



**THE EFFECT OF FAMILY SOCIAL SUPPORT AND WORKLOAD ON  
PERFORMANCE OF NURSE IN RSUD LANTO DAENG PASEWANG  
BURNOUT AS INTERVENING VARIABLES**

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*Abstract: This study aims to determine the effect of family social support and workload on the performance of nurses at Lanto Daeng Pasewang General Hospital in Jeneponto with burnout as an intervening variable. The population in this study were inpatient nurses at Lanto Daeng Pasewang General Hospital in Jeneponto. Sampling technique using non probability sampling with saturated sampling method. The research data comes from a questionnaire made with a Likert scale and analysis using multiple linear regression. The results showed that family social support had a negative and significant effect on nurse performance with the regression coefficient value -0.550, significant value less than 0.05. Family social support has a positive and significant effect on performance, with a regression coefficient value of 0.446 and a significant value less than 0.05. Workload has a positive and significant effect on burnout, with a regression coefficient value of 0.458 and a significance value less than 0.05. Workload has a negative and significant effect on performance, with a regression coefficient value of -0.187 and a significance value less than 0.05. Burnout has a negative and significant effect on performance, with a regression coefficient value of -0.169 and a significance value less than 0.05. Burnout as an intervening variable between family social support and performance has a significant effect.*

*Keywords: Family Social Support, Workload, Burnout, Performance*

## **1. INTRODUCTION**

Human resources are one of the most important factors that cannot even be separated from an organization, both institutions and companies. Quality human resources will determine the success of the company in planning operational activities and controlling the course of the company to achieve the goals that have been set (Listyanti, 2014). Quality human resources are also of course very much needed in the medical world, which is an important part because it involves survival. As a provider of health services, the hospital operates 24 hours a day, where the majority of hospital health workers are nurses who account for around 60% of the health workers in the hospital.

Nurse jobs are increasing due to the Coronavirus disease-19 (Covid-19) outbreak which was first discovered in Wuhan, China at the end of 2019. On March 2, 2020, for the first time the government announced two cases of positive Covid-19 patients in Indonesia. In the same month the world health agency (WHO) declared a pandemic status against Covid-19. In the Handayani Research (2020) reports that conditions of infectious outbreaks, such as severe acute respiratory syndrome (SARS) similar to the Covid-19 pandemic, have put psychological burdens on health workers such as anxiety, depression, panic attacks, or psychotic symptoms because the nurse here who is one of the frontline health workers in fighting against Covid-19 has a greater risk of interacting with patients or sufferers who are suspected of being positive for Covid-19. This can affect their mental health. Even before the Covid-19 pandemic, nurses had faced various pressures or problems while working, namely violence in the form of sentences or language and behaviors that were often carried out by doctors and superiors or colleagues and they had to be patient with patients with different characteristics. (Santoso, 2020).

Dealing with stressful events, individuals need social support. Individuals who have high social support not only experience less stress, but are also able to cope with stress more successfully than those who lack social support. One source of social support is the family, the family is a place to tell stories and issue complaints when individuals experience various problems (Irwanto, 2002a). Family support is an interpersonal relationship that protects a person from the bad effects of stress. This is in line with the results of research conducted by Adnyaswari and Adnyani (2017); Puspitasari (2018); Sitepu (2018) states that social support has a positive effect on performance, meaning that the higher the social support provided, the better the employee's performance. These results are different from research conducted by Damarsaputra and Satiningsih (2013) which found that social support has no effect on performance.

The workload of nurses is also a factor that affects performance because there is often an imbalance in workload. Nurse workload is the work volume of nurses in a hospital unit. While the work volume of nurses is the time needed to handle patients per day. In Paramitadewi's research (2017); states that there is a link between workload and performance, the greater the workload felt by employees, the decrease in performance will occur. However, different results found by Asamani, et.al (2016) in Ghana show that workload has a positive effect on performance.

According to Munandar (2008) Workloads with varying intensities and a work environment that is not conducive to potential burnout for workers including nurses. Burnout is something that cannot be separated from the life of nurses given the high mobility of work in serving

patients. The term burnout was first put forward by Freudenberg, a clinical psychologist in 1974. Burnout is a psychological condition experienced by a person due to stress accompanied by failure to achieve hope in a relatively long period of time (Yeni and Idah, 2012). Burnout causes decreased work productivity of employees such as less concern for patients, tend to be passive, easily tired, sick, often postpone work, avoid work, and even absent from work. This is evidenced from several previous studies such as that conducted by Gorji (2011); Rehman and Saquib (2015); Adnyaswari and Adyani (2017); Lidia and Sularso (2016) found that burnout has a negative effect on performance

Lanto Daeng Hospital. Pasewang is the only hospital in Jeneponto district with a large number of patients. Each nurse has a different level of workload and the most obvious is the nurse on duty in the emergency room and inpatient rooms. The workload of nurses can be seen from the many activities that nurses have to collaborate with other professions, such as taking patients to radiology and laboratories, taking patients to polyclinic to accompanying patients to undergo therapy and many other nursing activities that nurses have to do. The workload is considered heavy because the number of nurses is not balanced with the number of patients and will indirectly affect their performance. .

Based on the background of the problems described above, the authors are interested in conducting a study entitled: "The Effect of Family Social Support and Workload on Nurse Performance in Lanto Daeng Pasewang Jeneponto Hospital with Burnout as an Intervening Variable".

## **II. LITEARURE REVIEW**

### **A. Human Resource Management**

According to Veithzal (2015) Human resource management is a science or way of managing the relationships and roles of resources (labor) owned by individuals efficiently and effectively and can be used optimally so that the common goals of the company, employees and society are maximized.

### **B. Herzberg's Two-Factor Theory**

Herzberg's Two-Factor Theory or often referred to as the Motivator-Hygiene Theory is a Motivation Theory put forward by an American psychologist named Frederick Herzberg in 1959 regarding the variables considered desirable to achieve goals and bad conditions that must be avoided. According to this theory, there are two factors that influence a person's working conditions, namely the motivation factor which is also called satisfier or intrinsic motivation and the health factor (hygienes) which is also called dissatisfier or extrinsic motivation (Cushway and Lodge, 1995: 138). .

### **C. Family Social Support**

According to Friedman (1998) in Akhmadi (2009), family support is the attitude, action and family acceptance of a sick or healthy family. Family members perceive that supportive people are always ready to provide help and assistance if needed. Family social support is a process of the relationship between the family and the social environment (Setiadi, 2008). The indicators of family social support variables according to Septiawati (2017) are:

1. Attachments
2. Social Integration
3. Reliable Alliance
4. *Opportunity for Nurturance*
5. *Reassurance of worth*

### **D. Workload**

According to Aprilia (2017) workload is a group or a number of activities that must be completed by an organizational unit or office holder within a certain period of time. The workload variable indicators according to Irwandi (2007), namely:

1. Physical Aspects
2. Psychological Aspects
3. Time Aspect

### **E. Burnout**

Rosyid and Farhati (2010) state that burnout is defined as a condition of individuals experiencing physical fatigue, cynicism (depersonalization), mental fatigue, reduced ability to solve problems (reduced personal accomplishment), and emotional exhaustion that occurs due to long-term depression. considerable time in situations that require high emotional involvement. The burnout variable indicators according to Riadi (2016) are:

1. Emotional exhaustion
2. Lack of self-actualization
3. Depersonality

### **F. Performance**

According to Noor and Juliansyah (2013) performance is a condition that must be known and confirmed to certain parties to determine the level of achievement of individual results associated with the vision carried by an organization, as well as knowing the positive and negative impacts of an operational policy. The performance variable indicators according to Mangkunegara (2016) are:

1. Work quality
2. Performance quantity
3. Work reliability

#### 4. Work attitude

### G. Research Hypothesis

The hypothesis is a provisional assumption that is considered highly likely to be the correct answer. On the other hand, it can also be said that the hypothesis in this study is a temporary answer.

- a. H1: Family Social Support has a positive and significant effect on Burnout in Lanto Daeng Pasewang Hospital Nurses
- b. H2: Family Social Support has a positive and significant effect on the performance of nurses at Lanto Daeng Pasewang Hospital
- c. H3: Workload has a positive and significant effect on Burnout in Nurses at Lanto Daeng Pasewang Hospital
- d. H4 : Workload has a positive and significant effect on the performance of nurses at Lanto Daeng Pasewang Hospital
- e. H5: Burnout has a negative and significant effect on the performance of nurses at Lanto Daeng Pasewang Hospital
- f. H6: Family Social Support affects the Nurse Performance of Lanto Daeng Pasewang Hospital with Burnout as an intervening variable.
- g. H7: Workload affects the Nurse Performance of Lanto Daeng Pasewang Hospital with Burnout as an intervening variable.

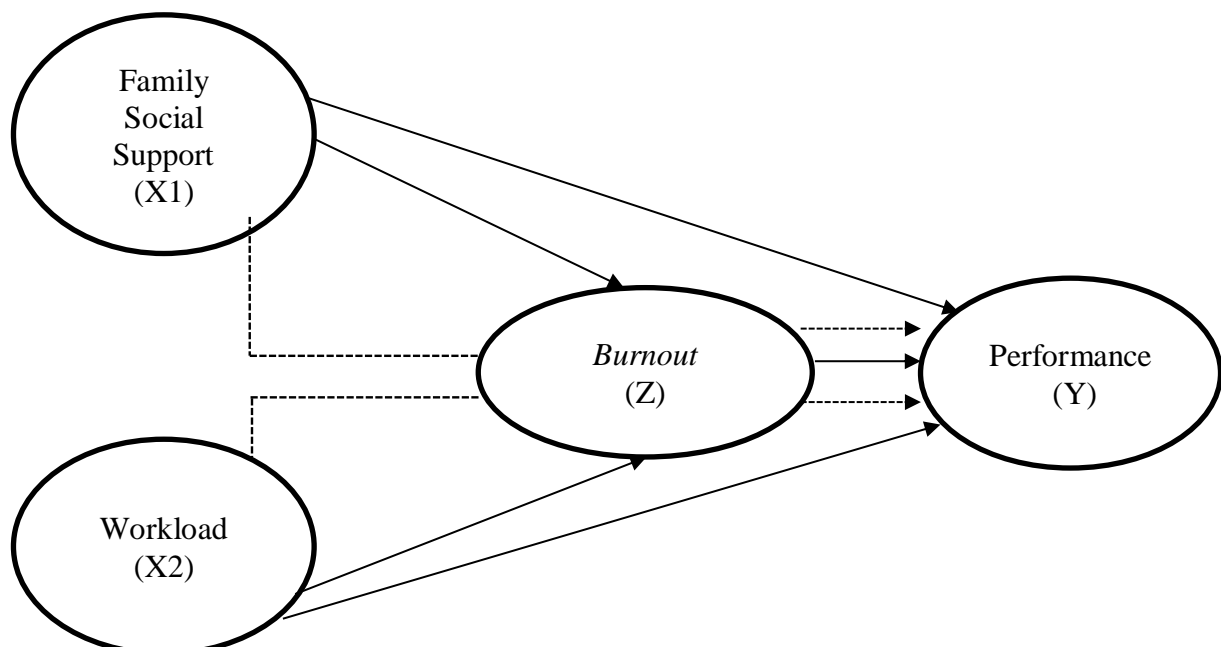


Figure 1. Conceptual Framework

### III. RESEARCH METHODS

#### A. Research Location and Design

This research belongs to associative research using a quantitative approach. Associative research is research that aims to determine the influence of two or more variables (Sugiono, 2008). This research will explain the relationship influencing and influenced by the variables to be studied. The data source itself uses primary data and secondary data. Primary data comes from respondents using a questionnaire (Sugiono, 2008). Secondary data in the form of data from Medical Records. To measure the respondent's response, a scale is used. The scale used in this study is the Likert scale.

This research was conducted at Lanto Daeng Pasewang Hospital, Jeneponto Regency. The time needed to conduct this research is approximately 1 month with the calculation of the time starting from the permission to conduct research on the object of research.

#### B. Population and Sample

The population in this study were 150 inpatient nurses at Lanto Daeng Pasewang General Hospital in Jeneponto. The sample technique in this study using Non Probability Sampling with accidental sampling method of 109 respondents. Data analysis methods used descriptive statistics, data quality tests, classic assumption tests and hypothesis testing with the help of computers through IBM SPSS 24 for Windows. The Multiple Regression Equations are as follows:

$$Y_1 = PY_1X_1 + PY_1X_2 + e_1$$

$$Y_2 = PY_2X_1 + PY_2X_2 + P_2Y_1 + e_2$$

### IV RESULTS

#### A. Characteristics of Respondents

Data Description The research data that was collected after the distribution of the questionnaire link made on the google form platform via the whatsapp messenger application, from

150 questionnaire links that were distributed and given a time limit of 2 (two) weeks of filling time because considering the intensity of the respondents' busyness, only 109 people gave responses to the questionnaire link

Table 1. Characteristics of Respondents Based on Age

No.	Description	Frequency	Percentage
1	20-29	37	34%
2	30-39	70	64%
3	40-49	2	2%
<b>Total</b>		<b>109</b>	<b>100%</b>

Table 2. Characteristics of Respondents Based on Gender

No.	Description	Frequency	Percentage
1	Man	13	12%
2	Women	96	88%
<b>Total</b>		<b>109</b>	<b>100%</b>

Table 3. Characteristics of Respondents Based on Postwar Education

No.	Description	Frequency	Percentage
1	D III	67	61%
2	Bachelor degree	26	24%
3	Strata 2	1	1%
4	Ners	15	14%
<b>Total</b>		<b>109</b>	<b>100%</b>

Table 4. Characteristics of Respondents Based on Marriage Status

No.	Description	Frequency	Percentage
1	Married	76	70%
2	Single	33	30%
<b>Total</b>		<b>109</b>	<b>100%</b>

Table 5. Characteristics of Respondents Based on tenured

No.	Description	Frequency	Percentage
1	1-5 years	31	28%
2	6-10 years	54	50%
3	11-15 years	21	19%
4	16-20 years	3	3%
<b>Total</b>		<b>109</b>	<b>100%</b>

## B. Hypothesis Testing

### 1. Normality test

A regression equation is said to pass normality if the significance value of the Kolmogorov-Smirnov test is greater than 0.05.

Table 6. Normality Test Results

		Unstandardized Residual
N		109
Normal Parameters, b	Mean	,0000000
	Std. Deviation	2,68796656
	Absolute	,034
Most Extreme Differences	Positive	,033
	Negative	-,034
Kolmogorov-Smirnov Z		,352
Asymp. Sig. (2-tailed)		1,000

Based on table 6 shows that the results of the normality test performed indicate that the data are normally distributed. This is indicated by the value of Asymp Sig. (2-tailed) which is  $1.000 > 0.05$  so it can be concluded that the data is normally distributed.

### 2. Pathway Model Analysis I

Table 7  
Results of Path Analysis I

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	42,233	8,940		4,724	,000



Family Social Support	-, 550	, 139	-, 338	-3,961	, 000
Workload	, 458	, 109	, 358	4,195	, 000

a. Dependent Variable: Burnout  
 Source: Processed data. 2021

Based on table 7 of the results of data processing, the regression equation is obtained as follows:

$$Y = -0.550X_1 + 0.458X_2 + 0.817e_1 \dots (1)$$

Referring to table 6, it can be seen that the t-count value of the variable  $X_1 = -3,961$ ,  $X_2 = 4,195$  and the t-table is 1,659. The significance value of the variable  $X_1 = 0.000$  and variable  $X_2 = 0.000$  is smaller than 0.05. Thus it can be concluded that the regression model 1 variable  $X_1$  has a negative and significant effect on  $Y_1$  and  $X_2$  has a positive and significant effect on  $Y_1$ .

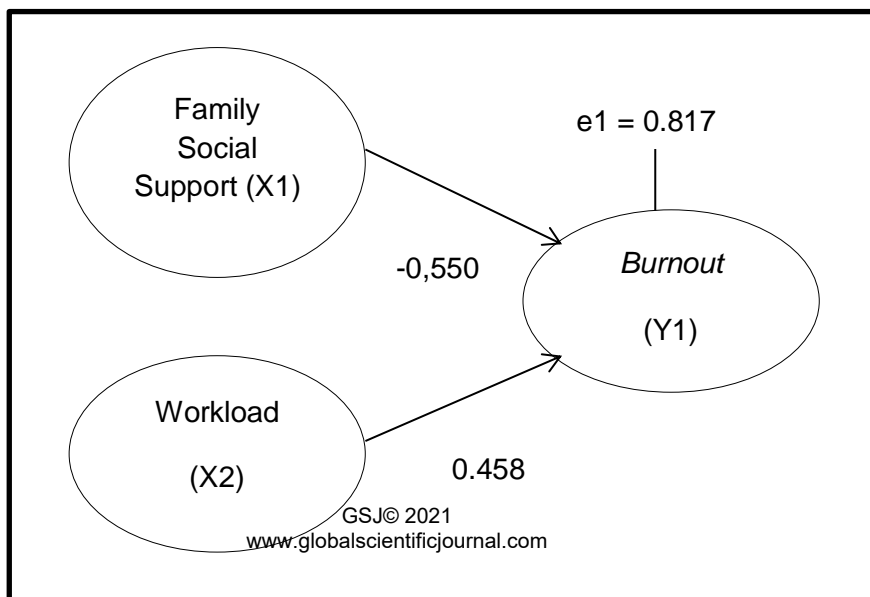
### 3. Path Coefficient Test Model I

**Table 8**  
**Pathway Coefficient I**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	, 576a	, 332	, 319	5,44837

a. Predictors: (Constant), Workload, Family Social Support  
 Source: Processed data, 2021

Table 8 shows that the correlation coefficient (R) is 0.332. This shows that the effect of  $X_1$  and  $X_2$  on  $Y_1$  is 33.2% while the remaining 66.8% is the contribution of other variables not included in the study. Meanwhile, the value of  $e_1$  is obtained by the formula  $e_1 = \sqrt{(1 - 0.332)} = 0.817$ . Thus, the path diagram for the structure model I is obtained as follows:



**Figure 1 Model I Path Diagram**

**Figure 1 Model I Path Diagram**

Based on the diagram above, it can be seen the effect of the variables X1 and X2 on Y1. The meaning of the diagram above can be explained as follows:

- a. Analysis of the influence of X1 (Family Social Support) on Y1 (Burnout): it is known that the direct effect that X1 (Family Social Support) has on Y1 (Burnout) is -0.550.
- b. Analysis of the effect of X2 (Workload) on (Burnout), it is known that the direct effect of X2 (Workload) on (Burnout) is 0.458.

**4. Pathway Model Analysis II**

**Table 9**  
**Result of Path Analysis II**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	37,063	4,922		7,531	, 000
1 Family Social Support	, 446	, 074	, 441	5,997	, 000
Workload	-, 187	, 059	-, 235	-3,174	, 002
Burnout	-, 169	, 049	-, 272	-3,483	, 001

a. Dependent Variable: Performance  
 Source: Processed data, 2021

Based on table 9 of the results of data processing, the regression equation is obtained as follows:

$$Y = 0.446 X1 - 0.187 X2 -169 Y1 + 0.652 e2... (2)$$

Referring to table 9, it can be seen that the t-value of the three variables X1 = 5,997, X2 = -3,174 and Y1 = -3,483 and the t-table is 1,659 and the significance of the three variables, namely X1 = 0.000, X2 = 0.002 and Y1 = 0.001 , where the variables X1, X2 and Y1 are less than 0.05. The tcount value. These results conclude that regression model II, namely the

variable X1 has a positive and significant effect on Y2, while X2 and Y1 have a negative and significant effect on Y2.

### 5. Path Coefficient Test Model II

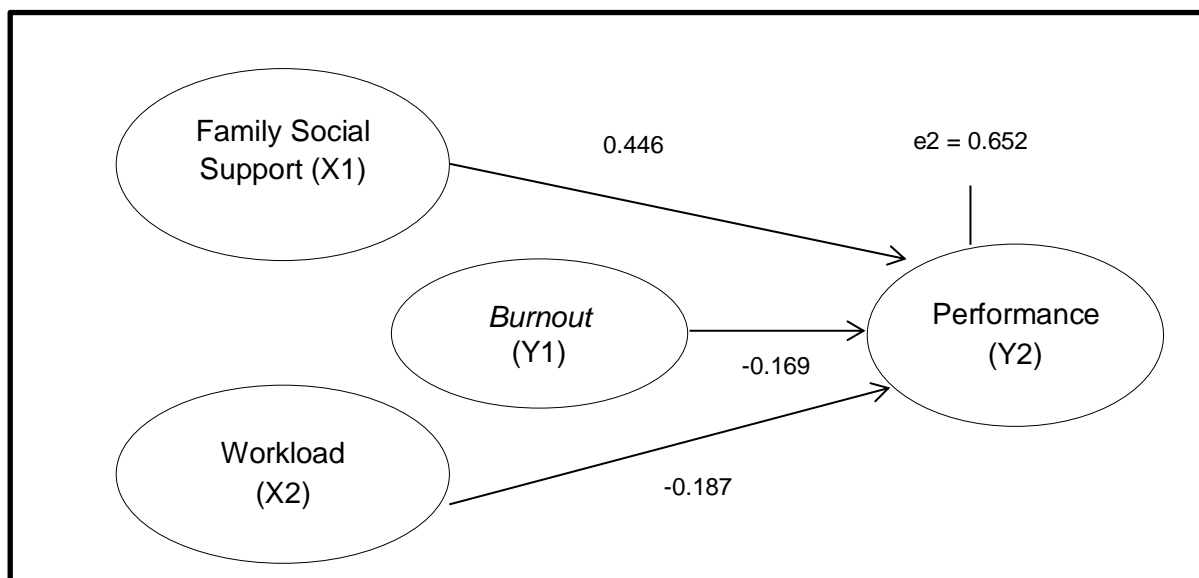
**Table 10**  
**Path Coefficient II**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	, 757a	, 574	, 561	2,72610

Predictors: (Constant), Burnout, Family Social Support, Workload

Source: Processed data, 2021

Table 10, obtained the value of the correlation coefficient (R) of 0.574. This shows that the effect of X1, X2 and Y1 on Y2 is 57.4% while the remaining 42.6% is the contribution of other variables not included in the study. Meanwhile, the value of e2 is obtained by the formula  $e1 = \sqrt{1 - 0.574} = 0.652$ . Thus, the path diagram for the structure model I is obtained as follows:



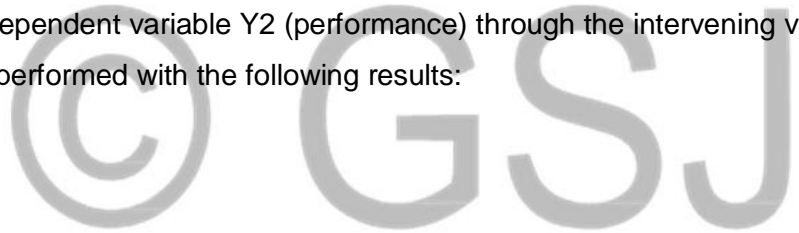
**Figure 2 Path Diagram Model II**

Based on the diagram above, it can be seen that the effect of the variables X1, X2 and Y1 on Y2. The meaning of the diagram above can be explained as follows:

1. Analysis of the influence of X1 (Family Social Support) on Y2 (Performance): it is known that the direct effect of X1 (Family Social Support) on Y2 (Performance) is 0.441.
2. Analysis of the influence of X2 (Workload) on Y2 (Performance): it is known that the direct effect of X1 (Family Social Support) on Y2 (Performance) is -0.235.
3. Analysis of the influence of Y1 (Burnout) on Y2 (Performance): it is known that the direct effect of X1 (Family Social Support) on Y2 (Performance) is -0.272.

**5.5 Sobel test**

To test the significance of the indirect effect of the independent variable X1 (family social support) on the dependent variable Y2 (performance) through the intervening variable (burnout), a sobel test was performed with the following results:



**Table 11**  
**Sobel Test Indirect Effect I**

<b>Family Social Support - Burnout - Performance</b>			
a	B	Sa	Sb
-0,550	-0.169	0.139	0.049
Statistical test = 2.59993177 Std. Error = 0.3575094 p-value = 0.00932423			

Source: Processed data, 2021

Table 11 shows that the significance value or p-value for the effect of burnout as an intervening variable between family social support and performance is 0.09. Because the p-value <0.05, it can be concluded that burnout as an intervening variable has a significant effect.

**Table 12**  
**Sobel Test Indirect Effect II**

Family Social Support - Burnout - Performance			
a	B	Sa	Sb
0.458	-0.169	0.109	0.049
Test Statistic = -2.66590348			
Std. Error = 0.02903406			
p-value = 0.00767817			

Source: Processed data, 2021

Table 12 shows that the significance value or p-value for the effect of burnout as an intervening variable between workload and performance is 0.07. Because the p-value <0.05, it can be concluded that burnout as an intervening variable has a significant effect.

## DISCUSSION

### a. Effects of Family Social Support on Burnout

Based on the results processed by the researcher through the SPSS application, it was found that family social support had a negative and significant effect on burnout. This can be seen from the results of the partial hypothesis test (t test), the significance level of the family social support variable is 0.000, which means that the value is smaller than the significance level set at 0.05. Then, this study can also be seen from the results of the family social support variable which has a negative multiple regression coefficient value of -3,961, so the calculation of the family social support variable has a negative and significant effect on performance. This shows that the greater the family support obtained, the less burnout levels of nurses are obtained.

The results of the study are in line with several previous studies such as Hamzah (2019) with research subjects on nurses who found that social support, including those from family, has a negative effect on burnout. These results are reinforced by research conducted by Romadhoni, et.al (2015) with research subjects in librarians, Purba (2007) with research subjects on teachers finding the same thing where social support has a negative and significant effect on burnout.

### **b. The Effect of Family Social Support on Performance**

Based on the results processed by researchers through the SPSS application, it was found that family social support had a negative and significant effect on performance. This can be seen from the results of the partial hypothesis test (t test), the significance level of the family social support variable is 0.000, which means that the value is smaller than the significance level set at 0.05. Furthermore, seen from the multiple regression coefficient value, the family social support variable is positive for 5,997, So that the calculation of the family social support variable has a positive and significant effect on performance. This shows that the more family support the nurses get, the better their performance is. The results of this study are in line with the research of Adnyaswari and Adnyani (2017) which found that social support, one of which comes from the family, has a positive effect on performance. Puspitasari (2018) with research subjects on employees of PT Perkebunan Nusantara in Nangjuk, Sitepu (2018) with research subjects on bank employees also found the same thing, namely the existence of positive social support from the family will have a positive impact on employee performance.

### **c. Effect of Workload on Burnout**

Based on the results processed by the researcher through the SPSS application, it was found that workload had a positive and significant effect on burnout. This can be seen from the results of the partial hypothesis test (t test), the significance level of the family social support variable is 0.000, which means that the value is smaller than the significance level set at 0.05. Furthermore, it is seen from the multiple regression coefficient value of the workload variable bThe positive sign is 4.195, so the calculation of the workload variable has a positive and significant effect on burnout. This shows that the greater the workload felt by the nurses, the more the burnout level will increase.

The results of this study are in line with the research of Atmaja and Suana (2019) with research subjects on Restaurant employees who found that workload is positively correlated with performance. Romadhoni, et.al (2015) with research subjects on librarians in Mataram, Hamzah (2019) with research subjects on nurses, and Syamsu et.al (2019) and Sari (2015) also found similar results.

### **d. Effect of Workload on Performance**

Based on the results processed by researchers through the SPSS application, it was found that workload had a positive and significant effect on performance. This can be seen from the results of the partial hypothesis test (t test), the significance level of the family social support variable is 0.002, which means that the value is smaller than the significance level set at 0.05.

Then, this research can also be seen that the results of the workload variable have a negative multiple regression coefficient value of -3,174, so that the calculation of the workload variable has a negative and significant effect on performance. This shows that if the workload felt by nurses increases, their performance will decrease.

The results of this study are in line with Syamsu (2019) with research subjects on employees of PT. EDI Indonesia which found the results that workload has a negative correlation with performance. Puspitasari (2018) with the subject of research on employees of PT. Perkebunan Nusantara X in Nganjuk and Paramitadewi (2017) with research subjects at the staff of the Tabanan Regency Regional Government Secretariat found the same results that high workloads will cause decreased performance.

#### **e. Effect of Burnout on Performance**

Based on the results processed by the researcher through the SPSS application, it was found that burnout had a negative and significant effect on performance. This can be seen from the results of the partial hypothesis test (t test), the significance level of the family social support variable is 0.001, which means that the value is smaller than the significance level set at 0.05. Then, this study can also be seen that the results of the workload variable have a negative multiple regression coefficient of -3,483, so the calculation of the burnout variable has a negative and significant effect on performance. This shows that the greater the burnout felt by the nurses, the lower the performance will be.

The results of this study are in line with Kusumaningrum (2016) with the research subjects of Jember Clinic nurses who found the same results that burnout was negatively correlated with performance. In addition, the research results are further strengthened by Adyaswari and Adnyani (2017) with research subjects at Sanglah Hospital Inpatient Nurses, Syamsu et.al (2019) with research subjects on employees of PT. EDI Indonesia.

#### **f. The Effect of Family Social Support on Performance through Burnout as an Intervening Variable.**

The results showed that burnout as an intervening variable had a significant effect based on the sobel test that had been conducted. These results are in line with research conducted by Adnyaswari and Adyani (2017) which also examined the effect of social support on burnout and performance. It is said that dFamily social support works as a barrier against changing stressful life events. Through family social support, the psychological well-being of workers will increase because attention and understanding will lead to a feeling of belonging, increase self-esteem and clarity of self-identity and have positive feelings about oneself. This is in line with the results of research conducted by Puspitasari (2018) and Sitepu (2018) that social support has a

positive influence on performance, meaning that the higher the social support provided, the better employee performance will be.

#### **g. Effect of Workload on Performance through Burnout as an Intervening Variable.**

The results showed that burnout as an intervening variable had a significant effect based on the single test conducted by Fajriani and Septoari (2015) which also examined the effect of workload on performance with burnout as a mediating variable where the results showed that workload would cause individuals to feel tired (burnout). ) which will ultimately degrade performance. The workload of nurses is also a factor that affects performance because there is often an imbalance in workload. Nurse workload is the work volume of nurses in a hospital unit. While the work volume of nurses is the time needed to handle patients per day. It is important to know the workload as a basis for knowing the work capacity of nurses so that there is a balance between nurses and workloads (Kusunaningsih, et.al, 2020).

### **CONCLUSION**

The results of this study indicate that family social support has a negative and significant effect on burnout. Family social support has a positive and significant effect on performance. Workload has a positive and significant effect on burnout. Workload has a negative and significant effect on performance. Burnout as an intervening variable between family social support and performance has a significant effect. Burnout as an intervening variable between workload and performance has a significant effect.

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