The Effect Of Workload And The Big Five Personalities On Work Stress And Burnout On Nurses Covid 19 Mataram City General Hospital

Ridha Nurul Hayati[1], Hermanto[2], Lalu Suparman[3]

[1]Magister of Management, Faculty of Economics and Business,
University of Mataram, Mataram, Indonesia
[2,3]Faculty of Economics and Business, University of Mataram, Mataram, Indonesia

[1]ridhanurulhayati10@gmail.com,
[2]hermanto2307@gmail.com, [3]lalusuparman77@gmail.com,

ABSTRACT

The aims of this study are: (1) To analyze the effect of workload on nurses' work stress. (2) To analyze the effect of the Big Five Personality on Nurse Work Stress. (3) To analyze the effect of Workload on Nurse Burnout. (4) To analyze the effect of the Big Five Personality on Nurse Burnout. (5) To analyze the effect of Job Stress on Nurse Burnout. This type of research is causal associative. (6) To analyze the effect of Workload on Nurse Burnout through Work Stress. (7) To analyze the effect of the Big Five Personality on Nurse Burnout through Work Stress. The data collection method is the census method. Respondents in this study were all nurses at the Mataram City Hospital who handled Covid 19 patients as many as 178 peoples. The data collection tool used in this study was a questionnaire. The data analysis tool uses SEM-PLS. The study's conclusions are (1) Workload has a positive and significant effect on Nurse Work Stress. (2) Big Five Personality has a negative and significant effect on Nurse Work Stress. (3) Workload has a positive and significant effect on Nurse Burnout 4) Big Five Personality has a negative and significant effect on Nurse Burnout. (5) Work Stress has a positive and significant effect on Nurse Burnout at the Mataram City Hospital. (6) Workload has a positive and significant effect on Nurse Burnout through Work Stress. (7) Big Five Personality has a negative and significant effect on Nurse Burnout through Work Stress.

Keywords: Workload, Big Five Personality, Job Stress, Burnout

INTRODUCTION

Human Resources (HR) is the most crucial asset in developing and maintaining the viability of an organization. One of the keys to achieving organizational goals is employee performance. An organization must be able to display the best performance to compete in the business world.

In a hospital, nurse resources are the most critical element in providing services to the community, so the quality of the hospital is projected by the number of professional and qualified nurses in their fields. Therefore, if the work and performance of hospital nurses are low, it is inevitable that the form of management is unstable and intense. Likewise, the nurse's workload is influenced by the unpreparedness for Covid-19 by increasing the number of Covid-19 cases.

Data on cases of Covid-19 cases in all countries reached 122,331,313 points. In addition, the death rate due to Covid-19 reached 2,701,602 cases, and the recovery rate was 98,630,729 cases. The country with the highest number of patients in the United States still occupies the first position as the country with the highest rate of Covid-19 cases, namely 30,355,000 cases.

88

Indonesia is currently the country with the highest Covid-19 issues in Asia, occupying the top 20 Covid-19 points. 19th tallest in the world.

Data on Covid-19 cases in West Nusa Tenggara Province were 27,479 cases (WHO, 2021), while Covid-19 patients at the Mataram City General Hospital until October 2021 were 173 patients.

Along with the development and increasing number of confirmed cases of Covid-19, it has become a big problem for medical staff, especially nurses, as the frontline in handling Covid-19 patients. Nurses tend to be more at risk of exposure to infection because they treat patients directly, plus working hours are longer. In addition, longer than usual, discrimination, frustration, and isolation reduce contact with family and fatigue. In addition, other findings indicate that the Covid-19 pandemic has resulted in increased workload, high fatigue, poor support from family and friends, and stigmatization faced by medical staff.

It can cause health problems for nurses who are on the front line. In addition, it was also reported that medical staff experienced emotional stress, mental stress, and work pressure, as well as the negative impacts of the Covid-19 pandemic such as increased fatigue, anxiety, post-traumatic stress, loneliness, and helplessness.

The Covid-19 pandemic has caused psychological problems, especially for nurses—psychological disorders in stress and fatigue that vary from mild to severe. In addition, the workload often occurs due to the patient's condition, which is constantly changing, and the working time required to provide direct services to patients usually exceeds one's ability. Still, the desire to provide full service is very high.

These conditions will cause excessive and prolonged work stress, leading to burnout. In addition, the burnout that occurs due to many stress-triggering factors makes medical personnel emotionally unable to tolerate these stressful conditions, causing emotional exhaustion.

According to the research results conducted by Hariyanti¸dkk(2013), workload affects work stress, with a percentage the effect of 85%. Furthermore, Widjaja's research (2006) shows that workload impacts work stress, with a portion of the impact of 65.5%. The results of this study indicate that, in reality, the load is not always a source of work stress. It is in line with the research result of Shania (2010) that the results of hypothesis testing indicate an effect of workload on work stress of 2.5%. A minimal product shows that workload is not one of the determinants of work stress. Thus, the higher the workload, the perceived work stress can be increased or low. Likewise, vice versa, the smaller the workload borne, the perceived work stress can be high or low.

In addition, the factors that influence work stress that impact burnout are the prominent five personalities. The big five personalities are also considered one of the essential factors because from this personality can be seen the extent to which a person's ability to deal with a pressure that occurs to him. When a nurse experiences stress because of a workload that is not balanced with the ability of nurses or lack of ability to adapt desires to reality, this will lead to symptoms of work stress that result in burnout, which can interfere with the health of nurses both physically and mentally.

In addition, the dimensions of the prominent five personalities influence work stress because it gives an important impression of the way a person manages stress. The research results by Hattice & Selma (2011) suggest that the prominent five personalities positively influence work stress. Therefore, individuals who carry out the same work may show different reactions due to personality traits other than those who have the openness to experience dimension can handle work stress. More effectively. In contrast to the research results by Rustiarini (2013) and Rustiarini (2014), which state that the prominent five personalities cannot moderate the effect of work stress on functional audit behavior.

The high symptoms of work stress result in burnout caused by the workload and the prominent five personalities. Atmaja and Suana's (2019) and Hardiani's (2020) research shows that workload can affect burnout. Arie (2015) states that workload is a worker's perception of activities

that must be completed within a specific time limit, both in physical and psychological workloads. Excessive workloads can include working hours, responsibilities that must be shouldered, routine and non-routine work, and other administrative work that exceeds the capacity and ability of the individual. Besides that, Excessive workloads can include quantitative aspects in the form of the number of jobs and qualitative elements, namely the level of difficulty of the work that must be handled (Melati and Surya, 2015).

Based on these problems, the authors are interested in researching further about The Effect of Workload and The Big Five Personality on Work Stress and Burnout on Covid 19 Nurses, Mataram City General Hospital.

LITERATURE REVIEW

Workload

According to Tamaela (2011), workload defines as a difference between the capacity of workers and the demands of the work that must be faced. Considering that human labor is mental and physical, each has a different loading level. The level of loading that is too high allows the use of excessive energy, and overstress occurs. On the contrary, the intensity of the load that is too low allows for boredom and stress.

The three aspects of workload are physical, mental, and time use. Physical elements include workloads based on human physical criteria. The mental aspect is the calculation of the workload by considering the psychological aspect. At the same time, time utilization is more concerned with the element of using time for work (Artadi, 2015). Therefore, the workload is strongly influenced by factors directly related to work capacity.

The workload of each employee in carrying out the work tasks entrusted to be carried out by an organization must follow their abilities so that work effectiveness will work well. The workload is the difference between the employee's abilities and the job demands. If the ability is higher than the job demands, a feeling of boredom will arise. On the other hand, if the worker's ability is lower than the job's demands, more fatigue will appear.

In the employee perception, if the employee has a positive perception, they will perceive the workload as a challenge at work. As a result, they are more severe in their work and produce something beneficial for themselves and the organization. The benefit that can be given to the organization is the emergence of job satisfaction, which impacts the attitude of the employee's loyalty to the organization. Conversely, if negative perceptions arise, the workload is considered as work pressure so that it can affect individual performance and harm himself and the continuity of the organization.

Personality

Personality comes from the Latin word persona, which means a mask that can be used in a drama or theatrical performance, which is used by ancient Roman actors in carrying out their roles. But over time, personality is a relatively permanent pattern of traits and has unique characteristics that consistently influence behavior (Pratama, 2012).

The explanation of personality is also explained by Hall & Lindzey. They say that personality can be interpreted as a skill and then the most prominent impression that someone shows to others. Another opinion was also expressed by Derlaga, Winstead & Jones (2005), interpreting personality as a relatively stable system of internal individual characteristics which contribute to consistent thoughts, feelings, and behavior (Yusuf & Nurihsan, 2011).

Furthermore, Allport expressed his opinion that "personality is the dynamic organization within the individual of those psychophysical systems that determine his unique adjustment to this environment." (Yusuf & Nurihsan, 2011). According to Adelia et al. (2015), there are five

personality traits: extraversion, agreeableness, conscientiousness, neuroticism, and openness. Extraversion, This dimension relates to the level of comfort in a relationship.

Agreeableness. Having the characteristics of being able to adapt well socially indicates a friendly individual has a personality that always gives in, avoids conflict, and tends to follow others. *Neuroticism* can be characterized by possessing negative emotions such as worry, anxiety, insecurity, and instability. Someone who has a low level of this dimension will be more happy and satisfied with life than someone who has a high level of neuroticism. *Conscientiousness* is called Lack of Impulsivity. People high in the conscientiousness dimension are generally careful, reliable, organized, and responsible. *Openness*. This dimension is closely related to the openness of insight and originality of ideas. They are happy with new information and also refer to how individuals are willing to make adjustments to a new idea or situation, easy to tolerate, have the capacity to absorb information, focus, and be creative and artistic.

Work Stress

Stress is our perception of a situation or condition in our environment (Prihatini, 2007). Stress is a condition of tension that affects a person's emotions, thought processes, and states (Nugraha et al., 2019). Work stress results from any activity (environment), situation, or external event that imposes excessive psychological or physical demands on a person (Wijaya, 2018).

According to Setiyana (2013), someone who experiences Stress at work will cause symptoms that include three aspects, namely: Physiology, Psychology, and Behavior: (1) Physiology (physiology), physical health problems have, immune system problems such as reduced ability to fight pain and infection, cardiovascular system problems such as high blood pressure and heart disease, musculoskeletal (muscle and skeletal) system problems such as headaches and backaches, gastrointestinal (stomach) system problems such as diarrhea and constipation. (2) Psychology (psychological) is characterized by: dissatisfaction with work relations, tension, anxiety, anxiety, depression, boredom, irritability, aggressive actions such as sabotage, interpersonal aggression, hostility, and complaints.

Burnout

Burnout is fatigue both physically and emotionally that causes the development of negative self-concepts, lack of concentration, and poor work attitudes (Zhang et al., 2013). Another opinion states that Burnout is a state of fatigue or frustration caused by obstruction of achievement. Changes in attitudes and behavior appear that cause a person to withdraw from work psychologically. Usually, someone tends to keep a distance from clients or be cynical about them (Maharani, 2012).

Ivancevich et al. (2007), Burnout is a psychological process caused by work stress that cannot be released, causing emotional exhaustion, personality changes, feelings, and decreased achievement. Siagian (2007) argues that Burnout is a condition of mental, emotional, and physical exhaustion caused by ongoing and unresolved Stress.

According to Zhang et al. (2013), Burnout can be categorized into three dimensions, namely:

1. Emotional Exhausted

Emotional exhaustion is caused by draining emotional energy to deal with situations due to workload or work demands. Some of the conditions that can describe emotional exhaustion are feelings of frustration, hopelessness, pressure, sadness, irritability, and feeling overwhelmed by the task at hand, irritability for no apparent reason. In social services, emotional exhaustion can drain service providers from engaging with clients, making them less responsive to the needs of clients or service recipients.

2. Depersonalization

Depersonalization is a feeling where a person feels lost in the reality of the self and feels like behaving like other people or like robots. Depersonalization also causes the development of negative attitudes and feelings towards clients or service recipients. Depersonalization is related to negative moods, rudely keeping a distance from others, withdrawing, and not caring about the surroundings.

3. Reduced Personal Accomplishment

A decrease in one's achievement is related to reducing self-competence, motivation, and work productivity. It can be caused by guilt because work goals are not achieved, and a lack of self-esteem accompanies feelings of inferiority. Usually, a decrease in personal achievement is indicated by an unfriendly attitude when serving clients, less caring for others, reduced empathy, and the feeling that the activities carried out are useless.

Conceptual Framework

The conceptual framework in this research is shown in the following figure:
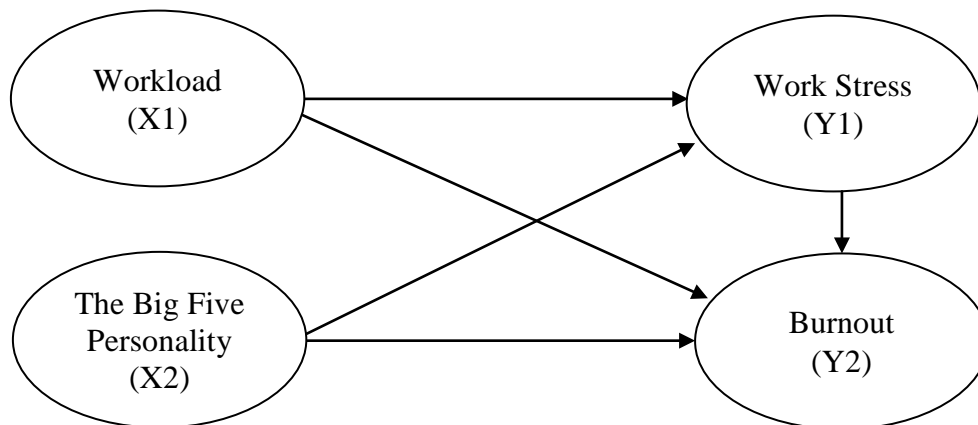

Figure 2.1. Conceptual Framework

Hypothesis

The hypothesis in this study is as follows:

H1: The workload significantly affects work stress for Covid 19 nurses at the Mataram City General Hospital.

H2: The prominent five personalities significantly affect work stress on Covid 19 nurses at the Mataram City General Hospital.

H3: The workload has a significant effect on the burnout of Covid 19 nurses at the Mataram City General Hospital.

H4: Big five personalities significantly affect the burnout of Covid 19 nurses at the Mataram City General Hospital.

H5: work stress significantly affects the burnout of Covid 19 nurses at the Mataram City General Hospital.

H6: Big five personalities significantly affect the burnout through work stress of Covid 19 nurses at the Mataram City General Hospital.

H7: Work stress significantly affects the burnout through the work stress of Covid 19 nurses at the Mataram City General Hospital.

RESEARCH METHODS

The research used the associative quantitative approach, a form of analysis using at least two connected variables. The associative method is research that seeks a causal relationship

between one independent variable and the dependent variable using a hypothesis (Sugiyono, 2014). The data collection method in this study used the census method. Respondents in this study were all medical personnel at the Mataram City General Hospital; as many as 178 people were taken using the census technique. All respondents were used as research samples. The data collection tool used in data collection is a questionnaire. Questionnaires are several written questions that are used to obtain information from respondents. Data analysis technique is Structural Equation Modeling (SEM) Partial Least Square (PLS). Partial Least Square is a powerful analytical method not based on many assumptions (Husein, 2015).

RESULTS

Data analysis with the PLS approach was carried out by evaluating the measurement model and structural model. The measurement model based on the reflection indicator is considered with convergent validity, as seen from the AVE value and composite reliability (Ghozali, 2011: 24). The value can be seen in Table 1.

Table 1. Quality Criteria

Variable	AVE	Composite Reliability	Cronbachs Alpha
Workload	0.452	0.919	0.905
Big Five Personality	0.452	0.891	0.865
Work Stress	0.513	0.904	0.881
Burnout	0.529	0.883	0.842

It can be seen in Table 1. that the AVE value is more than 0.40 (if it is close to the 0.4 value, it is still acceptable). Therefore, the composite reliability value of each variable is more significant than 0.70 as the cut-off value. Likewise, the value of Cronbach's alpha follows the recommended value (> 0.70). Therefore, the internal consistency (goodness of fit) was concluded to have been fulfilled.

Hypothesis Test

The Bootstrapping algorithm is used to determine whether the proposed hypothesis is accepted. For example, at a significance level of 0.05, the theory will be supported if the p-value is less than the critical value, which is 0.05 (5%). The results of the significance level test can be seen in table 2. summarizes the results of hypothesis testing with the PLS approach. The path coefficient value is obtained from the SmartPLS output, seen below.

Table 2. Model Structural Test Results

Effect Between Variables	Coefficient	P-value	Categori
Workload -> Burnout	0.447	0.000	Significant
Big Five Personality-> Burnout	-0.182	0.000	Significant
Workload -> Work Stress	0.361	0.008	Significant
Big Five Personality-> Job Stress	-0.449	0.000	Significant
Work Stress -> Burnout	0.347	0.016	Significant
Workload -> Work Stress -> Burnout	0.125	0.003	Significant
Big Five Personality-> Work Stress -> Burnout	-0.156	0.001	Significant

The first hypothesis (H1) in this study states, "Workload has a positive and significant influence on the Burnout of Covid 19 Nurses at the Mataram City General Hospital". Through hypothesis testing with PLS, the test results show that the coefficient value is 0.447 with a p-value of 0.000 (smaller than the 5%/0.05 error tolerance) which is significant, so it can be stated that the first hypothesis is accepted.

The second hypothesis (H2) in this study states, "Big Five Personality has a negative and significant influence on nurses' Burnout at the Mataram City General Hospital." Through hypothesis testing with PLS with test results showing that the coefficient value of -0.182 with a p-value of 0.000 (lower than the 5% error tolerance (0.05) means significant, so it can be stated that the second hypothesis can be accepted.

The third hypothesis (H3) in this study states, "Workload has a positive and significant influence on the work stress of nurses at the Mataram City General Hospital." Through hypothesis testing with PLS, the test results show that the coefficient value is 0.361 with a p-value of 0.008 (lower than the 5% (0.05) error tolerance, which means it is significant, so it can be stated that the third hypothesis is accepted.

The fourth hypothesis (H4) in this study states, "Big Five Personality has a negative and significant influence on the Work Stress of Nurses at the Mataram City General Hospital." Through hypothesis testing with PLS with test results showing that the coefficient value is -0.449 with a p-value of 0.000 (lower than the error tolerance of 5% (0.05), which means it is significant, so it can be stated that the fourth hypothesis is accepted.

The fifth hypothesis (H5) in this study states, "Work stress has a positive and significant influence on nurses' burnout at the Mataram City General Hospital." Through hypothesis testing with PLS with test results showing that the coefficient value is 0.347 with a p-value of 0.016 (lower than the 5% error tolerance (0.05), which means it is significant, so it can be stated that the fifth hypothesis can be accepted.

The sixth hypothesis (H6) in this study states, "Workload has a positive and significant effect on Burnout through Work Stress of Nurses at the Mataram City General Hospital." Through hypothesis testing with PLS with test results showing that the coefficient value is 0.361 with a p-value of 0.008, which is lower than the 5% (0.05) error tolerance, which means it is significant, so the sixth hypothesis is accepted.

The seventh hypothesis (H7) in this study states, "Big Five Personality has a negative and significant influence on Burnout through Work Stress of Nurses at the Mataram City General Hospital." Through hypothesis testing with PLS, the test results show that the coefficient value is -0.156 with a p-value of 0.001, which is lower than the error tolerance of 5% (0.05), which means it is significant, so the seventh hypothesis is accepted.

DISCUSSION

The Effect of Workload on Work Stress

Research result shows that the workload has a positive and significant effect on work stress. The higher the workload felt in the Mataram City General Hospital environment, the higher the work stress Nurse. On the other hand, the lower the workload felt in the Mataram City General Hospital, followed by the lower level of work stressMataram City Hospital Nurse at work.

Excessive workload arises due to too many activities being given to the workforce to be completed within a particular time. Munandar (2008) states that physically and mentally excessive workload is doing too many physical and mental activities, which is a source of work stress.

Too little or fewer workload results from too little work being accepted and completed compared to the time available according to the standard working time, which will also be a source of stress. Work that is too little charged every day can affect the mental or psychological burden on the workforce. Based on Munandar's (2008) opinion, the workload is too little because the crew

cannot use the skills they have acquired or develop their full potential. This situation results in boredom felt by the workforce and will reduce morale and work motivation. Tendency to leave work, depression, increased anxiety, irritability,

The results of this study are in line with previous research conducted by Haryanti et al. (2013) regarding the workload, and work stress of nurses in the Emergency Installation of the Semarang District Hospital showed that there was a relationship between the workload and the work stress of nurses at the Semarang District Hospital. In addition, Berot (2015) also researched the workload and worked stress of nurses at Siti Rahmah Hospital, and Mubariroh (2013) found a significant relationship between workload and work stress.

Influence Big Five Personality Against Work Stress

Research result shows that the Big Five Personality has a negative and significant effect on Job Stress. The better the Big Five Personality Nurses, the lower their work stress. Conversely, the less good the Big Five Personality Nurses at the Mataram City General Hospital, the higher their work stress.

Personality is very closely related to work stress; each individual must have a different personality from one individual to another. Personality is a dynamic organization within the individual, a psychophysical system that determines the individual's unique adjustment to the environment. If the individual has a calm, relaxed and relaxed personality, the individual will be able to solve the problem well, and vice versa. If the individual has a tense personality, is easily anxious, and easily panics, the individual will find it difficult to solve the problem (Mastuti, 2005). Thus it can be said that the big five personality affects work stress.

The results of this study support the results of research from Koesmono (2007) that the Big Five Personality harms work stress. Similarly, research by Higashiguchi et al. (2009) shows that the higher the Big Five Personality, the lower the level of depression or stress levels of employees.

The Effect of Workload on Burnout

The results showed that the workload had a positive and significant effect on Burnout Nurse Mataram City General Hospital. It means that the higher the workload felt by the nurse, the burnout rate is higher nurses will get taller. Vice versa, the lower the workload felt by nurses, the burnout rate is, and the higher nurses will be insufficient.

The workload is a process to determine the number of hours people work, use, or need to complete a job within a particular time. The workload problem impacts the level of Burnout (job saturation) in employees and the level of work stress experienced by employees. This problem is, of course, the cause of Burnout in employees because it does not match the expectations of employees with the provisions set by the company.

The results of this study are in line with previous research conducted by Melati and Surya (2015) that workload influences employee burnout. The same thing is proven by Ari and Dovi (2014) that the high and low workload influences Burnout in employees.

The Big Five Personality's Effect on Burnout

Research result shows that the Big Five Personality has a negative and significant effect on Burnout Nurse Mataram City General Hospital. The better the Big Five Personality nurses have in their work, the lower the burnout level they feel. Conversely, the less good the Big Five Personality nurses have in their work, the higher the burnout level they will feel.

Prominent five personalities have a close relationship in influencing Burnout in each individual with different conditions and situations. Burnout experienced by each individual affects daily activities, especially in the work environment. The results of this study are in line with previous research conducted byPahalendang (2013) that the Big five personality has a close relationship with Burnout.

The Effect of Job Stress on Burnout

Research result shows that work stress has a positive and significant effect on Burnout. It means that the higher the work stress felt by nurses at the Mataram City General Hospital, the higher the Burnout of nurses at work. Conversely, the lower the work stress felt by the nurses at the Mataram City Hospital, the lower the Burnout of nurses at work.

Conceptually, Burnout that occurs due to stress makes individuals emotionally no longer able to tolerate these stressful conditions, causing emotional exhaustion. Suharto (2007) adds that Burnout is strongly related to stress. Burnout is a reaction to a very stressful situation. This term is closely related to alienation, indifference, apathy, cynicism, pessimism, physical and mental exhaustion, or extreme tension. Workers affected by Burnout are more likely to complain, blame others for problems, become irritable, and become cynical.

Stress is an individual's response to situations and events that threaten and suppress individuals and reduce their abilities to deal with them (Santrock, 2002). Lazarus (in Baskoro, 2003) argues that stress is a symptom that occurs in the adjustment process between individuals and their environment. Then stress will arise if there are demands on individuals that exceed their adjustment capabilities. Therefore, it can be said that stress is a form of relationship between the individual and his environment, which is assessed as something that is threatening or something that is pressing. For example, job stress will negatively affect an employee's performance because its symptoms, which include physical signs, psychological symptoms, and behavioral symptoms, will be able to interfere with work.

The results of this study support the results of research conducted by Atmaja and Suana (2019), which found that work stress affects Burnout. Likewise, the research results from Misari et al. (2020) and Santoso and Hartono (2018) found that work stress affects Burnout. Fatoki (2019) also found a similar finding that job stress acted Burnout.

The Effect of Workload on Burnout Through Work Stress

The results showed that the workload had a positive and significant effect on Burnout through the work stress of nurses at the Mataram City General Hospital. It means that the higher the work stress, the higher the workload, and the higher the perceived workload, so nurses' Burnout will be higher. Vice versa, the lower the work stress felt by the nurse, the higher the workload handled by the nurse so that the nurse's burnout level will be lower.

Those who cannot deal with and overcome these various problems and anxiety are usually stressed and even further depressed because of the accumulated burdens that must be resolved. If not addressed immediately will result in the person experiencing symptoms of Burnout. According to Farber (1985:5), "burnout can be seen as the final stage of the nurse's failure to cope with the stressful conditions she faces."

The Effect of Big Five Personality on Burnout Through Work Stress

The results showed that the Big Five Personality had a negative and significant effect on Burnout through the Work Stress of Nurses at the Mataram City General Hospital. The higher the Big Five Personality, the lower the impact of work stress on Nurse Burnout. Vice versa, the higher the Big Five Personality, the higher the influence of work stress on the Burnout of Covid 19 Nurses at the Mataram City General Hospital.

Each trait contains a specific meaning in a person's personality, which was proposed by Costa and McCrae (1997: 509). For example, from the character can be seen to what extent the stress level of nurses who have different personalities. From the nature, it can also be seen to what extent a person's ability to accept the stress felt so far can suppress Burnout.

CONCLUSION

From the results of the research and discussion above, the conclusions of the study are:

1. Workload has a positive and significant effect on nurses' Burnout at the Mataram City General Hospital. This influence shows thatThe higher the workload felt by the nurse, the higher the burnout rate nurses will get taller. Vice versa, the lower the workload handled by nurses, the higher the burnout rate, and nurses will be more insufficient.

2. Big Five Personalitynegative and significant effect on BurnoutNurseMataram City General Hospital. The better the Big Five Personality nurses have in their work, the lower the burnout level they feel. Conversely, the less good the Big Five Personality nurses have in their work, the higher the burnout level they will feel.

3. Workloadpositive and significant effect on work stress. The higher the workload felt in the Mataram City General Hospital environment, the higher the work stressNurse. On the other hand, the lower the workload felt in the Mataram City General Hospital, followed by the lower level of work stress Mataram City General Hospital Nurse at work.

4. Big Five Personality negative and significant effect on work stress. The better the Big Five Personality Nurses, the lower their work stress. On the other hand, the less good the Big Five Personality Nurses at the Mataram City General Hospital, the higher their work stress.

5. Work Stresspositive and significant effect on Burnout. It means that the higher the work stress felt by nurses at the Mataram City General Hospital, the higher the Burnout of nurses at work. On the other hand, the lower the work stress felt by the nurses at the Mataram City General Hospital, the lower the Burnout of nurses.

6. workload had a positive and significant effect on Burnout through the work stress of nurses at the Mataram City General Hospital. It means that the higher the work stress, the higher the workload, and the higher the perceived workload, so nurses' Burnout will be higher.

7. Big Five Personality had a negative and significant effect on Burnout through the Work Stress of Nurses at the Mataram City General Hospital. The higher the Big Five Personality, the lower the impact of work stress on Nurse Burnout.

RECOMMENDATION

The suggestions based on the results of this study are as follows:

1) There is a need for capacity-building programs for nurses so that they will be even better at completing their work in the future. Training programs, upgrading, and workshops can be a solution for this. However, it is still necessary to evaluate that every training carried out follows the direction and target of increasing nurses' ability. In addition, in terms of work support facilities such as maintenance equipment, work tools for personal safety that are more sterile and strong, and work transportation equipment must be adequately available and suitable for use.

2) There needs to be a training program implemented such as field competency training, nurse certification, upgrading, and workshops can be a solution for this.

3) In the scope of work of the Mataram City General Hospital, if there are already sick patients, whatever happens, the nurses must be willing to carry out these service tasks at urgent and unexpected hours and times. However, ordinary people often feel an imbalance between work and their bodies. Therefore, providing nutritious food facilities while working and incentive programs in operational fees are higher than current standards.

4) Need entertainment facilities in the workspace such as television and refresh rooms for nurses to reduce tiredness at work. In addition, as suggested earlier, Consultation activities must continue to be maximized because it can reduce the level of Nurse Burnout by collaborating with well-known counseling institutions in the Mataram area.

LIMITATIONS AND FUTURE RESEARCH DIRECTIONS

1) Research respondents were limited to a sample of nurses at the Mataram City General Hospital. Therefore, this research is likely to show different results if applied to other nurses in the working area of the Mataram City General Hospital because there are still many Mataram City General Hospital Nurses besides the Ditreskrim.

2) Workload and Big Five Personality variables studied as predictor variables in this study have been shown to have a huge role and influence, namely 83%. In addition, this predictor variable is closely related to Job Stress and Burnout variables. Therefore, these two predictor variables need to be used when using Stress and Burnout as the dependent variable for future researchers.

3) This research can be developed by adding open-ended questions for each question item on the questionnaire. It aims to obtain more accurate information by filling honestly, which will enrich research data on Workload, Big Five Personality, Job Stress, and Burnout.

REFERENCES

Adelia, C. I., & Eliana, R. 2012. The Role of Big Five Personality Dimensions on Psychological Adjustment in Students Studying Abroad. Psychology online, Vol.7, Number 2, pages 74-80

Adityawarman, S. S. 2015. Effect of workload on performance employees of PT. Bank Rakyat Indonesia (Persero) Tbk Krekot Branch. Journal of Management and Organization Vol. 6 No.1.

Alarcon, G., Eschleman, K. J., & Bowling, N. A. (2009). Relationships between personality variables and burnout: A meta-analysis. Work & Stress, 23, (3), 244- 263

Alwi, S. 2012. Human Resource Management: Competitive Advantage Strategy Second Edition. Yogyakarta: BPFEE.

Arie, F. D. S.. 2015. Effect of Workload on Employee Performance: Burnout Mediation Effect. Journal of Management and Entrepreneurship. 1(2), 30-59

Arikunto, S. 2010. Research Procedure A Practical Approach. Jakarta: Rineka Cipta

Aaron, C. M. A. (2015). The mediating role of burnout on the relationship of emotional intelligence and self-efficacy with OCB and performance. Journal of Management Research Review, 38(1): 2-28.

Artadi, 2015. The effect of job satisfaction and workload on performance employees at PT. Great Merapi, sustainable. Thesis published. Major Management-Faculty of Economics. Yogyakarta State University.

Atmaja, I. G. I. W. & Suana, I. W. 2019. The Effect of Workload on Burnout with Role Stress as a Mediation Variable for Rumpus Restaurant Employees. EJournal of Management, 8(2), 7775-7804.

Bakker, A. B., Karen, I., Van, D. Z., Kerry, A. L., & Maureen, F. D. (2002). The relationship between the significant five personality factors and burnout: A study among volunteer counselors. The Journal of Social Psychology, 135, (5).

Bert, F.. H. 2015. Analysis of the Relationship between Workload and Work Stress of Nurses in Each Inpatient Room at Siti Rahmah Islamic Hospital. Master Thesis. Andalas University

Bolino, M. C., Turnley, W. H., & Bloodgood, J. M. 2005. Citizenship Behavior and the Creation of Social Capital in Organizations. Academy of Management Journal, Vol. 7, No. 4, 2002 pp. 502 – 522

Bustami. 2011. Quality Assurance of Health Services and Acceptability. Jakarta: Erlangga.

Cervone, D. & Lawrence A. P. 2012. Personality Theory and Research. Salemba Humana. Jakarta

Dale, Timpe A. 2011. Motivating Employees, Resource Management Series Man. Jakarta: Elex Media Komputindo.

Delegate, V. A., Winstead, B. A., & Jones, W. H. 2005. differences in big five personality traits across 55 cult

Dewanti, F. R. (2010). The burnout that Occurs in Emergency Room Nurses (IGD). A thesis is not published. Semarang Faculty of Psychology Soegijapranata Catholic University

Fajriani, D. S. 2015. "Effect of Workload on Employee Performance: Burnout Mediation Effect, Journal of Management and Entrepreneurship" Vol 7. No. 9 in https://ojs.unud.ac.id/index.php/Manajemen/issue/view/2784, accessed February 28, 2019, at 10.15 WIB.

Fatmawati, R. (2012), Burnout of Service Section Library Staff at Badan General Library and Archives (BPAD) DKI Jakarta Province, Thesis, Jakarta: Faculty of Cultural Sciences, University of Indonesia.

Fowler, Nancy Fiedler, Omowunmi Osinubi, and Mark Robson. 2014. "The Impact of Environmental Factors on Nursing Stress, Job Satisfaction, and Turnover Intention." Journals Adm. 2010 Jul-Aug; 40(0): 323–328. http://www.ncbi.nlm.nih.gov/pmc/articles/PMC4040281/

Gholipour, A., Kalali NS, Anvari MRA, & Yazdani HR (2011). Investigation of the effects of the big five personality model on job burnout (Survey in an Iranian Hospital): 2011 International Conference on Economics and Finance Research, 4, 171-178.

Ghozali, I. 2005. Application of Multivariate Analysis with SPSS Program, Edition Third. Semarang: Diponegoro University Publishing Agency.

Hall, Calvin S & Garner Lindzey. (2005). Psychodynamic (Clinical) Theories,Yogyakarta. Canisius.

Hamid, A, Savitri, I, Juwita, Yusuf. M. 2021. The Influence of Personality on Work Stress of Nurses at the Mental Hospital of Southeast Sulawesi Province

Hannah. T. 2012. Stress Of Conscience Among Psychiatric Nursing Staff About Environmental And Individual Factors. 2012 Mar;19(2):208-19. DOI: 10.1177/0969733011419239.

Hardiani, W. A. A. 2020. The Effect of Work-Family Conflict and Workload on Burnout and Its Impact on Cyberloafing (Study at PT PLN (Persero) Construction Management Center). Journal of Management Vision. 5 (1). 651-668.

Hariyanti., Aini, F., Purwaningsih, P. 2013. The Relationship between Workload and Work Stress of Nurses in the Emergency Installation of Semarang District Hospital. Journal of Nursing Management Vol. 1 No.1

Hussein. 2015. Business and Management Research Using Partial Least Squares (PLS) with smartPLS 3.0. Universitas Brawijaya: Teaching Module

Divine, P. P. 2016. The Relationship of BPJS User Satisfaction with the Quality of Health Services at the Nagrak Sukabumi Health Center. Jakarta: Faculty of Medicine and Health Sciences, Syarif Hidayatullah State Islamic University.

Istiqomah, A. 2019. Burnout Tendency Judging from the Big Five Personality of Nurses at Abdul Moeloek Hospital.

Ivancevich, J. M., Konopaske, R., & Matteson, M. T. 2007. Organizational behavior and management (1st ed.). (G. Gania, Translator) Jakarta: Erlangga Publisher.

Jendra, A., & Riana, I. G., (2015). Effect of Work-Family Conflict, Job Involvement and Job Stress on Employee Job Satisfaction. Journal of Management Unud. 5(7): 4630-4659

Johan, S., H. Sarwar, & I. Majeed. 2017. To Identify the Causes of Stress among Nurses Working in Intensive Care Unit of Ittefaq Hospital Lahore. International Journal of Social Sciences and Management, 4(2), pp.96-109.

Karmelia, B. 2013. Dimensions of Service Quality According to Jamkesmas Patients at Bulu Lor Health Center Semarang in 2013. Semarang: Faculty of Health, Dian Nuswantoro University Semarang.

Larsen, RJ, Buss, David M. 2008. Personality Psychology: Domain Of Knowledge About Human Nature. New York: McGraw Hill

Maharani, P. A. (2012), "Burnout with Nurse Performance in Providing Nursing Care," Journal of Health STIKES Baptist Hospital Kediri, Vol. 5, No. 2, December, 167-178.

Manuaba, 2000. Relationship between Workload and Work Capacity. Jakarta. Rineka Cipta.

Mastuti, E. 2005. Factor Analysis of the Big Five Personality Measuring Instruments (Adaptation from IPIP) on Javanese Students. PEOPLE, 264-276

Melati Purbaningrat, I Putu., Ketut Surya Ida Bagus. 2015. The effect of workload on job satisfaction with job stress as a mediating variable. Journal of Management Unud, 4(5), 1149-1165.

Mubariroh. 2013. The Relationship Between Workload and Work Stress on Production Employees at JTV Surabaya. Surabaya. Thesis. UIN Sunan Ampel Surabaya

Munandar, US. 2008. Industrial and Organizational Psychology. University Indonesia Press, Jakarta.

Nugraha, Fajriana, & Suherna. 2019. The Effect of Work Relationships and Communication on Job Satisfaction Through Mediation of Job Stress and Coworker Relations. Interprof Journal, 6 (1), 1-15.

Pahalendang Asi. 2013. Effect of organizational climate and burnout on the performance of hospital nurse dr. Doris Sylvanus Palangka Raya.Application Journal management. Vol. 11 No. 3.

Pradana, Bimba Ario., Rudi Suryo Kristanto & Dwi Suryanto Hidayat. 2017. The Effect of Work Environment and Workload on Burnout in Nurses at Kardinah Hospital, Tegal City. Journal of Magisma, 5(2), 61-70.

Pratama, D. A. 2012. The Influence of Personality Based on The Big Five Personality on Job Satisfaction of Hotel Employees. Journal of Actuality Echo. Vol.1, Number 1, pages 57-67

Purba, J., Yulianto, A., & Widyanti, E. 2007. Effect of Social Support on Burnout on Teachers. Journal of Psychology Vol. 5 No. 1.

Ramli. 2009. The relationship between individual characteristics and workload with the performance of nurses in the inpatient installation room at the Makassar Hajj General Hospital. MKMI Journal, Vol. No. 4

Robbins, S. P. & Judge, F. Y. 2008. Organizational Behavior. Issue 12. Translated: Diana. Jakarta: Salemba Empat.

Romadhoni, L. C., Asmony, T. & Suryatni, M. 2015. The Effect of Workload, Work Environment and Social Support on Librarian Burnout in Mataram City. Khizanah Al-Hikmah. 3 (2). 125-145.

Rosy, D. K.. 2021. The Effect of Workload and Social Support on Burnout on Online Ojek Drivers in the City

Rustiarini, N. W. 2014. Personality Traits As Moderators Of The Relationship Of Work Stress And Audit Dysfunctional Behavior. Indonesian Journal of Accounting and Finance, Vol 11 No 1, June 2014.

Rustiarini, N. W. 2013. Personality Traits and Locus of Control as Moderators of Work Stress and Audit Dysfunctional Behavior. XVI NATIONAL SYMPOSIUM OF ACCOUNTING, 25-28 September 2013.

Sandra, R. S. P. 2019. The effect of workload and work environment on burnout through work stress on call center employees 147 PT. Infomedia Humanika Solutions Telkom Blimbing Malang

Santi. 2020. Effect of Big Five Personality with Burnout Incidence on Medical Education Students.

Sarah, S. 2018. The Effect of Job Stress and Job Satisfaction on Psychological Well-Being on Female Police. Thesis of the Faculty of Psychology. Jakarta: Syarif Hidayatullah State Islamic University.

Sarah, Q., Amir, G., Waqar, H. & Hassan, S. (2015). Influence of Work Overload, Work-Family Conflicts, and Negative Affectivity on Job Embeddedness and Emotional Exhaustion: The Moderating Role of Coworker Support (Case of Health Management). Journal of Scientific Research & Reports. 7(1): 75-85

Sarly, Suparman, L. & Nurmayanti, S. 2020. The Effect of Big Five Personality and Job Design on Civil Servant's Performance (Studies at the Ministry of Law and Human Rights General Office, West Nusa Tenggara).

Setiyana, V. Y. 2013, Forgiveness and Work Stress Against Nurses, Scientific Journal of Applied Psychology, University of Muhammadiyah, Vol. 01.

Siagian. 2007. Human Resource Management. Jakarta: Earth Literacy.

Solikhah, D. W. (2012), "The Relationship between Work Fatigue and Nurse Performance in the Inpatient Ward of Fatimah Islamic Hospital, Cilacap Regency," Journal of Public Health, Diponegoro University, Semarang, Vol. 6, No. 2, 162-232.

Sugiyono. 2014. Educational Research Methods, Quantitative Approach. Qualitative, and R&D. Bandung: Alphabeta.

Supardi. (2007). Analysis of Work Stress on Conditions and Workload of Nurses in Classification of Patients in Inpatient Room Level II Hospital Putri Hijau Kesdam I/Bb Medan. Journal of Postgraduate Research in Psychology. University of North Sumatra, Medan. Vol XII No. 2 Pg 71-79

Syed, H. L. (2014). Role of Work-Family Conflict in Job Burnout: Support from the Banking Sector of Pakistan. International Letters of Social and Humanistic Sciences Online.40(1): 1-12

Tamela 2011. Consequences of role conflict, work overload, and motivation intrinsic to burnout for lecturers who hold concurrent positions structural.STIEM Rutu Nusa Ambon. ISSN 1693-928X. Vol. 13 No. 2

Tarwaka, (2015). Industrial Ergonomics Basic Knowledge of Ergonomics and Workplace Applications, Surakarta: Harapan Press.

Usman. A. 2006. Social Research Methodology.Jakarta: Earth Literacy.

Verdugo, A. & Patricia, L. (2013), "Prevalence of Burnout Syndrome in Nursing Staff of a Third Level Hospital Boyaca Colombia," Journal of Enfermeria Global Universidad de Murcia Colombia,Vol. 1, No. 29, 89- 104.

Virick & Casper, W. A. 2007. The relationship between personality hardiness and burnout in elementary school teachers. Yogyakarta: Mercu Buana University.

Wijaya, A. 2018. The Effect of Workload on Job Satisfaction with Job Stress as a Mediation Variable for Workers at Maxine Hotel in Malang City. Parsimony ISSN 2355-5483 4(3):278–88.

World Health Organization. 2021. Coronavirus disease 2019 (COVID-19) situation report–57. Geneva, Switzerland: World Health Organization; 2020.https://www.who.int/docs/default-source/coronaviruse/situation-reports/20200317-sitrep-57-covid-19.pdf?sfvrsn=a26922f2_2.

World Health Organization. 2021. Coronavirus disease 2019 (COVID-19) situation report–51. Geneva, Switzerland: World Health Organization; 2020.https://www.who.int/docs/default-source/coronaviruse/situation-reports/20200311-sitrep-51-covid-19.pdf?sfvrsn=1ba62e57_10.

Yusuf, T. 2020. The lifestyle of believers is based on Psalm 91: 1-16 in responding to the current problem of the coronavirus (Covid-19). Toraja State Christian Institute.