

THE INFLUENCE OF WORKLOAD AND INDIVIDUAL CHARACTERISTICS ON THE PERFORMANCE OF NURSES IN BUMI MASSENREMPULU GENERAL HOSPITAL, ENREKANG DISTRICT THROUGH BURNOUT AS AN INTERVENING VARIABLE

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Abstract

The purpose of this study was to provide an overview of how the influence of workload and individual characteristics on the performance of nurses at the Bumi Massenrempulu General Hospital, Enrekang Regency, through burnout as an intervening variable. This research is categorized as explanative research using a quantitative approach. This is intended to be able to describe or describe in a systematic, factual and accurate manner the object under study. Descriptive research with a quantitative approach aims to describe systematically and analytically about the characteristics of an individual, symptom, condition or certain groups between a symptom and other symptoms in society. The results of this study are: 1) Workload has an effect on burnout, this proves that a high workload will increase burnout, this is indicated by the path coefficient value of 0.288 and the t-statistic value of 2.815. This value is greater than t-table (1.983); 2) Individual characteristics affect burnout, this proves that having high individual characteristics will increase burnout, this is indicated by the path coefficient value of 0.521 and the t-statistic value of 6.525. This value is greater than t-table (1.983); 3) Workload affects performance, this proves that a high workload can also improve nurse performance, this is indicated by the path coefficient value of 0.388 and the t-statistic value of 3.803. This value is greater than t-table (1.983); 4) Individual characteristics do not affect performance, this proves that high individual characteristics will not always improve nurse performance, this is indicated by the path coefficient value of 0.118 and the t-statistic value of 1.137. This value is smaller than t-table (1.983); 5) Burnout affects performance, this proves that high burnout will reduce nurse performance, this is indicated by the path coefficient value of 0.629 and the t-statistic value of 6.091. This value is greater than t-table (1.983); 6) Workload has an indirect effect on performance through burnout, if the workload is high it will improve the performance of nurses if there is a change in burnout in a more positive or better direction, this is indicated by the path coefficient value of 0.181 and the t-statistic value of 2.889. This value is greater than t-table (1.983); 7) Individual characteristics have an indirect effect on performance through burnout, if individual characteristics are high it will improve nurse performance if there is a change in burnout in a more positive or better direction, this is indicated by the path coefficient value of 0.327 and the t-statistic value of 3.935. This value is greater than t-table (1.983); 8) Individual characteristics have an indirect effect on performance through burnout, if individual characteristics are high it will improve nurse performance if there is a change in burnout in a more positive or better direction, this is indicated by the path coefficient value of 0.327 and the t-statistic value of 3.935. This value is greater than t-table (1.983).

Keywords: *Workload, individual characteristics, hospital, burnout as intervening variables*

A. INTRODUCTION

The hospital is an agency engaged in the field of health services. Health services provided by the Hospital include promotive, preventive, curative and rehabilitative services, which provide inpatient, outpatient and emergency services. Health services that are currently developing in hospitals are not only about hospital buildings (such as size, complexity, number of units), number of medical and non-medical staff qualifications, financial systems and information systems, but also regarding the quality of service quality of health workers in providing services. Hospital is an organization engaged in the field of health services which is required to maintain the safety and health of patients. Nurses are the most important part in determining a hospital service, because in providing treatment nurses will have direct contact with patients who prioritize the brain such as responsiveness in making service decisions according to doctor's diagnoses, understanding patient needs, handling patients in any condition and receiving complaints from family. patient.

Nurses serve patients 24 hours a day. Nurses have duties according to their function in providing nursing care as follows: assessing patient needs, implementing treatment plans, evaluating the results of nursing care, documenting the nursing process (Hidayat, 2009).

The influence of employee performance is also very large in the development of an institution, an institution is said to be performing well, if the agency can achieve the goals of the agency with the suitability between the workload given to an individual and the abilities possessed by that individual. This happens because workload is the most basic thing to find out how well an agency, or a nurse does a job, which will ultimately affect the performance of the nurse, or the agency.

The workload which is the responsibility of the Nurse is a task that must be carried out. Workload can be in the form of work targets and work hours assigned (Menpan, 1997). The workload that is imposed must be in accordance with the ability so that a workload analysis is needed. According to Komarudin (1996) workload analysis is the process of determining the number of working hours of people used or needed to complete a job within a certain time, or in other words workload analysis aims to determine how many personnel and how many responsibilities or the right workload. assigned to an officer.

Many factors affect performance, but in this case the researcher is interested in seeing the extent of the perceived workload and individual characteristics which include the abilities, values, attitudes and interests of permanent nurses towards performance in the Inpatient Installation section. Based on the description above, the title set by the researchers in this study is the Effect of Workload and Individual Characteristics on the Performance of Nurses at the Bumi Massenrempulu Regional General Hospital, Enrekang Regency Through Burnout as an Intervening Variable. Nurses with good performance are expected to be able to improve the quality of service from the hospital so that they can meet the needs of patients seeking treatment. Inpatients need ongoing nursing services until their condition is declared cured and the patient is allowed to go home. The more patients who are in the inpatient installation, the greater the workload that must be accepted. If the workload given and

felt by nurses is not appropriate, it can result in decreased nurse performance. All employees, including permanent nurses in the inpatient installation, basically must have good individual characteristics. Basically the Hospital expects nurses to have high morale and desire to achieve optimal work results. Nurses are required to provide the best possible service under any conditions and have strong mental readiness, therefore burnout conditions indicated by saturation or fatigue need to be considered. If not properly addressed and minimized,

B. METHODS

Research sites. Location This research was conducted at the Bumi Massenrempulu Regional General Hospital, Enrekang Regency.

Population and Sample. The population in this study were all permanent nurses at the Bumi Massenrempulu Regional General Hospital, Enrekang Regency. Population is the whole set of elements that share a number of general characteristics, which make up the areas to be studied. The total population in this study was 141 nurses.

The sampling technique uses probably sampling with simple random sampling, namely taking random samples from the population because the population is considered homogeneous.

The use of the slovin formula in sampling in this study with a significance level of 5% because the researchers wanted the research results to be 95% correct.

Method of collecting data. In this study there are several methods of data collection:

- a. Direct observation. It is an observation made by researchers with what happens in the field. This is related to the process of recording data from activities carried out at the time the research was conducted (Rianto Adi, 2004).
- b. Interview (depth interview). Is a process to get information directly from informants. This method is used to determine the condition of a person or the surrounding area and is the backbone of a research because without interviews researchers will lose valid information from people who are the main source of research (Irawati Singarimbun, 1989).
- c. Documentation. Looking for data on matters or variables in the form of notes, transcripts, books, newspapers, magazines, inscriptions, meeting minutes, agendas and so on (Arikunto Suharsimi, 2004)
- d. Questionnaire / Questionnaire. The questionnaire (questionnaire) is a data collection technique that is carried out by giving a set of statements or questions in writing to the respondent, statements or questions in the questionnaire / questionnaire need to be varied between positive statements and negative statements. Questionnaires that have been prepared in such a way are then distributed to the respondents. If the scope of the research is not too broad, then the questionnaires or questionnaires can be delivered to the respondents.

Data analysis method. This study emphasizes a quantitative approach in conducting data analysis, so there are two methods of data analysis used, namely descriptive statistical analysis and inferential statistical analysis.

- a. Descriptive statistical analysis. This analysis is used to describe the research variables, without drawing generalizations. The data that has been collected is then tabulated in tables and discussed descriptively.
- b. Inferential statistical analysis. This study uses data analysis methods using smartPLS software version 3.0.m3 which runs on computer media.

C. OPERATIONAL DEFINITION

Definition of Human Resource Management. Human resource management is a field of management that specifically studies human relations and roles in corporate organizations. The HR element is a human being who is a workforce in the company. Thus, the focus studied by HRM is only on issues related to the human workforce.

Humans always play an active and dominant role in every organizational activity, because humans become planners, actors, and determinants of the realization of organizational goals. Goals cannot be realized without the active role of employees even though the company's tools are so sophisticated.

1. Workload

According to Nurmianto (2003:24) Workload can be in the form of physical and mental loads. Physical load can be seen from how much employees use their physical strength. Meanwhile, mental workload can be seen from how much mental activity is needed to raise the things needed, concentrate, detect problems, overcome unexpected work and make decisions quickly related to work.

The work load is based on the utilization of available work time to do the work as seen from the activities carried out by employees during work time. In this study the indicators used adopted the workload indicators carried out by Indah (2015) combined with Julia, Nasir and Mukhlis (2013) this variable was measured by the following indicators:

- a. time load
- b. Mental load
- c. Physical load
- d. Type of work

2. Individual Characteristics

According to Rivai (2011: 231) states that individual characteristics are basically formed by the personality and experiences that a person has that distinguishes him from other people. According to Miftah in Suwadi (2012:10), every human being has individual characteristics that vary from one to another. Individual characteristic indicators in Robbins (2003) include abilities, values, attitudes, and interests.

3. Burnout

What discrepancies are provided by the company to employees, such as the number of tasks given with the capabilities possessed and an unsupportive work environment can lead to burnout in employees. Burnout has a strong influence on performance, where if it is not addressed immediately, performance will decline (Pahalendang Asi, 2013).

Burnout Indicator. According to Leaz and Stolar (in Widiastuti, 2001), indicators of burnout include physical exhaustion, emotional exhaustion, mental exhaustion, and feelings of not being able to achieve anything in life.

4. Performance

Mangkunegara (2002:67) states that performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. Every company will always try to improve the performance of its employees, with the hope that the company's goals will be achieved. Employee ability is reflected in performance, good performance is optimal

performance. So that employee performance is something that deserves attention by company leaders.

D. RESEARCH RESULT

1. Workload has an effect on burnout, this proves that a high workload will increase burnout, this is indicated by the path coefficient value of 0.288 and the t-statistic value of 2.815. This value is greater than t-table (1.983)
2. Individual characteristics affect burnout, this proves that having high individual characteristics will increase burnout, this is indicated by the path coefficient value of 0.521 and the t-statistic value of 6.525. This value is greater than t-table (1.983)
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