

THE INFLUENCE OF JOB STRESS AND BURNOUT ON TURNOVER INTENTION OF INPATIENT NURSES AT X HOSPITAL JAKARTA

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ABSTRACT

High turnover intention in a hospital is a major problem all hospitals face. To overcome the problem, concrete steps are needed to resolve the issue of high turnover intention experienced by inpatient nurses. Steps are required to organise inpatient nurses' management through improving work-life balance and paying attention to work-related fatigue. Or burnout of inpatient nurses and managing stress management so that the impact can be avoided, where the effect of turnover intention on activity and productivity is an employee's action to leave the company for various reasons to quit their job to get a better job. Many factors influence turnover. Intention These factors are work stress and burnout, age, gender, work status, education, and length of service. The research aims to determine the influence of work stress and burnout on the turnover intention of inpatient nurses at X Hospital Jakarta. The research design uses cross-sectional. The research population was all Inpatient Nurses at the Jakarta X Hospital, totalling 212 nurses with a total sample of 60 nurses. The analysis method used smartPLS. The results of hypothesis testing using the Structural Equation Model (SEM) with the smartPLS method found that work stress had a positive effect on burnout, the test results showed there was a positive effect of 0.412, while the T-Statistics value was 2.144, work stress had a positive effect on turnover intention, the test results showed there is a positive influence of 0.439, while the T-Statistics value is 2.088, Burnout has a positive effect on turnover attention, the test results show that there is a positive effect of 0.448, while the T-Statistics value is 2.025. Based on the results of this research, it can be concluded that of the three variables studied, the variable The most dominant influence on Turnover Intention is the burnout variable, with a direct value of 38.5%. The suggestions in this research reinforce that inpatient nurses can manage work stress so that burnout does not occur, and that Turnover Intention can be prevented.

Keywords: Turnover Intention; Job Stress; Burnout.

ABSTRAK

Tingginya turnover intention di rumah sakit merupakan masalah utama yang dihadapi oleh semua rumah sakit. Untuk mengatasi masalah tersebut, diperlukan langkah konkrit untuk menyelesaikan masalah tingginya turnover intention yang dialami oleh perawat rawat inap. Diperlukan langkah untuk menata manajemen perawat rawat inap melalui peningkatan work-life balance dan memperhatikan kelelahan kerja atau burnout perawat rawat inap serta mengelola manajemen stres agar dampak yang ditimbulkan dapat dihindari, dimana dampak turnover intention terhadap aktivitas dan produktivitas merupakan tindakan karyawan untuk keluar dari perusahaan dengan berbagai macam alasan untuk keluar dari pekerjaannya untuk mendapatkan pekerjaan yang lebih baik. Banyak faktor yang mempengaruhi turnover. Faktor-faktor tersebut adalah, stres kerja, work-life balance dan burnout, usia, jenis kelamin, status pekerjaan, pendidikan, masa kerja. Tujuan penelitian ini adalah untuk mengetahui pengaruh stres kerja dan burnout terhadap turnover intention perawat rawat inap di Rumah Sakit X Jakarta. Desain penelitian menggunakan cross sectional. Populasi penelitian adalah seluruh Perawat Rawat Inap di Rumah Sakit X Jakarta yang berjumlah 212 perawat dengan jumlah sampel sebanyak 60 perawat. Metode analisis menggunakan smartPLS. Hasil pengujian hipotesis menggunakan Structural Equation Model (SEM) dengan metode smartPLS menemukan bahwa stres kerja berpengaruh positif terhadap burnout, hasil pengujian menunjukkan terdapat pengaruh positif sebesar 0,412, sedangkan nilai T-Statistics sebesar 2,144, stres kerja berpengaruh positif terhadap turnover intention, hasil pengujian menunjukkan terdapat keseimbangan positif terhadap turnover intention, hasil pengujian menunjukkan terdapat pengaruh positif sebesar 0,448, sedangkan nilai T-Statistics sebesar 2,025. Berdasarkan hasil penelitian ini dapat disimpulkan bahwa dari ketiga variabel yang diteliti, variabel yang paling dominan pengaruhnya terhadap Turnover Intention adalah variabel burnout dengan nilai langsung sebesar 38,5%. Saran dalam penelitian ini memberikan penguatan agar perawat rawat inap dapat mengelola stres kerja agar tidak terjadi burnout sehingga Turnover Intention dapat dicegah

Kata Kunci: Turnover Intention; Stres Kerja; Burnout.

INTRODUCTION

The high turnover intention in a company is a big problem faced by all companies that has an impact on activities and productivity. The company will feel burdened if it knows that its employees have a desire to leave the company, especially if these employees can be classified as employees who have high dedication to the company and have good work quality. Many losses will be borne by the company if employees have the desire to leave the company. Following the opinion (Affandi & Basukianto, 2014) that the main thing that will be a problem in the company is the funds spent by the company to carry out the employee recruitment process to the various training provided to employees will be in vain. It is a big loss for the company if turnover is allowed to take concrete steps in addressing the turnover problem by looking for the root causes of turnover, such as what happened to the Nurses of the Jakarta Islamic Hospital Pondok Kopi there is a problem with the turnover of inpatient nurses.

According to (Azizaturrahma et al., 2020), the impact of turnover for hospitals is very large not only in terms of finance but more than that it disrupts inpatient care services and if there is a turnover, there must be a replacement for new nurses need training, orientation to the work environment, adjustment to the surrounding environment this takes time which certainly has an impact that has implications for financial affairs services will experience disturbances. The turnover intention hurts the organisation because it creates employees, a work atmosphere that is not conducive and has an impact on increasing resource costs.

Research conducted (Allard & Griffin, 2017) indicates that only 25% of employees are fully engaged with the company where they work, while 66% are partially engaged, and the remaining 9% refuse to engage. This generation is quick to change or leave their jobs if they feel uncomfortable. This data suggests a serious issue: the lack of commitment among inpatient nurses, which can be caused by job stress and burnout, leading them to consider leaving for better job opportunities elsewhere.

According to (Prawitasari, 2016), turnover intention refers to the proportion of organisational members who leave voluntarily and involuntarily within a certain period. Typically, the turnover intention rate is considered high if it exceeds 10% per year. (Cahyaningrum, 2018) States that many factors influence a company's turnover intention level, including job satisfaction,

organisational commitment, organisational trust, burnout, workload, job insecurity, work conflict, job stress, role ambiguity, locus of control, and organisational changes.

Kurniawan (Kurniawan & Kristianingsih, 2021) argues that turnover intention poses the risk of losing potential employees for a company, especially when driven by employees' desires. Employee turnover intention is a serious issue, particularly for human resources. (Novel & Marchyta, 2021) State that "a common problem faced by companies is the high rate of employee turnover intention." (Nafiudin & Umdiana, 2017) define turnover intention as an individual's intention to leave their job and seek a better position in the future. (Adhari, 2021) Describes turnover intention as an employee's tendency to leave their current company, either voluntarily or involuntarily, due to a lack of appeal in their current job and the availability of alternative options. According to (Nafiudin & Umdiana, 2017), the turnover intention is an employee's desire to quit their job and seek a better alternative within the next few months.

Every employee working in a company or organisation experiences job stress as a psychological response to job demands. As defined (Colquitt et al., 2019), job stress is a psychological response to demands in which something is at stake and coping exceeds a person's capacity. Furthermore, people vary in how they evaluate stress triggers and how they manage them, which results in different levels of stress even when faced with identical situations.

(Zulmi, 2018) State that the concept of stress and individual differences result in varied reactions to stress. Stress, in general terms, refers to the pressure felt by people in life. The presence of stress in the workplace is almost unavoidable in many jobs. However, individual differences lead to varied responses to stress. As pressure increases, it causes tension, anxiety, emotional reactions, thoughts, behaviour, and physical conditions in a person. When stress becomes excessive, employees experience various stress symptoms that can jeopardise their performance and health and even their ability to cope with their surroundings. People under stress become nervous and chronically anxious, easily irritated, and unable to relax. They may have trouble cooperating and may excessively use alcohol or other substances.

Stress also disrupts physical conditions as the body's internal systems adjust to stress. Short-term stomach pain from anger can lead to long-term ulcers. Prolonged stress can also lead to degenerative diseases affecting the liver, heart, blood pressure, and other body parts. Therefore, it is essential to manage stress, both at work and outside of it, at a level that most people can tolerate without developing emotional or physical irregularities.

Burnout is a state in which an individual experiences extreme fatigue, exhaustion, and a desire to withdraw from work (Newstrom, 2015). Those experiencing burnout often take frequent absences and report being sick due to exhaustion. Meanwhile, Cherniss in Praswati defines burnout as being influenced by the strength of the individual's characteristics. Each person has different characteristics, thoughts, and traits. These characteristics contain motivation, which may be high or low when performing a job and is the key element of burnout.

The term burnout was first introduced (Freudenberger, 1974) as a representation of a psychological stress syndrome that manifests as a negative response due to work pressure (Intan Aulia, 2015). Burnout is a syndrome of both physical and mental exhaustion, which includes the development of a negative self-concept, lack of concentration, and negative work behaviours (Putri DP, 2019).

Burnout is a syndrome of emotional exhaustion and cynicism that frequently occurs among people who work, encompassing three dimensions: emotional exhaustion, depersonalisation, and personal accomplishment (Andarini, 2018). Burnout is a collection of physical, psychological, and mental symptoms that are destructive due to monotonous and pressuring work fatigue. Burnout is also influenced by the mismatch between effort and the rewards obtained from work. Each individual may reach their lowest or weakest point due to exhausting factors. Based on the views of several experts, it can be concluded that burnout is a process of negative behavioural change that occurs as a response to long-term stress and job pressure.

METHOD

The research design adopts a cross-sectional approach. The study population includes all 212 inpatient nurses at X Hospital Jakarta, with a sample size of 60 nurses. The analysis is conducted using SmartPLS, and hypothesis testing is performed through Structural Equation Modeling (SEM) using this method.

RESULTS AND DISCUSSION

RESULTS

An overview of the characteristics of respondents in this study, which includes length of work, gender, and education, is shown in Table 1.

Table 1. Frequency Distribution According to Respondents' Characteristics at the Inpatient Nurses of X Hospital Jakarta.

Variable	Frequency (n)	Percentage (%)
Gender		
Male	4	6,7
Female	56	93,3
Education		
SPK	1	1,7
D3	35	58,3
S1 / D4	24	40,0

Table 1 shows that most of the respondents are female, as many as 56 (93.3%) respondents. Based on education, it shows that most respondents have a D3 education, as many as 35 (58.3%) respondents.

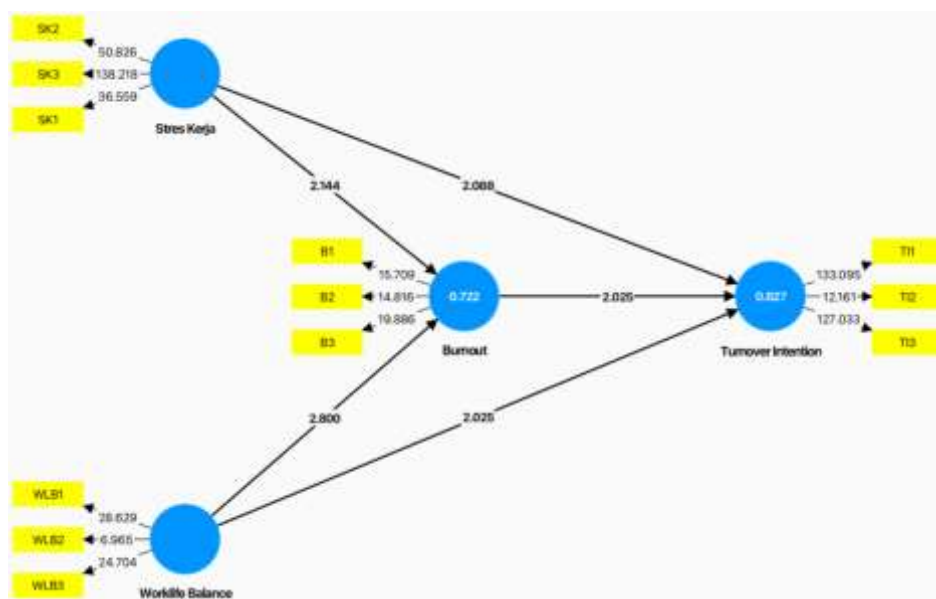
Table 2. Results of Measuring Path Coefficients and T-Statistics on the Influence between Variables in the Structural Research Model at Hospitalization Hospital X Jakarta

Influence Between Variables	Original Sampel (Rho)	T value (>1.96)	Ho	Conclusion
Job Stress → <i>Turnover Intention</i>	0,439	2,088	Rejected	Positively and Significantly Affected
Job Stress → Burnout	0,412	2,144	Rejected	Positively and Significantly Affected
<i>Burnout</i> → <i>Turnover Intention</i>	0,448	2,025	Rejected	Positively and Significantly Affected

Based on the data above, it is stated that job stress has a positive effect on burnout, with a test result showing a positive influence of 0.412. The T-Statistic value is 2.144, which is significant at ($\alpha = 5\%$) and above the critical value (1.96). Job stress also has a positive effect on turnover intention, with a test result indicating a positive influence of 0.439. The T-Statistic value is (2.088), which is significant at $\alpha = 5\%$ and above the critical threshold (1.96). Burnout positively impacts turnover intention, with a test result showing a positive influence of 0.448. The T-Statistic value is 2.025, indicating a significant effect at $\alpha = 5\%$ as it surpasses the critical value (1.96).

Factor Loading Models

The results of the outer model significance evaluation are set out in the PLS output below by evaluating the reflection of the indicator's T-statistic value on its variable. Evaluation of the significance of the outer model is carried out to assess the significance of the latent constructs with its constructs, namely by comparing the statistical t value of each latent construct with the value of $\alpha = 0.05$ (1.96). To measure the value of t statistics, bootstrapping is carried out on the model with the following results:



Picture 1. PLS Output (T-Statistic)

After bootstrapping to measure the statistical t value of each latent construct on its construct, the statistical t value is compared with the value of $\alpha = 0.05$ (1.96). The provision is if the statistical t value is greater than the value of $\alpha = 0.05$ (1.96), then the latent construct is significant to the construct (Ghozali, 2018). The inner model is also called the R Square value, T-Statistic hypothesis test, and direct and predictive variable effects (Q Square value).

R Square Value

The square value serves to assess the amount of diversity or variation of research data on the phenomenon being studied. Testing of the structural model is done by looking at the R-Square value, which is a goodness-fit model test. The second test is to see the significance of the influence between constructs (Ghozali, 2018). The following is the result of measuring the R-squared value, which is also the goodness of fit model value. The following output results are in tabular form, namely:

Table 2. Results of R-Square Measurement of Research Variables in Inpatient Hospital X Jakarta

Variable	R-Square
Turnover Intention	0,827
Burnout	0,722

Based on the data above, job stress contributes to burnout by 0.722. Job stress burnout contributes to the turnover intention by 0.827. From these measurements, it can be concluded that the variability in job stress and work-life balance contributes 72.2% to burnout, while 27.8% is explained by other variables not included in the study. Job stress, work-life balance, and

burnout contribute 82.7% to turnover intention, while 17.3% is explained by other variables not included in the study.

DISCUSSION

The Direct Effect of Job Stress on Burnout Among Inpatient Nurses at X Hospital Jakarta

The study results indicate that job stress has a positive effect on burnout, with the test showing a positive impact of 0.412. The T-Statistic value is 2.144, which is significant at $\alpha = 5\%$ and exceeds the critical value (1.96). This finding aligns with Karsini (2022), where the parameter coefficient test between job stress and burnout among inpatient nurses at Brawijaya Hospital, Duren Tiga, showed a direct influence of 44.73%. Job stress was found to have a positive impact on burnout, with a positive influence of 0.525580 and a T-Statistic of 9.181592, which is significant at $\alpha = 5\%$ and exceeds the critical threshold (1.96).

Further supporting evidence from Dyannda's research (2019) reveals that moderate job stress levels were observed among 21 respondents (62.8%), while moderate burnout levels were observed in 33 respondents (76.7%). The p-value was $0.034 < 0.05$, and the direction of the relationship was positive, with an effect of 0.325. This supports the conclusion that job stress has an impact on burnout among inpatient nurses at the Madiun City General Hospital.

The findings are reinforced by Lee & Asforth (1996), who state that job stress can lead to burnout when the pressure experienced by a worker persists over an extended period, as the body cannot fully recover its capacity to manage stressors. Additionally, Robberts, Grubb & Grosch (2012) suggest several approaches to reduce job stress levels among nurses. These approaches include personal approaches, organisational or hospital-level interventions, and integrated approaches involving both individuals and hospital management. Hospitals should plan interventions to reduce job stress among inpatient nurses with methods considered most effective and efficient. The aim is for nurses to maintain optimal performance in providing comprehensive and professional care in inpatient wards.

Based on the study results, it is recommended that stress management training be provided. Involving nurses in decision-making, helping them further develop their work skills and personal growth, and offering motivation and rewards could help reduce job stress and burnout among nurses.

The Direct Effect of Job Stress on Turnover Intention Among Inpatient Nurses at X Hospital Jakarta

The study results indicate that job stress positively impacts turnover intention, with the test showing a positive effect of 0.439. The T-Statistic value is 2.088, which is significant at $\alpha = 5\%$ and exceeds the critical value (1.96). This finding aligns with research by Nengsih (2023), where the parameter coefficient test between job stress and turnover intention among financial contract employees at Dr. Suyoto Hospital demonstrated a direct impact of 51.2%. Job stress positively influenced turnover intention, with a positive effect of 0.592 and a T-Statistic value of 4.496, significant at $\alpha = 5\%$ and above the critical threshold (1.96).

Further supported by Ihsan, Ariffin, and Dewi's (2018) research, their findings show that job stress had a significance level of 0.006. The T-test on the job stress variable indicated that the significance level was below 0.05, and the regression coefficient showed a positive value of 0.217. The obtained T-value was 2.859, which is greater than the T-table value of 1.995. Based on these results, the hypothesis that "Job Stress (1) significantly affects Turnover Intention (Y)" was accepted. This study supports research by Dewi and Agustina (2020), which also found a significant positive effect of job stress on turnover intention among employees at PT Longvin Indonesia, Sukabumi, West Java.

Stress has become a global epidemic in the 21st century. A report by the National Institute of Occupational Safety and Health (NIOSH) states that about 40% of workers feel that their job involves a dangerous level of pressure, with nursing identified as one of the highest-risk professions due to the responsibility for human lives. Another report from "Attitudes in American Workplace VII" indicates that around 80% of workers experience job-related stress and require support to address this issue (WHO, 1996; Herqutanto et al., 2017).

The findings are further reinforced by Kreitner & Kinicki (2007), who suggest that stress affects psychological attitudes, behaviour, cognition, and physical health. Numerous studies provide supporting data on the negative effects of stress across various aspects of life. Workplace stress is negatively related to job satisfaction, organisational commitment, positive emotions,

performance, and turnover. This study is comparable to Laras (2016), who found that nurses use problem-focused coping, such as addressing and solving problems by recalling their motivation for work. Additionally, they use leisure time for refreshing to clear their minds of work burdens. Several factors can influence an individual's success in choosing coping strategies:

Self-concept: Individuals with a positive self-concept tend to approach challenges with a positive attitude and awareness that problems can be solved more effectively. However, a negative self-concept may lead to negative thoughts, feelings, or actions, creating additional issues in interpersonal relationships (Maryam, 2017). Nurses often cope by reminding themselves of the value of their work and maintaining self-confidence (Hasan et al., 2018). This finding aligns with Zhou & Gong (2015), who noted that nurses often employ self-control as a coping strategy under work pressure, adopting optimistic strategies.

Socioeconomic status: Individuals with lower socioeconomic status may face higher stress risks, especially regarding financial challenges. Li et al. (2017) found that Chinese nurses often experience relatively low socioeconomic status, which increases stress levels.

Social support: This includes informational and emotional support from family members, friends, colleagues, and community environments. Tsaras et al. (2018) found that seeking social support was the most common coping method among mental health nurses in Greece when dealing with job stress. Mina Bardeh et al. (2015) also noted that nurses benefit from peer support to reduce workplace stress.

Experience: Past experiences can influence how individuals handle similar challenges. Roets et al. (2018) found that experienced nurses often use coping mechanisms in response to emotional stress and aggression. This aligns with research by Lievrouw et al. (2016), showing that oncology nurses, in particular, tend to focus on emotions and experiences, leading to different support preferences. This suggests that interprofessional differences may arise in dealing with complex moral situations without a space for mutual understanding.

Social skills: This includes communication and behaviour that align with societal values. Sari & Erwina (2018) found that primary stress factors among nurses include conflicts with supervisors, poor room management, and insufficient communication among health team members.

Personality characteristics: Personality traits can influence stress coping strategies. Personality characteristics include introversion and extroversion, hardiness, locus of control, and emotional stability. According to Zavotsky & Chan (2016), nurses handle work stress using adaptive coping mechanisms (e.g., acceptance, humour) and sometimes maladaptive coping (e.g., mental disturbance, substance abuse). (Nugroho, 2012) found that inpatient nurses employed both problem-focused and emotional-focused coping strategies at moderate levels, with 53.7% using problem-focused coping and 57.3% using emotional-focused coping.

Stress management is essential in this issue, as nurses can choose to address problems directly through problem-focused coping, such as recalling work motivations, using leisure time for mental refreshment, and adopting a positive self-concept. Social support, including information and emotional reinforcement from family, friends, and the community, also plays a crucial role in managing stress.

The Direct Effect of Burnout on Turnover Intention Among Inpatient Nurses at X Hospital Jakarta

The study results indicate that burnout has a positive impact on turnover intention, with a positive effect of 0.448. The T-Statistic value is 2.025, which is significant at $\alpha = 5\%$ and exceeds the critical value of 1.96. This finding is consistent with Redita's (2023) research, where the T-test on burnout showed a significance probability (Sig) of 0.007, below 0.05. The T-value was 2.874, higher than the T-table value of 1.684 (with degrees of freedom, df, of $41 - 2 = 39$). These results confirm the hypothesis, indicating a direct effect between burnout (X1) and turnover intention (Z). This aligns with findings by Ibrahim (2019:77) in his study titled "The Effect of Job Insecurity and Burnout on Turnover Intentions (A Study on Daily Workers and Outsourced Employees at a 4-Star Hotel in Mataram)," which also concluded a direct impact of burnout on turnover intention.

Further research by Sintyadewi and Dewi (2020:2323) found that as burnout increases, so does turnover intention. According to Ibrahim (2019:69), burnout is a prolonged psychological syndrome, a response to chronic interpersonal stress at work. Babakus, Yavas, and Ashill

(2011:20) found that burnout often affects service employees, where it manifests as psychological tension, resulting in outcomes such as decreased job performance, job dissatisfaction, lower customer satisfaction, reduced organisational commitment, and increased absenteeism, making it a primary factor in employees' intention to leave their jobs.

Parashakti and Ekhsan (2022:368) describe burnout as a form of exhaustion resulting from intense work commitments, where individuals work too much and too long, placing their own needs and desires second. Ibrahim (2019:69) further defines burnout as a chronic psychological syndrome, a reaction to ongoing interpersonal stress at work. Sundari and Meria (2022:82) describe burnout as severe stress resulting from overly burdensome work, leading to declines in performance and impacts on physical and mental health.

Maslach and Leiter (2016:351-357) noted that employees experiencing burnout can negatively affect their colleagues, often leading to increased interpersonal conflicts and disrupting work tasks. Burnout frequently occurs among those in social or public service sectors. According to Darmawan, Silviandari, and Susilawati (2015:29), burnout affects individuals in roles that directly interact with people needing services, making burnout more common in social and public service professions.

Symptoms of burnout, as identified by Darmawan, Silviandari, and Susilawati (2015:29), include a decreased sense of humour, neglecting rest and food breaks, increased overtime without vacations, more physical complaints, social withdrawal, changes in job performance, self-medication, and internal changes.

Kaswan (2018:12) outlines several effects of burnout, including A decline in both the quantity and quality of employee performance, Decreased job satisfaction and productivity, Increased absenteeism and continuous employee turnover intention, Higher healthcare costs, Physical health consequences, such as persistent headaches, colds, stomach issues, back pain, and even serious heart-related conditions, Mental health consequences, including depression, despair, feelings of failure, irritability, daydreaming, and fear of work tasks, and Increased risk of workplace accidents. In summary, effective stress management and proactive approaches to mitigate burnout are crucial for reducing turnover intention among nurses.

CONCLUSION

Based on the hypothesis testing results, the findings are as follows: There is a direct effect of Job Stress on the Turnover Intention of Inpatient Nurses at X Hospital Jakarta and a direct effect of Burnout on the Turnover Intention of Inpatient Nurses at X Hospital Jakarta. Additionally, there is a direct effect of Job Stress on Burnout among Inpatient Nurses at X Hospital Jakarta. Among the three variables studied, the most dominant influence on Turnover Intention is the Burnout variable, with a direct effect of 38.5%, though the other variables are also significant, with Job Stress at 37.4%. Together, the combined direct influence of Job Stress, Work-Life Balance, and Burnout on Turnover Intention is $(37.4\% + 38.5\%) = 75,9\%$.

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