



The effect of workload on burnout with role stress as a mediating variable in employees of pt. Trikayarasa jaya food

Nur Lailatus Solichah¹, Ayu Lucy Larassaty²

^{1,2}Faculty Of Economics, Mnagement Study Program, Nahdlatul Ulama Sidoarjo University, Indonesia

ARTICLE INFO

Article history:

Received Dec 30, 2023
Revised Jan 04, 2024
Accepted Jan 12, 2024

Keywords:

Burnout;
Role Stress;
Workload.

ABSTRACT

The purpose of the study was to determine the effect of workload on burnout with role stress as a mediating variable. Specific research objectives: 1) Knowing the effect of workload on burnout. 2) Knowing the effect of workload on role stress. 3) To determine the effect of role stress on burnout 4) To determine the effect of workload on burnout mediated by role stress variables. The urgency of this research can provide useful information for PT Trikayarasa Jaya Food to be able to overcome the workload pressure that occurs on employees in the production and stripping section. The type of data used in this research is quantitative data. The population in this study were the workers of PT Trikayarasa Jaya Food as many as 110 employees. The sampling technique in this study used purposive sampling. The sample used was employees of the production and stripping section totaling 70. The reason for sampling the production and stripping section is that the target is not met. This study uses questionnaire data collection methods and data collection instruments using a Likert scale. The data analysis technique in this study uses part analysis software used SmartPLS version 4.0. The results of this study are that there is an effect of workload on burnout, there is an effect of workload on role stress, there is an effect of role stress on burnout, there is an effect of role stress being able to mediate workload to burnout.

This is an open access article under the [CC BY-NC](https://creativecommons.org/licenses/by-nc/4.0/) license.



Corresponding Author:

Ayu Lucy Larassaty,
Faculty of Economics/ Management Study Program,
Nahdlatul Ulama Sidoarjo University,
Jl. Lingkar Timur KM 5.5, Sidoarjo, East Java, 61234, Indonesia.
Email: larassaty.mnj@unusida.ac.id

1. INTRODUCTION

Human resources play an important role in all life processes and a developed company is certainly supported by quality human resources, both physical and mental. Employees are usually often faced with various situations or circumstances that can cause problems, such as the demands of the tasks given to employees and must be completed within a certain period of time. Therefore, employees sometimes cannot meet expectations and demands at work and feel bored due to overwork, which ultimately leads to workload (Atmaja & Suana, 2018).

Assa, (2022) states that workload arises from the interaction between job demands, the work environment in which employees work, and the skills, perceptions, and behavior of employees. Widananto & Nugraheni, (2019) explains that workload has nine indicators that are simplified into 6 indicators, namely Mental Demand (MD), Physical Demand (PD), Temporal Demand (TD), Performance (P), Effort (E), and Frustration Level (FR). Workload according to (Anandani & Rahmasari, 2022) is something that arises due to the interaction between the demands of the work environment where it is used as a workplace, skills and perceptions of workers.

I. alfalihin, A. Osmond, (2020) explains that "burnout is a mental state consisting of three dimensions: emotional exhaustion, negative results, personal achievement and self-esteem in daily work". Maslach & Leiter, (2016) describes burnout as a continuous reaction to a bad person/job or person/organization, such as burnout syndrome, cynicism, and others. According to (Nabila Khairunnisa Gilang Indryan & Suhana, 2022) burnout is defined as a psychological condition that includes three dimensions, namely emotional exhaustion, dehumanization/cynicism (negative attitude/cynicism) and positive inefficiency/low self-efficacy (people who usually do this). low self-esteem).negative). You are constantly stressed at work. It can be said that burnout is a psychological symptom in the workplace characterized by exhaustion, cynicism and inefficiency (Bang & Reio, 2017).

Employee workload causes boredom at work which can waste time and energy, causing feelings of insecurity and negative work behavior (Patel et al., 2023). Role stress is one of the biggest threats to employee health in the workplace in both developed and developing countries (Yong, 2021). Role stressors are associated with high blood pressure, heart attacks, headaches and many other related diseases and factors that play a negative role in organizations (Quick et al., 2016). According to (Christy & Amalia, 2018) role Stress (Work Stress) is a condition caused by the interaction between a person and a job and is characterized by a change in a person away from normal conditions and a forced exit from these normal conditions. Suwanda, (2017) role stress has 3 characteristics namely role conflict, role ambiguity, role overload.

Atmaja & Suana, (2018) said that There are standards set by the company regarding regulations, working hours, wages, environment, etc., and it is said that concentration and good physical condition are always required. This situation occurs at PT Trikayrasa Jaya Food, where employees have low working hours despite achieving the target set by the company (240 tons/month). Through observations and interviews, it is known that the problem faced by employees of PT Trikayrasa Jaya Food is the congestion in the production and peeling areas. Every month, PT Trilkayarasa Jaya Food does not reach the production target and employees feel pressured by the company's workload. There are 70 employees working in attendance management every month, but it is not necessary to have 70 employees in the production area or peeling area. The target cannot be achieved if the number of production employees is less than 70 people. The target that production and peeling employees must achieve each month is 240 tons. Employees feel stressed at work when their monthly financial goals are not achieved. This can affect the salaries of employees who spend time every week at PT Trilkayarasa Jaya Food.

The study states that workload has a relationship with burnout in employees who live in the West Jakarta and Tangerang areas (Sundari & Meria, 2022). A number of previous studies have examined the effect of role stressors on burnout such as Ermawati et al. (2014), Sukarta (2016), Pengesti (2012), Yunus and Mahajar (2015), Abbas et al. (2012), Jamal (2005), and Yip et al. (2008) in research (Lina & Hartono Kusuma, 2018) tested all components of role stressors, namely role conflict, role ambiguity, and role overload while other studies only tested 1 or 2 components of role stressors. The results showed that role stressors have an influence on burnout. Maharani & Budianto, (2019)) in their research stated that role has a positive effect on workload on Inpatient Nurses in

BLUD RSUD Kota Banjar. The amount of work that exceeds capacity causes the physical condition of inpatient nurses in BLUD RSUD Kota Banjar to be easily tired and easily tense. According to (Atmaja & Suana, 2018) explains that role stress is able to mediate the effect of workload on employee burnout. This implies that the high workload felt by employees directly causes prolonged stress so that directly the burnout attitude of employees at work will occur.

Research Objectives: 1) Knowing the effect of workload on job fatigue. 2) Knowing the effect of workload on role stress. 3) Knowing the effect of role stress on burnout. 4) Knowing the effect of workload on burnout mediated by role stress variables. The importance of this research is to provide useful information for PT Trikayarasa Jaya Food to manage the workload experienced by employees in the production and stripping section. It is hoped that this research can be useful and provide input about workload, burnout, role stress that may be useful for companies and future researchers.

2. RESEARCH METHOD

This research design can be shown in the figure below!

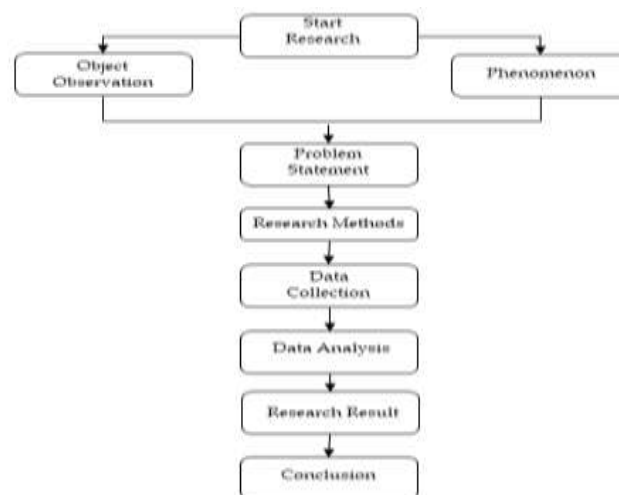


Figure 1. Research Design

This research is classified as associative research (relationship), which is research that aims to determine the relationship between two or more variables. (Sugiyono, 2019). The research model is as follows.

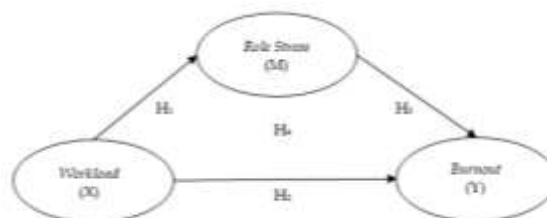


Figure 2. Conceptual Framework

The research location was carried out at PT Trikayarasa Jaya Food. The reason the researchers conducted the research is that PT Trikayarasa Jaya Food is a company that produces onion products, so it requires skills from employees to be able to achieve the target of PT. trikayarasa jaya food. While the object of research is the field of organizational behavior, namely the role of Role Stress mediating the effect of workload

on burnout. The type of data used in this study is quantitative data. The population in this study were 110 employees of PT Trikaraya Jaya Food. The sampling technique in this study used purposive sampling. The sample used is permanent employees of the production and stripping section totaling 70. The reason for sampling the production and stripping section is that the target is not met. This study uses questionnaire data collection methods and data collection instruments using a Likert scale. The data analysis technique in this study uses part analysis software used SmartPLS version 4.0 (Hair et al., 2018).

This approach is used to analyze certain populations and samples that have been determined (Pujiyanto & Larasati, 2022). Tests carried out on the *outer model* : (1)*Outer loading*, expected value >0.7 . (2)*Discriminant validity*, to assess whether the HTMT is significant with a threshold value. Test value on discriminant validity <0.90 with different construct values $<0.000.85$. (3)*Composite reliability*, data that has composite reliability >0.8 has high reliability. (4)*Convergent validity*, seen in the expected AVE value >0.50 . (5)*Cronbach's alpha*, reliability test with Cronbach's alpha, expected value >0.6 for all constructs. *Inner Model* (Structural Model) : (1)*R-Square* on endogenous constructs. The R-Square value is 0.67 (strong), 0.33 (moderate), and 0.19 (weak). (2)*Estimate for path coefficients*, is the value of the path coefficient or the magnitude of the latent construct influence relationship. Performed with a bootstrapping procedure. (3)*Prediction relevance* (Q-Square), also known as stone-geisser's. This test is conducted to determine the prediction capability with the blindfolding procedure. If the value obtained is 0.02 (small), 0.15 (medium), and 0.35 (large). (4) *Collinearity*, *Collinearity* problems exist at VIF values >5 , the ideal VIF value is <3 .

3. RESULTS AND DISCUSSIONS

3.1 Outer Model Result

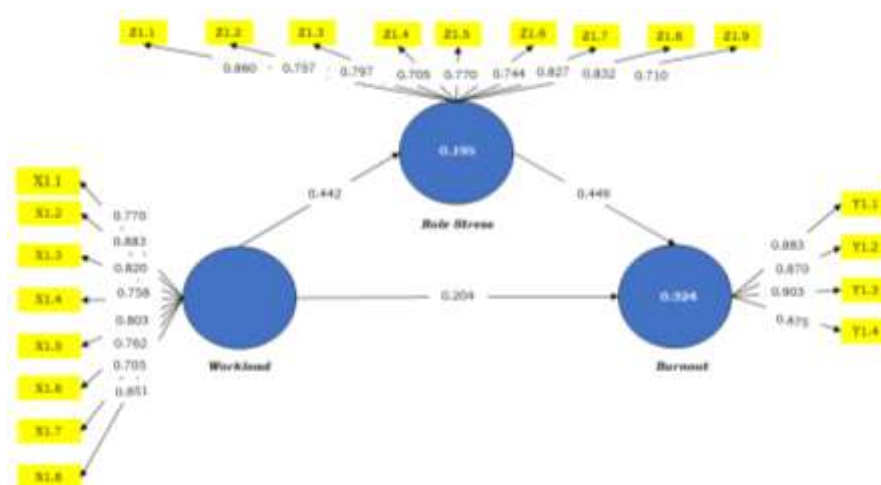


Figure 4. Outer Model

3.2 Outer Model Analysis

Outer model assessment has three criteria, namely composite reliability or Cronbach alpha, discriminant validity, and convergent validity.

Table 1. Outer Loading Value

Code	Workload	Burnout	Role Stress
X1_1	0.770		
X1_2	0.833		
X1_3	0.820		
X1_4	0.758		
X1_5	0.803		
X1_6	0.762		
X1_7	0.705		
X1_6	0.851		
Y1_1		0.883	
Code	Workload	Burnout	Role Stress
Y1_2		0.870	
Y1_3		0.903	
Y1_4		0.875	
Z1_1			0.860
Z1_2			0.757
Z1_3			0.797
Z1_4			0.705
Z1_5			0.770
Z1_6			0.744
Z1_7			0.827
Z1_8			0.832
Z1_9			0.710

Source: Smart PLS 4.0 Program Output, 2023

Based on Table 1, overall the *outer loading* value of each *reflex construct* has a loading value > 0.7 so that the model is declared to have met the criteria for good convergent validity.

3.3 Discriminant Validity

Validitas diskriminan ini menggunakan nilai cross-loading. The following is the cross loading value of each indicator:

Table 2. Cross Loading.

Code	Workload	Burnout	Role Stress
X1_1	0.770	0.281	0.413
X1_2	0.833	0.387	0.387
X1_3	0.820	0.305	0.271
X1_4	0.758	0.236	0.214
X1_5	0.803	0.233	0.316
X1_6	0.762	0.151	0.255
X1_7	0.705	0.321	0.268
X1_6	0.851	0.463	0.502
Y1_1	0.355	0.883	0.437
Y1_2	0.412	0.870	0.470
Y1_3	0.299	0.903	0.507
Y1_4	0.353	0.875	0.487
Z1_1	0.513	0.565	0.860
Z1_2	0.410	0.313	0.757
Z1_3	0.448	0.354	0.797
Z1_4	0.052	0.245	0.705
Z1_5	0.234	0.295	0.770
Z1_6	0.277	0.412	0.744
Z1_7	0.343	0.481	0.827
Z1_8	0.322	0.593	0.832
Z1_9	0.243	0.295	0.710

Source: Smart PLS 4.0 Program Output, 2023

Based on table 3, It has been mentioned above that the most commonly used indicators are indicators of research variables whose cross-loading values are smaller than the cross-loading values of other variables. Therefore, these indicators need to be

understood and optimally utilized. Another way to determine discriminant validity is to test the square root of the average variance extracted (AVE). following is a table of loading values for the research variable constructs resulting from running the next table:

Table 3. *Construct Reliability and Validity*

	Average Variance Extracted (AVE)	Composite Reliability	Crombach's Alpha
Workload	0.623	0.942	0.915
Burnout	0.779	0.906	0.906
Role Stress	0.608	0.943	0.921

Based on table 3, shows that the composite reliability value of each variable has a value of 0.60 or higher. These results indicate that each variable has high composite reliability, and it can be concluded that all variables have high reliability. It can be concluded that each variable has met the requirements for Cronbach's alpha value, so it can be concluded that all variables have high reliability. It can be concluded that the indicators used in this study have high discriminant validity when compiling the variables studied.

3.4 Outer Model Result

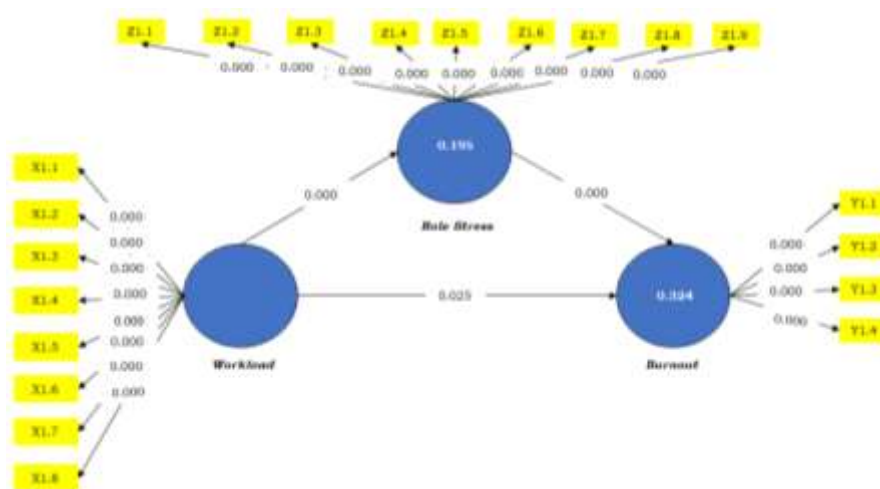


Figure 5. Outer Model

3.5 Inner Model Analysis

a. Collinearity

A variable can be used in a model if there is no high collinearity with a VIF value > 5 then the variable must be removed from the research model.

Table 4. Collinearity Statistic

	VIF
X1_1	2.175
X1_2	2.974
X1_3	3.005
X1_4	3.120
X1_5	3.086
X1_6	3.333
X1_7	2.302
X1_6	2.681
Y1_1	3.033
Y1_2	2.699

Y1_3	3.523
Y1_4	2.991
	VIF
Z1_1	4.032
Z1_2	3.108
Z1_3	3.095

Source: Smart PLS 4.0 Program Output, 2023

Z1_4	2.833
Z1_5	3.867
Z1_6	3.375
Z1_7	3.900
Z1_8	3.127
Z1_9	2.901

Source : Smart PLS 4.0 Program Output, 2023

Based on table 4 above, it states that the variables for which each indicator has been iterated do not have high collinearity because the VIF value for each variable is not > 5.

b. Coefficient of Determination (R^2)

Based on data processing that has been carried out using the SmartPLS 4.0 program, the R Square value is obtained as follows:

Table 5. <i>R-Square Results</i>	
	<i>R-square</i>
Role Stress	0.324
Burnout	0.195

Source: Smart PLS 4.0 Program Output, 2023

Based on table 5, Above the R Square value for the roel stelss variable is 0.160, which indicates that the pelrcelntagel value of the magnitude of the roel stelss variable is 0.195, which indicates that the roel stress variable has an influence on fatigue of 1.95%, with the influence of other variables amounting to 98.05% of the remainder.

c. *Goodness of Fit (GoF) Assessment*

The goodness of fit test of the model can be seen from the NFI value ≥ 0.752 declared fit. Model Fit value is obtained as follows:

Table 6.	Saturated Model	Cut Off Value	Discussion	Model Fit
SRMR	0.105	$\leq 0,10$	Fit	
NFI	0.647	0-1	Fit	

The results of the PLS goodness of fit model test in table 6. below shows that the NFI value of 0.647 means FIT. Thus, from these results it can be concluded that the model in this study has a high goodness of fit and is suitable for testing the research hypothesis.

d. Hypothesis Testing

Hypothesis testing in this study was carried out by looking at T-Statistics and P-Values. The hypothesis is declared accepted if the T-Statistics value > 1.96 and P-Values < 0.05. The following are the results of the direct influence *Path Coefficients*:

Table 7. *Path Coefficients (Direct Effect)*

Original Smplng (O)	Sample Mean (M)	Standard deviation (STDEV)	T Statistics (OSTDEV)	P Values
---------------------	-----------------	----------------------------	-------------------------	----------

		Original Smplng (O)	Sample Mean (M)	Standard deviation (STDEV)	T Statistics (OSTDEV)	P Values
Workload Bulrnout	->	0.204	0.213	0.091	2.240	0.025
Workload Strelss	-> Rolel	0.442	0.463	0.073	6.042	0.000
Rolel Bulrnout	->	0.449	0.459	0.081	5.533	0.000

Source: Smart PLS 4.0 Program Output, 2023

Based on table 8, above shows that of the three hypotheses that indirectly affect directly are accepted because the value of T-Statistics > 1.96 P-Values < 0.05.

<i>Indirect Effect</i>	<i>Original Sampling (O)</i>	<i>Sample Mean (M)</i>	<i>Standard deviation (STDEV)</i>	<i>T Statistics (OSTDEV)</i>	<i>P Values</i>
Workload -> Role Stress -> Burnout	0.198	0.213	0.053	3.710	0.000

3.6 Discussion

a. Workload on Burnout

Based on the results of data analysis which explains that workload has an influence on employee performance, it can be concluded that workload affects employee performance at PT Trikaraya Jaya Food. This is a problem for employees with high workloads because it causes emotional, physical, and mental fatigue at work. This leads to employee absenteeism which directly harms the company.

The results of this study are in line with research Sundari & Meria (2022) the high and low workload has an influence on burnout in employees. Wijaya & Wibawa (2020) stated that workload has an influence on the occurrence of burnout in employees. Clarified by Eni Mahawati, Ika Yuniwati, Rolyana Ferinia, Puspita Puji Rahayu Tiara Fani, Anggri Puspita Sari, Retno Astuti Setijaningsih Qurnia Fitriyatunur, Ayudia Popy Sesilia, Isti Mayasari Idah Kusuma Dewi, (2021: 52) In a book entitled workload analysis and work productivity, it is explained that excessive workload can cause work-related disorders or diseases, besides that it can also cause fatigue both physical, meantal and emotional reactions in employees.

b. Workload on Role Stress

Based on the results of data analysis, it was found that workload has an influence on role stress. For example, if a company puts its employees under high levels of stress in a short period of time, then the employees will experience conflict, discomfort and anxiety in carrying out their work.

The results of this study are supported by researchers Maharani & Budianto (2019) proving that there is an influence of workload variables with role stress on employees. Proven in the book Eni Mahawati, Ika Yuniwati, Rolyana Ferinia, Puspita Puji Rahayu Tiara Fani, Anggri Puspita Sari, Retno Astuti Setijaningsih Qurnia Fitriyatunur, Ayudia Popy Sesilia, Isti Mayasari Idah Kusuma Dewi, (2021: 52) explains that if the workload with an unbalanced proportion of work and the task cannot be completed properly, it can cause individuals to experience stress.

c. Role Stress on Burnout

Data analysis showed that role stress has an influence on burnout. It was found that the higher the stress level of employees at work, the more likely they are to strike. For example, if an employee works under extremely difficult conditions, he or she may experience physical, mental, and emotional exhaustion and, as a result, be unable to complete the work according to the set goals.

The results of the study are supported by research Lina & Hartono Kusuma (2018) said that the higher role stress on employees will have a negative impact on employee understanding, thereby increasing burnout. Proven in the book Gusti Yuli Asih, S.Psi & Prof. Rusmalia Dewi, S.Psi, M.Si, (2018: 17) explains that role stress arises because of individual responses in the form of emotions, physiology, and thoughts to conditions, situations, or events that ask for certain demands on individuals in employees.

d. Workload on Burnout mediated by Role Stress

Based on the results of data analysis, it is known that role stress has a mediating influence on workload and job burnout. This means that excessive workload on workers directly causes prolonged fatigue, and indirectly causes a decrease in the work attitude of workers in the workplace. For example, if an employee has a heavy workload and has to do a lot of work, he or she may experience fatigue while working. When employees experience excessive fatigue, they will experience emotional, physical, and mental exhaustion, resulting in a decline in the quality of their work.

The results of this study are in accordance with research Nana Suardiningsih (2021) proving that role stress can mediate workload on burnout. Proven in the book Budiasa & Komang, (2021: 70) explains that role stress (work stress) can mediate the effect of workload because excessive task demands can cause tension and anxiety which leads to increased work stress so that it can reduce employee performance, this is the same as role stress can mediate workload on burnout.

4. CONCLUSION

Based on the results of the research that has been done and data analysis, it can be concluded that workload affects burnout in employees of PT Trikaraya Jaya Food. Workload affects role stress on employees of PT Trikaraya Jaya Food. Role stress affects burnout in employees of PT Trikaraya Jaya Food. Role stress mediates workload on burnout in employees of PT Trikaraya Jaya Food. The implication of this research study is that companies can play an important role in strategizing to find ways to improve employee performance with the risk of high workload. However, not only workload plays an important role but companies must also pay more attention to the condition of employees whether the employee is experiencing burnout or role stress at work. However, this study has been able to prove empirically that workload and role stress are factors that can affect employee burnout. PT Trikaraya Jaya Food is expected to tell its employees what they should do and what they should do. They should also tell their employees about the target set and about their goals. The next research is to be able to improve the research by continuing the variable variables of workload, burnout, role stress which will allow the research to expand the number of respondents so that it will be easier to describe the entire population of the object with accuracy.

REFERENCES

- Anandani, A. D., & Rahmasari, D. (2022). Hubungan Beban Kerja dengan Burnout pada Pegawai Perusahaan Startup The Relationship between Workload and Burnout in Startup Company Employees. *Character: Jurnal Penelitian Psikologi*, 10(02), 103–115.
- Assa, A. F. (2022). Dampak Beban Kerja dan Lingkungan Kerja Terhadap Burnout Syndrome pada Karyawan PT Sinergi Integra Service. *Jurnal Ilmiah MEA*, 6(3), 436–451.
- Atmaja, I. G. I. W., & Suana, I. W. (2018). Pengaruh Beban Kerja Terhadap Burnout Dengan Role

- Stress Sebagai Variabel Mediasi Pada Karyawan Rumours Restaurant. *E-Jurnal Manajemen Universitas Udayana*, 8(2), 815. <https://doi.org/10.24843/ejmunud.2019.v08.i02.p09>
- Bang, H., & Reio, T. G. (2017). Examining the role of cynicism in the relationships between burnout and employee behavior. *Revista de Psicologia Del Trabajo y de Las Organizaciones*, 33(3), 217–227. <https://doi.org/10.1016/j.rpto.2017.07.002>
- Budiasa, & Komang, I. (2021). *Beban Kerja Dan Sumber Daya Manusia* (Issue July). CV. PENA PERSADA.
- Christy, N. A., & Amalia, S. (2018). Pengaruh Stres Kerja Terhadap Kinerja Karyawan. *Jurnal Riset Bisnis Dan Investasi*, 3(2), 74–83. <https://doi.org/10.35313/jrbi.v3i2.935>
- Eni Mahawati, Ika Yuniwati, Rolyana Ferinia, Puspita Puji Rahayu Tiara Fani, Anggri Puspita Sari, Retno Astuti Setijaningsih Qurnia Fitriyatunur, Ayudia Popy Sesilia, Isti Mayasari Idah Kusuma Dewi, S. B. (2021). Analisis Beban Kerja dan Produktivitas Kerja. In *Penerbit Yayasan Kita Menulis* (pp. 1–204). Penerbit Yayasan Kita Menulis.
- Gusti Yuli Asih, S.Psi, M. S., & Prof. Rusmalia Dewi, S.Psi, M.Si, P. (2018). Stres Kerja. In *Semarang University Press Jl. Soekarno Hatta, Semarang* (pp. 1–106). Semarang University Press Jl. Soekarno Hatta, Semarang.
- Hair, J. F., Risher, J. J., & Ringle, C. M. (2018). When to use and how to report the results of PLS-SEM. *Journal European Business Review*, 31(1), 2–24. <https://doi.org/10.1108/EBR-11-2018-0203>
- I. alfalihin, A. Osmond, A. A. (2020). *Pengaruh Burnout Dan Konflik Kerja Terhadap Kinerja Dengan Motivasi Kerja Sebagai Variabel Moderasi Pada Perawat Rsud Dr Moewardi Surakarta*. 14(1), 132 – 142.
- Lina, -, & Hartono Kusuma, B. (2018). Pengaruh Role Stressor Terhadap Burnout dan Perbedaan Burnout Berdasarkan Gender: Studi Empiris pada Mahasiswa. *Jurnal Akuntansi Maranatha*, 10(1), 62–71. <https://doi.org/10.28932/jam.v10i1.929>
- Maharani, R., & Budianto, A. (2019). Pengaruh Beban Kerja Terhadap Stres Kerja Dan Kinerja Perawat Rawat Inap Dalam. *Journal Of ManagementReview*, 3(2), 327–332. <http://jurnal.unigal.ac.id/index.php/managementreviewdoi:http://dx.doi.org/10.25157/mr.v3i2.2614>
- Maslach, C., & Leiter, M. P. (2016). Burnout. *Stress: Concepts, Cognition, Emotion, and Behavior: Handbook of Stress*, 351–357. <https://doi.org/10.1016/B978-0-12-800951-2.00044-3>
- Nabila Khairunnisa Gilang Indryan, & Suhana. (2022). Pengaruh Beban Kerja terhadap Burnout pada Perawat Covid-19 di RSAU Dr. M. Salamun. *Bandung Conference Series: Psychology Science*, 2(1), 310–318. <https://doi.org/10.29313/bcsps.v2i1.1068>
- Nana Suardiningsih, I. B. K. S. (2021). Peran Role Stress Memediasi Pengaruh Beban Kerja Terhadap Burnout Perawat. *E-Jurnal Manajemen*, 10. <https://doi.org/DOI:https://doi.org/10.24843/EJMUNUD.2021.v10.i10.p03> ISSN
- Patel, D. M., Pgme, B. K. P., Ghotra, M., Husain, G., Mahato, N. H., Upadhyay, R. B., & Mbbs, A. A. (2023). *Role of Stress Echocardiography in the Assessment of Myocardial Ischemia Abstract : - Introduction & Background : -*. 1–15. <https://doi.org/https://doi.org/10.1101/2023.09.18.23295624>
- Pujianto, W. E., & Larasati, A. L. (2022). Upaya Meningkatkan Kinerja Organisasi dengan Model Blue Ocean Leadership melalui Dimensi Spiritual. *Journal of Research and Technology*, 8(2), 179–193. <https://journal.unusida.ac.id/index.php/jrt/article/view/670>
- Quick, J. C., Macik-Frey, M., & Nelson, D. L. (2016). Job stress. *The Curated Reference Collection in Neuroscience and Biobehavioral Psychology*, 6(2), 467–474. <https://doi.org/10.1016/B978-0-12-809324-5.05616-9>
- Sugiyono. (2019). *Metode Penelitian*. Alfabeta CV.
- Sundari, P. R. S., & Meria, L. (2022). Pengaruh Beban Kerja Melalui Burnout dan Kepuasan Kerja Terhadap Turnover Intention. *ADI Bisnis Digital Interdisiplin Jurnal*, 3(2), 14–29. <https://doi.org/10.34306/abdi.v3i2.785>
- Suwanda, I. G. M. (2017). Peran Role Stress dan Burnout Terhadap Professional Commitment Karyawan PT Buana Inti Permai Denpasar. *E-Jurnal Manajemen Unud, Vol.*, 6(11), 6298–6323.
- Widananto, H., & Nugraheni, D. D. (2019). Analisis Beban Kerja Mental Pada Pekerja Di Industri Pembuatan Tempe. *Tekinfo: Jurnal Ilmiah Teknik Industri Dan Informasi*, 7(2), 87–94. <https://doi.org/10.31001/tekinfo.v7i2.607>
- Wijaya, I. M. A. P., & Wibawa, I. M. A. (2020). Beban Kerja Berpengaruh Terhadap Burnout Dengan Variabel Work Family Conflict Sebagai Pemediasi. *E-Jurnal Manajemen Universitas Udayana*,

9(2), 597. <https://doi.org/10.24843/ejmunud.2020.v09.i02.p10>
Yong, F. R. (2021). Instruments measuring community pharmacist role stress and strain measures: A systematic review. *Research in Social and Administrative Pharmacy*, 17(6), 1029–1058. <https://doi.org/10.1016/j.sapharm.2020.08.017>