

ABSTRACT

MSMEs are a sector affected by the Covid 19 pandemic. MSME actors have to face a complicated situation, a pandemic condition that causes a decline in production and has an impact on decreasing income. The formulation of the problem of this research is how the factors of the non-physical work environment, burnout and performance among MSME business actors in the city of Jambi and how the influence of non-physical work environment factors, burnout and on performance among MSME business actors respectively partially and simultaneously on performance among MSME business actors simultaneously.

This research uses descriptive quantitative research methods and multiple linear regression analysis. The object of this research is MSME business actors for the food and clothing sector in Jambi City. Sampling was done by simple random sampling method, with the number of respondents in this study were MSME business people in Jambi City with a total of 100 respondents.

Based on the results of descriptive analysis, it is known that the non-physical work environment is in a good enough category, burnout is not in a good category, while performance is in a good category. Based on the results of partial hypothesis testing, the non-physical work environment has a significant positive effect and burnout has a significant negative effect on the performance of business people. Meanwhile, simultaneously, the non-physical work environment and burnout have a significant effect on the performance of Jambi City MSME business actors. The results of the coefficient of determination test show the value of Adjusted R Square has an effect of 10.6% while the remaining 89.6% is influenced by other variables not examined in this study.

Keywords: *Non-Physical Work Environment, Burnout, Employee Performance*