Burnout of Public Hospital Nurse: Does Work Stress and Workload Cause Prolonged Pysical, Emotional, and Mental Exaustion

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Abstract Burnout is a condition of prolonged physical, emotional and mental exhaustion. Burnout refers to a condition that the required resources and abilities are no longer sufficient to meet job requirements. The aim of this research is to analyze the role of work stress in mediating the influence of workload on burnout. This research was conducted at one General Hospital in Bali Province-Indonesia. The theory refer to this study is Attribution Theory. The number of samples in this study was 56 nurses which determined by using saturated sampling. Data collection was carried out through interview and distributing questionnaires. Path analysis was implemented to test the hypothesis. The findings show that workload has a positive and significant effect on burnout and job stress, job stress has a positive and significant effect on burnout and mediates the influence of workload on burnout partially. The implication of this study is empirically supports attribution theory, which explains a person's behavior based on three factors: specificity (behavior varying across different situations), consensus (similar responses from people in the same situation), and consistency (behavior remaining stable across actions). The practical implications of this research are expected to serve as considerations and feedback for leaders of public hospitals in addressing burnout by paying attention to the workload and work-related stress experienced by their nurses.

Keywords: work stress, workload, burnout

1. INTRODUCTION

Human resources become important asset of an organization that will be directly related to managing, organizing and carrying out activities in an organization. Therefore, they must be managed well in order to achieve a balance between individual needs and organizational demands. The quality of human resources will determine the company's success in achieving its goals. Recruitment, selection, placement, and training and development are Human resource management functions which aims to improve employee performance. Employees who have gone through these management stages are not free from various problems such as work stress and burnout. Employees who experience burnout can have a negative impact on the organization, such as decreased performance and increased absenteeism and turnover.

Burnout is a syndrome characterized by extreme physical and mental fatigue (Putu et al., 2021) or a feeling of tiredness, both physical and mental, that arises when someone experiences too much stress for a long period of time (Adiguna & Suwandana, 2023). According to Putu et al. (2021), burnout is characyerized by attitude and behavior change in the form of a reaction to withdrawing psychologically from work, such as maintaining distance or being cynical, playing truant, often being late, and a strong desire to change jobs. This type of emotional instability is the result of feeling of less satisfied with the broad demands of work (Afzal et al., 2019)

Burnout refers to a condition that resources and abilities are no longer sufficient to meet job requirements (Lan et al., 2018). Burnout is heavier than stress and is not a symptom of work stress, but rather the result of work stress itself which cannot be controlled. A person who cannot ease the workload tend to experience burnout at the workplace (Kosasih, 2019). Workload influence the emergence of burnout (Putu et al., 2021). Around 43 percent of employees in the service sector experiences burnout in their job (Dewi & Riana, 2019). It is also explained that workload has a positive and significant effect on burnout.

Workload can be defined as the number of activities that must be completed by a person or group of people during a certain period of time under normal circumstances (Kosasih, 2019). The excessive workload will cause burnout (Atmaja & Suana, 2018). This is in accordance with research conducted by Paramitha et al., (2023) which state that an accumulation of workload will result in a decrease in performance and increase of work stress. Research results from Wijaya & Wibawa (2020) explain that excessive workload has a positive influence on burnout.

Workload problems will affect the level of burnout and work stress experienced by a person (Sintyadewi & Dew., 2020). One impacts of work stress that develops in a negative direction is burnout. Burnout is a psychological process resulting from work stress. Employees who experience burnout will experience emotional exhaustion, personality changes, and a decreased sense of accomplishment.

Work stress is defined as work demands that exceed a person's abilities over a long period of time beyond the individual's abilities which can result in helplessness and ultimately give rise to work fatigue or burnout syndrome (Koc & Bozkurt, 2018). Prolonged stress can worsen the emotional, physical, and mental condition of nurses, which may cause physical and mental fatigue because energy is drained to deal with constant stress. Work stress that occurs continuously with high intensity can cause burnout (Dewi & Riana, 2019).

All kinds of stress are basically caused by humans' lack of understanding of their own limitations. Inability to fight these limitations will give rise to frustration, conflict, anxiety and feelings of guilty which are the basic types of stress (Widyastuti, 2018). Individuals with high levels of work stress will have a greater chance of experiencing burnout (Candra & Huda, 2018). Many studies have shown that work stress directly influences burnout (Chiang & Liu, 2017).

Prolonged job stress with unstable emotional condition can worsen employees' emotional, physical, and mental conditions and become the initial stage of burnout (Kosasih, 2019). Work stress tends to increase when the work load require high level of responsibility.

The level of person's work stress tends to be different according to his/her workload role (Atmaja & Suana, 2018). Excessive workload outside person's ability may cause anxiety, feelings of depression, and even metabolic disorders. Prolonged stress will slowly make a person feel emotionally tired, frustrated with work, start to lose energy, and become less calm in facing their work. This condition causes burnout at work. Work stress is an early symptom of burnout so that the role of work stress greatly influences the level of burnout and excessive workload is a trigger for work stress. This shows the role of work stress as a mediator of influence of workload on burnout. The research results of Dewi and Riana (2019) and Atmaja & Suana (2018) also show the role of work stress as intervening variable between workload and burnout.

This study was conducted at the General Hospital of Negara Regency, Bali Province, Indonesia, particularly in the Intencive Care Unit (ICU) and Emergency Room (ER). The nurses in these two units experience the highest level of work stress due to the imbalance between the number of patients coming and the nurses on duty (based on interview with the nurse's coordinator). Pre-survey result of 6 nurses, namely 1 nurse's head of the ER, 2 nurses of the ER, 1 head of the ICU and 2 nurses related to workload, work stress and burn out shows at Table 1.

Table 1. Pre-Survey Interview Results of Workload, Work Stress, and Burnout

No.	Variable	Interview Results
1.	Workload	Nurses feel that the is high due to the imbalance in the number of patients and nurses, so that nurses feel tired and run out of energy in carrying out their work.
2.	Burnout	Feel physically tired when carrying out the work due to the large number of patients in the ER and ICU. Emotional fatigue is also felt when patients or the patient's family start making complaints and protests against the nurse.
3.	Job Stress	Feel that high burden of work in ER and ICU as well as the lack of medical personnel, result in feel stress at work.

Source: Interview results, 2024

The result at Table 1 show that five nurses experienced boredom and exhaustion in carrying out their work routines. Various reasons were put forward, among others, was the number of patients exceeded capacity and was not balanced with the number of nurses available, monotonous work routines without being balanced by holidays, lack of understanding in operating equipment, and the absence of a reciprocal relationship between

nurses and patients. Patients often complain about their illness and the family has various requests or complaints which makes nurses physically, mentally, and emotionally exhausted.

Individuals who cannot successfully deal with stress tend to avoid or withdraw psychologically from his/her work. As a consequence, the body cannot rebuild its ability to deal with stress. According to Kosasih (2019), stress which occurs over a long period of time with a fairly high intensity, characterized by physical, emotional, and mental fatigue, will result in nurses experiencing symptoms of burnout.

Workload is the amount of work that must be carried out by a position or organizational unit and is the product of volume and time period of job (Kosasih, 2019). Workload is a process for determining the number of working hours used or needed to complete a job within a certain time, if this is excessive then burnout occurs This is also supported by several research results, where stated that workload has a positive and significant influence on employee burnout (Melati & Surya, 2015; Atmaja & Suana, 2018; and Wijaya & Wibawa, 2020). Meanwhile, Azka et al. (2022) and Dewi and Riana (2019) found that workload had an insignificant positive effect on burnout. Differences in research results in previous research make it necessary to carry out research again. Work-related stress plays a mediating role in the relationship between workload and burnout by acting as a conduit through which the demands of a heavy workload translate into feelings of burnout. As employees experience increased workload, they are likely to encounter higher levels of stress, which can exacerbate the emotional exhaustion and detachment characteristic of burnout. Therefore, stress related to work conditions mediates the impact of workload on burnout, indicating that managing and mitigating work-related stress can be crucial in preventing or alleviating burnout among employees.

(1) Workload has a positive and significant effect on burnout.

(2) Workload has a positive and significant effect on work stress.

(3) Work stress has a positive and significant effect on burnout.

(4) Work stress mediates the effect of workload on burnout.

2. RESEARCH METHODS

This research held at Negara General Hospital. The population used in this study was 56 Negara General Hospital nurses who worked in the ER and ICU. This research uses a sample determination method, namely non-probability sampling with a saturated sampling technique, namely a sample determination technique if all members of the population are used as research samples. Data collection was carried out by conducting interviews and distributing

questionnaires to company employees. This research uses data analysis techniques with SPSS 26 software, namely path analysis. Inferential analysis is a statistical technique commonly used to analyze sample data where the results are used for the population Sugiyono (2015:209).

Path Analysis Analysis Results (Path Analysis)

The steps for hypothesis testing using path analysis, as outlined by Riduwan & Kuncoro (2011: 152), are as follows: First, formulate hypotheses and structural equations based on existing theories, which can be represented in models or equations. In this study, the hypotheses include: (1) workload (X) affects burnout (Y), (2) workload (X) affects work stress (Z), (3) work stress (Z) affects burnout (Y), and (4) work stress (Z) mediates the effect of workload (X) on burnout (Y). The structural equations are: Sub-structural Equation 1: $Y = \alpha + \beta_1 X_1 + e_1$, and Sub-structural Equation 2: $Y = \alpha + \beta_1 X_1 + \beta_2 Z + e_2$. Here, X = workload, Z = work stress, Y = burnout, β_1, β_2, β_3 = regression coefficients, α = unstandardized coefficients beta, e = error, $e_1 = \sqrt{1 - R_1^2}$, and $e_2 = \sqrt{1 - R_2^2}$.

Next, create a path coefficient diagram to analyze direct effects (e.g., workload (X) to work stress (Z) as ρ_1, work stress (Z) to burnout (Y) as ρ_2, and workload (X) to burnout (Y) as ρ_3), indirect effects (e.g., $\rho_1 \times \rho_2$), and total effects (e.g., $\rho_1 + (\rho_2 \times \rho_3)$). Then, test the coefficient of determination (R^2) and error variables using formulas such as $e_i = \sqrt{1 - R_i^2}$ and calculate total $R^2m = 1 - (e_1)^2 (e_2)^2$. Perform simultaneous hypothesis testing with statistical hypotheses H0: $\beta_i = 0$ and H1: at least one $\beta_i \neq 0$, using manual F-table or SPSS with significance levels at $\alpha = 0.05$. Next, calculate individual path coefficients and test their significance with hypotheses H0: ρ_1, ρ_2, $\rho_3 = 0$ and H1: ρ_1, ρ_2, $\rho_3 > 0$, using p-values to determine significance. Finally, summarize and interpret the results to identify significant coefficients and determine the dominant variables.

3. RESULTS AND DISCUSSION

Based on the hypothesis that has been formulated, Structural equation 1 can be formulated as follows:

$Z = \beta_2 X + e_1$

Meanwhile, Structural equation 2 can be formulated as follows:

$Y = \beta_1 X + \beta_3 Z + e_2$

Table 2. Results of Path Analysis in Structure 1

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
(Constant)	2,032	0.433		4,689	0,000
Workload	0.423	0.121	0.430	3,502	0.001
R2 : 0.185					

Source: Data analysis, 2024

Based on the results of the path analysis in Table 1, the structural equation formed can be formulated as follows.

$Z = \beta 2X + e1$

$Z = 0.430\ X$

The Structural Equation can be interpreted as follows:

The workload variable has a coefficient of 0.430, meaning that workload has a positive influence on work stress. This means that if the workload increases, work stress will increase, and vice versa, if the workload decreases, work stress will decrease.

Below are the results of the second structural calculation in Table 2.

Table 3. Results of Path Analysis in Structure 2

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
(Constant)	0.354	0.463		0.766	0.447
Workload	0.314	0.120	0.286	2.606	0.012
Work stress	0.581	0.122	0.520	4.741	0.000
R2: 0.480					

Source: Data analysis, 2024

Based on the results of the path analysis in Table 2, the structural equation formed can be formulated as follows.

$Y = \beta 1X + \beta 3Z + e2$

$Y = 0.286X + 0.520Z$

The Structural Equation can be interpreted as follows:

The workload variable has a coefficient of 0.286, meaning that workload has a positive influence on burnout. This means that if workload increases, burnout will increase, and vice versa, if workload decreases, burnout will decrease.

The work stress variable has a coefficient of 0.520, meaning that work stress has a positive influence on burnout. This means that if work stress increases, burnout will increase, and vice versa, if work stress decreases, burnout will decrease.

2) Calculate the error term value (e)

In this test, the value of each coefficient of determination for Structural 1 and Structural 2 will be seen as well as the value of each error variable for each Structural with the aim of preparing the final path diagram model. The following are the results of calculating the value of the error variable inany Structural.

$$\text{ei} = \sqrt{1 - R_i^2}$$

$$\text{e1} = = \sqrt{1 - R_1^2}\sqrt{1 - 0,185} = 0.903$$

$$\text{e2} = = \sqrt{1 - R_2^2}\sqrt{1 - 0,480} = 0.721$$

In calculating the influence of the error term (e), the results obtained are explained as follows:

The error value in Structural 1 (e1) is equal to0.903 which shows that there are other variables that can explainwork stress outside of the workload variable is 0.903 (90.3%)

The error value in Structural 2 (e2) is0.721 which shows that there are other variables that can influence burnout outside of the variableswork stress and workload of 0.721 (72.1%).

3) Form the path coefficient diagram

(1) Direct effect

Direct influence occurs if a variable influences another variable without any mediating variable.

a. The effect of workload on burnout is 0.286.

b. The effect of workload on work stress is 0.430.

c. The effect of work stress on burnout is 0.520.

(2) Indirect effect

Indirect influence occurs if there are other variables that mediate the relationship between the two variables. The influence of workload on burnout with the mediation of work stress is 0.430 x 0.520= 0.224.

(3) Total effect

To understand the total influence, this can be done by adding the direct influence of workload on burnout of 0.286 and the indirect influence of workload on burnout through work stress of 0.224, so the result is 0.286+0.224= 0.510.

Based on the explanation of Structural equations 1 and 2 in this research, the results of the value of the path coefficient calculation will be explained which are shown through the standardized coefficient beta value for each influence of the relationship between variables.

Hypothesis testing

The test criteria to explain the interpretation of the influence between each variable are as follows.

If sig < 0.05 then Ho is rejected and Ha is accepted.

If sig > 0.05 then Ho is accepted and Ha is rejected.

1) Influenceworkloadtoburnout

Ho: Workload does not have a significant positive effect on burnout.

Ha: Workload has a significant positive effect on burnout.

Based on the path analysis results in Table 4.7, the structural equation shows that workload has a Beta value of 0.286 and a significance value (Sig.) of 0.012. Since 0.012 < 0.05, the null hypothesis is rejected, indicating that workload has a significant positive effect on burnout. This means that as the workload for nurses at the public hospital increases, their burnout levels also rise, and conversely, lower workloads lead to decreased burnout. Thus, the first hypothesis is accepted.

2) The influence of workload on work stress

Ho: Workloaddoes not have a significant positive effect on work stress.

Ha: Workloadsignificant positive effect on work stress.

According to the path analysis results in Table 4.6, the structural equation shows that workload has a Beta value of 0.430 and a significance value (Sig.) of 0.001. Since 0.001 < 0.05, the null hypothesis is rejected, indicating that workload has a significant positive effect on work stress. This means that as the workload for nurses at the public hospital increases, their work stress also increases, and conversely, lower workloads lead to decreased work stress. Thus, the second hypothesis is accepted.

3) Influencework stresstoburnout

H0: Job stress does not have a significant positive effect on burnout.

Ha Work stresssignificant positive effect on burnout.

Based on the path analysis results in Table 4.7, the structural equation shows that work stress has a Beta value of 0.520 and a significance value (Sig.) of 0.000. Since 0.000 < 0.05, the null hypothesis is rejected, indicating that work stress has a significant positive effect on burnout. This means that as work stress for nurses at the public hospital increases, their burnout also increases, and conversely, lower levels of work stress lead to decreased burnout. Thus, the third hypothesis is accepted.

Summarizing and Concluding

Based on the calculations above, it can be summarized as a calculation of the direct influence, indirect influence and total influence of each structural equation which will be presented in Table 3 below.

Table 4. Direct Effect, Indirect Effect Workload (X), Against Work stress(Z) and Burnout (Y)

Influence of variables	Direct influence	Indirect influence via Z	Total Influence	Std. Error	Sig.	Results
X→Z	0.430		0.430	0.121	0.001	Significant
Z→Y	0.520		0.520	0.122	0,000	Significant
X→Y	0.286	0.224	0.510	0.120	0.012	Significant

Source: Data processed in 2024

In Table 3, the summary results of the values for each direct and indirect influence path between variables are displayed as well as the error values for each structural equation produced through path analysis techniques. Below we will explain the meaning of the values in Table 3.

1) The influence of workload on burnout

Research conducted on Negara General Hospital nurses regarding the effect of workload on burnout, it was found that workload had a positive direct influence on burnout of 0.286 and a significance of 0.012

2) The influence of workload on work stress

Research conducted on Negara General Hospital nurses regarding the influence of workload on work stress, it was found that workload had a direct positive influence on work stress of 0.430 and a significance value of 0.001

3) The influence of work stress on burnout

Research conducted on Negara General Hospital nurses regarding the influence of work stress on burnout, it was found that work stress had a direct positive effect on burnout of 0.520 and a significance value of 0.000

4) Job stress mediates the effect of workload on burnout

Research conducted on Negara General Hospital nurses regarding the role of work stress in mediating the influence of workload on burnout, the results obtained were that workload had a positive direct influence on burnout of 0.286 and a positive indirect influence of 0.224 with a total positive influence of 0.510.

Classical Assumption Test

Hypothesis testing can be carried out if the regression model with mediating variables meets the requirements of the classical assumption test. A model theoretically will produce appropriate estimator parameter values if it meets the requirements of classical regression assumptions, which include normality tests, multicollinearity tests and heteroscedasticity tests.

1) **Normality test**

The normality test aims to test whether the regression model of confounding or residual variables has a normal distribution Ghozali (2016: 154). It is known that the t and F tests assume residual values follow a normal distribution. The normality test in this study was carried out by testing the normality of the residuals using the Kolmogorov-Smirnov statistical test. Data is said to be normally distributed if the coefficient is Asym. Sig is greater than $\alpha = 0.05$. The results of the One-Sample Kolmogorov-Smirnov test can be shown in Table 5.

Table 5. Normality Test

Equality	Asymp. Sig. (2-tailed) Kolmogorov-SmirnovZ
Structural 1	0.200
Structural 2	0.200

Source: Data processed in 2024

Based on the normality test using the One-Sample Kolmogorov-Smirnov Test shown in Table 4, it shows that the valueAsymp. Sig. (2-tailed) Kolmogorov-Smirnovare 0.200 and 0.200. MarkAsymp. Sig. (2-tailed) Kolmogorov-SmirnovThis is greater than the alpha value of 0.05, indicating that the data used in this study is normally distributed, so it can be concluded that the model meets the normality assumption.

2) Multicollinearity test

The multicollinearity test aims to test the regression model whether this regression model finds a correlation between the independent variables Ghozali (2016: 103). A good regression model should have no correlation between independent variables or can be said to be free from multicollinearity. To detect whether or not there is multicollinearity in the data, look at the valuesVariance Inflation Factor (VIF) < 10 and has valuetolerance> 0.10. The tolerance values and VIF values are shown in Table 6 below:

Table 6. Multicollinearity Test

Model		Collinearity Statistics	
		Tolerance	VIF
Structural 2	Workload	0.815	1,227
	Work stress	0.815	1,227

Source: Data processed in 2024

Based on Table 6, it is shown that there are no independent variables that have a tolerance value of less than 0.10 and there are also no independent variables that have a VIF value of more than 10. Therefore, the regression model is free from symptoms of multicollinearity.

3) Heteroscedasticity test

The heteroscedasticity test aims to test whether the regression model has unequal variances from the residuals of one observation to another observation Ghozali (2016: 134). If the variance from the residual from one observation to another is constant, it is called homoscedasticity. A good regression model is a regression model that has homogeneous variance. If a regression model contains symptoms of heteroscedasticity, it will give deviant results. Heteroscedasticity testing was carried out using the Glejser method. Table 7 shows the results of statistical calculations using the glesjer method

Table 7. Heteroscedasticity Test

Equality	Model	Q	Sig.
Structural 1	Workload	-0.006	0.995
Structural 2	Workload	-1,362	0.179
	Work stress	-0.342	0.734

Source: Data processed in 2024

Based on Table 7, it is shown that each model has a significance value greater than 5% (0.05). This shows that the independent variable used in this research does not have a significant effect on the dependent variable, namely absolute residual, therefore, this research is free from symptoms of heteroscedasticity.

Sobel Test

Mediation hypothesis testing can be done with the Sobel Test. The Sobel test is used to test the strength of the indirect influence of the workload variable (X) on burnout (Y) through the work stress variable (Z). The indirect effect of workload (X) on the burnout variable (Y) through the work stress variable (Z) is calculated by multiplying the path coefficient of X to Z (a) by the path coefficient of Z to Y (b) or ab. The standard errors of coefficients a and b are written as Sa and Sb, the magnitude of the indirect standard error (indirect effect).. If the Z calculation value is greater than 1.96 (with a confidence level of 95 percent), then the mediator variable is considered to significantly mediate the relationship between the dependent variable and the independent variable, indicating that Ho is rejected and Ha is accepted.

Ho: Job stress does not mediate the effect of workloadagainst burnout

Ha: Job stress mediates the influence of workloadagainst burnout

$$Z = \frac{ab}{\sqrt{b^2 S_a^2 + a^2 S_b^2 + S_a^2 S_b^2}}$$

Information :

a = 0.430

Sa= 0.121

b = 0.520

SB = 0.122

$$Z = \frac{0{,}430 \cdot 0{,}520}{\sqrt{(0{,}520^2 0{,}121^2) + (0{,}430^2 0{,}122^2) + (0{,}121^2 0{,}122^2)}}$$

$$Z = \frac{0{,}224}{0{,}083}$$

$$Z = 2.686$$

Based on the results of the Sobel test, it shows that the results Z = 2.686 > 1.96, which means that it can be concluded that Ha is accepted, which means that the work stress variable is a significant mediating variable betweenworkload on burnout in Negara General Hospital nurses, sSo the fourth hypothesis is accepted.

VAF Test

Variance Accounted For(VAF) is a measure of how much the mediating variable is able to absorb direct influence. The VAF test is a test used to calculate the correlation of the path

coefficient value compared to the total path coefficient value. The formula for calculating the VAF value is as follows:

$$VAF = \frac{\text{Indirect Influence}}{\text{Direct Influence + Indirect Influence}}$$

$$= \frac{0{,}224}{0{,}286 + 0{,}224}$$

$$= 0.4388 \ (43.88\%)$$

There are criteria for the form of mediation influence using the VAF value, namely:

1) If the VAF value is above 80%, it shows the role of mediation as full mediation.
2) If the VAF value is between 20% - 80%, it can be categorized as partial mediation.
3) If the VAF value is less than 20%, it shows almost no mediation effect. (no mediation)

Based on the VAF test, the calculated value is 43.88%, which is between 20%-80%, so it can be categorized as partial mediation, so it can be concludedwork stresspartially mediates workload on burnout in Negara General Hospital nurses.

4. DISCUSSION OF RESEARCH RESULTS

The influence of workload on burnout in Negara General Hospital nurses

Based on testing the first hypothesis in this research, the results were obtained that workload matters positive and significant to burnout For Negara General Hospital nurses, these results can be interpreted as if the workload felt by Negara General Hospital nurses increases, it will have an impact on increasing burnout among Negara General Hospital nurses, and vice versa, if the workload decreases, it will have an impact. reduction in burnout in Negara General Hospital nurses.

Workload is a task given to workers to be completed within a certain time period Munandar, (2014:20). Zetli. (2019) explain that workload can be interpreted as a difference between a person's abilities and the job demands that must be faced, where human work has different levels of burden. Workload has an impact on levelsburnoutthat someone experiences. Excessive workload will cause a person to start to show boredom and boredom with the same work every day, always being required to provide quality service, and being required to work under any conditions, causing a person to experienceburnout.This problem will of course be the trigger for this to happenburnout.

This is supported by the results of research by Malino (2020) which states that workload shows positive and significant results onburnout. The research results of Kusumaningrum, et al., (2020) also state that workload has a significant positive effect onburnout. These results

are also in line with research by Atmaja & Suana (2018),Resa & Dwiyanto (2021) stated that workload showed positive and significant results onburnout.

The Influence of Workload on Work Stress in Negara General Hospital Nurses

Based on testing the second hypothesis in this research, results were obtainedthat workload has a positive and significant influence on work stress, this result can be interpreted as increasingworkload felt by nurses at Negara General Hospitalthen the level of work stress increases Negara General Hospital nurse, as well as as high as it goes downworkload felt by nurses at Negara General Hospital, then the level of work stress decreaseson nurses at the Negara General Hospital.So the second hypothesis in this research is declared accepted.

(Munandar, 2014:20) workload is a task given to workers to be completed within a certain period of time. (Zetli, 2019) explains that workload can be interpreted as a difference between a person's abilities and the job demands that must be faced, where human work has different levels of burden. All kinds of stress are basically caused by humans' lack of understanding of their limitations. Excessive workload beyond a person's ability causes anxiety, feelings of pressure, and always feeling guilty about something that happens, even causing metabolic disorders in the body (Widyastuti, 2018). This condition makes a person have no interest or interest in their work. Anxiety is the cause of work stress in a person due to the pressure or large workload, so that a person feels unhappy and uncomfortable in completing their work.

This is supported by research by Arifiani et al., (2019) which states that excessive workload can trigger increased stress experienced by employees. This is in line with research conducted by Kokoroko & Sanda (2019) which shows that workload has a positive and significant effect on work stress. Other research that supports this statement was conducted by (Mahaiswari & Rahyuda, 2015), (Wijaya, 2018) and Suarthana & Riana (2016) who stated that workload has a positive and significant effect on work stress.

The influence of work stress on burnout in Negara General Hospital nurses

Based on testing the third hypothesis in this research, results were obtainedthatwork stresshas a positive and significant influence onburnout. These results can be interpreted as if the higher the work stress experienced by Negara General Hospital nurses, the burnout of Negara General Hospital nurses will increase, and vice versa, if the work stress experienced by Negara General Hospital nurses decreases, burnout will be reduced. Negara General Hospital nurse. So the third hypothesis in this research is declared accepted.

Stress is a dynamic condition of a person who is faced with opportunities, demands or resources related to what the individual wants and the results are considered uncertain and

important. Work stress is a feeling of pressure experienced by employees related to their work, such as experiencing unstable emotions, feeling uneasy and often being alone. Mangkunegara (2013: 157). A job that is not suitable for a person will make the person irritable, stressed by varying jobs, have a desire to change jobs, and experience sleep disorders, then this condition results in a person's helplessness which ultimately gives rise to work fatigue syndrome or what is known asburnout. (Koc & Bozkurt, 2018). Rahmawati & Amir (2013) stated thatburnoutoccurs more easily in individuals who have experienced continuous, prolonged work stress as a result of feeling powerless to change the work situation.

These results are in line with research conducted by Kardiawan (2017) which found that there was a positive and significant influence between work stress andburnout. Other research that supports this statement was conducted by Priyantika (2018), then research by Khusniyah and Yuwono (2014), as well as research by Bayuardi (2021) which states that work stress has a positive and significant effect onburnoutwhich means the higher the work stress faced, the higher it will beburnoutexperienced.

The role of work stress in mediating the influence of workload on burnout in Negara General Hospital nurses

Based on the results of testing the fourth hypothesis in this research, it showsthat work stress is able to mediate the influence of workload on burnout in Negara General Hospital nurses by mediating work stress, so that work stress is a partial mediating variable of influenceworkload on burnout, this shows that if the workload felt by Negara General Hospital nurses increases then Negara General Hospital nurses will have high work stress, with increasing work stress it will increase burnout among Negara General Hospital nurses. So the fourth hypothesis in this research is declared accepted.

Burnoutis physical, mental and emotional fatigue that occurs due to stress suffered over a long period of time and with high emotional involvement. Fatigue will affect productivity, quality, job satisfaction and performance.Burnoutcan happen to an employee when his emotional condition is unstable and the stress experienced by the employee is prolonged. The employee has no interest or interest in the work he is doing. Job stress is able to mediate the effect of workload on burnout. This means that when someone feels bored doing the same job every day, is required to always be ready to work under any conditions, and feels bored, then someone experiences the problem of excessive workload. A person feels a high workload which often causes feelings of anxiety, feeling unsuitable for the job, always blaming themselves and even causing sleep disturbances. This condition is what triggers work stress. If

someone experiences prolonged work stress, they feel frustrated, physically and emotionally tired, feel that their work is emotionally draining, and are less enthusiastic about working. then a person's burnout attitude at work will appear.

The results of this research are in line with research by Kusumawati and Dewi (2021) stating work stress mediate the effect of workload onburnout. The same results were also obtained by research by Adung et al., (2023). Dewi & Riana's research results. (2019), Atmaja & Suana. (2018) also explained that work stress is able to mediate the positive effect of workload on work fatigue (burnout).

5. CONCLUSION

Based on the research results, several key conclusions can be drawn. First, the study found that workload has a positive and significant effect on burnout among nurses at Negara General Hospital. Second, workload also has a positive and significant impact on work stress for these nurses. Third, work stress itself significantly contributes to burnout among the nurses at Negara General Hospital. Lastly, work stress serves as a partial mediating variable, influencing the relationship between workload and burnout in the nurses at this hospital.

Based on the research findings, Negara General Hospital should consider several key recommendations to improve nurse well-being and reduce burnout. First, it is crucial to manage workload effectively by implementing strategies to alleviate excessive demands on nurses. This might involve optimizing staff schedules, delegating tasks more efficiently, and providing additional support or resources as needed. Second, addressing work stress through targeted programs and support systems is essential. Introducing stress management initiatives, offering counseling services, and fostering a supportive work environment can help nurses cope with work-related stress. Third, regular monitoring of burnout levels is necessary to identify early signs and provide timely interventions. This could be achieved through periodic surveys, feedback mechanisms, and open channels for nurses to voice their concerns. Finally, enhancing support systems that address both workload and stress factors will be beneficial. Integrating burnout prevention strategies into daily operations and ensuring that support services are easily accessible will contribute to improving nurse well-being, job satisfaction, and overall performance at Negara General Hospital.

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