

The Effect of Workload on Burnout with Role Stress as a Mediation Variable

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ABSTRACT

The purpose of this research is to analyze: (1) The effect of workload on burnout on nurse of DR.Drs. M. Hatta Hospital. (2) The effect of workload on role stress on nurse of DR.Drs. M. Hatta Hospital. (3) The effect of role stress on burnout on nurse of DR.Drs. M. Hatta Hospital. (4) The effect of workload on burnout on nurse on employees of DR.Drs. M. Hatta Hospital through role stress. The population in this study were all nurses of The DR.Drs. M. Hatta Hospital, totaling 124 people. The number of samples was determined using Slovin with the number of samples obtained as many as 94 people who were taken using proportional cluster random sampling. The analysis technique used is SEM analysis using smart PLS3. The result of this study is (1) workload has a positive effect on burnout in hospital nurses DR.Drs.M.Hatta Bukittinggi, (2) workload has a positive effect on role stress in hospital nurses DR.Drs.M.Hatta Bukittinggi, (3) role stress positive effect on burnout in hospital nurses DR.Drs.M.Hatta Bukittinggi, (4) Role Stress significantly mediates the relationship between workload and burnout in hospital nurses DR.Drs.M. Hatta Bukittinggi.



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INTRODUCTION

In the midst of the current era of globalization, the hospital as one of the health facilities and a place for the implementation of health efforts is very important to improve optimal health for the community. Due to the recent emergence of a very dangerous phenomenon, the Corona Virus, apart from covid 19, there are many other phenomena. Where the Hospital does not only focus on the results or targets that have been determined, but the company as an organization is now starting to pay attention to the development of its human resources. The role of employees is very large in achieving the success of the company, the thing to consider is service. The success of a company is largely determined by the services provided. With the hope of achieving the company's goals.

Boredom at work experienced by individuals in the long term will result in individuals suffering from fatigue, both physical and mental which will have a negative impact on the environment. This situation is known as burnout. Burnout is physical and emotional exhaustion that causes stress that develops negatively. As stated by Pines and Maslach in Subagyo (2014) stated that burnout is a symptom of fatigue, both physically and mentally that develops negatively inside, resulting in a lack of concentration and negative work behavior. One of them, there was an outbreak of the corona disease which resulted in nurses having to be mentally and physically strong every day to carry out their duties to restore the patient's health condition and even save patients from death.

Excessive workload is also one of the factors causing burnout. A person who experiences an overload of work on himself will cause a decrease in one's body condition at work and is directly related to burnout, this is because the work demands that must be done by employees for a certain period of time and require a lot of abilities that many of these employees have. As stated by Dewi (2013) states that the workload is a difference between the capacity and the ability of workers based on the demands of the work to be faced. Given that human work is mental and physical, each individual has a different level of loading. Then the excessive number of working hours will be a workload for nurses. Research by Melati and Surya (2015) states that workload has an influence on employee burnout. The same thing is proven by Ari and Dovi (2014) that the high and low workload has an influence on employee burnout.

Another factor that affects burnout in nurses is role stress or role pressure where a person has difficulty understanding what their duties are as stated by Robbins and Judge (2013) role stress is defined as sources of stress (pressure) related to expectations of pattern behavior of a person who occupies a certain position in a social unit. Role stress is also a factor that affects burnout which is reinforced by research conducted by Aaron (2015) which says that the higher role stress on an employee will have a negative impact on employee understanding, thereby increasing burnout and is supported by research conducted by Sarah et al.

Many phenomena that occur in hospital nurses, such as the main task of nurses in helping patients recover, restoring health conditions and even saving patients from death make the nursing profession very vulnerable to work stress which causes a decrease in nurse performance. Other phenomena such as the main tasks of nurses implementing the inpatient department are carrying out nursing assessments, carrying out data analysis to formulate nursing diagnoses, planning and carrying out simple nursing evaluations on individuals, carrying out health care documentation, carrying out work systems that are divided into two or three times a day, carrying out tasks standby on call at the hospital, maintaining nursing and medical equipment so that it is always in a ready state, conduct post conferences and handover patients during service changes, attend periodic meetings held by the head of the room, and drop patients. The tasks that are so much stressful for nurses, sometimes nurses also have to deal with the emotional attitude of the patient. Nurses work requires great effort and time to continue to face problems. With recent studies, researchers have noticed the negative effects of burnout due to organizational factors.

The author is interested in researching the burnout of nurses at the Brain Hospital DR. Drs. M Hatta Bukittinggi. Hospitals are one of the places where burnout may increase. DR.Drs.M Hatta Bukittinggi Brain Hospital is a hospital designated as a special hospital which was inaugurated on April 5, 2005. The hospital as a health service center must really pay attention to the importance of health services to patients who rely on the performance of nurses . Nurses are one of the components in hospital services and become a benchmark that determines the quality of health services in hospitals. In hospitals, nursing personnel are very much needed as employees who are experts in their fields. As stated by Kusnanto (2014),

LITERATURE REVIEW

Burnout

Burnout is a response to tension caused by emotional reactions to certain situations. Burnout can have substantial financial and non-financial consequences for both individuals and organizations (Taris and Schreurs, 2009). Grobler (2019) explains that burnout is often recognized by employees complaining that they are not recognized at work, which can lead to a loss of meaning or feelings of ineffectiveness.

Burnout Indicators According to Maslach in Umar (2013), burnout measurement indicators consist of: Emotional Fatigue, Lack of Self-Actualization, Depersonalization

Workload

According to Soleman (2011) workload is the amount of work that must be carried out by a position or organizational unit and is the result of work volume and time norms. Given that human work is mental and physical, each individual has a different level of loading. Workload is a number of activities that must be completed by an organization within a certain period of time and the work carried out by workers is based on the capacity and ability of the individual to complete the work.

According to Putra (2012) there are 4 indicators in the workload, namely Targets to be achieved, Working conditions, Use of time and Job standards

Role Stress

According to Kheterpal and Kochar (2005: 1) role stress (role pressure) is stress (pressure) experienced because of their role in the company. They take on roles based on their own expectations and the expectations of others (the expectations of the company and superiors) in the workplace. Meanwhile, according to Robbins and Judge (2013) role stress can be defined as sources of stress (pressure) related to expectations for the behavior pattern of someone who occupies a certain position in a social unit.

Conley and Cosley, (2000:178) suggest that role stress is associated with two indicators, namely Role conflict and Unclear role

Conceptual Framework

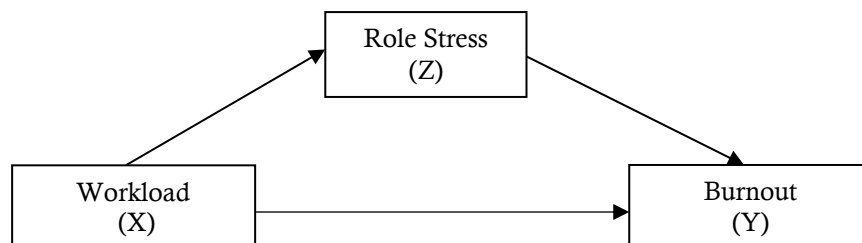


Figure 1. Conceptual Framework

Research Hypothesis

The hypotheses proposed in this study are as follows:

H1: Workload has a significant effect on burnout.

H2: Workload has a significant effect on role stress.

H3: Role stress has a significant effect on burnout..

H4: Role stress significantly mediates the relationship between workload and burnout.

METHOD

Design study used on this research is causal research design because the research method used to explain and describe the relationship between variables with the aim of showing the relationship because consequence of the variables studied. So, this study can determine the extent of the influence of workload on to *burnout* with role stress as mediating variable Nurse Brain Hospital DR.DRS.M.Hatta Bukittinggi. All data and information needed in this study were obtained from respondents by distributing questionnaires. The data analysis technique in this research first use Analysis descriptive that gives an idea top empirical data that has been collected in this study. The second uses inductive/inferential analysis to analyze sample data and the result is applied for population. In accordance with the hypothesis that has been formulated, so analysis. The data used in this study uses the SEM-PLS (Structural Equation Modeling – Partial Least Square) approach. Data analysis using SEM-PLS was chosen because PLS is analysis method powerful because it does not based on many assumptions, then data used do not have to normally distributed and the sample used in SEM-PLS no should big

RESULT AND DISCUSSION

Validity test

The validity test in this study uses two measurements, namely convergent validity and discriminant validity. Convergent validity (convergent validity) is determined using the outer loading value and the AVE (average variance extracted) value. The measurement can be categorized as having good convergent validity if the outer loading value is > 0.7 and the AVE value is > 0.5 (Gozali & Latan, 2012). The following are the results of testing the convergent validity instrument.

Table 14: Output Outer Loadings

	WORKLOAD_(X)	BURNOUT_(Y)	ROLE STRESS_(Z)
X10	0.785		
X11	0.800		
X12	0.746		
X14	0.703		
X15	0.706		
X16	0.731		
X17	0.789		
X2	0.736		
X3	0.731		
X4	0.810		
X5	0.793		
X7	0.876		
X8	0.726		
X9	0.869		
Y1		0.826	
Y10		0.816	
Y11		0.835	
Y12		0.837	
Y13		0.829	
Y14		0.836	
Y16		0.821	
Y17		0.851	
Y19		0.759	
Y2		0.853	
Y20		0.871	
Y21		0.839	
Y22		0.875	
Y3		0.809	
Y4		0.783	
Y5		0.862	
Y6		0.846	
Y7		0.873	
Y8		0.826	
Y9		0.819	
Z1			0.846
Z2			0.886
Z3			0.833
Z4			0.791
Z5			0.816
Z6			0.790
Z7			0.805
Z8			0.832
Z9			0.774

Source: PLS 2021 data processing results

From the results of the final outer loading which can be seen in Table 14, it can be concluded that the dimensions of each construct provide a high convergent validity value, because all of them are above 0.7.

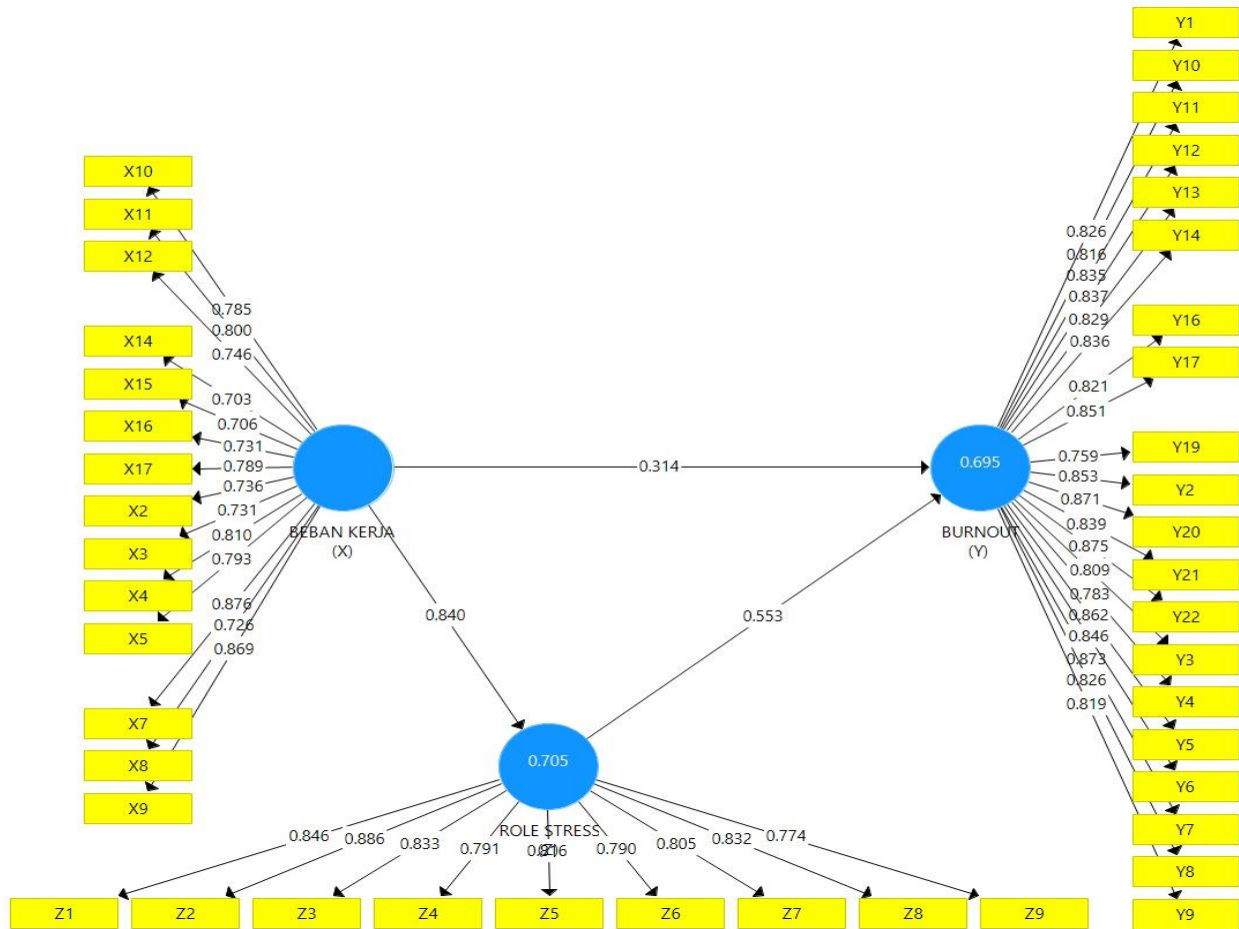


Figure 2. Outer Research Model

Reliability Test

This test is done by seeing composite reliability value of dimension block which measures the construct. Results composite reliability will show Mark which satisfying if in above 0.7. The following is results *composite reliability* from output SmartPLS.

Results Table Composite Analysis Reliability	
	<i>Composite Reliability</i>
Burnout	0.954
Workload	0.979
Role Stress	0.949

Source: PLS 2021 data processing results

Based on the results of data processing, it can be seen that the value of composite reliability and Cronbach's alpha of each construct exceeds 0.7. If referring to the rule of thumb, the composite reliability and Cronbach's alpha values, each of which must be greater than 0.7 (>0.7), then all variables from the researcher are declared reliable.

Structural Model (Inner Model)

Inner model test or structural model is done for see relationship Among construct, significance value and R-square from model study. Following R-square estimation results with using SmartPLS.

	R Square
<i>Burnout</i>	0.694
<i>Role Stress</i>	0.714

The coefficient of determination using R-square which shows some percentage of independent or dependent variation can be explained by the variables that are hypothesized to influence it. The higher the R-square of a variable, the better the model. To note, R-square is only found in endogenous constructs. In the table above, it can be seen that the R-square value for the burnout variable is 0.694, this result shows that 69.4% of the role stress and workload variables contribute to the burnout variable, while the rest is influenced by other variables from outside this study. Meanwhile, for the role stress variable, it is 0.714, this result shows that 71.4% of the e-security, e-service quality and e-satisfactory workload variables contribute to the role stress variable and the rest is influenced by other variables from outside this study.

Hypothesis test

Evaluation of hypothesis testing is carried out after the data meets the measurement requirements using the bootstrapping method on the SmartPLS 3 software. Bootstrapping is a re-sampling method that allows data to be freely distributed so that it does not require the assumption of a normal distribution and a large sample size (Ghozali & Latan, 2012). In this study using a re-sample of 94 respondents through a no sign change scheme. Hypothesis testing can be seen from the results of the significance test, where the significance level used in this study is 5%. At a significance level of 5% or 0.05, it is considered significant if the t-statistic value is greater than 1.96% (Hair et al, 2013). So in this study to assess whether or not the relationship between exogenous and endogenous latent variables is significant, the t-statistic value of 1.96 is used. Hypothesis testing can be done by looking at the results of the path coefficient table which will be explained in the following table.

	Original Sample (O)	Sample mean (M)	Standard Deviation (STDEV)	T Statistics (O/STERR)	P Value	Note:
<i>Role Stress-Burnout</i>	0.314	0.319	0.115	2,719	0.007	Significant
Workload-Role Stress	0.840	0.841	0.035	24,195	0.000	Significant
Workload-Burnout	0.553	0.552	0.121	4,568	0.000	Significant
Workload-Role Stress-Burnout	0.464	0.464	0.103	4.156	0.000	Significant

Source: PLS 2021 data processing results

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:

The output path coefficient value shows that workload has an effect on burnout with a parameter coefficient of 0.553 and significant at 0.000 (P Values, 0.000). This can be proven by looking at the t statistic of 4.568 which has a value greater than the t table (t count 4.568 > t table 1.96). This means that the higher the workload, the higher the burnout level felt by nurses, thus hypothesis 1 (one) in this study is accepted.

The output path coefficient value indicates that the workload has an effect on role stress with a parameter coefficient of 0.840 and significant at 0.000 (P Values, 0.000). This can be proven by

looking at the t statistic of 24,195 which has a value greater than the t table (t count 24,195 > t table 1.96). This means that the higher the workload, the higher the level of role stress felt by nurses, thus hypothesis 2 (two) in this study is accepted.

The output path coefficient value shows that role stress has an effect on burnout with a parameter coefficient of 0.314 and significant at 0.007 (P Values, 0.007). This can be proven by looking at the t statistic of 2.719 which has a value greater than the t table (t count 2.719 > t table 1.96). This means that the higher the role stress, the higher the burnout level felt by nurses, thus hypothesis 3 (three) in this study is accepted.

The output path coefficient value shows that workload has an effect on burnout through role stress with a parameter coefficient of 0.464 and significant at 0.000 (P Values, 0.000). This can be proven by looking at the t statistic of 4.156 which has a value greater than the t table (t count 4.156 > t table 1.96). This means that the higher the workload, the higher the role stress and the higher the burnout level felt by nurses, thus hypothesis 4 (four) in this study is accepted.

Effect of workload on burnout

Based on the results of the PLS analysis, the workload variable has a positive effect on burnout in hospital nurses. The brain of Dr. Drs. M. Hatta Bukittinggi. This can be seen from the results of the calculation of the t statistic of 2,719. This value is greater than the value of t table (1.96). These results mean that there is a positive influence between workload on burnout. So it can be concluded that, if there is an excessive workload, it will have a positive influence on Burnout attitudes in hospital nurses. The brain of Dr. Drs. M. Hatta Bukittinggi. Excessive burden will be a problem if the management is not improved by the hospital management. The brain of DR. Drs. M. Hatta Bukittinggi so that it will cause Burnout. This will also directly harm the hospital. Research supported by Melati and Surya (2015), Ari and Dovi (2014),

Effect of workload on role stress

Based on the results of the PLS analysis, the workload variable has a positive effect on role stress in hospital nurses. The brain of Dr. Drs. M. Hatta Bukittinggi. Based on the calculation results, the t-statistic value is 24,195. This value is greater than the value of t table (1.96). This result means that there is a positive influence between workload and role stress. So it can be concluded that the higher a person's workload will cause excessive stress levels. Hospital management. The brain of DR. Drs. M. Hatta Bukittinggi as soon as possible looks back at the role of each nurse which is adjusted to their respective responsibilities if this is not followed up it will cause a continuous level of stress for nurses. This research is supported by Aaron (2015) saying the same thing, the higher the workload experienced by employees will have an impact on job burnout (burnout) of an employee role stress which has a negative impact on employees. Research Sarah et al. (2015), Syed (2015), Jendra and Riana (2015), Zulkarnain (2011).

The effect of role stress on burnout

Based on the results of the PLS analysis, the role stress variable has a positive effect on burnout in hospital nurses. The brain of Dr. Drs. M. Hatta Bukittinggi. Because from the calculation results, the t-statistic value is 4,568. This value is greater than the value of t table (1.96). This result means that there is a positive influence between role stress and burnout. So it can be concluded that the higher the stress level of employees at work will trigger the nurse's actions to burnout. Hospital Management. The brain of DR.Drs.M.Hatta Bukittinggi must address this matter. The point is to avoid the occurrence of stress levels experienced by nurses causing the hospital burnout attitude. The brain of Dr. Drs. M. Hatta Bukittinggi. This research is supported by the research of Sarah et al. (2015), Syed (2015), Jendra and Riana (2015).

The effect of workload on burnout with role stress as a mediating variable

Workload has a significant effect on burnout through role stress, where the test results show that the t-statistic value is greater than 1.96 which means that the effect of workload has a significant effect on burnout through role stress is significant. Thus, the indirect influence model of the workload variable on burnout has a significant effect through role stress. This shows that the role stress variable can increase the effect of workload on burnout and provide a positive mediating effect. When the workload is of high quality in an organization it will create high role stress behavior and with high role stress behavior.

CONCLUSSION

Based on analysis and discussion in section before, then can be drawn the conclusion that there is a direct and significant effect between workload on burnout in hospital nurses. The brain of Dr. Drs. M. Hatta Bukittinggi. This means that when the organization is able to provide justice to nurses, normal time in working with good standards, and feeling comfortable at work. Then it will be able to reduce feelings of tiredness and fatigue at work. Then there is a direct and significant effect between workload on role stress in hospital nurses. The brain of Dr. Drs. M. Hatta Bukittinggi. This implies that the higher a person's workload will cause excessive stress levels. The man RS. Brain Dr. Drs. M. Hatta Bukittinggi as far as possible looks back at the role of each nurse that is adjusted to their responsibilities, still if this is not followed up it will cause a continuous level of stress for nurses. Furthermore, there is a direct and significant effect between role stress on burnout in hospital nurses. The brain of Dr. Drs. M. Hatta Bukittinggi. This means that the higher the nurse's stress level at work will trigger the nurse's action to burnout. The management of the DR.Drs.M.Hatta Bukittinggi Brain Hospital must address this which is meant to avoid the occurrence of stress experienced by nurses, if this continues it will directly cause burnout attitudes of nurses in the hospital. The brain of Dr. Drs. M. Hatta Bukittinggi. And there is a significant influence between workload on burnout through role stress on hospital nurses. The brain of Dr. Drs. M. Hatta Bukittinggi. This implies that a high workload is felt by nurses directly causing prolonged stress so that nurses' burnout attitudes at work will occur directly. Hospital management. The brain of DR. Drs. M. Hatta Bukittinggi must be aware of the things that cause this, as soon as possible evaluate every nurse at work so that they are able to avoid things related to the role stress and workload experienced by nurses, if this continues it will cause burnout behavior in nurses. This implies that a high workload is felt by nurses directly causing prolonged stress so that nurses' burnout attitudes at work will occur directly. Hospital management. The brain of DR. Drs. M. Hatta Bukittinggi must be aware of the things that cause this, as soon as possible evaluate every nurse at work so that they are able to avoid things related to the role stress and workload experienced by nurses, if this continues it will cause burnout behavior in nurses. This implies that a high workload is felt by nurses directly causing prolonged stress so that nurses' burnout attitudes at work will occur directly. Hospital management. The brain of DR. Drs. M. Hatta Bukittinggi must be aware of the things that cause this, as soon as possible evaluate every nurse at work so that they are able to avoid things related to the role stress and workload experienced by nurses, if this continues it will cause burnout behavior in nurses.

Suggestion

With the completion of this study, In further research, more samples are used, it is hoped that more populations and samples will be used. And also for future researchers, it is hoped that they can add other factors that can increase burnout behavior in organizations

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