



The Influence Of Burnout And Emotional Intelligence On Job Satisfaction With Job Stress As Mediation At Pratama Isykarima Clinic Cikarang

Siti Latifah ¹; Preatmi Nurastuti ²; Billy Josef Anis ³

^{1,2,3} Magister Manajemen, Universitas Pelita Bangsa

Email: ¹) ismisitalatifah@gmail.com, ²) preatminurastuti@gmail.com

³) billyjosef@pelitabangsa.ac.id

How to Cite :

Latifah, S. Nurastuti, P. Anis, J.B. (2024). The Influence Of Burnout And Emotional Intelligence On Job Satisfaction With Job Stress As Mediation At Pratama Isykarima Clinic Cikarang. EKOMBIS REVIEW: Jurnal Ilmiah Ekonomi Dan Bisnis, 12(3). doi: <https://doi.org/10.37676/ekombis.v12i3>

ARTICLE HISTORY

Received [14 Maret 2024]

Revised [19 Juni 2024]

Accepted [02 Juli 2024]

KEYWORDS

Burnout, Emotional Intelligence, Job Satisfaction, Job Stress

This is an open access article under the [CC-BY-SA](https://creativecommons.org/licenses/by-sa/4.0/) license



ABSTRACT

This study aims to determine The Influence Of Burnout And Emotional Intelligence On Job Satisfaction With Job Stress As Mediation At Pratama Isykarima Clinic Cikarang. Respondents of this study were 57 respondents and this study used a quantitative approach with the SmartPLS 3.0 data processing application. The results of this study found that 1. Burnout affects Job Satisfaction, 2. Emotional Intelligence has no effect on Job Satisfaction, 3. Job Stress has no effect on Job, 4. Burnout affects Job Stress, 5. Emotional Intelligence affects Job Stress, 6. Job Stress as a mediating variable has a role in weakening the effect of Burnout on Job Satisfaction, 7. Job Stress as a mediating variable has a role in weakening the effect of Emotional Intelligence on Job Satisfaction.

INTRODUCTION

Indonesia is a country that participates in the health sector, both health services and another health services, besides that Indonesia is one of the countries that has the highest users of health services in the world, Undang-Undang Number 44 of 2009, explains that a health clinic is an institution aimed at organizing complete health service efforts for individuals. Health clinics generally provide emergency, inpatient and outpatient services. Complete provision means that health clinics are able to provide preventive, curative, promotive and rehabilitative health services.

Pratama Isykarima Cikarang Clinic is one of the health clinics located in Ruko Sentra Niaga Square Jababeka Cikarang Baru, with the motto "Serving with Love Smile". Based on the results of observations made by the author through interviews with the Head of the Pratama Isykarima Cikarang Clinic, explaining that outpatient services have decreased due to decreased job satisfaction, with this decline due to burnout occurring more often which results in decreased

job satisfaction, in the workplace work-related stress is often referred to as burnout. Burnout may seem trivial but if not handled properly it can affect employee performance in a company. This is supported by previous research conducted by (Indra & Rialmi, 2022) which based on the results of his research shows that burnout is found to have an effect on job satisfaction.

Table 1. List of Job satisfaction at Klinik Pratama Isykarima Cikarang 2020-2023

No	Aspects	2020	2021	2022	2023
1	Company appreciation and reciprocity	89%	92%	78%	76%
2	Work Environment	83%	88%	85%	80%
3	Servant Leadership	78%	86%	82%	78%
4	Training	83%	87%	88%	85%
5	Appropriate work	79%	85%	87%	83%
6	Entertainment facilities	72%	85%	88%	79%
7	Burnout	75%	80%	85%	78%
8	Emotional Intelligence	78%	85%	88%	80%

Source : *Klinik Pratama Isykarima Cikarang, 2023.*

Looking at the table above, it can be interpreted that job satisfaction is one of the things that management must pay attention to. Good job satisfaction will meet the needs and desires of employees who make employees enjoy their work, feel safe and satisfied at work and their work will achieve the achievement of company goals, therefore job satisfaction as a strategy in human resources to maintain a work atmosphere and make employees work much better with it will obtain company goals in the current era of globalization (Pareraway et al., 2018).

One important factor that must be considered by companies is the burnout factor that can be felt by employees. According to (Binder, 2017 in Megaster et al., 2021), burnout as fatigue syndrome, which is a state of mental and physical exhaustion, if not diagnosed and the internal and external balance is restored, the mentality will be disturbed. (Tumbel, 2017) define burnout as emotional and mental exhaustion caused by highly demanding and stressful situations, combined with high personal expectations to achieve high performance. The results of research conducted by (Iswardhani et al., 2019) indicate that burnout has a significant negative effect on employee job satisfaction. However, research conducted (Tumbel, 2017) in his research found that burnout had a negative effect on job satisfaction but the results were not significant.

In addition, in the world of work itself, especially in the medical field, controlling emotional intelligence is needed in carrying out their duties, especially for a medical staff. Emotional Intelligence is the ability of each individual to control emotions within themselves (Mukaroh & Nani, 2021). As a medical personnel, it is required to always provide the best service to customers. The number of customers who come with different feelings will cause different feelings of emotion during service, it is hoped that a medical worker can control his emotional intelligence in order to be able to provide the best service to every patient he serves.

Apart from that, job stress is also something that management must pay attention to for medical employees. Wirati and Agustin (2019) in Puspitadewi & Dewi (2022) state that work stress is a psychological condition that causes disturbances in emotions, cognition, and employee perceptions due to great pressure from both the environment and coworkers. High work stress has the potential to create a non-conducive work environment, where employees will bring up a series of negative behavioral symptoms with each other so that they are prone to divisions in the work environment. Looking at the above problems, the researcher intends to further examine the variables that are thought to affect Job satisfaction, namely Burnout, Emotional Intelligence, and Job Stress as mediation.

LITERATURE REVIEW

Job Satisfaction

Job satisfaction is a state of pleasant or unpleasant feelings towards their work, job satisfaction reflects the feelings of employees towards their work (Zulkarnain & Setyaningrum, 2022). Job satisfaction indicators according to (Luthnas, 2016 in Damayanti et al., 2018) are as follows :

1. The work itself : The work itself relates to the characteristics of the job and the complexity of the work to be done and is used as an opportunity to learn and develop responsibilities that make it fun and satisfying for employees.
2. Income or salary : Income or salary is a fixed payment that is paid in the form of money on a recurring basis or a fixed year, for example, once a month.
3. Promotion Opportunities : The system of transformation from one job to another and the dependents are higher than the first, in other words, time is given to advance in a company.
4. Actuating : Actuating provided by superiors by showing concern, providing assistance to employees and providing support to employees and technical assistance to employees.
5. Coworkers : Relationships with coworkers in the Company, where natural job satisfaction is having coworkers and teams that can support each other and are pleasant and friendly, can make it a satisfaction at work for employees.

Burnout

Burnout is a condition in which an employee feels tired and saturated both physically and emotionally because of long-term work and requires employees to achieve results in accordance with company goals (Malino, 2020 in Setiawan, 2023).

METHODS

The type of research used in this research is explanatory research. Explanatory research is used to test the hypothesis between variables. There are four variables in this study, namely two independent variables, one mediating variable, and one dependent variable. The first independent variable is Burnout (B), and the second is Emotional Intelligence (EI), the mediating variable is job stress (SK), and the dependent variable is job satisfaction (KK).

RESULTS

Validity Test

Table 2 Outer Loading

Variable	Indicator	Outer Loading	Validity
BURNOUT	BO1	0.875	Valid
	BO2	0.806	Valid
	BO3	0.831	Valid
	BO4	0.858	Valid
	BO5	0.656	Invalid
	BO6	0.899	Valid
	BO7	0.780	Valid
	BO8	0.869	Valid
	BO9	0.838	Valid
	BO10	0.883	Valid
EMOTIONAL INTELLIGENCE	EI1	0.830	Valid
	EI2	0.768	Valid
	EI3	0.878	Valid

Variable	Indicator	Outer Loading	Validity
	EI4	0.880	Valid
	EI5	0.872	Valid
	EI6	0.883	Valid
	EI7	0.843	Valid
	EI8	0.869	Valid
	EI9	0.732	Valid
	EI10	0.795	Valid
JOB STRESS	SK1	0.883	Valid
	SK2	0.870	Valid
	SK3	0.915	Valid
	SK4	0.868	Valid
	SK5	0.882	Valid
	SK6	0.795	Valid
	SK7	0.844	Valid
	SK8	0.842	Valid
	SK9	0.861	Valid
	SK10	0.874	Valid
JOB SATISFACTION	KK1	0.832	Valid
	KK2	0.794	Valid
	KK3	0.805	Valid
	KK4	0.842	Valid
	KK5	0.756	Valid
	KK6	0.658	Invalid
	KK7	0.816	Valid
	KK8	0.828	Valid
	KK9	0.377	Invalid
	KK10	0.713	Valid

Source: Primary data processed, 2024

Looking at the table above, there are several indicator statements that do not meet the outer loading standard (>0.7), so the statement must be eliminated and retested.

Table 3 Outer Loading (Retested)

Variable	Indicator	Outer Loading	Validity
BURNOUT	BO1	0.883	Valid
	BO2	0.811	Valid
	BO3	0.835	Valid
	BO4	0.860	Valid
	BO6	0.888	Valid
	BO7	0.790	Valid
	BO8	0.868	Valid
	BO9	0.836	Valid
	BO10	0.885	Valid
	EMOTIONAL INTELLIGENCE	EI1	0.830
EI2		0.767	Valid
EI3		0.878	Valid
EI4		0.880	Valid
EI5		0.872	Valid

Variable	Indicator	Outer Loading	Validity
	EI6	0.883	Valid
	EI7	0.843	Valid
	EI8	0.870	Valid
	EI9	0.732	Valid
	EI10	0.796	Valid
JOB STRESS	SK1	0.883	Valid
	SK2	0.870	Valid
	SK3	0.916	Valid
	SK4	0.868	Valid
	SK5	0.882	Valid
	SK6	0.794	Valid
	SK7	0.844	Valid
	SK8	0.841	Valid
	SK9	0.861	Valid
	SK10	0.873	Valid
JOB SATISFACTION	KK1	0.835	Valid
	KK2	0.818	Valid
	KK3	0.815	Valid
	KK4	0.847	Valid
	KK5	0.733	Valid
	KK7	0.835	Valid
	KK8	0.830	Valid
	KK10	0.710	Valid

Based on the table above, it shows that the research variable values have an average outer loading factor value above 0.7, thus it can be concluded that the indicators are well accepted and can be used in this research.

Reliability Test

The reliability test relates to whether an instrument consistently provides the same measurement results about something that is measured at different times. If the Cronbach's Alpha and Composite Reliability values > r table, then it is declared reliable.

Table 4 Reliability Test Results

Variable	Cronbach's Alpha	rho_A	Composite Reliability	Description
Burnout	0.952	0.954	0.959	Reliable
Emotional Intelligence	0.952	0.953	0.959	Reliable
Job Stress	0.962	0.966	0.967	Reliable
Job Satisfaction	0.921	0.923	0.936	Reliable

Source: Primary data processed, 2024

3. Path Coefficient Results

Testing the hypothesis can be seen from the t-statistic value and the probability value. To test the hypothesis using a statistical value, for alpha 5%, the t-statistic value used is 1.96.

Table 5 Hypothesis Test Results

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values
Burnout > Job Satisfaction	0.702	0.695	0.171	4.113	0.000
Emotional Intelligence > Job Satisfaction	0.204	0.213	0.197	1.038	0.300
Job Stress > Job Satisfaction	0.028	0.027	0.129	0.218	0.828
Burnout > Job Stress	0.468	0.448	0.168	2.778	0.006
Emotional Intelligence > Job Stress	0.367	0.394	0.171	2.147	0.032
Burnout > Job Stress > Job Satisfaction	0.013	0.005	0.064	0.207	0.836
Emotional Intelligence > Job Stress > Job Satisfaction	0.010	0.019	0.056	0.186	0.853

Source: Primary data processed, 2024.

DISCUSSION

The overall value of the hypothesis test results in this study can be interpreted as follows:

1. The effect of Burnout on Job Satisfaction, produces an original sample value of 0.702 with a statistical T value of 4.113 and P Values of 0.000 or smaller than the α value ($0.000 < 0.05$). It can be concluded that H_0 is rejected and H_a is accepted, meaning that there is an effect of Burnout on Job Satisfaction.
2. The effect of Emotional Intelligence on Job Satisfaction, produces an original sample value of 0.204 with a statistical T value of 1.038 and P Values of 0.300 or greater than the α value ($0.300 > 0.05$). It can be concluded that H_0 is accepted and H_0 is rejected, meaning that there is no effect of Emotional Intelligence on Job Satisfaction.
3. The effect of Job Stress on Job Satisfaction, produces an original sample value of 0.028 with a statistical T value of 0.218 and P Values of 0.828 or greater than the α value ($0.828 > 0.05$). It can be concluded that H_0 is accepted and H_0 is rejected, meaning that there is no effect of Job Stress on Job Satisfaction.
4. The effect of Burnout on Job Stress, produces an original sample value of 0.468 with a statistical T value of 2.778 and P Values of 0.006 or smaller than the α value ($0.006 < 0.05$). It can be concluded that H_0 is rejected and H_a is accepted, meaning that there is an effect of Burnout on Job Stress.
5. The effect of Emotional Intelligence on Job Stress, produces an original sample value of 0.367 with a statistical T value of 2.147 and P Values of 0.032 or smaller than the α value ($0.032 < 0.05$). It can be concluded that H_0 is rejected and H_a is accepted, meaning that there is an effect of Emotional Intelligence on Job Stress.
6. The effect of Burnout on Job Satisfaction mediated by Job Stress, produces an original sample value of 0.013 with a statistical T value of 0.207 and P Values of 0.836 or greater than the α value ($0.836 > 0.05$). It can be concluded that H_0 is accepted and H_a is rejected, meaning that there is no effect of Burnout on Job Satisfaction mediated by Job Stress.
7. The effect of Emotional Intelligence on Job Satisfaction mediated by Job Stress, produces an original sample value of 0.010 with a statistical T value of 0.186 and P Values of 0.853 or greater than the α value ($0.853 > 0.05$). It can be concluded that H_0 is accepted and H_a is

rejected, meaning that there is no effect of Emotional Intelligence on Job Satisfaction mediated by Job Stress.

CONCLUSION

Based on the description and discussion of the research results on The Influence Of Burnout And Emotional Intelligence On Job Satisfaction With Job Stress As Mediation At Pratama Isykarima Clinic Cikarang, the researcher can conclude as follows :

1. Burnout affects Job Satisfaction at Pratama Isykarima Clinic Cikarang.
2. Emotional Intelligence has no effect on Job Satisfaction at Pratama Isykarima Clinic Cikarang.
3. Job Stress has no effect on Job Satisfaction at Pratama Isykarima Clinic Cikarang..
4. Burnout affects Job Stress at Pratama Isykarima Clinic Cikarang.
5. Emotional Intelligence affects Job Stress at Pratama Isykarima Clinic Cikarang.
6. Job Stress as a mediating variable has a role in weakening the effect of Burnout on Job Satisfaction at Pratama Isykarima Clinic Cikarang.
7. Job Stress as a mediating variable has a role in weakening the effect of Emotional Intelligence on Job Satisfaction at Pratama Isykarima Clinic Cikarang.

SUGGESTION

The results of this study can be a reference for the management, that Burnout and job stress can be detrimental to employee job satisfaction, leading to decreased motivation and performance. On the other hand, emotional intelligence can act as a mitigating factor, helping individuals manage their emotions and increase resilience to work pressures. Therefore, companies' efforts to manage burnout and stress should be accompanied by an increase in emotional intelligence in the work environment. The development of emotional intelligence can help create a more supportive atmosphere, improve employee well-being, and ultimately, increase job satisfaction in the company.

REFERENCES

- Berlianawati, Ni Luh Putri, & Putri, I. Gusti Ayu Made Asri Dwija. (2022). Kecerdasan Intelektual, Emosional, Spiritual, Motivasi Belajar, dan Pemahaman Akuntansi pada Masa Pandemi Covid-19. *E-Jurnal Akuntansi*, 32(1), 3556. <https://doi.org/10.24843/eja.2022.v32.i01.p18>
- Damayanti, Riski, Hanafi, Agustina, & Cahyadi, Afriyadi. (2018). PENGARUH KEPUASAN KERJA TERHADAP KINERJA KARYAWAN (STUDI KASUS KARYAWAN NON MEDIS RS ISLAM SITI KHADIJAH PALEMBANG) Riski Damayanti 1 , Agustina Hanafi 2 , & Afriyadi Cahyadi 3. *L Ilmiah Manajemen Bisnis Dan Terapan Tahun*, (2), 75–86.
- Hafizh, Muhammad Abdul, & Hariastuti, Ni Luh Putu. (2021). Pengaruh Quality of Work Life dan Burnout terhadap Kinerja Karyawan Melalui Kepuasan Kerja Sebagai Variabel Moderasi (Studi Kasus: CV. XYZ)", Seminar Nasional Teknologi Industri Berkelanjutan I (SENASTITAN I). Seminar Nasional Teknologi Industri Berkelanjutan I (SENASTITAN I) Surabaya, 6 Maret 2021 Fakultas Teknologi Industri, 89 – 98.
- Indra, Fadhila Jasmin, & Rialmi, Zackharia. (2022). Pengaruh Work-Life Balance, Burnout, dan Lingkungan Kerja terhadap Kepuasan Kerja Karyawan (Studi Kasus pada Karyawan PT Meka Eduversity Komunikasi). *Jurnal Madani: Ilmu Pengetahuan, Teknologi, Dan Humaniora*, 5(2), 90–99.
- Iswardhani, I., Brasit, N., & Mardiana, R. (2019). Pengaruh Work-Life Balance dan Burnout Terhadap Kepuasan Kerja Karyawan. *Hasanuddin Journal of Business Strategy (HJBS)*, 1(2), 1–13.
- Mangkunegara. (2019). *Manajemen Sumber Daya Manusia Perusahaan*. Bandung: PT Remaja Rosdakarya.

- Mardjono, Sulfani A. Sutrisno, Nur Asisa, Elvani Tria Putri Rito, Lince Pandelaki, & Mattayang, Besse. (2023). Pengaruh Kepuasan Kerja Dan Penerapan Learning Organization Terhadap Kinerja Pegawai Pada Dinas Perumahan Dan Kawasan Permukiman Kota Palopo. *Jurnal Ekonomi Manajemen Dan Bisnis*, Vol. 2, pp. 1-10. Retrieved from <https://www.jurnal.penerbitwidina.com/index.php/KONTAN/article/view/572>
- Megaster, Tekni, Arumningtyas, Fida, & Trisafidaningsih, Amelia. (2021). Pengaruh Work Life Balance dan Burnout Terhadap Kepuasan Kerja Karyawan CV Nusantara Lestari. *Ekonomi Dan Bisnis*, 3(1), 62-77.
- Mukaroh, Eka Nisatul, & Nani, Dhiona Ayu. (2021). Pengaruh Kecerdasan Emosional Dan Kecerdasan Spiritual Terhadap Kinerja Karyawan. *REVENUE: Jurnal Manajemen Bisnis Islam*, 2(1), 27-46. <https://doi.org/10.24042/revenue.v2i1.7939>
- Musta'in, Veranita, Weri, Setianingsih, & Aydi, Danisa Putri. (2021). HUBUNGAN ANTARA STRES KERJA DENGAN KELELAHAN KERJA PADA PERAWAT DI MASA PANDEMI COVID-19 DI UNIT PELAYANAN KESEHATAN DAERAH SURAKARTA. *Jurnal Keperawatan*, 13(1), 213-226.
- Parasian, Christian Sahat, & Adiputra, I. Gede. (2021). PENGARUH STRES KERJA DAN KEPUASAN KERJA TERHADAP KINERJA KARYAWAN. *Jurnal Manajerial Dan Kewirausahaan*, 11(4), 922-932.
- Pareraway, A. S., Kojo, C., & Roring, F. (2018). the Effect of Environmental Work, Training, and Empowerment of Human Resources on Employees Job Satisfaction Pt. Pln (Persero) Region Suluttenggo. *Jurnal EMBA*, 6(3), 1828-1837.
- Purwandari, Retno, Afandi, Alfid Tri, & Ayu Riski Imani, Dyah. (2022). The Relationship between Burnout Syndrome and Nurse Organizational Commitment at Hospital. *NurseLine Journal*, 7(2), 118. <https://doi.org/10.19184/nlj.v7i2.31034>
- Puspitadewi, Ni Wayan Sukmawati, & Dewi, Tina Gusmara. (2022). Hubungan antara kecerdasan emosi dengan stres kerja pada karyawan rumah sakit X selama masa pandemi covid-19. *Jurnal Penelitian Psikologi*, 9(4), 83-95.
- Setiawan, Indra, Panjaitan, Saur, Faculty, Business, Environment, Work, & Satisfaction, Job. (2023). ProBisnis: Jurnal Manajemen The Effect of the Work Environment on Job Satisfaction through Burnout. 14(1), 10-14.
- Sulastri, & Onsardi. (2020). PENGARUH STRES KERJA, DAN BEBAN KERJA, TERHADAP KINERJA KARYAWAN. *Journal of Management and Bussines (JOMB)*, 2(1), 1-15. <https://doi.org/10.1016/j.fcr.2017.06.020>
- Tumbel, Tinneke M. (2017). Pengaruh Work-Life Balance Dan Burnout Terhadap Kepuasan Kerja (Vol. 5). <https://doi.org/10.35797/jab.5.003.2017.16718>.
- Wakhyuni, Emi, & Andika, Rindi. (2019). ANALISIS KEMAMPUAN, KOMUNIKASI DAN KONFLIK KERJA TERHADAP KEPUASAN KERJA KARYAWAN PADA PT. MITHA SARANA NIAGA. *Jurnal Manajemen Tools*, 11(1), 271-278.
- Wirawan, Putu Agus Sastra Wirawan. (2017). Pengaruh Kecerdasan Emosional Terhadap Kepuasan dan Kinerja Karyawan PT. Jasa Raharja (PERSERO) Cabang Bali. *JAGADITHA : Jurnal Ekonomi & Bisnis*, 3(1), 12-26.
- Zulkarnain, Cut Andriani, & Setyaningrum, Retno Purwani. (2022). The Influence of Work-Life Balance and Work Environment on Job Satisfaction with Burnout as Intervening of Milenial Employees During COVID-19 Pandemic in Bekasi District. *The 2nd International Conference on Government Education Management and Tourism*, 1(1), 1-8.