

*Article*

## The Influence of Work Stress, Burnout, and Work Motivation on the Performance of Hospital Nurses in Bengkulu City

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**Abstract:** This study investigates the impact of work stress, burnout, and motivation on the performance of hospital nurses in Bengkulu City. Given the critical role of human resources in managing financial and technological systems within hospitals, nurse performance is directly tied to patient satisfaction and safety. Stress and burnout, if not properly managed, can adversely affect nurse performance, while motivation can enhance it. Using a quantitative approach, data was collected via questionnaires from 86 randomly selected nurses, with analysis conducted through multiple linear regression using SPSS. The results indicate a significant positive relationship between work stress, burnout, motivation, and nurse performance, with an F-count value of 88.869 and a p-value of 0.000. These findings suggest that effectively managing stress and burnout, alongside fostering motivation, is essential for optimizing nurse performance. The study also recommends extending this research to other sectors and suggests future studies to explore additional variables and enhance researcher-respondent interaction.

**Key words:** Work Stress, Burnout, Work Motivation, Employee Performance



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### 1. Introduction

The success of an agency or organization such as a hospital is influenced by many factors including the effectiveness of the management of its resources in the form of financial resources, human resources and technological systems. Hospitals and existing resources have interrelated roles that are interconnected with one another. Human resources have a central role in managing an agency in achieving its goals. Therefore, human resources are needed who are capable of managing financial resources and technological systems used in hospitals [1].

Hospitals aim to facilitate public access to health services by providing protection for the safety of patients, the community, the hospital environment and human resources in the hospital, as well as improving quality and maintaining hospital service standards [2]. One of the success factors of the hospital in achieving its goals always plays a very large role in it,

namely employees, in this case nurses who contribute to a hospital. In organizing hospital services, one of the important roles is nurses. Nursing is an important part of the health care system and is one of the factors determining the quality of health services. Nurses play an important role in service delivery, because they are directly involved with patients and their families for a full 24 hours. Therefore, nurses are required to always be professional in accordance with the performance standards that apply in service agencies in hospitals. High professional demands with complex task characteristics will have an impact on nurses' psychology, such as being vulnerable to job stress, burnout and other psychological impacts [3].

Nursing is a profession that is essentially service-oriented with the aim of helping healthy and sick people to improve their lives. Nurses are obliged to care for anyone regardless of differences in beliefs, ethnicity, religion, economic level, social status, and others. Nurses are professionally responsible for the actions that have been taken. Responsibility is not only to the patient and family, but also to the community, the nursing profession, and the health facility where the nurse works [4].

The impact of the performance of hospital human resources, especially nurses, is felt by the patients they serve. If the patient feels happy to get health facilities, the nurse's service performance is good. The importance of nurse performance in providing quality health services in hospitals. Nurses have a very vital role in providing direct care to patients, caring for them during the healing period, and providing emotional support to patients and their families. Good nurse performance can have a direct impact on patient safety, satisfaction, and recovery [5]. Many factors affect performance including: work stress, work motivation, work environment, burnout, compensation, job satisfaction, work discipline, work ethic.

Stress is one of the factors that can hinder employee performance. Stress is a condition or state of tension that can affect the thought process, emotions, and state of an individual [6]. Stress experienced if not handled properly will usually result in individuals not being able to interact positively with their environment. Stress in general is a phenomenon of events within the individual where the desire does not match the actual situation that occurs, this results in a situation of pressure for the individual. Work stress arises because of the interaction and communication relationship between individuals and their environment. In addition, stress arises because of individual responses in the form of emotions, physiology, and thoughts to conditions, situations, or events that make certain demands on individuals in their work [7].

In addition to stress, burnout can also affect nurse performance. Work fatigue or burnout in nurses is caused by a sense of boredom experienced by nurses because they feel that the work they do every day is monotonous. Nurses who work in hospitals have the potential to experience stress/pressure due to overloaded work demands related to other people, such as providing nursing services to patients, both for healing or restoring their physical and mental status, providing other services for patient comfort and safety such as bed arrangements and others, performing administrative tasks, organizing continuing nursing education, conducting various research/research and actively participating in education for prospective nurses. This situation, if it continues, will cause nurses to experience physical, emotional, and mental fatigue called burnout symptoms. Burnout sufferers are commonly found in hospital nurses, social workers, teachers, and police officers [8].

Burnout is defined in ICD-11 as a syndrome described as a result of chronic stress that has not been managed properly at work which is characterized by three dimensions, namely feelings of fatigue, negative feelings or cynicism and poor performance at work. In particular, burnout tends to occur in the context of work (WHO, 2019) [9]. Burnout is a severe form of psychological distress arising from work-related physical and mental trauma, which manifests as a severe loss of energy that cannot be reversed. The World Health Organization (WHO) says that burnout is included in the 11th revision of the International Classification Disease (ICD-11) as a phenomenon of occupational fatigue, not classified as a medical condition. Symptoms of burnout can be characterized by mental fatigue, emotional exhaustion and personal

achievement [10].

The work of a nurse in providing nursing services is also inseparable from the arrangement of working hours in a hospital, better known as work shifts. Where it is divided into eight hours for the morning shift, eight hours for the afternoon shift and eight hours for the night shift where each nurse gets a shift schedule that changes or is not fixed every day. One of the negative impacts caused by unusual or changing working hours including irregular working hours and not meeting occupational safety and health requirements is fatigue, especially nurses who work on night shifts. Fatigue can cause a variety of adverse effects ranging from decreased health to the suffering of a disease. This situation will eventually lead to fatigue in nurses both physically and mentally, or better known as burnout. Burnout is a common problem in the workplace that we often encounter in the workforce. Bernardin in [11] describes burnout as a condition that reflects emotional reactions in people who work in the field of human services and work closely with the community. Burnout sufferers are commonly found in hospital nurses, social workers, teachers, and police officers. Luthans in states that the causes of burnout consist of three dimensions, namely emotional exhaustion, depersonalization, and decreased achievement of personal achievement. The characteristics of someone who experiences burnout such as physical pain in the form of headaches, fever, back pain, tension in the neck and shoulder muscles, frequent flu, insomnia, and chronic fatigue and also emotional exhaustion in the form of boredom, irritability, cynicism, anger, anxiety, despair, sadness, depression, helplessness [12].

According to Maslach & Leiter (2008) in this burnout tends to be felt in employees with a long work period, because the longer the employee works, the more accustomed he will be to his job, while for employees who are just starting to master their work, he begins to learn to master work indirectly [13]. Burnout is a psychological syndrome caused by a sense of physical, mental, and emotional exhaustion, which causes a person to be disturbed and there is a decrease in personal achievement. Workers affected by burnout experience mental fatigue, loss of commitment, emotional exhaustion, and also experience decreased motivation over time Bhanugopan & Fish in [14]. The mismatch of what the company provides to employees, such as unhealthy competition between fellow employees and lack of support from above. This is what causes burnout symptoms in employees [15].

Motivation can be one of the factors in improving employee performance, by providing motivation, employees will remain enthusiastic in carrying out work and improve their performance so that the company can achieve its goals. Motivation is basically a process that determines how much effort employees will make to carry out their work [16]. The stronger the motivation given, the higher the employee performance will be. Basically, companies want to achieve good and optimal performance, therefore companies must provide work motivation to their employees [17].

Work motivation is basically a process that determines how much effort employees will make to carry out work [18]. The stronger the work motivation, the higher the employee performance will be. Basically, if the organization wants to achieve good and optimal performance, the organization must provide work motivation for its employees [19].

Based on field observations, it turns out that there is still a phenomenon that has not optimized the implementation of the duties of hospital nurses in Bengkulu City. When asked what causes nurses to experience stress is a heavy workload, the length of time patients are hospitalized, the number of patients increases with a lack of nurses so that they are done alone. In addition to caring for and handling patients, nurses also direct families to take care of administration, make referrals, bring patients for examination, work shifts that do not match the number of nurses. Some of these reasons make some nurses have job stress. Nurses complained of experiencing fatigue at work with symptoms of dizziness, loss of patience, feelings of anxiety, decreased enthusiasm for work and loss of concentration while working, resulting in a situation of tension or emotional pressure when facing enormous demands that affect emotions, thoughts, and physical condition [20].

It can be concluded that the research gap in this study comes from previous research, namely in their research on the effect of burnout on nurse performance, which shows a significant negative effect on nurse performance [21] in their research on the effect of work stress and work motivation on the performance of nurses at Pangeran Jaya Sumitra Kotabaru Hospital explained that work stress has no effect on performance and motivation affects performance. According to on the effect of work stress there is no positive and significant effect on employee performance [22].

Sourced from these previous studies, then in this study that work stress experienced by nurses will have a negative impact on their work performance which has direct interaction with patients and their families, experiencing work stress will affect and can reduce performance. Likewise with burnout due to work stress and excessive workload where the impact felt can be in the form of boredom, lack of concentration, poor work quality, absenteeism and dissatisfaction. Nurses will experience dizziness, fatigue and inability to rest due to high workloads and take up a long time, in addition nurses also get inadequate salaries and incentives that have an impact on losing interest in work and decreased motivation which will cause work quality and quality of life to decline. Therefore, with high motivation both from internal and external, it is expected that the performance of nurses in carrying out their obligations will run well [23].

## 2. Materials and Methods

Research design is a research design that is used as a guide in carrying out the research process. The research design aims to provide clear and structured guidance to researchers in conducting their research. According to Fachruddin (2009) in (Karlina, 2015) research design is: a framework or details of work procedures that will be carried out during research, so that it is hoped that it can provide an overview and direction of what will be carried out in carrying out the research, as well as providing an idea if the research has been carried out. finished or completed the research is carried out [24].

The method used in this research is a quantitative method with numerical data processing and distributing questionnaires as data sources. Quantitative research is research by collecting measurable data using statistics, mathematics and computers, and conducting systematic research to explain phenomena. Quantitative research aims to develop hypothetical theories about natural phenomena. Creswell describes quantitative research, in which the researcher is obliged to explain clearly and concisely how each research variable relates to each other, generally surveying a specific population or random sample, collecting data using survey tools, and collecting data using survey equipment. The data is then evaluated statistically to validate the established set and hypothesis [25].

### 3. Results

#### Validity

Table 1. Instrument Validity Test

<b>Variable X1 (Work Stress)</b>			
<b>Item Question</b>	<b>R count</b>	<b>count R</b>	<b>table Description</b>
X1.1	0,527	0,213	Valid
X1.2	0,845	0,213	Valid
X1.3	0,873	0,213	Valid
X1.4	0,749	0,213	Valid
X1.5	0,814	0,213	Valid
X1.6	0,832	0,213	Valid
<b>Variable X2 (Burnout)</b>			
<b>Item Question</b>	<b>R count</b>	<b>count R</b>	<b>table Description</b>
X2.1	0,704	0,213	Valid
X2.2	0,830	0,213	Valid
X2.3	0,821	0,213	Valid
X2.4	0,831	0,213	Valid
X2.5	0,354	0,213	Valid
X2.6	0,253	0,213	Valid
<b>Variable X3 (Work Motivation)</b>			
<b>Item Question</b>	<b>R count</b>	<b>count R</b>	<b>table Description</b>
X3.1	0,661	0,213	Valid
X3.2	0,731	0,213	Valid
X3.3	0,698	0,213	Valid
X3.4	0,679	0,213	Valid
X3.5	0,217	0,213	Valid
X3.6	0,607	0,213	Valid
<b>Variable Y (Performance)</b>			
<b>Item Question</b>	<b>R count</b>	<b>count R</b>	<b>table Description</b>
Y.1	0,808	0,213	Valid
Y.2	0,835	0,213	Valid
Y.3	0,736	0,213	Valid
Y.4	0,790	0,213	Valid
Y.5	0,798	0,213	Valid
Y.6	0,666	0,213	Valid

Source: 2023 Research Results (processed)

Based on table 1 above, it shows that all correlation coefficient (r-calculated) values of research variable indicators are greater than r-table 0.213. These results provide an illustration that all research instruments used to measure research variables are valid [26].

## Reliability

Table 2. Research Instrument Reliability Test

Variabel	Alpha	Keterangan
X1	0,862	Reliabel
X2	0,742	Reliabel
X3	0,743	Reliabel
Y	0,863	Reliabel

Source: 2023 Research Results (processed)

Based on Table 2 above, it is known that the Cronbach's alpha value. Rule of thumb: variable X1 is (0.862), variable X2 is (0.742), variable [27].

## Normalitas

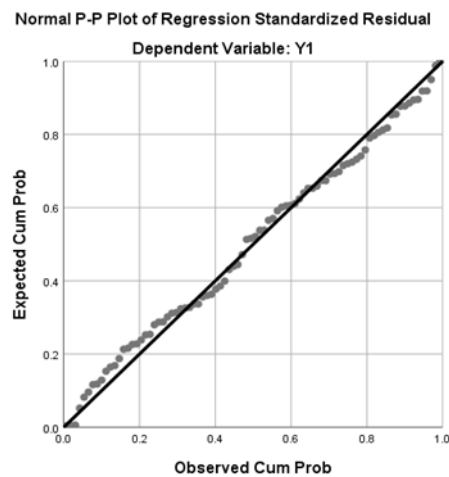


Figure 1. Normality Plot Graph

Based on the image above in Figure 1, it can be seen that the points are close to the diagonal line. If the residual data distribution is normal, then the line depicting the actual data will follow the diagonal line. Thus it can be concluded that the model is fit or good and it can also be stated that the residual data distribution is normal [28].

## Multicollinearity

Table 2. Multicollinearity Test

		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	14.984	1.011		14.816	.000		
	X1	-.105	.030	-.244	-3.524	.001	.600	1.667
	X2	-.094	.036	-.186	-2.578	.012	.552	1.813
	X3	.617	.044	.827	14.147	.000	.839	1.191
a. Dependent Variable: Y								

Source: 2023 Research Results (processed)

Based on table 2 it can be seen in the VIF column table above that the research independent variable X1 has a value of 1.667. X2 is worth 1.813. The X3 is worth 1,191. Thus, based on data from analysis results and test conditions. Multicollinearity is known that the three independent variables, namely Job Stress, Burnout and Work Motivation have a VIF value < 10 and a tolerance value > 0.10, so it can be concluded that multicollinearity does not occur [29].

## 2 Heteroscedasticity.

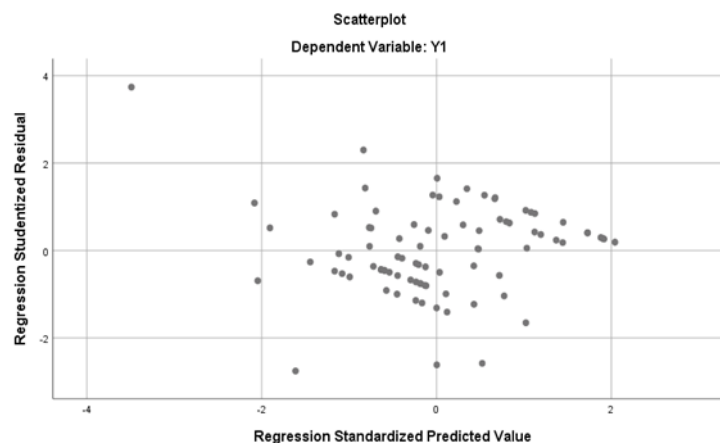


Figure 2. Heteroscedasticity plot graph

In a good regression model, there is usually no heteroscedasticity. Through the scatterplot graph, it can be seen whether a regression model experiences heteroscedasticity or not. If there is a certain pattern in the graph, it indicates that heteroscedasticity has occurred. From Figure 4.2, it can be seen that the points are spread randomly and are spread both above and below the number 0 on the Y axis. So it can be concluded that heteroscedasticity does not occur in the regression model in this study [30].



## Hypothesis Testing

### T Test

The T test is carried out by comparing the difference between the two average values with the standard error of the difference in the average of two sample. To test the influence of each independent variable, the T test was used with a significance level of 5%. If the probability value is smaller than 0.005 then  $H_0$  is accepted and  $H_a$  is rejected, whereas if the probability value T is greater than 0.005 then  $H_0$  is rejected and  $H_a$  is accepted [31].

Table 3. T Test

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	14.984	1.011		14.816	.000
	X1	-.105	.030	-.244	-3.524	.001
	X2	-.094	.036	-.186	-2.578	.012
	X3	.617	.044	.827	14.147	.000

Source: 2023 Research Results (processed)

Based on table 4.10 above, the following data can be seen:

1. Variable From the research results it can be concluded that  $H_0$  is rejected and  $H_1$  is accepted, namely that work stress has a negative effect on employee performance.
2. Variable X2 (Burnout) has a coefficient value of -0.186 and p-value  $0.012 < \alpha 0.05$ , so there is a negative influence on variable Y (Employee Performance). From the research results, it can be concluded that  $H_2$  is accepted, namely that burnout has a negative effect on employee performance.
3. Variable From the research results it can be concluded that  $H_3$  is accepted, namely work motivation has a positive effect on employee performance.

### F Test

Simultaneous testing is carried out using the F test to determine whether all the independent variables in the model have an influence on the dependent variables that are tested simultaneously [32].

Table 4. F test

ANOVA <sup>a</sup>						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	252.062	3	84.021	88.869	.000 <sup>b</sup>
	Residual	77.527	82	.945		
	Total	329.589	85			
a. Dependent Variable: Y1						
b. Predictors: (Constant), X3, X1, X2						

Source: 2023 Research Results (processed)

Based on the results of table 4.11 above, the F-value is 88.869 and the p-value is 0.000. The p-value is  $0.000 < \alpha 0.05$ . These results show that each independent variable together



has a significant effect on the dependent variable or that there is a positive influence of Job Stress, Burnout and Work Motivation on the Performance of Hospital Nurses in Bengkulu City [33].

### Coefficient of Determination Test/R Square ( $R^2$ )

The Coefficient of Determination ( $R^2$ ) essentially measures how far the model's ability is to explain variations in the independent variables. A small  $R^2$  value means that the ability of the independent variable to explain the dependent variable is very limited. A value close to one means that the independent variables provide almost all the information needed to predict the dependent variable [34].

Table 5, Coefficient of Determination

Model Summary <sup>b</sup>				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.875 <sup>a</sup>	.765	.756	.972
a. Predictors: (Constant), X3, X1, X2				
b. Dependent Variable: Y1				

Source: 2023 Research Results (processed)

Based on Table 4.12, it is known that the coefficient of determination (R Square) is 0.765. This means that the ability of the Job Stress, Burnout and Work Motivation variables to influence the performance of hospital nurses in Bengkulu City is 76.5%. Meanwhile, the remaining 23.5% was influenced by other factors not studied.

## 4. Discussion

### The Effect of Job Stress on the Performance of Hospital Nurses in Bengkulu City

Based on the research results, it shows that work stress has a negative effect on nurse performance, meaning that when work stress is low, nurse performance is high, and vice versa. From the answers to the questionnaire filled in by respondents, hospital nurses felt they did not have enough time to complete their work. This is what causes stress in nurses, so hospitals must minimize it by reducing the workload of nurses so that the time needed for nurses to work is sufficient [35].

According to Hasibuan (2014) states that work stress is a tension that results in an imbalance in the psychological state of employees which can affect the way they think, emotions and their own condition. Work stress occurs due to excessive demands and pressure from the tasks given by the company. The higher an employee's work stress, the worse the impact on an employee's performance and can hinder the achievement of company goals and development.

The results of this research are in line with the results of previous research by [36]. The research results show that work stress and burnout have a negative and significant effect on nurse performance. Thus, it can be concluded that there is an influence of work stress on the performance of hospital nurses where nurses experience work stress due to the large workload and work demands that must be achieved in the organization. Thus, it is hoped that the solutions provided can help agencies deal with problems related to work stress [37]

### The Effect of Burnout on the Performance of Hospital Nurses in Bengkulu City

Based on the research results, it shows that burnout has a negative effect on nurse performance, meaning that when burnout is low, nurse performance is high, and vice versa.

From the answers to the questionnaire filled in by respondents, there is a component that must be derived, namely that burnout usually occurs due to not being able to control emotions.

According to Maslach (2001) burnout is a condition of exhaustion resulting from excessive work that is carried out continuously and monotonously. Burnout is a psychological syndrome consisting of three dimensions, namely, emotional exhaustion, depersonalization, and low self-esteem in carrying out daily tasks. This can also cause the work motivation of someone experiencing burnout to decrease [38]. This is in line with previous research. Where burnout has a significant negative effect on performance, namely the lower the burnout, the better the performance. The results of the analysis obtained a p value  $(0.001) > 0.05$  and a cr value of  $-4.742 > t \text{ table } (1.98)$ , thus showing a significant negative effect so that hypothesis II was accepted, namely burnout had a significant effect on performance [39].

Thus it can be concluded that burnout has a significant effect on the performance of hospital nurses where nurses experience fatigue so they are unable to control their emotions when serving patients. This is what will result in decreased performance, for this reason management should minimize nurses' fatigue, especially in controlling the emotions that occur in nurses, so that nurses' performance will increase.

### **The Influence of Work Motivation on the Performance of Hospital Nurses in Bengkulu City**

Based on data analysis, it was found that the performance of hospital nurses in Bengkulu City was positively influenced by work motivation factors. This means that if work motivation gets better, the nurse's performance will increase. From the answers to the questionnaire filled in by respondents, there are components that must be maintained in motivation, namely where the working conditions are pleasant.

According to Hasibuan (2006), motivation is the provision of driving force that creates enthusiasm for a person's work, so that they are willing to cooperate, work effectively and integrate with all their efforts to achieve satisfaction. This is in line with research conducted by that the work motivation variable has a significant effect on the performance of PT 1668 employees. This is proven by the t statistics value of 2,432 which is greater than the cut off value of 1.96. Then the resulting p value is 0.015, which is smaller than the set cut off value of 0.05. So it can be concluded that H3 is accepted.

It can be concluded that with the motivation given by the hospital to nurses, nurses will be responsible for their duties, to achieve the agency's goals. With the comfort provided, it is hoped that nurses' performance can continue to improve and motivation at work determines good work results.

### **Theoretical Implications**

According to Hasibuan (2014) states that work stress is a tension that results in an imbalance in the psychological state of employees which can affect the way they think, emotions and their own condition. Work stress occurs due to excessive demands and pressure from the tasks given by the company. The higher an employee's work stress, the worse the impact on an employee's performance and can hinder the achievement of company goals and development.

From this theory, it can be seen that this research states that the work stress variable is in the low category, which means that the work stress that occurs in nurses is small so that it can improve nurse performance. As seen in this research, management must take steps to maintain nurses' work performance by giving nurses sufficient time to complete their work, providing comfort to nurses so that there is no boredom at work, there is a need for therapeutic training to be able to control emotions so they don't get angry easily. without reason and can give responsibility for one job so that nurses will be careful about the work they are given.

According to Maslach (2001) burnout is a condition of exhaustion resulting from excessive work that is carried out continuously and monotonously. Burnout is a psychological syndrome consisting of three dimensions, namely, emotional exhaustion, depersonalization, and low self-esteem in carrying out daily tasks. This can also cause the work motivation of someone experiencing burnout to decrease.

From this theory, it can be seen that in this study the burnout variable is in the sufficient category, which means it can improve nurse performance. In order to improve the performance of higher quality nurses, it is necessary to have emotional maturity in nurses so that nurses' emotional fatigue can be controlled. Apart from that, reducing depression in nurses is very necessary, this can be done by holding frequent therapy training. And there is also a need to increase self-actualization of nurses.

According to Hasibuan (2006), motivation is the provision of driving force that creates enthusiasm for a person's work, so that they are willing to cooperate, work effectively and integrate with all their efforts to achieve satisfaction. From this theory, it is clear that in this research, motivation really supports the performance of nurses, where nurses are motivated to work due to promotions, great responsibility for the work assigned, and a pleasant working atmosphere in the hospital.

### **Practical Implications**

This research provides insight to Hospital Management about motivating nurses, by understanding effective motivation factors, so that hospitals can develop policies and programs that support better performance. And also hospital management can improve the welfare of nurses, by seeing and understanding the work stress and burnout that nurses are experiencing. This can be supported by providing training such as stress management or mental health programs.

To improve the performance of hospital nurses, hospital leaders need to manage work stress and burnout so that it is not too little but also not too much so that it reduces performance. Furthermore, hospitals can organize work to provide challenges, autonomy in completing work, and greater responsibility so that nurses are expected to like their work.

## **5. Conclusion**

The results of the analysis carried out by the researcher showed that the research questionnaire items were proven to be valid. Based on the results of hypothesis testing, there are several conclusions as follows:

1. Work stress has a negative effect on employee performance, meaning that when work stress is low, nurse performance is high, and vice versa, if work stress is high, nurse performance will decrease.
2. Burnout has a negative and significant effect on performance, meaning that when burnout is low, nurse performance is high.
3. Work motivation has a partially positive and significant effect on nurse performance. This means that if work motivation gets better, the nurse's performance will increase.

### **SUGGESTION**

Based on the conclusions and implications above, the researcher submits suggestions that can be used as useful input for the research site and further research.

1. Suggestions for agencies, this research should also be applied to agencies outside of health workers such as BUMN employees, ASN (State Civil Apparatus) and private employees. Thus, making research information used by agencies to improve the performance of their employees. Apart from that, it also minimizes work stress and burnout, as we know work stress and burnout have a positive effect on performance. Performance will be optimal if there is no work stress and burnout in the organization or hospital.
2. For future researchers, it is hoped that this research can add references to further research by reviewing new things that are more relevant so that readers can feel the benefits.
3. The contribution made from Job Stress, Burnout and Work Motivation together

reached 76.5%. It is proven that there are other variables outside of work stress, burnout and work motivation that can influence work performance. Apart from that, further research should also be followed by structured observations and interviews to complete Human Resource Management (HRM) information and find new theories to add references to the repertoire of management science.

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