

DAFTAR PUSTAKA

- Abun, D., Magallanes, T., Marlene, T. N., Fredoline, J. P., & Madamba, M. B. (2021). Effect of attitude toward work, work environment on the employees' work self-efficacy. *International Journal of Research in Business and Social Science* (2147- 4478), 10(7), 129–141. <https://doi.org/10.20525/ijrbs.v10i7.1459>
- Ahmady, S., & Shahbazi, S. (2020). Impact of social problem-solving training on critical thinking and decision making of nursing students. *BMC Nursing*, 19(1), 94. <https://doi.org/10.1186/s12912-020-00487-x>
- Aljanfawi, S. (2022). Dynamics of workload and burnout among nurses in the intensive care unit during COVID-19 pandemic. *Hail Journal of Health Science*, 4(2), 42. https://doi.org/10.4103/hjhs.hjhs_25_22
- Amirullah. (2022). *Metodologi Penelitian Manajemen*. Media Nusa Creative.
- Andika, R. B., & Wahyuningtyas, R. (2024). The Impact of Competence and Motivation on Employees Performance of Tower Infrastructure Company in Indonesia. *Journal of Business and Management Studies*, 6(4), 67–75. <https://doi.org/10.32996/jbms.2024.6.4.6>
- Anggara, D., Broto, B. E., & Indra, A. (2022). The Effect of Motivation and Work Spirit on Employee Performance in PT Sapadia Wisata Rantauprapat. *Quantitative Economics and Management Studies*, 3(3), 411–416. <https://doi.org/10.35877/454RI.qems969>
- Armstrong, M., & Taylor, S. (2020). *Armstrong's Handbook of Human Resource Management Practice*. Kogan Page.
- Arruum, D., Yulia, S., & Asiah, N. (2024). *The Identifying Factors Affecting Nursing Workload: A Literature Review*. 7.
- Artz, B., Kaya, I., & Kaya, O. (2022). Gender role perspectives and job burnout. *Review of Economics of the Household*, 20(2), 447–470. <https://doi.org/10.1007/s11150-021-09579-2>
- Ashipala, D. O., & Nghole, T. M. (2022). Factors contributing to burnout among nurses at a district hospital in Namibia: A qualitative perspective of nurses. *Journal of Nursing Management*, 30(7), 2982–2991. <https://doi.org/10.1111/jonm.13693>
- Asmuji, L. T. H. (2023). *Statistik Deskriptif*. UM Press.
- Asno, S., & Sary, F. P. (2023). Autocratic leadership style and organizational change on performance during pandemic. *TRIKONOMIKA*, 22(1), 1–9. <https://doi.org/10.23969/trikonomika.v22i1.5223>

- Ayuningtias, H. G., Anggadwita, G., & Prasetia, A. Y. (2018). Global talent program as determinants of employees' performance on telecommunication company in Indonesia. *International Journal of Learning and Intellectual Capital*, 15(3), 242. <https://doi.org/10.1504/IJLIC.2018.094721>
- Bintoro & Daryanto. (2017). *Manajemen Penilaian Kinerja Karyawan*. Gaya Media.
- Borkowski, N., & Meese, K. A. (2020). *Organizational Behavior in Health Care* (Fourth Edition). Jones & Bartlett Learning.
- Bougie, R., & Sekaran, U. (2019). *Research Methods for Business: A Skill Building Approach* (8th Edition). John Wiley & Sons, Inc.
- Brewer, E. W., & Shapard, L. (2004). Employee Burnout: A Meta-Analysis of the Relationship Between Age or Years of Experience. *Human Resource Development Review*, 3(2), 102–123. <https://doi.org/10.1177/1534484304263335>
- Champoux, J. E. (2020). *Organizational Behavior*. Routledge.
- Chappel, S. E., Verswijveren, S. J. J. M., Aisbett, B., Considine, J., & Ridgers, N. D. (2017). Nurses' occupational physical activity levels: A systematic review. *International Journal of Nursing Studies*, 73, 52–62. <https://doi.org/10.1016/j.ijnurstu.2017.05.006>
- Chemali, Z., Ezzeddine, F. L., Gelaye, B., Dossett, M. L., Salameh, J., Bizri, M., Dubale, B., & Fricchione, G. (2019). Burnout among healthcare providers in the complex environment of the Middle East: A systematic review. *BMC Public Health*, 19(1), 1337. <https://doi.org/10.1186/s12889-019-7713-1>
- Chowdhury, R. A. (2018). Burnout and Its Organizational Effects: A Study on Literature Review. *Journal of Business & Financial Affairs*, 7(4). <https://doi.org/10.4172/2167-0234.1000353>
- Conerly, T. R., Holmes, K., & Tamang, A. L. (2021). *Introduction to Sociology* (3rd Edition). XanEdu Publishing Inc.
- Dall'Ora, C., Ball, J., Reinius, M., & Griffiths, P. (2020). Burnout in nursing: A theoretical review. *Human Resources for Health*, 18(1), 41. <https://doi.org/10.1186/s12960-020-00469-9>
- Daulay, R., Kurnia, E., & Maulana, I. (2019). *Analisis Faktor-Faktor Yang Mempengaruhi Kinerja Karyawan Pada Perusahaan Daerah di Kota Medan*.
- Dessler, G. (2013). *Human Resource Management* (Ninth Edition). Pearson Education.

- Diehl, E., Rieger, S., Letzel, S., Schablon, A., Nienhaus, A., Escobar Pinzon, L. C., & Dietz, P. (2021). The relationship between workload and burnout among nurses: The buffering role of personal, social and organisational resources. *PLOS ONE*, 16(1), e0245798. <https://doi.org/10.1371/journal.pone.0245798>
- Duha, T. (2018). *Perilaku Organisasi*. Deepublish.
- Edison, E., Anwar, Y., & Komariah, I. (2016). *Manajemen Sumber Daya Manusia*. Alfabeta.
- Edú-Valsania, S., Laguía, A., & Moriano, J. A. (2022). Burnout: A Review of Theory and Measurement. *International Journal of Environmental Research and Public Health*, 19(3), 1780. <https://doi.org/10.3390/ijerph19031780>
- Foy, T., Dwyer, R. J., Nafarrete, R., Saleh, M., Hammoud, S., & Rockett, P. (2019). Managing job performance, social support and work-life conflict to reduce workplace stress. *International Journal of Productivity and Performance Management*, 68(6), 1018–1041. <https://doi.org/10.1108/IJPPM-03-2017-0061>
- Gillies, D. A. (1994). *Nursing management, a system approach* (Third Edition). WB Saunders.
- Gomes, G. P., Ribeiro, N., & Gomes, D. R. (2022). The Impact of Burnout on Police Officers' Performance and Turnover Intention: The Moderating Role of Compassion Satisfaction. *Administrative Sciences*, 12(3), 92. <https://doi.org/10.3390/admsci12030092>
- Grande, R. A. N., Berdida, D. J. E., Villagracia, H. N., Raguindin, S. M., Cornejo, L. T. O., Al Reshidi, N. M., Alshammari, A. T., Aljebari, B. J., & AlAbd, A. M. A. (2022). The moderating effect of burnout on professionalism, values and competence of nurses in Saudi Arabia amidst the COVID-19 pandemic: A structural equation modelling approach. *Journal of Nursing Management*, 30(7), 2523–2536. <https://doi.org/10.1111/jonm.13754>
- Greenberg, J., & Baron, R. A. (2008). *Behavior in Organization* (9th ed.). Pearson.
- Gunawan, J., Aungsuroch, Y., & Fisher, M. L. (2019). Competence-based human resource management in nursing: A literature review. *Nursing Forum*, 54(1), 91–101. <https://doi.org/10.1111/nuf.12302>
- Gunawan, N. P. I. N., Hariyati, Rr. T. S., & Gayatri, D. (2019). Motivation as a factor affecting nurse performance in Regional General Hospitals: A factors analysis. *Enfermería Clínica*, 29, 515–520. <https://doi.org/10.1016/j.enfcli.2019.04.078>

- Hair, J. F., Hult, G. T. M., Ringle, C. M., Sarstedt, M., Danks, N. P., & Ray, S. (2021). *Partial Least Squares Structural Equation Modeling (PLS-SEM) Using R*. Springer.
- Hajiali, I., Muhammad, A., Kessi, F., Budiandriani, B., Prihatin, E., Sufri, M. M., & Sudirman, A. (2022). Determination of Work Motivation, Leadership Style, Employee Competence on Job Satisfaction and Employee Performance. *Golden Ratio of Human Resource Management*, 2(1), 57–69. <https://doi.org/10.52970/grhrm.v2i1.160>
- Hart, S. G., & Staveland, L. E. (1981). *NASA TLX: Task Load Index*. <https://humansystems.arc.nasa.gov/groups/tlx/>
- Hayatullah, E., Triatmanto, B., & Sumarsono, T. G. (2021). The Effect of Competence and Job Satisfaction on Employee Performance and Its Implications on Organizational Effectiveness. *Quest Journals: Journal of Research in Business and Management*.
- Henseler, J., Ringle, C. M., & Sarstedt, M. (2015). A new criterion for assessing discriminant validity in variance-based structural equation modeling. *Journal of the Academy of Marketing Science*, 43(1), 115–135. <https://doi.org/10.1007/s11747-014-0403-8>
- Hermawan, A. (2019). *Penelitian Bisnis: Paradigma Kuantitatif*. PT Grasindo.
- Hunsaker, S., Chen, H., Maughan, D., & Heaston, S. (2015). Factors That Influence the Development of Compassion Fatigue, Burnout, and Compassion Satisfaction in Emergency Department Nurses. *Journal of Nursing Scholarship*, 47(2), 186–194. <https://doi.org/10.1111/jnu.12122>
- Hutabarat, L., Sihombing, N. S., Herlambang, S. P., Siregar, P. N. U. S., & Sitompul, J. (2023). The Effect of Competence, Compensation, Workload, and Work Motivation toward Employee Performance. *International Journal of Finance, Economics and Business*, 2(1), 84–92. <https://doi.org/10.56225/ijfeb.v2i1.171>
- Ichsan, R. N., Nasution, L., & Sinaga, S. (2021). *Bahan Ajar Manajemen Sumber Daya Manusia*. Sentosa Deli Mandiri.
- Idayanti, E., Ayu, I. D. A., & Saroyini, P. (2020). *The Effects of Communication, Competency and Workload On Employee Performance in Hotel Puri Saron, Seminyak, Kuta, Bali*.
- Iis, E. Y., Wahyuddin, W., Thoyib, A., Ilham, R. N., & Sinta, I. (2022). The Effect Of Career Development And Work Environment On Employee Performance With Work Motivation As Intervening Variable At The Office Of Agriculture And Livestock In Aceh. *International Journal of Economic, Business, Accounting, Agriculture Management and Sharia Administration (IJEVAS)*, 2(2), 227–236. <https://doi.org/10.54443/ijebas.v2i2.191>

- Jomuad, P. D., Antiquina, L. M. M., Cericos, E. U., Bacus, J. A., & Vallejo, J. H. (2021). Teachers' workload in relation to burnout and work performance. *International Journal of Educational Policy Research and Review*, 8(2).
- Joshua, F. A. (2019). Assessment of the Role and Functions of Human Resources Department in Small and Medium Scale Enterprise Companies in Ile – Ife, Osun. *Journal of Human Resource Management*, 7(2), 32. <https://doi.org/10.11648/j.jhrm.20190702.11>
- Jun, J., Ojemeni, M. M., Kalamani, R., Tong, J., & Crecelius, M. L. (2021). Relationship between nurse burnout, patient and organizational outcomes: Systematic review. *International Journal of Nursing Studies*, 119, 103933. <https://doi.org/10.1016/j.ijnurstu.2021.103933>
- Kanbay, Y., & Okanlı, A. (2017). The effect of critical thinking education on nursing students' problem-solving skills. *Contemporary Nurse*, 53(3), 313–321. <https://doi.org/10.1080/10376178.2017.1339567>
- Kementerian Kesehatan Republik Indonesia. (2017). *Peraturan Menteri Kesehatan Republik Indonesia Nomor 40 Tahun 2017 Tentang Pengembangan Jenjang Karir Profesional Perawat Klinis*. Sekretariat Negara.
- Keunecke, J. G., Gall, C., Birkholz, T., Moritz, A., Eiche, C., & Prottengeier, J. (2019). Workload and influencing factors in non-emergency medical transfers: A multiple linear regression analysis of a cross-sectional questionnaire study. *BMC Health Services Research*, 19(1), 812. <https://doi.org/10.1186/s12913-019-4638-4>
- Khamisa, N., Oldenburg, B., Peltzer, K., & Ilic, D. (2015). Work Related Stress, Burnout, Job Satisfaction and General Health of Nurses. *International Journal of Environmental Research and Public Health*, 12(1), 652–666. <https://doi.org/10.3390/ijerph120100652>
- Kurniawati, F., Fikaris, M. F., Eryani, I. S., Rohendi, A., & Wahyudi, B. (2023). The Effect of Workload, Burnout, and Work Motivation on Nurse Performance. *Jurnal Aplikasi Manajemen*, 21(4). <https://doi.org/10.21776/ub.jam.2023.021.04.05>
- López-Núñez, M. I., Rubio-Valdehita, S., Diaz-Ramiro, E. M., & Aparicio-García, M. E. (2020). Psychological Capital, Workload, and Burnout: What's New? The Impact of Personal Accomplishment to Promote Sustainable Working Conditions. *Sustainability*, 12(19), 8124. <https://doi.org/10.3390/su12198124>
- Maizar, Persada, I. N., & Nabella, S. D. (2023). The Influence Of Compensation, Training, Competence And Work Discipline On Employee Performance Pt. Luas Retail Indonesia. *International Journal of Accounting, Management, Economics and Social Sciences. IJAMESC*, 1(4).

- Marchand, A., Blanc, M.-E., & Beauregard, N. (2018). Do age and gender contribute to workers' burnout symptoms? *Occupational Medicine*, 68(6), 405–411. <https://doi.org/10.1093/occmed/kqy088>
- Maryani, Y., Entang, M., & Tukiran, M. (2021). *The Relationship between Work Motivation, Work Discipline and Employee Performance at the Regional Secretariat of Bogor City*. 02(02).
- Maslach, C., & Leiter, M. P. (2007). Burnout. In *Stress: Concepts, Cognition, Emotion, and Behavior* (pp. 351–357). Elsevier. <https://doi.org/10.1016/B978-0-12-800951-2.00044-3>
- Maslach, C., & Leiter, M. P. (2017). Burnout and engagement: Contributions to a new version. *Burnout Research*, 5, 55–57.
- Maslach, C., & Leiter, M. P. (2022). *The Burnout Challenge*. The Belknap Press of Harvard University Press.
- Mckenna, E. (2020). *Business Psychology and Organizational Behaviour* (Sixth Edition). Routledge.
- Mochklas, M. (2019). *Loyalitas Pekerja Perempuan*. UMSurabaya.
- Moheriono. (2014). *Pengukuran Kinerja Berbasis Kompetensi*. Rajawali Press.
- Morse, G., Salyers, M. P., Rollins, A. L., Monroe-DeVita, M., & Pfahler, C. (2012). Burnout in Mental Health Services: A Review of the Problem and Its Remediation. *Administration and Policy in Mental Health and Mental Health Services Research*, 39(5), 341–352. <https://doi.org/10.1007/s10488-011-0352-1>
- Mudallal, R. H., Othman, W. M., & Al Hassan, N. F. (2017). Nurses' Burnout: The Influence of Leader Empowering Behaviors, Work Conditions, and Demographic Traits. *INQUIRY: The Journal of Health Care Organization, Provision, and Financing*, 54, 004695801772494. <https://doi.org/10.1177/0046958017724944>
- Mukhtar, A., Toto, H. D., & Mutmainnah, I. (2021). Hubungan Kompetensi Terhadap Kinerja Karyawan. *Nobel Management Review*, 2(2), 283–291. <https://doi.org/10.37476/nmar.v2i2.1952>
- Mumtaz, C. A., & Wulansari, P. (2023). Kompetensi dan Disiplin Kerja Terhadap Kinerja Pegawai pada Badan Kesatuan Bangsa dan Politik Kota Bandung. *Journal of Management and Bussines (JOMB)*, 5(2), 1467–1468. <https://doi.org/10.31539/jomb.v5i2.6250>
- Munawaroh, Z. I., Nurhasanah, S., & Malik, N. (2023). The Effect of Work Experience and Training on Employee Performance Moderated by Career Development. *Jamanika (Jurnal Manajemen Bisnis Dan Kewirausahaan)*, 3(4), 373–381. <https://doi.org/10.22219/jamanika.v3i4.28182>

- Musyaffi, A. M., Khairunnisa, H., & Respati, D. K. (2022). *Konsep Dasar Structural Equation Model—Partial Least Square (SEM-PLS) Menggunakan SMARTPLS*. Pascal Books.
- Naz. (2016). Burnout and quality of life in nurses of a tertiary care hospital in Pakistan. *Pulmed Gov*, 66(6), 532–536.
- Nguyen, P. T., Yandi, A., & Mahaputra, M. R. (2020). Factors That Influence Employee Performance: Motivation, Leadership, Environment, Culture Organization, Work Achievement, Competence And Compensation (A Study Of Human Resource Management Literature Studies). *Dinasti International Journal of Digital Business Management*, 1(4). <https://doi.org/10.31933/DIJDBM>
- Noor, Dr. A., Radiansyah, Dr. A., Selfiana, Ishak, R. P., Hakim, Dr. C., Rijal, S., Harto, B., Tinambunan, A. P., Rustiawan, I., Purwatmini, N., Parlina, L., Arta, D. N. C., Khamaludin, Napisah, S., & Hendriana, T. I. (2023). *Human Resource Management (Manajemen Sumber Daya Manusia)*. PT. Sonpedia Publishing Indonesia.
- Noprianty, R., Febianti, S. A., & Fikri, J. (2020). Analysis of Nurses Staff Needs Using Workload Indicate Staff Need in Pediatric Ward With Time Motion Study. *Jurnal Medicoeticolegal Dan Manajemen Rumah Sakit*, 9(1). <https://doi.org/10.18196/jmmr.91112>
- Nurhandayani, A. (2022). Pengaruh Lingkungan Kerja, Kepuasan Kerja, dan Beban Kerja terhadap Kinerja. *Jurnal Ekonomi Dan Bisnis Digital (EKOBIL)*, 1(2), 108–110. <https://doi.org/10.58765/ekobil.v1i2.65>
- Nuriyanto, A., Rahayuwati, L., & Lukman, M. (2020). Relationship between Nurse Competence and the Performance Achievement of Public Health Nursing Program at Community Health Center. *Asian Community Health Nursing Research*, 53. <https://doi.org/10.29253/achnr.2020.25338>
- Pamungkas, R. A., Ruga, F. B. P., Kusumapradja, R., & Kusumapradja, R. (2022). Impact of Physical Workload and Mental Workload on Nurse Performance: A Path Analysis. *International Journal of Nursing and Health Services (IJNHS)*, 5(2), 219–225. <https://doi.org/10.35654/ijnhs.v5i2.604>
- Parashakti, R. D., Fahlevi, M., Ekhsan, M., & Hadinata, A. (2020). The Influence of Work Environment and Competence on Motivation and Its Impact on Employee Performance in Health Sector. *Proceedings of the 3rd Asia Pacific International Conference of Management and Business Science (AICMBS 2019)*. 3rd Asia Pacific International Conference of Management and Business Science (AICMBS 2019), Batu, Indonesia. <https://doi.org/10.2991/aebmr.k.200410.040>

- Park, Y. S., Konge, L., & Artino, A. R. (2020). The Positivism Paradigm of Research. *Academic Medicine*, 95(5), 690–694. <https://doi.org/10.1097/ACM.00000000000003093>
- Pedroso, T. G., Pedrão, L. J., & Perroca, M. G. (2020). Approaches to workload in psychiatric and mental health nursing. *Revista Brasileira de Enfermagem*, 73(suppl 1), e20190620. <https://doi.org/10.1590/0034-7167-2019-0620>
- Persatuan Perawat Nasional Indonesia. (2013). *Standar Kompetensi Perawat Indonesia* (Edisi IV).
- Portoghesi, I., Galletta, M., Coppola, R. C., Finco, G., & Campagna, M. (2014). Burnout and Workload Among Health Care Workers: The Moderating Role of Job Control. *Safety and Health at Work*, 5(3), 152–157. <https://doi.org/10.1016/j.shaw.2014.05.004>
- Pourteimour, S., Yaghmaei, S., & Babamohamadi, H. (2021). The relationship between mental workload and job performance among Iranian nurses providing care to COVID-19 patients: A cross-sectional study. *Journal of Nursing Management*, 29(6), 1723–1732. <https://doi.org/10.1111/jonm.13305>
- Prasetio, A. P., Azis, E., & Anggadwita, G. (2019). Exploring Compensation Satisfaction To Enhance Motivation And Reduce Turnover Intention Among Employee Of Private Bottled Water Company In Indonesia. *Jurnal Bisnis Dan Manajemen*, 20(1), 32–48. <https://doi.org/10.24198/jbm.v20i1.274>
- Prayoga, Y., & Pohan, M. Y. A. (2022). Electronic Word of Mouth (eWOM): Menguji Pengaruh Pengalaman Positif, Persepsi Kualitas dan Kepercayaan. Studi Kasus: Restoran di Labuhanbatu. *J-MAS (Jurnal Manajemen dan Sains)*, 7(1), 283. <https://doi.org/10.33087/jmas.v7i1.393>
- Prentice, C., & Thaichon, P. (2019). Revisiting the job performance – burnout relationship. *Journal of Hospitality Marketing & Management*, 28(7), 807–832. <https://doi.org/10.1080/19368623.2019.1568340>
- Purvanova, R. K., & Muros, J. P. (2010). Gender differences in burnout: A meta-analysis. *Journal of Vocational Behavior*, 77(2), 168–185. <https://doi.org/10.1016/j.jvb.2010.04.006>
- Rahayu, E. P., Ratnasari, A. V., Wardani, R. W. K., Pratiwi, A. I., Ernawati, L., & Lestari, S. (2022). *Kesehatan dan Keselamatan Kerja*. Pradina Pustaka.
- Rauf, R. A. (2021). *Neuropsikolinguistik*. Universiti Sains Malaysia.
- Republik Indonesia. (2014). *Undang-Undang Republik Indonesia Nomor 38 Tahun 2014 tentang Keperawatan: Vol. Lembaran Negara RI Tahun 2014*. Sekretariat Negara.

- Richemond, D., Needham, M., & Jean, K. (2022). The Effects of Nurse Burnout on Patient Experiences. *Open Journal of Business and Management*, 10(05), 2805–2828. <https://doi.org/10.4236/ojbm.2022.105139>
- Rizany, I., Pertiwiwati, E., Setiawan, H., Jumbri, M., Rahmaniah, L., & Rahman, M. R. (2021). Kompetensi perawat terhadap Keselamatan Pasien di Beberapa Rumah Sakit Pinggiran Sungai Aliran Barito. *Dunia Keperawatan: Jurnal Keperawatan dan Kesehatan*, 9(2), 319. <https://doi.org/10.20527/dk.v9i2.11946>
- Robbins, S. P., & Coulter, M. (2016). *Management* (13th Ed.). Pearson.
- Robbins, S. P., Judge, T., & Judge, T. (2019). *Organizational Behavior*. Pearson.
- Russeng, S. S., Wahiduddin, ., Saleh, L. M., Diah, T. A. T., & Achmad, H. (2020). The Effect of Workload on Emotional Exhaustion and Its Impact on the Performance of Female Nurses at Hospital Dr. Tadjuddin Chalid Makassar. *Journal of Pharmaceutical Research International*, 46–51. <https://doi.org/10.9734/jpri/2020/v32i2430808>
- Sabuhari, R., Sudiro, A., Irawanto, D. W., & Rahayu, M. (2020). The effects of human resource flexibility, employee competency, organizational culture adaptation and job satisfaction on employee performance. *Management Science Letters*, 1777–1786. <https://doi.org/10.5267/j.msl.2020.1.001>
- Salman, M., Ganie, S. A., & Saleem, I. (2020). The concept of competence: A thematic review and discussion. *European Journal of Training and Development*, 44(6/7), 717–742. <https://doi.org/10.1108/EJTD-10-2019-0171>
- Saputra, A., Ilmi, B., & Azidin, Y. (2019). The Assessment of Nurse's Performance by Using a Logbook in Hospital. *IJNP (Indonesian Journal of Nursing Practices)*, 3(2). <https://doi.org/10.18196/ijnp.3297>
- Saputra, M. A.-F. F., & Herwanto, D. (2022). *Analisis Beban Kerja Mental Menggunakan Metode NASA-TLX pada Divisi Produksi Perusahaan Empat Perdana Carton*.
- Sari, D. P., & Ali, H. (2022). Literature Review Measurement Model Of Individual Behavior And Organizational Citizenship Behavior: Individual Characteristics, Work Culture And Workload. *Dinasti International Journal of Management Science*, 3(4). <https://doi.org/10.31933/dijms.v3i4.1133>
- Saunders, M., Lewis, P., & Thornhill, A. (2015). *Research Methods for Business Students*. Pearson Education.
- Schaufeli, W. B., Desart, S., & De Witte, H. (2020). Burnout Assessment Tool (BAT)—Development, Validity, and Reliability. *International Journal of*

Environmental Research and Public Health, 17(24), 9495.
<https://doi.org/10.3390/ijerph17249495>

Siswanto, S., Supriyanto, A. S., Ni'mah, U., Asnawi, N., & Wekke, I. S. (2019). Does a workload influence the performance of bank employees? *Management Science Letters*, 639–650. <https://doi.org/10.5267/j.msl.2019.2.007>

Soroush, F., Zargham-Boroujeni, A., & Namnabati, M. (2016). The relationship between nurses' clinical competence and burnout in neonatal intensive care units. *Iranian Journal of Nursing and Midwifery Research*, 21(4), 424. <https://doi.org/10.4103/1735-9066.185596>

Spagnoli, P., Haynes, N. J., Kovalchuk, L. S., Clark, M. A., Buono, C., & Balducci, C. (2020). Workload, Workaholism, and Job Performance: Uncovering Their Complex Relationship. *International Journal of Environmental Research and Public Health*, 17(18), 6536. <https://doi.org/10.3390/ijerph17186536>

Sudarmanto. (2015). *Kinerja dan Pengembangan Kompetensi SDM*. Pustaka Pelajar.

Sugiyono. (2019). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Alfabeta.

Sureskiarti, E., Mentari, Masnina, R., & Milkhatun. (2019). Indonesian Journal of Global Health Research. *Indonesian Journal of Global Health Research*, 2(4). <https://doi.org/10.37287/ijghr.v2i4.250>

Susanty, A. I., Yuningsih, Y., & Anggadwita, G. (2019). Knowledge management practices and innovation performance: A study at Indonesian Government apparatus research and training center. *Journal of Science and Technology Policy Management*, 10(2), 301–318. <https://doi.org/10.1108/JSTPM-03-2018-0030>

Swarjana, I. K. (2022). *Populasi-Sampel: Teknik Sampling & Bias dalam Penelitian*. Penerbit ANDI.

Utami, Dr. T. N., Susilawati, & Ayu A., D. (2021). *Manajemen Stress Kerja Suatu Pendekatan Integrasi Sains dan Islam*. Merdeka Kreasi Grup.

Vîrgă, D., Schaufeli, W. B., Taris, T. W., Van Beek, I., & Sulea, C. (2019). Attachment Styles and Employee Performance: The Mediating Role of Burnout. *The Journal of Psychology*, 153(4), 383–401. <https://doi.org/10.1080/00223980.2018.1542375>

Wagner III, J. A., & Hollenbeck, J. R. (2014). *Organizational Behavior: Securing Competitive Advantage*. Taylor & Francis.

- Wasik, M. A. (2020). The role of the nurse in improving the quality of healthcare. *Journal of Education, Health and Sport*, 10(4), 68–74. <https://doi.org/10.12775/JEHS.2020.10.04.008>
- Weni, N. N., Kawiana, I. G. P., & Astrama, I. M. (2023). The Effect of Workload and Work Stress on Employee Performance with Burnout as A Mediation Variable (Case Study at a Health Laboratory in Denpasar City). *International Journal of Social Science, Education, Communication and Economics (SINOMICS JOURNAL)*, 2(2), 397–410. <https://doi.org/10.54443/sj.v2i2.145>
- Witari, I. N., Landra, N., & Parwita, G. B. S. (2023). Role Burnout In Mediation The Influence Of Competence And Workload To Nurse Performance. *RA JOURNAL OF APPLIED RESEARCH*, 09(09). <https://doi.org/10.47191/rajar/v9i9.03>
- World Health Organization. (2019). *Burn-out an “Occupational Phenomenon”:* International Classification of Diseases. https://www.who.int/mental_health/evidence/burn-out/en/
- Yanbei, R., Dongdong, M., Yun, L., Ning, W., & Fengping, Q. (2023). Does perceived organization support moderates the relationships between work frustration and burnout among intensive care unit nurses? A cross-sectional survey. *BMC Nursing*, 22(1), 22. <https://doi.org/10.1186/s12912-023-01180-5>
- Yeh, T., Chang, Y., Hsu, Y., Huang, L., & Yang, C. (2021). Causes of nursing staff burnout: Exploring the effects of emotional exhaustion, work–family conflict, and supervisor support. *Japan Journal of Nursing Science*, 18(2), e12392. <https://doi.org/10.1111/jjns.12392>
- Yener, S., Arslan, A., & Kilinç, S. (2021). The moderating roles of technological self-efficacy and time management in the technostress and employee performance relationship through burnout. *Information Technology & People*, 34(7), 1890–1919. <https://doi.org/10.1108/ITP-09-2019-0462>