3) Testing hypothesis 3: The effect of self-efficacy on burnout. The results of testing the third hypothesis indicate that the self-efficacy variable with burnout shows a t-count value of 4,588. This value is greater than the value of t table (1.96). This result means that there is a significant effect between self-efficacy and burnout. The path coefficient value of -0.292 means that if the nurse's self-efficacy is high, the burnout will be lower. Vice versa, if self-efficacy is low, it will have an impact on the high level of burnout in nurses at YOS Sudarso Hospital, Padang.

For the indirect effect hypothesis, it can be accepted if it produces t-statistic > 1.96, Testing the fourth hypothesis: The effect of emotional intelligence on burnout through self-efficacy.

	sampel asli (O)	Rata-rata sampel	standar deviasi	T Statistik
<i>Emotional Intelligence > Self-efficacy > Burnout</i>	-0.222	-0.226	0.050	4.407

Source: Results from processing SmartPLS3

Based on the results of the calculation of the indirect variable coefficient, the t-statistic value of the indirect influence of emotional intelligence on nurse burnout through self-efficacy is 4.407 > 1.96, with the original sample -0.222, it can be concluded that emotional intelligence has a significant effect on nurse burnout through self-efficacy as mediating variables in hospital nurses. YOS Sudarso Padang. This means that if the emotional intelligence of nurses is high in an organization, it will significantly increase the nurses' self-confidence in their abilities at work, and will reduce the burnout level of hospital nurses. YOS Sudarso Padang.

The total influence of emotional intelligence variables on nurse burnout through self-efficacy.

Pengaruh variabel	Koefisien jalur				total
	Langsung	t- Statistik	Tidak langsung	t-statistik	
<i>Emotional Intelligence > Burnout</i>	-0.652	10.870	-0.222	4.407	-0.874
<i>Emotional Intelligence > Self-efficacy</i>	0.762	19.214	-	-	0.762
<i>Self-efficacy > Burnout</i>	-0.292	4.588	-	-	-0.292

Source: Results from processing SmartPLS3

The explanation from this table is the effect of emotional intelligence with direct burnout, the coefficient is -0.652 with a t statistic of 10,870. Meanwhile, the direct effect of emotional intelligence on self-efficacy has a coefficient of 0.762 with a t-statistic of 19.214, then the direct effect of self-efficacy on burnout has a coefficient of -0.292 with a t-statistic of 4.588, greater than the effect of emotional intelligence on burnout through self. -Efficacy indirectly with a coefficient of -0.292 with a t-statistic of 4.588, and the total effect is -0.874 (obtained from the number of direct and indirect effects). This means that hypothesis 4 can be accepted because 4,588 > 1.96. If nurses are able to manage their emotional intelligence well, this will significantly increase the nurses' confidence in their abilities at work and will subsequently have an impact on reducing the burnout level felt by nurses during work.

This study examines the effect of emotional intelligence on burnout with self-efficacy as a mediating variable in nurses hospital YOS Sudarso Padang.

Testing hypothesis 1: The effect of emotional intelligence on burnout. The results of testing the first hypothesis show that the emotional intelligence variable with burnout shows a t-count value of 10,870. This value is greater than the value of t table (1.96). These results mean that there is a significant effect between emotional intelligence and burnout. The path coefficient value of -0.652 means that the higher the emotional intelligence, the lower the burnout level. and vice versa, if emotional intelligence is low, it will have an impact on high burnout in a company.

Testing Hypothesis 2: Emotional intelligence on self-efficacy. The results of testing the second hypothesis show that the emotional intelligence variable with self-efficacy shows a t-count value of 19,214. This value is greater than the value of t table (1.96). This result means that there is a significant effect between emotional intelligence and self-efficacy. The path coefficient value of 0.762 means that if the emotional intelligence is high, then the self-efficacy will also be higher. and vice versa, if emotional intelligence is low, the self-efficacy of nurses at YOS Sudarso Padang Hospital will also be low.

Testing hypothesis 3: The effect of self-efficacy on burnout. The results of testing the third hypothesis indicate that the self-efficacy variable with burnout shows a t-count value of 4,588. This value is greater than the value of t table (1.96). This result means that there is a significant effect between self-efficacy and burnout. The path coefficient value of -0.292 means that if the nurse's self-efficacy is high, the burnout will be lower. Vice versa, if self-efficacy is low, it will have an impact on the high level of burnout in nurses at Yos Sudarso Hospital, Padang.

The indirect effect hypothesis can be accepted if it produces a t-statistic > 1.96 . Testing the fourth hypothesis: The effect of emotional intelligence on burnout through self-efficacy.

	sampel asli (O)	Rata-rata sampel	standar deviasi	T Statistik
<i>Emotional Intelligence > Self-efficacy > Burnout</i>	-0.222	-0.226	0.050	4.407

Source: Results from processing SmartPLS3

Based on the results of the calculation of the indirect variable coefficient, the t-statistic value of the indirect influence of emotional intelligence on nurse burnout through self-efficacy is $4.407 > 1.96$, with the original sample -0.222, it can be concluded that emotional intelligence has a significant effect on nurse burnout through self-efficacy as mediating variables in hospital nurses. YOS Sudarso Padang. This means that if the emotional intelligence of nurses is high in an organization, it will significantly increase the nurses' self-confidence in their abilities at work, and will reduce the burnout level of hospital nurses. YOS Sudarso Padang.

This study examines the effect of emotional intelligence on burnout with self-efficacy as a mediating variable in hospital nurses. YOS Sudarso Padang. Effect of emotional intelligence on burnout, Nurses with a high level of emotional intelligence will have various positive impacts on the nurse, such as the ability to regulate emotions so that they can respond positively to pressure and avoid burnout tendencies. Nurses who have high emotional intelligence have wider experience and knowledge than nurses with low emotional intelligence. This finding is also reinforced by research conducted by Kusuma (2014) that Emotional intelligence has a significant effect on nurses' burnout levels. Choi et al (2019) there is a significant negative relationship between emotional intelligence and burnout, this means that nurses who have high emotional intelligence are less likely to experience burnout and vice versa. Mérida-López & Extremera, (2017), Barari, (2015) and research conducted by Khanifar et al., (2012) which both obtained results and explained that there is a negative relationship between emotional intelligence and burnout.

The effect of emotional intelligence on self-efficacy, The higher the emotional intelligence possessed by nurses, the higher the nurse's self-efficacy. If nurses are able to manage their emotional intelligence, this will significantly increase the nurses' self-confidence about their abilities in carrying out their duties and responsibilities at work. Nurses with higher emotional intelligence will have high confidence in their abilities at work. This is because nurses with higher emotional intelligence are able to cope with the possible consequences of stress while those with lower emotional intelligence will not be able to cope with stressful situations. In addition, nurses with higher emotional intelligence will be able to influence the emotions of others in such a way that they will be able to maintain their personal and professional lives at work. This finding is also reinforced by research conducted by Geok Kim Ngui and Yoon Fah Lay (2020) which states that Emotional intelligence has a significant relationship with self-efficacy, so that emotional intelligence is able to define the variance of self-efficacy with an effect size of moderate predictive accuracy and an effect size of moderate. little predictive relevance. Then Barari & Barari, (2015) in their research explained that in the world of work, self-efficacy is effectively influenced by emotional intelligence, someone who has emotional intelligence will have self-confidence where he will have strong beliefs about his values and abilities. . When a person has strong belief in his own abilities, this will affect his view, especially in completing tasks and producing performance that affects his outlook on life, this can be called self-efficacy.

The effect of self-efficacy on burnout, The higher the self-efficacy of nurses, the higher the level of burnout tendencies in nurses will be. If nurses feel that they are capable and have good abilities in carrying out their work and tasks properly and correctly, then this will reduce the burnout tendency felt by nurses while working in hospitals. The relationship between self-efficacy and job burnout is very necessary to support the performance of nurses in a company or organization. Nurses who have good self-efficacy in themselves will indirectly avoid burnout. Nurses who are confident in their abilities at work will have a low tendency to burnout. This finding is also reinforced by research conducted by Barari & Jamshidi, (2015) in their research explaining that there is a significant negative relationship between self-efficacy and burnout. Employees who have high self-efficacy can quickly adjust to the development of the work environment, so as to reduce the tendency of burnout.

The Effect of Emotional Intelligence on Burnout with Self efficacy as a Mediating Variable, emotional intelligence possessed by hospital nurses. YOS Sudarso Padang can have a direct influence on the level of burnout tendency, but the effect will be better if the emotional intelligence possessed is also followed by an indirect effect of self-efficacy, so that it can have a better effect on reducing the level of burnout tendencies in nurses. itself. This can be interpreted that the form of emotional intelligence in nurses has an impact on the self-efficacy of nurses, and will also be followed by a decrease in the level of burnout tendencies in these nurses. This finding is reinforced by research conducted by Barari & Jamshidi (2015) which states that in general it can be said that employees with high emotional intelligence can use the total potential capacity they have and are able to change the boundaries of opportunity. When employees are able to use their potential capacity in total, then the employee will get happiness at work and will avoid burnout tendencies, this shows that high emotional intelligence of a worker can directly reduce burnout.

CONCLUSION

This study aims to analyze the Effect of Emotional Intelligence on Burnout with the Mediation Role of Self-Efficacy in Nurses at Yos Sudarso Hospital Padang. To analyze the relationship between these variables, this study uses Partial Least Square (PLS3). Based on the analysis and discussion in the previous section, the following conclusions can be drawn:

1. There is a significant negative effect between emotional intelligence variables on nurse burnout at YOS Sudarso Hospital, Padang. It can be concluded that if the emotional intelligence possessed by nurses is higher, it will have an impact on reducing the level of burnout felt by nurses. If nurses are able to manage their emotional intelligence, then this will reduce the level of burnout they feel while working in the company.
2. There is a significant positive effect between emotional intelligence variables on the self-efficacy of nurses at YOS Sudarso Hospital, Padang. It can be concluded that if the emotional intelligence possessed by nurses is higher, it will have an impact on the high level of self-efficacy of nurses. If nurses are able to manage their emotional intelligence, this will significantly increase the nurses' self-confidence about their abilities in carrying out their duties and responsibilities at work.
3. There is a significant negative effect between self-efficacy variables on burnout tendencies in nurses at YOS Sudarso Hospital, Padang. It can be concluded that the higher the nurse's self-efficacy, the lower the nurse's burnout tendency. If nurses feel that they are capable and have good abilities in carrying out their work and duties properly and correctly, then this will reduce the burnout tendency felt by nurses while working in hospitals.
4. There is a significant influence between Emotional intelligence on burnout through self-efficacy in hospital nurses. YOS Sudarso Padang.

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