

Workload and Burnout on Performance Using Motivation Mediated in The Nutrition Installation of RSJD DR RM Soedjarwadi Province Central Jawa

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ABSTRACT

This study aims to test and analyze the effect of workload and burnout on employee performance, the effect of workload and burnout on employee motivation and the effect of employee motivation on employee performance in the Nutrition Installation of RSJD Dr. RM. Soedjarwadi, Central Java Province. The method of this research is quantitative descriptive. The number of research respondents was 36, which was determined by the total sampling technique. The results of the study showed that workload had a positive and significant effect on employee motivation (p value 0.000), employee workload had a positive and significant effect on employee performance (p value 0.000), burnout had no effect on employee motivation (p value 0.269), employee burnout had no effect on employee performance (p value 0.284) and employee motivation had no effect on employee performance (p value 0.995). The suggestion of this research is that hospitals should support occupational safety and health, especially nutrition installation officers in informal workplaces through surveys and counseling while working for workers.

Keywords: workload, burnout, performance, motivation

ABSTRAK

Penelitian ini bertujuan untuk menguji dan menganalisis pengaruh beban kerja dan burnout terhadap kinerja karyawan, pengaruh beban kerja dan burnout terhadap motivasi karyawan dan pengaruh motivasi karyawan terhadap kinerja karyawan dalam Instalasi Gizi RSJD Dr. RM. Soedjarwadi, Provinsi Jawa Tengah. Metode penelitian ini bersifat deskriptif kuantitatif. Jumlah responden penelitian sebanyak 36 responden yang ditentukan oleh teknik total sampling. Hasil penelitian menunjukkan bahwa beban kerja memiliki pengaruh positif dan signifikan terhadap motivasi karyawan (p value 0,000), beban kerja karyawan berpengaruh positif dan signifikan terhadap kinerja karyawan (p value 0,000), burnout tidak berpengaruh terhadap motivasi karyawan (p value 0,269), employee burnout tidak berpengaruh terhadap kinerja karyawan (p value 0,284) dan motivasi karyawan tidak berpengaruh terhadap kinerja karyawan (p value 0,995). Saran dari penelitian ini adalah rumah sakit harus mendukung keselamatan dan kesehatan kerja, terutama petugas instalasi gizi di tempat kerja informal melalui survei dan konseling saat bekerja untuk pekerja.

Kata kunci: beban kerja, kelelahan, kinerja, motivasi

INTRODUCTION

The Nutrition Installation acts as a supporting unit in RSJD Dr RM Soedjarwadi, Central Java Province who have direct contact with patients, namely in

providing food for inpatients. Because it deals directly with patients, the services at the Nutrition Installation must be satisfactory and carried out well. The implementation of these services is influenced by the performance of the employees. Performance is the appearance of the work of personnel in an organization, performance can be the performance of individuals or work groups of personnel (Ariani and Darmawan, 2009). High employee performance will provide hope in achieving a goal for the company, and employees who have high performance will provide maximum results, where employees are required to be able to complete the responsibilities set by the agency (Irawan, Herlina and Lestari, 2020).

A worker's high workload can increase the risk of physical and mental fatigue and make them vulnerable to burnout at work (Endrawati, 2022). Burnout is a condition of decreased mental or physical energy after a period of prolonged stress, related to work or physical disability (Potter and Perry, 2015). Symptoms of burnout are physical, emotional, attitudinal and behavioral exhaustion, feelings of dissatisfaction with oneself as well as disbelief in one's abilities and lack of desire for personal achievement which arise as a result of prolonged work stress, a reaction to the circumstances that accompany a person when facing stress. Burnout is a response to interpersonal stressors at work (Hayati and Fitria, 2018).

Increased workload has been reported as a major stressor, especially when serious work is deprived of attention. The result is demotivation and decreased performance (Janib et al., 2021). Excessive workload can increase burnout. Burnout is a syndrome of nervous exhaustion caused by overwork that depletes the emotional and physical functioning capacity of the nervous system. Employees have limited capacity to absorb information through excessive work, as a result employees reach a state of fatigue which results in reduced work performance (Claponea, 2023).

Apart from burnout and workload, another factor that influences performance is motivation. Pudjiati and Lestari (2020), stated that motivation greatly influences employee performance. According to Georgescu, Dumitrache and Jolta (2020), in order for an organization to be productive and achieve performance, there must be motivation. The relationship that exists between the intensity of motivation and the level of performance depends on the complexity of the actions, tasks that each individual must perform. Performance is a consequence of motivation, because the more motivated an employee is, the higher his performance will be.

Researchers conducted research on employees of the Nutrition Installation in RSJD Dr RM Soedjarwadi, Central Java Province, because the number of nutrition installation staff at RSJD Dr RM Soedjarwadi, Central Java Province is quite large, namely 36 people. Apart from that, the reason the researchers chose the location of RSJD Dr RM Soedjarwadi, Central Java Province as the research location was because the researchers focused on the performance of nutrition installation employees who fulfill the nutrition of inpatients, mental and general patients who require extra energy.

This research is important to do because it is to optimize achievement of employee performance in nutrition services. Performance achievements can be achieved based on the workload and burnout experienced by employees. Besides that,

good employee performance can also be influenced by the employee's work motivation. This research can improve employee performance so that the quality of service at the Dr. RSJD Nutrition Installation. RM. Soedjarwadi, Central Java Province is increasing.

RESEARCH METHODS

This research design uses quantitative descriptive. This research conducted in Dr. RSJD Nutrition Installation RM. Soedjarwadi, Central Java Province. RSJD Dr. RM. Soedjarwadi Klaten. In conducting this research, the time required was 6 months, starting from observation to producing data results and research conclusions.

The population used in this research were all employees at the Dr. RSJD Nutrition Installation. RM. Soedjarwadi belongs to the Central Java Provincial Government as many as 36 people. Sampling in this study used a total sampling technique.

The instrument in this research uses a questionnaire. Data analysis processed computerized.

RESULT AND DISCUSSION

The structural model or inner model shows the relationship or strength of estimates between latent variables or constructs based on substantive theory. The structural model in this research is as follows:

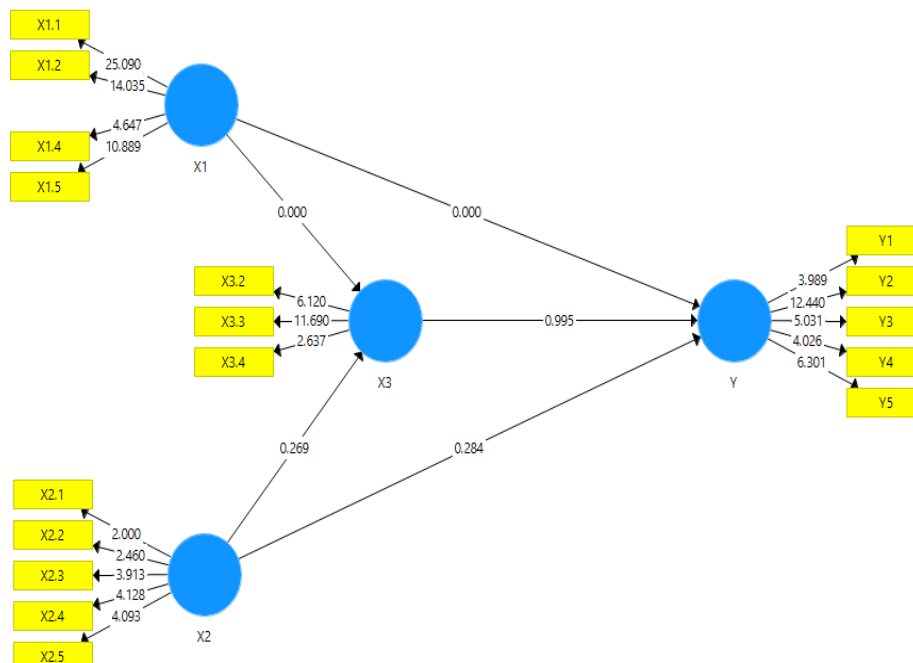


Figure 1. Structural Model

Table 1. Path Coefficient

Direct Effects	Original Sample	T Statistics	P Values	Information
Workload -> Motivation	0.493	4,013	0,000	H1 Accepted
Workload -> Performance	0.789	8,256	0,000	H2 Accepted
Burnout -> Motivation	-0.212	1,108	0.269	H3 Rejected
Burnout -> Performance	-0.145	1,073	0.284	H4 Rejected
Motivation -> Performance	-0.001	0.006	0.995	H5 Rejected

Based on the table above, the path coefficient test shows the influence of the independent variable on the dependent variable. The results can be explained as follows:

1. Workload on motivation

The workload variable shows a β value of 0.493, p-values of 0.001 which are smaller than 5%, and a statistical T value of 3.431 which is greater than 1.96. This shows that workload has a positive and significant effect on employee motivation at the Dr. RSJD Nutrition Installation. RM. Soedjarwadi, Central Java Province, so H1 is accepted.

2. Workload on performance

The workload variable shows a β value of 0.789, p-values of 0.000 which are less than 5%, and a statistical T value of 8.256 which is greater than 1.96. This shows that workload has a significant and influential effect on employee performance at the Dr. RSJD Nutrition Installation. RM. Soedjarwadi, Central Java Province, so H2 is accepted.

3. Burnout on motivation

The burnout variable shows a β value of -0.212, p-values of 0.269 which are greater than 5%, and a statistical T value of 1.108 which is smaller than 1.96. This shows that burnout has no effect on employee motivation at the Dr. RSJD Nutrition Installation. RM. Soedjarwadi, Central Java Province, so H3 is rejected.

4. Burnout on performance

The burnout variable shows a β value of -0.145, p-values of 0.284 greater than 5%, and a statistical T value of 1.073 smaller than 1.96. This shows that burnout has no effect on employee performance at the Dr. RSJD Nutrition Installation. RM. Soedjarwadi, Central Java Province, so H4 is rejected.

5. Motivation for performance

The motivation variable shows a β value of 0.001, p-values of 0.995 greater than 5%, and a statistical T value of 0.006 smaller than 1.96. This shows that motivation has no effect on employee performance at the Dr. RSJD

Nutrition Installation. RM. Soedjarwadi, Central Java Province, so H5 is rejected.

Discussion

1. The influence of workload on employee motivation

Based on the research table, it shows that workload has a positive and significant effect on employee motivation at the Dr. RSJD Nutrition Installation. RM. Soedjarwadi, Central Java Province. A high workload will affect employee motivation when working, especially if it is not supported by the rewards they receive. The workload carried out by employees should be evenly distributed so that employees can avoid working too much or too little. The motivation that employees have while working will influence their work results in carrying out their duties.

The workload is low because there is too little work to be done, even though there is a lot of time given. This can also result in stress, boredom, and affect the psychology and mental health of employees. This situation means that employees do not get the opportunity to use their skills or develop their potential. Too little workload can reduce motivation and work enthusiasm.

The workload must be balanced, because a workload that is too high or too low will have a bad impact on employees. High workload will cause work stress and lack of concentration. Nutrition Installation Officers will have the impact of giving rise to patient complaints about the nutrition they receive and causing high rates of employee absenteeism. Meanwhile, a workload that is too low will lead to boredom and low concentration on work. Both workloads that are too high and too low will ultimately lead to low worker productivity.

These results are in line with research Siragih et al. (2020), that there is a relationship between workload and nurses' work motivation in carrying out nursing care.

2. The effect of workload on employee performance

Based on the research results table, it shows that workload has a positive and significant effect on employee performance at the Dr. RSJD Nutrition Installation. RM. Soedjarwadi, Central Java Province. The relationship between workload and performance states that the workload of nutrition installation employees is the product of work volume and time norms. If the worker's abilities are higher than the job demands, feelings of boredom will arise. However, on the contrary, if the worker's ability is lower than the job demands, then more fatigue will appear, while performance is the level of achievement in implementing an activity, program, policy in realizing the goals, objectives, mission and vision of the organization. The higher the workload, the lower a person's performance, and vice versa.

Employee performance and workload are related to each other, because in an institution, to assign the right position to its employees, you can

look at the workload first. This is done so that employee performance can increase and be comfortable with the work they have and achieve effective and efficient institutional goals, so they will give all their abilities to produce maximum work so that they can have a big influence on the institution by increasing performance, quality and service. Good.

This result is in line with Tresnawati et al. (2020), that there is a relationship between workload and the performance of South Kalimantan Province Environmental Service employees, in 2020 with a very close level of relationship.

3. The effect of burnout on employee motivation

Based on the table, the research results show that burnout has no effect on employee motivation at the Dr. RSJD Nutrition Installation. RM. Soedjarwadi, Central Java Province. Work motivation is an employee's enthusiasm for working and trying to achieve goals. Individuals who have high work motivation will feel the encouragement and attention given by the company as appreciation for the work they have done so that the individual is satisfied with the results of the work they have done.

This research found that burnout does not have a significant relationship with employee motivation. These findings are in line with research from Hutasoit & Hawignyo (2023), which stated that there is no relationship between burnout and the motivation of PT Mayoka Indonesia Bekasi Outsource Employees.

4. The effect of burnout on employee performance

Based on the research results, it shows that burnout has no effect on employee performance at the Dr. RSJD Nutrition Installation. RM. Soedjarwadi, Central Java Province. Good performance requires good human resources. Human resources are a service obstacle in efforts to maintain service quality. Insufficient human resources cause a large workload to pile up. The many tasks of nutrition installation employees sometimes cause employees to experience emotional stress and sometimes also cause their performance to decline.

The results for this study are in line with the study conducted Halawa et al., (2022), that there is no relationship between burnout and nurse performance during the Covid-19 pandemic era at William Booth Hospital Surabaya. Burnout that occurs in nurses is caused by extreme activities where the work is felt to be too monotonous and excessive, so employees need more energy to stay focused.

5. The influence of motivation on employee performance

Based on the research results, it shows that motivation has no effect on employee performance at the Dr. RSJD Nutrition Installation. RM. Soedjarwadi, Central Java Province. Motivation is a condition that moves a person to try to achieve goals or achieve desired results. The formation of strong motivation will be able to provide good results or performance as well as quality of the work carried out. Increasing the motivation possessed by

employees in carrying out their work will provide an increase in their performance.

The results of this study are comparable to Pebrimaharani et al. (2022), no contact with work motivation and the performance of ASN and non-ASN nurses in class III inpatient rooms at RSUD 45 Kuningan in 2022. This can happen because there are many factors that influence work motivation, nurses whose work motivation is lacking but whose performance is good can be caused by a lack of encouragement to improve their duties, no appreciation for work results, lack of attention and appreciation from leaders towards employees who excel, the management system is not working enough. Well, the amount of salary is not in accordance with the work, the hospital pays little attention to the costs of health benefits for employees, there is a lack of providing incentives that are appropriate to the workload.

CONCLUSIONS AND RECOMMENDATIONS

1. Workload has a positive and significant effect on employee motivation at the Dr. RSJD Nutrition Installation. RM. Soedjarwadi, Central Java Province.
2. Employee workload has a positive and significant effect on employee performance at the Dr. RSJD Nutrition Installation. RM. Soedjarwadi, Central Java Province.
3. Burnout has no effect on employee motivation at the Dr. RSJD Nutrition Installation. RM. Soedjarwadi, Central Java Province.
4. Employee burnout has no effect on employee performance at the Dr. RSJD Nutrition Installation. RM. Soedjarwadi, Central Java Province.
5. Employee motivation has no effect on employee performance at the Dr. RSJD Nutrition Installation. RM. Soedjarwadi Province of Central Java.

Some suggestions that researchers can make regarding the results of the research and discussions carried out are:

1. Hospitals should support occupational safety and health, especially nutrition installation officers in informal workplaces, through surveys and counseling while working for workers to maintain a comfortable position at work, thereby preventing burnout.
2. Nutrition installation employees are advised to prevent burnout by managing their time wisely and creating a positive work atmosphere so they can remain enthusiastic about their work.
3. For future researchers, it is recommended to include other factors so that this research can develop further and influence employee performance.

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