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**EFFECT OF WORK STRESS AND WORK LOAD ON BURNOUT AND ITS
IMPLEMENTATION IN TURNOVER INTENTION ERHA CLINIC BRANCH OFFICE
(BOGOR, DEPOK AND MANGGA BESAR)**

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Abstract: This study aims to identify and explain the effect of Job Stress and Workload against Burnout and Turnover Intention Implementation at Erha Clinic, Responden 64 employees (the whole population). Data collected through interviews and questionnaires. Data were analyzed using path analysis (software SmartPls 3.0) and correlation matrix between dimensions (software SmartPls 3.0). The results showed that: (1) Work Stress and Workload both partially and simultaneously influence the Burnout; (2) Job Stress, Workload and Burnout partially and simultaneously influence Turnover Intention; (3) Burnout Mediating Effect of Job Stress on Turnover Intention and (4) Burnout does not mediate Workload Influence on Turnover Intention. Based on the analysis of the correlation matrix between dimensions, determines the level of work stress, which has a positive correlation with the productivity of labor it is advisable to give adequate time and equipment. Workload level that have a positive correlation with Burnout it is advisable to maintain and improve the dimensions that give incentives. Meanwhile, to reduce the level Turnover Intention, which has a positive correlation with the performance it is advisable to maintain and increase the dimensions of that training

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

INTRODUCTION

Human resources, namely employees play a very important role in an organization / company. employees are the spearhead of the running of an organization / company to stabilize patient services. It is important for companies to pay attention to the employee engagement of their employees because it is very closely related to important business: such as the willingness of employees to keep working in the company, profit productivity, customer loyalty and comfort. The more employees have a high

sense of connection with the company, the business revenue will also increase. Baumruk and Gorman, (2016) stated that if employees have a high sense of association with the company, it will increase 3 general behaviors, which will improve company performance, one of which is that employees feel involved and have a strong desire to remain a member of the Organization / Company.

Furthermore Bakchaus and Tickoo (2004) mention employe branding offers differentiation from the characteristics that companies have as employers to their competitors, and emphasizes aspects of the staffing environment that make employees comfortable and feel they get different treatment than the company is one minimize employee turnover (turnover). level employees turnover on Erha Clinic (Branch Mangga Besar, Bogor and Depok) can be categorized as high in each year. Ilham (2012), the proportion of the number of members of the organization as sukalera (voluntary) and involuntary (non buluntary) left the organization for a certain period, expressed in one year, turnover may not exceed 10% per year. According Staffelbach (2008) in Rutinaias (2018), turnover intention is a desire of individuals in changing their jobs to perform labor turnover. Mathis and Jackson (2011), suggests turnover intention is a process when employees leave an organization and leave a position where the job and the position must be replaced by others. Further research conducted by Isra, Thatok and Siti (2017) that the Work Stress and Workload simultaneously significant effect on Turnover Intention.

LITERATURE REVIEW

Employees are a company's assets and the main actors Setra production marketing. It does not allow business strategy is achieved when there is no culprit because the employees have always been the center of attention of various parties. Human resources in this case the employee is an element effective investment company.

But the management is often considered that the employee used as production assets can be moved even eliminated just for the sake of business demands in the form of downsizing the number of employees'. This is particularly been affected by the lack of insight into Apra management in understanding the intangible asset that is knowledge. Ilham (2012: 3).

According Mangkuprawira (2017) in Ilham (2012: 3) employees of material and non material needs to be appreciated and recognized by the organization. Shape requirements and the award may be issued for the value of the services organization in the form of competency and career received. However this type of requirement is not considered sufficient. Additionally every employee wants to be noticed and heard about the opinions and ideas, and as well as in personal life and family. Employees often do not even want to be given a challenge in his job.

Turnover Intention

The desire to move reflects the willingness of individuals to leave the organization and look for another job alternative. Aleson (1987) stated that most of the employees who left the organization for voluntary reasons can be categorized on the displacement voluntary work can be avoided and the displacement of voluntary work can not be moved. Transfer of voluntary work can be due to reasons such as salary, working conditions, employer or other organization felt no better, whereas working displacements unavoidable can be caused by perubahan career path or family factors.

According Manullang (1994) in Fiky (2016) classified the cause of the cause of turnover into three main reasons, namely:

1. The desire of companies, because employees are not employees petensial.
2. Personal desire is a desire of the employees themselves to get out of where he works.
3. For another, the expiration of the contract between employees and the company.

Dimensions turnover intention by Mobley (2000) in Muhammad (2017), namely:

1. *Thinking of quitting*, karyawn someone is thinking to get out of a company and the idea that he might not survive with the company
2. *Intense to search*, is the attitude of an employee who is seeking alternative other companies.
3. *Intent to quit*, is the attitude of an employee who is the indication out as minimizing effort in work and cancel important work.

Workload

Gibson and Ivanceich (1993: 163), the workload is pressure in response that can not be menyesiaikan themselves, which is influenced by individual differences or psychological process, which is a consequence of an action ekstim (environment, circumstances, events were too much to hold the demands of psychology or physical) against a person.

According Munandar (2001: 381-384), classifies the workload into factors intrinsic to the work as follows:

1. Physical Tuntukan

Specific working conditions can produce optimal performance in addition to its impact on employee performance, physical condition also has implications for mental health workers a worker's physical condition has an effect on the condition of one's physiological and psychological conditions. In this case that the health condition of employees should remain in a healthy state while doing the work, in addition to adequate rest also with the support means a comfortable workplace and adequate.

2. The task demands

Work shif / night work often causes fatigue for employees paa result of excessive workload. Excessive workload and the workload is too little can affect the performance of employees. The workload can be divided into two (2) categories:

- a. The workload is too much / little "quantitative" arising from the task - a task too much / little given to labor to be completed within a certain time.
- b. Overwork / too little qualitative that if people are not able to carry out a task or tasks do not use the skills or the potential of the workforce.

The workload is too little can lead to lack of stimulation will lead kesemangat and low motivation to work, because employees will feel that he is not moving forward and feel powerless to show her talent and skills in Sinta Sutherland and Cooper (2014).

Meanwhile, according Tarwaka (2011: 131) dimension sized workloads associated with performasi, namely:

1. Time load (load time) shows the amount of time available for planning, implementation and monitoring tasks or work.
2. Operating expenses mental (mental effort load) is the amount of mental effort in performing a job.
3. Load pressure [solp; PGIS (psychological stress load) which indicates the level of danger involved, confusion and frustration.

In general, the relationship between workload and work capacity by Tarwaka in Anggit (2014) brbagai influenced by very complex factors, both internal factors and external factors.

1. External factors

External factors that affect work beban is a burden that comes from outside the body of employees. Beben including the external work is

- a. Duty-(Taks) conducted physical such as workload, work stations, tools and means of work, working conditions or terrain, work tools, and others.
- b. Organization consisting of the length of working time, rest time, time sharing, and others.
- c. Work environment that includes temperature, light intensity, dust, employee relations with employees, and sebagainya.

2. Internal factors

Internal factors affecting the workload is a factor derived from his own body as a result the reaction of the external work load. The body's reaction is known as strain. The light weight of the strain can be assessed by both objective and subjective. The assessment can be done through changes in psychological reactions and behavioral changes, because it is subjectively strain is closely related with the hope, desire, satisfaction and other subjective assessment. In more succinct internal factors include:

- a. Somatic factors include sex, age, body size, health condition, nutritional status.
- b. Psychological factors consist of motivation, perception, beliefs, desires, and satisfaction.

Work Stress

Work stress is feeling pressure or perasakan pressures faced by employees in the face of the work. Job stress is marked by symptoms of emotional instability, feelings of calm, aloof, hard to sleep, relax bias, anxiety, tension and nervousness. According to Phillip L (2002), a person can be categorized as experiencing job stress when the stress experienced affairs meibatkan also party organization or company where people work. But the cause is not only in the company, due to domestic problems brought to the job and work issues brought home k can also be a cause of job stress and the resulting negative impact for companies and individuals. Therefore we need cooperation between the two sides to resolve the problem of stress.

Taylor (1991) in artha (2018), states that stress can produce a variety of responses. The stress response can be seen in some aspects,

1. Physiological responses; characterized by increased blood pressure, heart rate, pulse, and respiratory system.
2. Cognitive response; seen through dependent cognitive processes such as distractedly, decreased concentration, recurrent thoughts and unnatural.
3. Emotional response; such as fear, anxiety, shame, anger and so on.
4. Response behavior; can be divided into the fight against stressful situations and the flight to avoid stressful situations.

Robbins (2006) in Riyan (2018), the consequences of stress that comes through various stresir can be divided into three general categories, namely:

1. Physiological symptoms

Most of the early attention on the perceived stress on physiological symptoms. Results of research conducted to guide the conclusion that the stress buffer creates metabolic changes, increasing the heart rate and breathing rate, increase blood pressure, cause headaches and causes a heart attack.

2. Psychological symptoms

Stress can lead to dissatisfaction. Stress that results can lead to dissatisfaction with the work associated with the work, where discontent has dampak psychological impact of the simplest and most obvious of stress. According to the study proves that orag workplace in the work, authority, responsibility, and workload so that stress and dissatisfaction will increase. Cooper and Maslhall (1976).

3. Behavioral symptoms

Stress-related symptoms include behavioral changes in productivity, absenteeism, and the rate of employee turnover, increased smoking and alcohol consumption, rapid speech, anxiety, and sleep disorders. Rini (2002) mengakategorikan stress symptoms in some aspek, namely:

- 1) High workload
- 2) high absenteeism
- 3) Late for work
- 4) Demands / pressure from employers
- 5) Achievement and reduced productivity
- 6) The tension and mistakes
- 7) The decline in the quality of interpersonal relationships.
- 8) Proporsiona no time available; to finish the job

Bornout

According Leither and Maslach (2005), burnout is a term that is a portrait of a person's emotional state to feel tired and bored mentally, emotionally and physically as a result of increased job demands. According to Smith, Gill and Segal (2011) in Isra et al (2017) that the general symptoms are physical symptoms, emotional symptoms, behavior. While Liu & lo (2017) states that the burnout as a serious problem for organizations, companies and individuals. Fatigue will affect productivity, quality, job satisfaction, and performance.

Burnout has four indicator consisting of physical fatigue or physical exhaustion, emotional exhaustion or emotional exhaustion and mental fatigue or mental exhaustion, and low self-esteem or low of personal accomplishment, Baron and Greenberg (2003).

1. Physical fatigue or physical exhaustion is the lack of energy in a person to feel fatigue in a long period of time and showed physical complaints such as headaches, nausea, insomnia and changes in appetite expressed by the lack of passion in the works, more make mistakes, feel pain when there are no physical abnormalities. Baron and Greenberg (2003).
2. Emotional exhaustion or emotional exhaustion is an indicator of the condition of the tangible feeling of burnout as a result of the excessive demands of the mark psychoemotional persaan loss and attention, trust, minat and spirit. Pines & Aronson (1989). People who megalami emotional exhaustion will feel his life is empty, exhausted and can no longer cope with the demands of his job.
3. *Diminished personal accomplishment* is an indicator of a lack of self-actualization, low motivation and a decrease in self-confidence. This condition is often seen in a tendency to lower his achievements. Cordes & Dougherty, (1993); and Maslach (2001).
4. *depersonalization* is the tendency of humanity towards others which is the development of a cynical attitude towards career and her own performance. Cordes & Dougherty, (1993) and Maslach (2001). Someone who is having problems depersonalization feel none of his activity worth or meaning. This attitude is shown by the attitude of indifference, cynical, callous and does not consider the interests of others.

Cherniss (1980), states that a person experiencing symptoms of burnout among others;

1. There is a sense of failure inside.
2. Quick-tempered and often annoyed.

3. Often feel guilty and blame.
4. Reluctance and helplessness.
5. Being negative and withdrawn.
6. Feeling tired and exhausted every day.
7. The loss of positive feelings towards the client.
8. Delaying contact with clients and restrict the phone from the client.
9. Cynical and often blame the client.
10. It is often difficult to sleep even to use a sedative.
11. Avoiding discussion of the work with co-workers.
12. Frequent colds and flu, headaches and indigestion.
13. Not Lues think and resistant to change.
14. Distrust excessive, paranoid.
15. Marital or family conflict prolonged

Anatara posited relationship work stress variables, workload and burnout together to turnover intention. Based on the results of the research that has been stated above that each variable has an influence on turnover intention. therefore, it can be concluded while that each variable job stress, workload and burnout positive effect on turnover intention to be studied further through seventh alternative hypothesis (H7). Based on previous studies the relationship between the exposure variables described above, the variables that affect

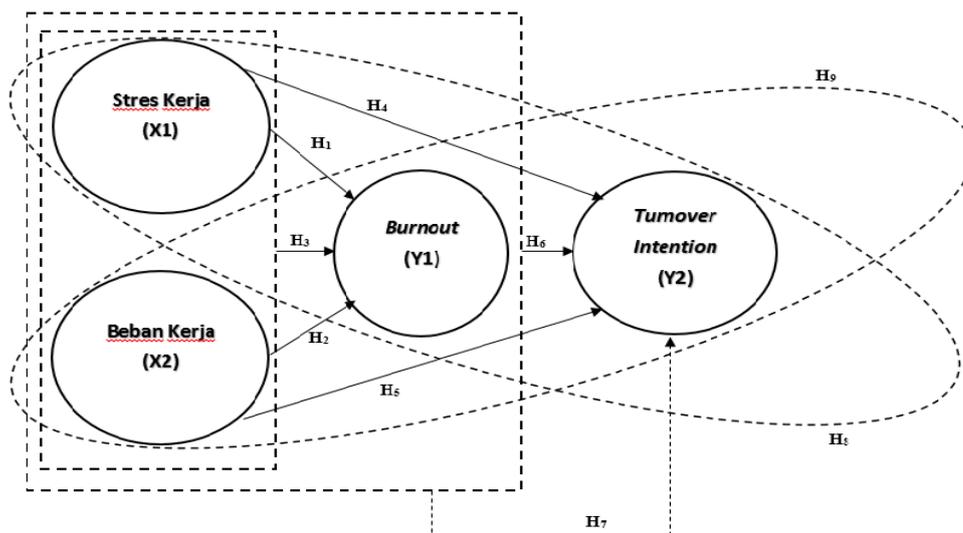


Figure 1: Relationship between Variable Model

Hypothesis

H1: Influential Work Stress significantly to Burnout

H2: Workload significant effect on Burnout

H3: Job Stress and Workload significant effect on Burnout

H4: Job Stress significant Impact on Turnover Intention

H5: Workload significant effect on Turnover Intention

H6: Burnout significant effect on Turnover Intention

H7: Job Stress, Workload and Burnout together-equally significant effect on Turnover Intention.

H8: Burnout mediate Job Stress against Turnover Intention

H9: Burnout mediates the Workload against Turnover Intention

RESEARCH METHODS

This type of research is quantitative research using primary data in the form of a survey. To get the complete data, relevant and enhance each other, in addition to the primary data in the form of a survey. Researchers use secondary data in the form of revenue Erha Clinic.

Generaliasai region consisting of objects or subjects that have certain qualities and characteristics defined by the researchers to learn and then drawn conclusions. (Sugiyono 2012). The population in this study are employees Erha Clinic Branch Office, Bogor, and Depok Mangga Besar, a number of 64 employees.

As for the method used as follows This study uses data analysis techniques using SmartPLS software version 3.2.7 which is run by the computer media. PLS (Partial Least Square) is a structural equation analysis (Structural Equation Modeling) or abbreviated SEM-based variants that can simultaneously perform testing at the same measurement model structural model testing. Measurement model used for validity and reliability, while the structural model used to test the causality (hypothesis testing predictive models). Furthermore, Ghozali (2006) explains that the PLS is a technique that is soft modeling analysis because it does not assume the data must be with a certain scale measurement, which means that the number of samples can be small (less than 100 samples).

FINDINGS AND DISCUSSION

Based on the results of the study it can be seen that there are 57 female employees with a level of 89.06% while the number of male gender is 7 people with a percentage rate of 10.94%. employees with the most recent education or the majority are in the last education level of S1 or bachelor by 61%.

Descriptive statistical analysis of the research variables is used to determine the tendency of the answers to the questionnaire or the extent to which respondents responded according to the choice of answers category using a Likert scale from scale 1 (strongly disagree) to 5 (strongly agree) to the statements of each variable.

Questionnaire statement on the indicator of work stress indicators are two dimensions of physiological symptoms, which consists of six indicators of questions X1.1 - X1.6, which has an average of 3.66. Psychological symptoms, which consists of six indicators of questions X1.7 - X1.12, which has an average of 3.63.

variables	composite Reliability	requirement	Cronbach's Alpha	Requirement	Information
Work Stress (X1)	0981	> 0.7	0978	> 0.6	reliable
Workload (X2)	0982	> 0.7	0979	> 0.6	reliable
Burnout (Y1)	0975	> 0.7	0970	> 0.6	reliable
turnover Intention (Y2)	0959	> 0.7	0952	> 0.6	reliable

Source: Results of Analysis using SmartPLS

The tables are presented are the result of the calculation SmartPLS version 3.0. Further to the discriminant validity testing is done by looking at the value of AVE (Average variance Extracted). AVE is good value if it has a greater value than 0.50 (Imam Ghozali, 2014). The following table represents the value of AVE

Variables	Dimension	AVE Value	
Work Stress (X1)	1.1 Physiological Symptoms	0834	0809
	1.2 Psychological Symptoms	0844	
Workload (X2)	2.1 Working Time	0864	0817
	2.2 Burden of Mental	0824	
Burnout (Y1)	3.1 Physical Fatigue	0867	0828
	3.2 Emotional Exhaustion	0865	
	Diminished 3.3 Personal	0935	
	3.4 Depersonalization	0922	
Turnover Intention (Y2)	4.1 Thinking To Quit	0706	0700
	4.2 Behavior Dissatisfied Working	0769	

Source: Results of analysis using Smart PLS

For all variables AVE values > 0.5, respectively 0.809 to Job Stress, 0817 for Workload, 0828 to Bornout, and 0.700 for Turnover Intention. Evaluation convergent validity, internal consistency reliability of the inspection can be seen from the value of Cronbach's Coefficient Alpha and Composite Reliability (CR) displayed through 4:10 the following table. The tables are presented are the result of the calculation SmartPLS version 3.0.

The able values composite reliability of the research model. The table shows that each variable has had a composite value reliability above 0.7 with the lowest score of 0959 out of the variable Turnover Intention (Y2) and the highest value of 0.982 of variables Workload (X2). From these results it can be concluded that research model has met the composite value of reliability. While the value of Cronbach's alpha of the research model. The table shows that each variable has had a Cronbach's alpha values above 0.6 with the lowest score of 0952 out of the variable Turnover Intention (Y2) and the highest value for 0979 of variable Workload (X2). From these results it can be concluded that research model has met the value of Cronbach's alpha.

Construct

R Square

R Square Adjusted

Y1 Burnout

0866

0861

Y2 Turnover Intention

0940

0937

Based on Adjusted R-square value can be explained that Burnout variables (Y1) is equal to 0.861, this shows that 86.1% Burnout variables (Y1) can be affected by variables Work Stress (X1), and Workload (X2), while the remaining 13.9% is influenced by other variables outside studied. While the relationship between the constructs based on Adjusted R-square value can be explained that the variable Turnover Intention (Y2) amounted to 0.937, this shows that 93.7% Turnover Intention variable (Y2) can be affected by variables Work Stress(X1), Workload (X2), and the variable Burnout (Y1) while the remaining 6.3% is influenced by other variables outside studied.

To evaluate the value of R2 based on calculations using SmartPLS calculate version 3.0 algorithm showed that the R2 value for the variable Burnout 0.866, and 0.940 for the variable Turnover Intention. The R2 value indicates that the level of determination of exogenous variables (Work Stress and Workload) against high endogeneity. Effect of Work Stress variables simultaneously, and Workload, against Burnout and Turnover Intention can be done by calculating the arithmetic f / f statistic using the formula as below.

$$R2 = 0.866 \text{ (Burnout)}$$

$$F \text{ count} = \frac{\frac{R^2}{(k-1)}}{1-R^2/(n-k)}$$

$$F \text{ count} = \frac{\frac{0.866}{(3-1)}}{1-0.866/(64-3)}$$

$$F \text{ count} = 0.433 / 0.0022$$

$$F \text{ count} = 196.81$$

The test results showed significant simultaneously calculated F value in this research is 196.81 alpha value of F table at 0:05 is 3.15. This means that the f count > F table (3.15), it is jointly variable Work Stress and Workload effect on Burnout.

$$R2 = 0,940 \text{ (Turnover Intention)}$$

$$F \text{ count} = \frac{\frac{R^2}{(k-1)}}{1-R^2/(n-k)}$$

$$F \text{ count} = \frac{\frac{0.940}{(4-1)}}{1-0,940/(64-4)}$$

$$F \text{ count} = 0.313 / 0.000995$$

$$F \text{ count} = 315.11$$

The test results showed significant simultaneously calculated F value in this research is 315.11 alpha value of F table at 0:05 is 2.76. This means that the f count > F table (2.76), it is jointly variable Work Stress, Workload and Burnout influence on Turnover Intention.

The purpose of doing testing Goodness of Fit Index (GoF) is to validate the performance of the combination of the measurement model (outer model) and structural models (inner model) obtained through the following calculation:

$$\text{GoF} = \sqrt{(\text{AVE} \times R^2)}$$

$$\text{GoF} = \sqrt{(0.788 \times 0.903)}$$

$$\text{GoF} = \sqrt{0.712}$$

$$\text{GoF} = 0.8438$$

Information :

$$\text{AVE} = (0,809 + 0,817 + 0,828 + 0,700) / 4 = 0,788$$

$$R \text{ square} = (0.866 + 0.940) / 2 = 0.903$$

The calculation result Goodness of Fit Index (GoF) shows the value of 0.8438. According to Ghazali (2014), the value of small GoF = 0.1, GoF medium = 0.25 and GoF great = 0.36. Based on these results it can be concluded that the combined performance measurement model (outer model) and structural models (inner model) as a whole is good because the value of Goodness of Fit Index (GoF) of more than 0.36 (large scale GoF).

Purpose To do examination predictive relevance (Q²) is to validate the models. Q calculation results² are as follows:

$$Q2 = 1 - (1 - R12) (1 - R22)$$

$$Q2 = 1 - (1-0866) (1-0940)$$

$$Q2 = 1- 0,008$$

$$Q2 = 0.9919$$

Based on calculations of predictive relevance (Q2) above, shows the value of 0.9919. In our model, the latent variables endogenous value predictive relevance (Q2) is greater than 0 (zero) so that the latent variable exogenous as explanatory variables were able to predict variables endogennya namely Turnover Intention or in other words prove that this model is considered to have predictive relevance that well.

Hypothesis testing is done by the inter-construct the bootstrap resampling method. Calculation Hypothesis testing using SmartPLS 3.2.8 can be seen from the Path Coefficient, ie the value of t-statistic of the relationship between variables in the study. Statistics t test using a formula or by using SmartPLS 3.2.8 can be seen from the comparison between the value of t test t table value obtained from the formula:

$$DF = nk$$

$$DF = nk \quad DF = 64 - 4 = 60$$

In the statistics table, then the value of t table with a score of 60 is equal to 1,669 with significance level (α) of 0.05. How decisions are:

- If P-Values > 0.05 or t < t table Ho accepted and Ha rejected.
- If P-Values < 0.05 or t > t table, Ho is rejected and Ha accepted.

The results of hypothesis testing using SmartPLS 3.2.8 software can be seen in Table 4:18 as follows:

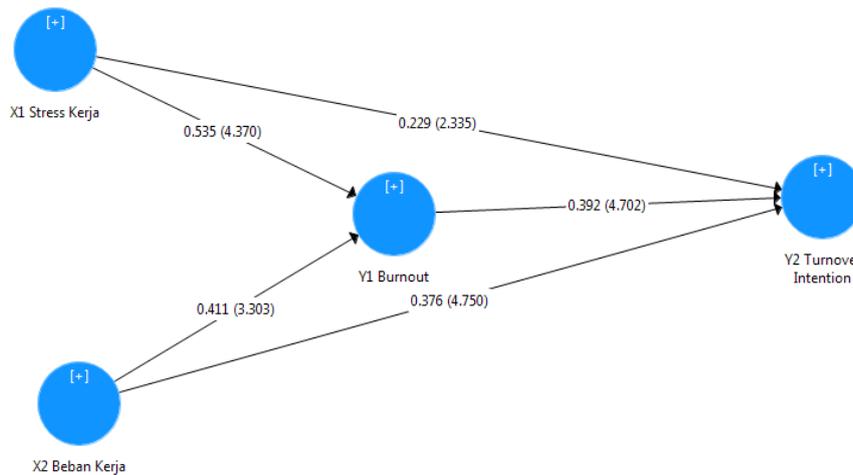


Figure 4.7 The model coefficients and t statistics Variables

Table 4.18 Nilai Path Coefficient, t-Statistics, T Tabel , dan P-Values

Relationships Construct	Original Sample	T Statistics	T Table	P Values
The direct effect				
Work Stress X1 -> Y1 Burnout	0535	4,370	1,669	0000
X2 Workload -> Y1 Burnout	0411	3303	1,669	0001
Work Stress X1 -> Y2 Turnover Intention	0229	2,335	1,669	0020
X2 Workload -> Y2 Turnover Intention	0376	4.750	1,669	0000
Y1 Burnout -> Y2 Turnover Intention	0392	4,720	1,669	0000

Indirect Influence	Original Sample	T Statistics	T Table	P Values
Work Stress X1 -> Y1 Burnout -> Y2 Turnover Intention	0210	2,929	1,669	0004
X2 Workload -> Y1 Burnout -> Y2 Turnover Intention	0161	2,813	1,669	0004

Source: Results of analysis using SmartPLS

Testing the hypothesis in this study are as follows:

1. There Influence of Stress Work (X1) significantly towards Burnout (Y1)

4:18 According to the table, note the value of t statistics for 4,370 bigger than t table = 1,669 And the value of P-Values = 0.000, which is smaller than $\alpha = 0.05$. Value is a positive coefficient that is equal to 0,535 Work Stress means variable (X1) has a positive effect on the variable Burnout (Y1) by 53.5%. Thus the hypothesis H1 in this study which states that "Job Stress (X1) significantly influence Burnout (Y1)" be accepted.

2. There Influence Workload (X2) significantly towards Burnout (Y1)

4:18 According to the table, note the value of t statistics for 3,303 bigger than t table = 1,669 And the value of P-Values = 0.001 smaller than $\alpha = 0.05$. Value is a positive coefficient that is equal to 0.411 meaning that the variable Workload (X2) has positive influence on Burnout variables (Y1) by 41.1%. Thus the hypothesis H2 in this study which states that "Workload (X2) significantly influence Burnout (Y1)" be accepted

3. There Influence of Stress Work (X1), and Workload (X2) significantly towards Burnout (Y1)

Based on the calculated F value, F-count unknown variable value of 196.81 Burnout greater than the value of F table = 3.15. Of F count = 196.81 > F table = 3.15 then there is a significant effect of the variable Work Stress and Workload together against Burnout variables (Y1). Thus the hypothesis H3 in this study which states that "Job Stress (X1), and Workload (X2) significantly influence Burnout variables (Y1)" be accepted,

4. There Influence of Stress Work (X1) significantly towards Turnover Intention (Y2)

According to the table, note the value of t statistics amounted to 2.335 greater than t table = 1,669 And the value of P-Values = 0.020 smaller than $\alpha = 0.05$. Value is a positive coefficient that is equal to 0.229 Work Stress means variable (X1) has a positive effect on the variable Turnover Intention (Y2) amounted to 22.9%. Thus the H4 hypothesis in this study which states that "Job Stress (X1) significantly influence turnover Intention (Y2)" be accepted

5. There Influence Workload (X2) significantly towards Turnover Intention (Y2)

4:18 According to the table, note the value of t statistics amounted to 4.750 greater than t table = 1,669 And the value of P-Values = 0.000, which is smaller than $\alpha = 0.05$. Value is a positive coefficient that is equal to 0.376 meaning that the variable Workload (X2) has a positive effect on the variable Turnover Intention (Y2) amounted to 37.6%. Thus the H5 hypothesis in this study which states that "Workload (X2) significantly influence turnover Intention (Y2) " be accepted

6. There Influence Burnout (Y1) significantly to turnover Intention (Y2)

According to the table, note the value of t statistics amounted to 4.720 greater than t table = 1,669 and the value of P-Values = 0.000, which is less than $\alpha = 0.05$. Value is a positive coefficient that is equal to 0,392 artinya variabel Burnout (Y1) berpengaruh positif terhadap variabel Turnover Intention (Y2) by 39.2%. Thus the H6 hypothesis in this study which states that "Burnout (Y1) has a significant effect on Turnover Intention (Y2)" is accepted.

7. There is a Significant Effect of Work Stress (X1), Workload (X2), and Burnout (Y1) on Turnover Intention (Y2)

Based on the calculated F value, it is known the F-calculated value of the Turnover Intention variable is 315.11 which is greater than the value of the F table = 2.76. From the calculated F value = 315.11 > F table = 2.76 then there is a significant influence of the variable Work Stress, Workload, and Burnout together on the Turnover Intention (Y) variable. Thus the H7 hypothesis in this study which states that "Work Stress (X1), Workload (X2), and Burnout (Y1) significantly influence the variable Turnover Intention" be accepted

8. There is Influence of Stress Work (X1) and Workload (X2) significantly towards Turnover Intention (Y2) through a Burnout variable (Y1)

Testing the hypothesis to the effect of mediation carried out in two steps by (Baron and Kenny, 1986; Hair et al, 2011; Kock 2013) in Blasius (2017): Doing the estimated direct effect is the direct influence between the Stress Work variable Turnover Intention then estimate the indirect effect simultaneously by adding a mediating variable between the independent variable and the dependent variable. the value of t statistics the direct effect of the Work Stress variable on Turnover Intention is 0.2292 = 0.052 which is smaller than the path coefficient value of the indirect effect of Work Stress on Turnover Intention is 0.210 then the Work Stress on Turnover Intention is mediated by the Burnout variable. it is known the value of t statistics the direct effect of the Work Stress variable on Turnover Intention is 0.2292 = 0.052 which is smaller than the path coefficient value of the indirect effect of Work Stress on Turnover Intention is 0.210, then Work Stress on Turnover Intention is mediated by the Burnout variable. Then for the path coefficient value of the direct influence of Workload on Turnover Intention 0.3762 = 0.141 < The path coefficient value of the indirect influence of Workload on Turnover Intention is 0.161, then the Workload on Turnover Intention is mediated by the Burnout variable.

Dimension correlation analysis

Dimension correlation analysis is used to determine the relationship between dimensions of Work Stress, and Workload on Burnout, and Turnover Intention. The results of the analysis can be seen in the table as follows :

variables	Dimension	correlations					
		Burnout (Y1)			turnover Intention (Y2)		
		Physical exhaustion	Emotional exhaustion	diminished Personal	depersonalization	thinking out	Behavior Dissatisfied Working
Work Stress (X1)	Physiological symptoms	0864	0847	0867	0916	0905	0909
	Psychological symptoms	0869	0831	0854	0867	0887	0887
Workload (X2)	Working time	0880	0851	0853	0893	0903	0912
	Mental load	0827	0840	0833	0888	0.9120	0896

Source: Results of analysis using SmartPLS

variables	Dimension	correlations	
		turnover Intention (Y2)	Behavior Dissatisfied Working
Burnout (Y1)	3.1 Physical Fatigue	0846	0880
	3.2 Emotional Exhaustion	0851	0893
	Diminished 3.3 Personal	0875	0898
	3.4 Depersonalization	0884	0923

Source: Results of analysis using SmartPLS

According to the table above, the interpretation of the correlation matrix is as follows:

1. Work Stress variable (X1) to the Burnout variable (Y1)

Based on table 4.19 above, it is known that the greatest correlation value between the dimensions in the Work Stress variable (X1) to the Burnout variable (Y1) is the Physiological Symptoms dimension with the Y1.4 Depersonalization dimension, 0.916, and falls into the category of a very strong relationship level. This explains that the dimensions of the Physiological Symptoms in the Work Stress variable are closely related to any increase in Burnout (Y1) especially in the Y1.4 Depersonalization dimension.

2. Workload Variable (X2) to Burnout Variable (Y1)

Based on table 4.19 above, it is known that the greatest correlation value between the dimensions in the Workload (X2) variable to Burnout (Y1) is between the Working Time dimension with the Y1.4 Depersonalization dimension, which is 0.893, and falls into the category of a very strong relationship level. This explains that the Working Time dimension is closely related to each increase in Burnout (Y1) especially in the Y1.4 Depersonalization dimension.

3. Work Stress Variable (X1) against Turnover Intention Variable (Y)

Based on table 4.19 above it is known that the greatest correlation value between the dimensions in the Work Stress variable (X1) and the Turnover Intention variable (Y2) is the physiological symptom dimension with dimension Y2.2 Dissatisfied Behavior at Work is 0.909, and falls into the level category very strong relationship. This explains that the dimensions of the Physiological Symptoms in the Work Stress variable are closely related to any increase in Turnover Intention (Y2) especially in the Y2.2 dimension of Work Dissatisfied Behavior.

4. Workload Variable (X2) to Turnover Intention Variable (Y2)

Based on table 4.19 above it is known that the greatest correlation value between the dimensions in the Workload (X2) variable against Turnover Intention (Y2) is between the dimensions of Work Time with the dimension Y2.2 Work Dissatisfied Behavior is 0.9123, and entered into very strong relationship level categories. This explains that the dimension of Work Time is closely related to each increase in Y2.2 Dissatisfied Behavior Working as part of the Turnover Intention (Y2) variable.

5. Burnout Variable (Y1) against Turnover Intention Variable (Y2)

Based on table 4.19 above, it is known that the greatest correlation value between the dimensions in the Burnout (Y1) variable and the Turnover Intention (Y2) variable is Diminished Personal dimension with dimension Y2.2 Dissatisfied Behavior at 0.898, and included in the relationship level category. which is very strong. This explains that the Diminished Personal dimension is closely related to increasing Turnover Intention (Y2) especially from the dimension Y2.2 Dissatisfied Behavior at Work.

Discussion

The results of this study indicate that work stress and workload are significantly positive effect on Burnout and its implementation of Turnover Intention. If work stress and workload are mediated by the Burnout variable, the effect is very significant on Turnover Intention. In addition, Burnout also has a significant positive effect on Turnover Intention.

The influence of each research variable is then linked to the theory or a review of previous research can be explained in the discussion of the results of the research in detail as follows.

1. Significant Effect of Job Stress on Burnout (Hypothesis 1)

The results of data analysis show that work stress has a positive and significant effect on burnout. This means that if the work stress of an employee is high, the burnout will be high too, which is felt by the employee. According to Sunyoto (2012) work stress is a consequence of every action and environmental situation that causes excessive psychological and physical demands on a person. So that employees with low levels of work stress are able to complete their work, on time, they feel able to complete the workload without stress, they still have time to rest and socialize with other employees. When the organization can control the stress inflicted by the employee, then the loss that is relatively sufficient to be calculated by the company can be reduced and there will not even be any losses arising from the stress of the employee.

2. Workload is significant influence on Burnout (Hypothesis 2)

The results of this research data analysis shows that a significant workload against burnout effect and thus H2 received. This means that if an employee's workload Erha Clinic will be higher the higher the burnout felt by those employees. Workload is characterized by a number of process or activity that must be completed by a worker in a certain period. If a worker is able to settle and adjust from a number of tasks assigned then it is not a burden, and vice versa. This is consistent with the results of research conducted by Fajarwati, C (2018) showed that a significant impact on the workload of fatigue. The results of another study conducted by Xiaoming et.al (2014) and Ahuja et,

3. Effect of Work Stress and Workload Significantly on Burnout (Hypothesis 3)

The results of the study above show that work stress and workload have significant and significant influence on burnout, thus H3 is accepted. This means that the burnout felt by employees of Erha Clinic is high due to the results of high work validity test results, availability of work time, emotional pressure or demands from superiors, job completion, work monitoring time, thinking ability and high accuracy of work that encourage employees to experience burnout. This is consistent with research conducted by Sagidah (2018) showing that work stress, workload on burnout together have a significant effect on burnout.

4. Significant Effects of Stress on Turnover Intention (Hypothesis 4)

The above research results prove that work stress has a positive and significant effect on turnover intention. then H4 is accepted. According to Sunyoto (2012) work stress is a consequence of every action and environmental situation that causes excessive psychological and physical demands on a person. So that employees with low levels of work stress are able to complete their work, on time, they feel able to complete the workload without stress, they still have time to rest and socialize with other employees. When the organization can control the stress inflicted by the employee, then the loss that is relatively sufficient to be calculated by the company can be reduced and there will not even be any losses arising from the stress of the employee. The results of research conducted by Ni Luh (2017) suggest that work stress has a significant effect on turnover intention. Another study conducted by Waspodo, et al (2013) found that work stress has a positive influence on turnover intention.

5. Workload significant influence on Turnover Intention (Hypothesis 5)

The above results prove that the workload has a positive and significant impact on turnover intention. the H5 accepted. The workload is the number of processes or activities that must be completed by a worker in a given time period. This study sesesuai with Arif (2018), shows that the workload of significant positive effect on turnover intention. research committed by Firda et al., (2018) workloads significant effect on turnover intention.

6. Burnout significant influence on Turnover Intention (Hypothesis 6)

The results of data analysis show that burnout has significant and significant effect on turnover intention, thus the H6 hypothesis in this study was accepted. This means that if the burnout of an employee at Erha Clinic is high then the turnover intention will also be felt by the employee. According to Poerwandari (2010) burnout is the code of a person who is depleted and loses psychic and physical energy. According to Hartono (2002) turnover intention is marked by employee behavior, among others: increased absenteeism, lazy work, increased courage to violate work rules, courage to oppose or protest to superiors. When a burnout occurs there will be an indication of turnover intention such as physical fatigue, lack of enthusiasm in working, loss of feelings and attention to work, reduced rapport, interest and enthusiasm, decreased self-confidence, work performance and maintaining looting with the work environment. These things need management attention Erha Clinic.

The results are consistent with research conducted by the Irsa, Thatok and Siti (2017) which states that burnout and significant effects on turnover intention. Another study conducted by Henda and Lavelle (2012) states that positive and significant burnout effects on turnover intention.

7. Effect of Job Stress, Workload and Burnout significantly to the Turnover Intention (Hypothesis 7)

The results of the research above show that work stress, work load and burnout together have significant and significant effects on turnover intention. this shows the higher work stress and work load burnout felt by employees, the high level of turnover intention which will have an impact on turnover. From the results of the above study, a significant influence on turnover intention is seen from the dimensions of behavioral symptoms, psychological symptoms, work time, mental burden, physical fatigue, emotional fatigue, diminished personal accomplishment and depersonalization, which are felt by employees.

8. Burnout mediates Work Stress against Turnover Intention (Hypothesis 8)

Coefficient of Work Stress paths direct influence on Turnover Intention $0.2292 = 0.052$ <path coefficient value of indirect influence on Turnover Intention Work Stress is the 0210 Work Stress on Turnover Intention mediated by Burnout variables.

Based on the above theoretical study, it can be indicated that Burnout mediates Work Stress against Turnover Intention. In this study, it is known that the direct effect of Job Stress on Turnover Intention is smaller when compared to its indirect effect, relevant to the conditions in the field due to the phenomenon of Employee Stress which is explained in the background of the research problem increased so that the resulting Turnover Intention certainly also increased. Whereas for mediating variables such as Burnout, which is used in this study it has been proven that it does mediate Job Stress against Turnover Intention, then in this study Burnout. can be suggested as a mediating variable for further research

9. Burnout mediates the Workload against Turnover Intention (Hypothesis 9)

The value of the path coefficient of the direct influence of Workload on Turnover Intention $0.3762 = 0.141$ <The value of the path coefficient of the indirect effect of Workload on Turnover Intention is 0.161 then the Workload on Turnover Intention is mediated by the Burnout variable. Based on the above theoretical study, it can be indicated that Burnout mediates the Workload against Turnover Intention. In this research, it is known that the direct effect of Workload on Turnover Intention is smaller when compared to its indirect effect, relevant to the conditions in the field because the uncontrolled workload is detrimental to employees. All employees naturally, of course, always want to be given arrangements for each workload. For this reason, the workload of employees needs to be considered in accordance with the work done by the employee so that Turnover Intention can decrease. Based on the results of this study for mediating variables such as Burnout. What is used in this study has proven that it does mediate the workload against Turnover Intention, then in this study Burnout. can be suggested as a mediating variable for further research.

CONCLUSION AND SUGGESTION

Conclusion

Based on the results of research and discussion in previous chapters, several conclusions can be made as follows:

1. Work stress has a positive and significant effect on burnout, so it can be concluded if work stress increases, burnout is low. Conversely, if work stress is low then burnout will decrease. The results of this research support the hypothesis one which states that work stress affects the burnout felt by employees of PT Erha Clinic Branch Office,
2. Workload is a positive and significant effect on burnout, so that it can be concluded if the workload increases, the burnout will increase. Conversely, if the workload is low, then the burnout will decrease. The results of this study support the hypothesis of two states' workload perceived effect on PT Erha Clinic Branch Office employee burnout.
3. Job stress and workload have a significant effect on burnout. It can be concluded if the two variables of job stress, work load together increases, burnout will increase. The results of this research provide support for the third hypothesis which states that job stress, work load affect the burnout of PT Erha Clinic Branch Office.
4. Job stress has a positive and significant effect on turnover intention. It can be concluded that if work stress increases, turnover intention will increase, conversely if work stress is low, turnover intention will decrease. The results of this study provide support for hypothesis four which states that work stress affects the turnover intention of PT Erha Clinic Branch Office.
5. Workload has significant and significant effect on turnover intention. It can be concluded that if the work load increases the turnover intention will increase, on the contrary if the work load is low, the turnover intention will decrease. The results of this study provide support for the fifth hypothesis which states that the burden of work affects the turnover intention of PT Erha Clinic Branch Office.
6. Burnout has a significant and significant effect on turnover intention. It can be concluded that if burnout increases, turnover intention will increase, conversely if burnout is low, turnover intention will decrease. The results of this study provide support for the sixth hypothesis which states that the burden of work affects the PT Erha Clinic Branch Office.
7. Job stress, workload and burnout have a significant effect on turnover intention. It can be concluded that if the three variables of work stress, work load and burnout together increase, turnover intention will increase. The results of this research support the seventh hypothesis which states that work stress, load and burnout influence the turnover intention of PT Erha Clinic Branch Office.
8. Burnout mediates work stress work load on turnover intention.

Suggestions

The advice given is based on the conclusions that have been discussed among other things:

1. For Companies

Based on the results of research that has been stated previously to reduce the increase in work stress workload and burnout to avoid turnover intention which has an impact on high employee turnover.

- a. the management in order to manage work stress felt by employees in terms of workload, availability of work time, emotionally guarding employee psychology from the work provided, and provide monitoring that does not cause employees to experience pressure from the leadership.
- b. Furthermore, to reduce the workload, management should pay attention to matters such as work time in completing work, time of monitoring work, and management provides training in thinking ability and level of work accuracy to reduce the workload of employees in carrying out their work.
- c. In addition to work stress and workload, management also pays more attention to the symptoms of burnout in terms of physical fatigue, emotional exhaustion, diminished

personal accomplishment and depersonalization felt by each employee. The task of management is to reduce or eliminate.

2. For the University

The results of this study can be used as scientific reading material in the library, and can also be used as reference material for students who are researching similar problems.

3. For students

Suggestions for further research include:

Future research can explore further beyond factors other than high workload, availability of work time, emotional, pressure or demands from superiors, completion of work, monitoring time, ability to think, level of work accuracy. So that it can describe or predict the problem of increasing burnout and turnover intention as a whole.

Future studies are expected to be able to explore variables outside this study such as leadership variables, compensation variables and motivation variables. With mediating variables job satisfaction.

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