

ABSTRACT

This study aims to determine and explain the effect of Job Stress and Workload on Burnout and its Implementation on Erha Clinic's Turnover Intention. Respondents 64 employees (entire population). Data collection is done through interviews and questionnaires. Data were analyzed using path analysis (SmartPls 3.0 software) and correlation matrix between dimensions (SmartPls 3.0 software). The results showed that: (1) Work Stress and Workload both partially and simultaneously affect Burnout; (2) Work stress, work load, and burnout partially or simultaneously affect Turnover Intention; (3) Burnout Mediates the Effect of Work Stress on Turnover Intention and (4) Burnout mediates the Effect of Workload on Turnover Intention. Based on the analysis of the correlation matrix between dimensions, to determine the level of work stress, which has a positive correlation with burnout, it is advisable to pay attention to behavioral symptoms and psychological symptoms of employees. Level of Workload that has a positive correlation with Burnout is recommended to pay attention to the dimensions of work time and mental load. Meanwhile, to reduce the level of Turnover Intention, which has a positive correlation with burnout, it is advisable to maintain and improve the dimensions of physical exhaustion, emotional exhaustion, self-actualization and depersonalization.

Keywords: *Turnover Intention, Burnout, Workload and Job Stress.*

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ABSTRAK

Penelitian ini bertujuan untuk mengetahui dan menjelaskan pengaruh Stres Kerja dan Beban Kerja terhadap *Burnout* serta Implementasinya pada *Turnover Intention* Erha Clinic. Responden 64 karyawan (seluruh populasi). Pengumpulan data dilakukan melalui wawancara dan kuisioner. Data dianalisis menggunakan analisis jalur (software SmartPls 3.0) dan matrik korelasi antar dimensi (software SmartPls 3.0). Hasil penelitian menunjukkan bahwa: (1) Stres Kerja dan Beban Kerja baik secara parsial maupun simultan berpengaruh terhadap *Burnout*; (2) Stres Kerja, Beban Kerja, dan *Burnout* secara parsial maupun simultan berpengaruh terhadap *Turnover Intention* ; (3) *Burnout* Memediasi Pengaruh Stres Kerja terhadap *Turnover Intention* dan (4) *Burnout* memediasi Pengaruh Beban Kerja terhadap *Turnover Intention*. Berdasarkan analisis matrik korelasi antar dimensi, untuk mengetahui tingkat Stres kerja, yang mempunyai korelasi positif dengan *burnout* maka disarankan untuk memperhatikan gejala prilaku dan gejala psikologis karyawan. Tingkat Beban Kerja yang mempunyai korelasi positif dengan *Burnout* maka disarankan untuk memperhatikan dimensi-dimensi yaitu waktu kerja dan beban mental. Sedangkan untuk mengurangi tingkat *Turnover Intention*, yang mempunyai korelasi positif dengan *burnout* maka disarankan untuk mempertahankan dan meningkatkan dimensi-dimensi yaitu kelelahan fisik, kelelahan emosional, aktualisasi diri dan *depersonalization*.

Kata kunci: Turnover Intention, Burnout, Beban Kerja, dan Stres Kerja.