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## [Boosting Propensity to Blow the Whistle: The Effect of Reporting Models and Retaliation: An Experimental Approach](#)

Kevin Henrico, Tertiarto Wahyudi, Mukhtaruddin, Sohibul Imam

This study aims to empirically examines the phenomenon about the influence of reporting models (structural and reward model), reporting channels (anonymous and non-anonymous), and retaliation on someone propensity to blow the whistle (PBW).The data obtained by true experimental research methods which...

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## [Indonesian Plywood Export Competitiveness in Global Market](#)

Leo R E Malau, Tri Yulni, Nur A Ulya, Primawati Y Fauziah, Yunida S Lubis

Since the 1980s Indonesia and Malaysia have been the world main exporters of plywood with a dominant market share. However, in 2002 Indonesia plywood exports decreased. Even since 2007, the total exports of Indonesia and Malaysia have decreased significantly, and the position was replaced by China as...

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### Trend of Radical Innovation Research

#### *A Bibliometric Study*

Putri Mutira, Meutia, Helmi Yazid, Elvin Bastian

This research aims to visualise the state of the art of radical innovation research that furthers research in this topic. Radical innovation research has increasingly been raised since information technology was used in business, but it has not matured. Radical innovation contributes to the high number...

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### Student Awareness on 3R's Behavior in Food Waste

Yuni Adinda Putri, Syamsurijal, Zakaria Wahab, Muchsin Saggaff Shihab

Food production requires an honest kind of resources, like energy, water, and land, responsible for most greenhouse gas (GHG) emissions caused by households. Most of the waste in South Sumatra, the maximum amount as 38.83 per cent, is dominated by food waste. Household waste dominates the maximum amount...

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### Effect of Sustainable Report (CSR) on Return on Asset (ROA), Return



# on Equity (ROE) and Good Corporate Governance (GCG) (Empirica Study on Banking Companies for the 2016-2019 Period)

Rifani Akbar Sulbahri, Syamsurijal, Luk Luk Fuadah, Sa'adah Sidiq

Financial ratios are significant to analyze the company's financial performance. Regarding the number of financial ratios, this study will only discuss two profitability ratios that can be affected by the Sustainability Report, namely ROA and ROE. In addition to profitability, the disclosure of sustainability...

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## Proceedings Article

### Audit Committee Characteristics and Sustainability Reporting in Indonesia

Siska Aprianti, Didik Susetyo, Inten Meutia, Luk Luk Fuadah

The purpose of this study is to determine the effect of audit committee characteristics such as size, independence, committee meetings, and audit committee expertise on the sustainability report by using secondary data from annual reports of the Indonesia Stock Exchange in 2020. The sample consists of...

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### Effect of Unemployment Rate, Inequality and Investment Against Economic Growth on The Island of Sumatra

Dikko Alrakhman, Didik Susetyo, Taufiq, Azwardi

This study aims to analyze and empirically prove the effect of unemployment rate, inequality, and investment on economic growth on the island of Sumatra in a recently half of decade. Using panel dataset among N=154 districts/cities as entities on the island of Sumatra in the span period of six years...

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### Adoption of Continuous Auditing in The Internal Audit Unit of SKK Migas Using TOE Framework

Bobot Prakoso, T.B.M. Yusuf Khudri

This study aims to identify the key factors that support the implementation of continuous auditing in the Internal Audit Unit of SKK Migas based on the Technology-Organization-Environment (TOE) Framework. A qualitative case study approach is applied in this study. Primary data was collected with the...

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### Digital Marketing Through Social Media Instagram as a Promotion Means to Increase Interest in Visiting Bengkulu Tourism Objects

Febzi Fiona, Sugeng Susetyo, Nasution, Assyfa Meilyandra Panca Putri

Instagram is a social media that can be used as a tourism promotion tool, because in the context of marketing, a tourist attraction, photo media can affect the tourists desire to visit the tourist sites contained in the photo. The use of photos have a purpose to make a promotion more effective, because...

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### Determinants of Sukuk Issuance with Mediating Role of Effective Tax Rate

Dewi Setyawati Putri Ibnu, Arief Wibisono Lubis

Sukuk market has continued to grow over the past two decades, yet researches on

determinants of sukuk over conventional bond issuance have produced mixed findings. Previous researches also leave a puzzle why asset tangibility is insignificant to sukuk issuance. To contribute to this debate and answer...

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## Systematic Literature Review: Earning Management in Corporate Governance

Yuni Ekawarti, Mohamad Adam, E. Yusnaini, Hasni Yusrianti

This study aims to provide overall information from various studies in each scope and object of research that reveals the earnings management mechanism and its various determinants, especially flexible governance depending on the ownership structure and processes in the earnings management mechanism....

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## Direct Effects of Village Fund Program on the Human Development Index, and Its Implications on Poverty Level

Lisa Hermawati, Didik Susetyo, Azwardi, Anna Yulianita

This study entitled The Direct Effects of the Village Fund Program on the Human Development Index, and its Implications for Poverty in Ogan Komering Ulu Regency, South Sumatra Province. The purpose of this study was to examine the direct effect of the Village Fund Program on the Human Development Index...

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#### Proceedings Article

# Analysis of Inclusive Economic Growth in Districts/Cities in East Java 2015-2019 (*ADB and UNDP Approach*)

Ramadhani Nadiah, Rahmawati Farida

Inclusive economic growth is economic growth aimed at the entire society regardless of social status or other differences in society. East Java is one of the provinces that have the vision to improve the welfare of society evenly without exception with a general strategy of development that is pro-people,...

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### The Forming Factors of Attitude Towards Social Media Reviews and Its Implications for Visit Intention: A Study on the Mgdalenaf Youtube Channel

Christin Samosir, Whony Rofianto, Edi Komara, Meta Andriani

This study aims to examine and analyze the factors that shape consumer attitudes and behavioral intentions towards reviews on social media. The data collection technique in this study used a survey method through questionnaires distributed online. The purposive sampling technique was chosen as the research...

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### Human Resources Competency in Timeliness of Budget Work Plan

Ferby Mutia Edwy, Miranti Puspaningtyas, Rizka Furqorina, Nafsiah Mohamed

The purpose of this study is to find out the constraints of competence aspect of human resources in the preparation of the Budget Work Plan according to the preparation time that has been determined by the East Java Government. This is a qualitative research. Data collection techniques through observations,...

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### Development Strategy of Farming Chili (*Capsicum Annuum L*) Farming of South Sumatera, Indonesia

Siti Ramadani Andelia, Fitri Wardani, Zetira Novriana, Dessy Adriani, Anny Yanuarti,  
Daniel Saputra

Chili is one of the fruits that are in high demand. Now many chili farmers complain about the falling price of chili in the market. Due to several problems, the researcher aims to analyze how the right strategy is to develop the chili business so that there is a balance in the market and farmers can...

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### The Intention of Using City Transportation During the Covid-19 Pandemic in Palembang

Aslamia Rosa, Akhmad Nazaruddin, Suhartini Karim

This study purpose to determine the public's interest in using transportation during the Covid-19 Pandemic in Palembang City. This research is also intended to provide information on how people behave in the selection of transportation means during this Pandemic so that it can be information for public...

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### Mindfulness and Well-Being: A Bibliometric Analysis

Zainnur M. Rusdi, Amin Wibowo

Research into mindfulness and well-being has become an interesting topic for research. This article provides a review of trends in mindfulness and well-being

Research. This article provides a review of trends in innovation and well-being research using bibliometric analysis, the data of which is taken from the Scopus database. This article aims to identify trends in the development...

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## The Effect of Green Process Innovation on Corporate Sustainability and Environmental Performance as a Mediation Variable

Siti Khairani, Didik Susetyo, E. Yusnaini, Hasni Yusrianti

This research aims to examine the environmental performance as a mediating variable of the relationship between green process innovation on the corporate sustainability in small and medium enterprise (SME) in South Sumatra. The respondents in this research were the managers and owners of manufacturing...

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#### Proceedings Article

## Incremental Labor Output Ratio (ILOR) and Output Growth in Indonesia

Desifitrina, Syamsurijal Ak, Nurlina Tarmizi, Rosmiati Chodidjah S

This research specifically projecting output and predicting economic growth, investment needs, and additional labor by sector using labor and output data (GDP according to business fields at constant prices) during the 2001-2019 period. The analytical method used is a projection of labor based on the...

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## Application of Combined A'WOT (AHP and SWOT): A Strategy for Post-Harvest of Duku

Agusriansyah Saputra, Anggia Indriyani, Dessy Adriani, Anny Yanuriati, Laila Rahmawati, Agus Supriadi, Daniel Saputra

Duku is one of the fresh fruits that requires special attention. Duku (*Lansium domesticum* var. *duku*) is a well-known fruit with a pleasant aroma and flavour which has high economic value. The high demand of duku should be balanced with duku quality. The limitation of postharvest management and postharvest...

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### Mobile Payment and e-Wallet Research: A Bibliometric Analysis

Ahmad Zulhusny Rozali, Noraini Nasirun, Shaiful Annuar Khalid

The topic of mobile payment and electronic wallet has been a rising topic since 1984. Since 2003, many scholars are being actively producing articles pertinent to this topic. Most of the articles have been published in journals, and primary language used for research is English. Objective of this paper...

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#### Proceedings Article

### Market Digitalization Impact of Income SMEs during Pandemic

Eri Yanti Nasution, Hastina Febriaty

This research aims to determine the effect of market digitization on SMEs income in Medan. Sampling using the accidental sampling method as many as 100 respondents in Medan. The method of data collection is by distributing online questionnaires. The method of data analysis in this study used regression...

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# IMBT (Ijarah Muntahiya Bittamlik) Contract as a Strategy to Mitig the Impact of the Pandemic Covid-19 on Financing of Islamic Micro Finance Institutions (A Case Study in Indonesia)

Azhar Alam, Raditya Sukmana, Ratih Sri Melani

The purpose of this study is to describe financing conditions in Sharia microfinance institutions and investigate the IMBT contract as a countermeasure for problematic financing. This research uses a descriptive qualitative approach to acquire data through interviews with ten managerial parties from...

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## Proceedings Article

# The Effect of Mediation on Consumer Involvement and Intimacy on Trust and Loyalty at Bank Syariah Indonesia

Seprianti Eka Putri

The study aims to examine the effect of mediation on involvement and intimacy on customer trust and loyalty in Bank Syariah Indonesia. The total sample of the study was 136 respondents with the data were used purposive sampling and the analysis method used was Partial Least Square. The findings reveal...

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# Trust as a Moderator in Buying Behavior

Yulia Hamdaini Putri, Hera Febria Mavilinda, Islahuddin Daud

The increase in e-commerce that has led to the rise of online shopping has attracted researchers in the field of marketing. For two decades, the internet-based e-commerce model has been accepted as a marketing strategy by companies to capture market share even though today the traditional marketing model...



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### The Determinant Model of Passenger Satisfaction with Low-Cost Carrier Airlines in Indonesia During the Covid-19 Pandemic

Raihanah Daulay, Roswita Hafni, Satria Mirsyah Affandy Nasution, Jufrizen

The purpose of this study was to examine the effect of service quality, price, and brand image on passenger satisfaction of Low-Cost Carrier Airlines in Indonesia, both partially and simultaneously. This type of research can be classified as causal research. This research was conducted in several big...

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### Strategy for Utilizing Quantity Method Software in the Development of Operations Research Course with Realistic Mathematics Educations Approach

Roswita Hafni, Zulia Hanum, Lailan Safina Hasibuan

The change in the learning system during the Covid-19 pandemic resulted in controversy among students and educators. Online learning is considered an innovation in learning in the midst of increasingly rapid technological advances, such as the use of e-learning applications, classroom, zoom or google...

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### Public Services of Indonesian National Police in the Era of COVID-19 Disruption: Literature Studies

Ariefaldi Wargenegara

The challenges facing the police public service in the Covid-19 pandemic era are complex and dynamic. One of the issues that is evident is how members of the pc must adapt in providing public services to the community. The initial findings of this study lead to the conclusion that in general the...

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### Millennial Consumer Behavior Analysis in Using Online Food Delivery Services During Pandemic

Hera Febria Mavilinda, Akhmad Nazaruddin, Yulia Hamdaini P, Samadi Bakar

The purpose of this study is to see descriptively the characteristics and behavior of millennial consumers related their behavioral intention in using online food delivery (OFD) services during a pandemic. This research is qualitative research with the analytical technique used is descriptive analysis....

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### The Effect of Talent Management on Employee Retention Mediated by Organizational Justice and Talent Perception Congruence

Dina Noval Madurani, Manerep Pasaribu

This study aims to determine the direct effect of talent management on employee retention and the indirect effect mediated by organizational justice and the talent perception congruence. Talent management is a strategy that is believed to minimize employee turnover through retention, namely by managing...

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# Analysis of Business Strategy of MSMEs in Medan City in the New Normal

Yeni Absah, Isfenti Sadalia, Tetty Juliaty

MSMEs are sectors that have an important role for regional economic growth. MSMEs also contribute to the employment of labours and the distribution of development results. During the Covid19 pandemic crisis, MSME businesses are heavily affected. In the current New Normal, MSME business people must have...

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### Career Success: Analysis of The Dimensions

Wita Farla, Badia Perizade, Zunaidah, Isni Andriana

The background of this research is the individual's need for success in his career. Career success is divided into extrinsic career success and intrinsic career success. The purpose of this study was to analyze the relationship between extrinsic career success and intrinsic career success. The population...

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### Leverage Adjustment Speed: Evidence in Indonesia

Salmadhia Putri Adiba

Using data from Indonesia Stock Exchange (IDX) during 2010 – 2019, this study investigates the speed of adjustment on the corporate leverage in reaching the optimal target leverage of the non-financial listed firms in Indonesia. This study cites the Generalized Moment Method (GMM) panel model to estimate...

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## The Effect of Organizational Learning Capability and Inspirational Leadership to Individual Ambidexterity in Improving Team Performance in Public Sector Organizations

Delyn Puspita Ayuri, Yasmine Nasution

Public Sector Organizations expect optimal performance in facing the changing environment. The concept of ambidexterity is needed by organizations both profit-oriented and non-profit oriented. Ambidexterity is known as the ability to balance the process of exploration and exploitation. The idea of Individual...

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## Expense Recognition Dispute: A Case of Coal Mining Companies in Indonesia

Ari Budiyo, Yulianti

This study aims to identify the main causes of disputes in the expense recognition for Indonesia coal mining companies and provide recommendation on how to avoid the disputes in the future. We focus on coal mining companies which had Coal Contract of Work (CCOW/PKP2B) with the government of Indonesia....

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## Business Model Innovation: The Role of Enterprise Risk Management and Strategic Agility

Adam Wirahadi, Manerep Pasaribu

Changing business environment create uncertainty and risks to the companies. In the such situation, companies need to innovate their business model innovation to enhance their competitive advantage and increase their financial performance

enhance their competitive advantage and increase their financial performance. Business model innovation is an important key for companies to...

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### Double VAT Collection from B2G Transaction in Indonesia. Case Study: PT X

Isnu Rahadi Wiratama, Siti Nuryanah

This study aims to provide solutions to the problem of excess VAT collection faced by government goods and service providers. This study uses a qualitative research approach with a case study research strategy. The object of research in this study is PT X, which is experiencing an excess of VAT collection...

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### Generational Differences in Dimensions of Work Values of Indonesian Permanent Employees

Muhammad Rafiki, Yanki Hartijasti

One of the biggest challenges that organizations will face in the coming years will be the generation diversity in the workplace. A mismatch of an employee's work values to the organization's can lead to dissatisfaction, decreased in commitment, and increased in turnover intention. Therefore, this study...

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### The Effect of Human Resource Management Practices on Improving Performance and Innovative Behavior of State Civil Apparatus

Euis Susanti, Dudi Hendrakusuma Svahlani

This study aims to examine the effect of human resource management practices (commitment HR practices) on the performance and innovative behavior of the State Civil Apparatus (ASN) both directly and through mediating variables of affective commitment and public service motivation in the context...

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### Strategy Analysis of Increasing Income of Standard Traders in West Timor

Wehelmina M. Ndoen, Markus Bunga, Marianus Saldanha Neno, Anderias Anabuni

The purpose of this study is to describe the income of street vendors or mobile street traders and to determine the right strategy for increasing the income of street vendors in the cities of Kupang, Belu and Malaka. This study uses a qualitative approach. Data will be obtained by means of in-depth interviews...

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### The Effect of Satisfaction and Brand Connection to Brand Love

Welly Nailis, Zakaria Wahab, Sulastri, Muchsin Saggaff, Suhartini Karim, Mohammad Eko Fitrianto

This study aims to examine the effect of brand satisfaction and brand connection on brand love. The survey method was used as a research strategy to examine the effect of these two variables. 100 people as research respondents participated through an online questionnaire. This study chose smartphone...

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## Tenants' Growth Mindset and Its Implication (A Case of Entrepreneurship Development Program)

Rusiana, Nuraeningsih, Mamik Indaryani

There have been significant amounts of research investigating growth mindset in entrepreneurship with various variables. This research describes tenants' growth mindset and its implication in running the set-up business. The participants of the research were 27 tenants Entrepreneurship Development Program...

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## Assessing Consumers Perception on Multi-Channel Integration: A Study at Department Store in Palembang

Dessy Yunita, Mohammad Adam, Zakaria Wahab, Isni Andriana, Ahmad Maulana, Iisnawati

The purpose of this study to examine consumer perceptions of the implementation of multi-channel integration in omni-channel retailing. Retailers that have the right channels are able to give consumers a good impress and one of the competitive advantages. Multi-channel integration implemented creates...

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## Remote Audit Post Covid-19 Pandemic in Achieving Professional Skepticism Auditor: Implementation of Social Presence Theory (Case Study on the Financial and Development Supervisory Agency)

Ryan Imanur Satya, Elvia R. Shauki

Remote audit is an audit activity that is carried out outside the location of the audit object. Audit field work shifted from on-site to remote due to budget restrictions and health protocols during the COVID-19 pandemic. But remote audit reduces the quality

of the auditor's professional skepticism due...

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## The Rise of Online Shopping with Augmented Reality, for the New Hope of Indonesian Economics Rebound

Iisnawati Iisnawati, Taufiq Marwa, Zakaria Wahab, Muchsin Saggaff Shihab

Indonesian economics growth is in the lowest position at the Q1 of 2020 due to pandemic Covid-19, including in business sector. Now, business sector is starting to raise up by maximizing online channel and develop their technology. E-commerce/Marketplace in Indonesia has involved AR technology in process...

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## Readiness for Organizational Change

Rismansyah, Mohamad Adam, Agustina Hanafi, Yuliani

This article discusses the process of organizational change since change is a necessary part of every individual's, group's, and organization's life to grow, evolve, and adapt to the changing times. When changes are being made, there will be phenomena and problems in the literature review. The most frequently...

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## Conflict of Generational Gap in the Workplace

Siregar Lina Dameria, Santati Parama, Meitisari Nia

This study aims to determine and explain the generation gap conflict between millennials and older generation employees. Currently, the generation gap is identified



by the existence of three or even four combinations of generations in one organization. These differences trigger the generation gap conflict....

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## Burnout, Work-Family Conflict, and Performance of Health Workers: A Case Study at Hospital in Palembang during the Covid-19 Pandemic

Muhammad Ichsan Hadjri, Wita Farla WK, Agung Putra Raneo, **F.X. Parama Santati**, Yos Karimudin

This study aims to analyze the effect of burnout and work-family conflict directly on the performance of health workers at RSMH Palembang and indirectly through work stress as a mediating variable. This research is expected to provide benefits in solving problems and providing recommendations to the...

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## Exploring Postgraduate Students' Lurking Behaviors During Emergency Remote Learning: A Proposed Framework

Bala Kumar Thambiah, Noraini Nasirun, Razlina Razali

The COVID-19 pandemic has caused colleges and universities to opt for online teaching and learning as a way to keep their faculty, staff and students safe. Lurking is one of the common activities that occur in an online learning context. The majority of the available literature on lurking in online communities...

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# Examining Factors Influencing Intention to Use E-Wallet in Indonesia

## A Conceptual Framework

Gilda Azalia Nur Ramadhani, Miguna Astuti, Noraini Nasirun

Nowadays e-wallet has become trend in Indonesia, especially since Covid-19. This is because e-wallet is fit with the Covid-19 protocol. The purpose of this research is to analyze the impact of perceived ease of use, perceived usefulness and compatibility towards intention to use e-wallet. Technology...

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# Burnout, Work-Family Conflict, and Performance of Health Workers: A Case Study at Hospital in Palembang during the Covid-19 Pandemic

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## ABSTRACT

This study aims to analyze the effect of burnout and work-family conflict directly on the performance of health workers at RSMH Palembang and indirectly through work stress as a mediating variable. This research is expected to provide benefits in solving problems and providing recommendations to the management of the Mohammad Hoesin Central General Hospital (RSMH) Palembang regarding burnout and work-family conflict for health workers, which impact work stress and the performance of health workers in providing health care services of RSMH Palembang. The propositions of the variables in this study have never been studied before, both conceptually and carried out in the unit of analysis, namely RSMH Palembang, and become the value of the novelty for this research. The number of samples to be taken in this study was 142 health workers at the Mohammad Hoesin Central General Hospital. The sampling technique used in determining the sample is by proportional stratified random sampling. The data analysis technique uses Structural Equation Modeling (SEM). The study results concluded that burnout and work-family conflict had a significant effect on the performance of health workers. The burnout variable also has a significant effect on work stress. The results also show that work-family conflict and work stress have no significant effect on the performance of health workers. Work stress is also not a mediating variable between burnout on the performance of health workers and work-family conflict on the performance of health workers.

**Keywords:** Burnout, work-family conflict, work stress, performance of health workers, Covid-19 pandemic

## 1. INTRODUCTION

The COVID-19 pandemic in Indonesia has resulted in a hefty burden on the health care system in the country, especially for health workers. The most visible risk is the safety aspect of health workers, especially those on the front lines, who are very vulnerable to being exposed to COVID-19 to the point of threatening life safety (FKUI, 2020).

The Indonesian Doctors Association (IDI) mitigation team announced that the data update on health workers who died from Covid-19 during the pandemic in Indonesia that lasted from March 2020 to mid-January 2021 had reached a total of 647 people. In Indonesia,

deaths of medical and health workers are increasing and are the highest in Asia and the third-largest worldwide (Pranita, 2021).

In addition to the aspect of safety and protection from infection, another risk that can affect the performance of medical services for health workers is the mental health aspect, including the risk of burnout syndrome or mental fatigue. Health workers have the potential to struggle with very high levels of stress. The high risk of suffering from burnout syndrome and work-family conflict can lead to hefty work stress in health facilities during this pandemic and have long-term effects on the performance of medical services because health workers can feel depression, extreme fatigue, and even feel less competent

in carrying out their duties. Moreover, this undoubtedly unfavorable impacts our efforts to combat COVID-19 (FKUI, 2020).

This condition is no exception in the main referral hospital for Covid-19 patients, such as the Mohammad Hoesin Central General Hospital (RSMH) in Palembang. The high number of Covid-19 patients being treated at RSMH Palembang and the limited number of health workers at RSMH Palembang can cause burnout and work-family conflicts for health workers at RSMH Palembang. Based on the multidimensional burnout theory from Maslach & Leiter (1997), burnout can interfere with personal and social functions, cause stress, and cause a decrease in performance quality.

The spokesman for the South Sumatra Covid-19 Task Force, Yusri, once revealed that the isolation room at the Palembang RSMH as the primary reference was almost no longer able to accommodate new patients. This reflects the high number of Covid-19 patients at RSMH Palembang, which can cause burnout and work-family conflicts for health workers, which impact work stress and the performance of health workers in providing health services at RSMH Palembang.

This study aims to analyze the effect of burnout and work-family conflict directly on the performance of health workers at RSMH Palembang and indirectly through work stress as a mediating variable. This research is expected to provide benefits in solving problems and providing recommendations to the management of the Mohammad Hoesin Central General Hospital (RSMH) Palembang regarding burnout and work-family conflict for health workers, which impact work stress and the performance of health workers in providing health care services of RSMH Palembang. The propositions of the variables in this study have never been studied before, both conceptually and carried out in the unit of analysis, namely RSMH Palembang, and become the value of the novelty for this research.

## **2. LITERATURE REVIEW**

### **2.1. Burnout**

According to Pines and Aronson (1989), burnout is a form of tension or psychological pressure associated with chronic stress experienced by a person from day to day, characterized by physical, mental, and emotional exhaustion. This is also explained by Leatz and Stolar (1996), that problems will arise if stress occurs in the long term with a high enough intensity. This situation is called burnout, namely physical, mental, and emotional exhaustion that occurs due to stress suffered for an extended period in situations that require high emotional involvement.

According to Maslach and Leiter (1997), 3 indicators are often used to describe the occurrence of burnout,

namely emotional exhaustion, depersonalization (cynicism), and a decrease in self-achievement, which causes the inability to cope with the demands given in the job.

### **2.2. Work-Family Conflict**

Greenhaus and Beutell (1985) define work-family conflict as a form of role conflict in which the demands of work and family roles are mutually incompatible in several respects. Frone, Russell & Cooper (1992) define work-family conflict as a role conflict that occurs in employees, where on the one hand he has to do work in the office, and on the other hand, he must pay attention to the family as a whole, so it is not easy to distinguish between work waiting for family and family. Interfere with work. Gutek et al. (1991) state that work-family conflict has two components: family affairs interfere with work; work-family conflicts can arise because work affairs interfere with family affairs. Such as the amount of time devoted to running a job prevents a person from carrying out his obligations at home or family matters, interfering in work matters (such as caring for a sick child will prevent someone from coming to work).

According to Boles et al. (2001), the indicators of work-family conflict are (1) work pressure; (2) The number of task demands; (3) Lack of family togetherness; (4) Busy with work; and (5) conflicting commitments and responsibilities to the family.

### **2.3. Performance of Health Workers**

Performance is the level at which employees carry out their work by predetermined conditions (Milkovich & Bodreau, 1997). Performance typical to most jobs includes the number of results, quality of results, timeliness, attendance, and ability to work together. A person's performance standards can be seen in the quantity of output, quality of output, duration of output, attendance at work, and cooperative attitude (Mathis & Jackson, 2011). Indicators to measure the performance of individual health workers include quality, quantity, timeliness, and effectiveness (Robbins, 2008).

### **2.4. Hypothesis**

According to the multidimensional burnout theory by Maslach & Leiter (1997), there are three critical dimensions of burnout: extreme fatigue, feelings of cynicism, and ineffectiveness in doing work. Therefore, this event can interfere with personal and social functioning, cause a decrease in the quality of performance, and may cause some people who experience these burnout symptoms to leave their jobs. Based on the literature review, the hypotheses formulated in this study are:

1. Burnout has a significant effect on the performance of health workers.
2. Work-family conflict has a significant effect on the performance of health workers.

**3. METHOD**

The data used in this study is primary data, namely data collected directly from health workers at the Mohammad Hoesin General Hospital (RSMH) in Palembang City through questionnaires. Other types of data used are secondary data in literature studies, reports, and documentation needed to support research objectives. The number of samples to be taken in this study was 142 health workers at the Mohammad Hoesin Central General Hospital. The sampling technique used in determining the sample is proportional stratified random sampling. The data analysis technique used Structural Equation Modeling (SEM).

**4. RESULTS AND DISCUSSION**

**4.1. Instrument Test**

To find out that the research instrument is an accurate and reliable measuring instrument, it is necessary to test it. The testing of the instruments used includes validity and reliability tests. To test the validity and reliability test, the author uses SPSS version 25. The results of the calculation of the validity and reliability tests that have been carried out show that all items in the research questionnaire in all of these variables are valid and reliable to be used as research instruments.

**4.2. Structural Equation Modeling**

**4.2.1. Confirmatory Factor Analysis**

The purpose of Confirmatory Factor Analysis (CFA) is to confirm or test the model, namely a measurement model whose formulation comes from theory. Thus, CFA can be said to have two focuses of study, namely: (1) whether the indicators conceptualized as unidimensionally valid (2) what are the dominant indicators forming the construct studied.

The standardized regression value shows the loading factor of each indicator to its construct where all values are greater than 0.50. This shows that all indicators are considered valid to measure the construct of research variables.

**4.2.2. Goodness of Fit**

After the research model has been described in the path diagram, the next step is to test its suitability.

Generally, various types of the fit index are used to measure the degree of conformity between the hypothesized model and the data presented. Most of the goodness of fit test results evaluate marginal fit to good fit. Thus, it can be continued to test the hypothesis because there is no significant difference between the covariance matrix of the data from the observed variables and the covariance matrix of the specified model so that the model in this study can explain the relationship and influence between exogenous variables and endogenous variables.

**4.2.3. Hypothesis Test**

After calculating the suitability test of the model and the model is declared fit, the research hypothesis is tested.

**Table 1.** Regression Weights

			Estimate	S.E.	C.R.	P
Y	<---	X1	-.471	.111	-4.253	.000
Y	<---	X2	.174	.146	1.189	.234

Source: Primary Data Processed (2021)

1. C.R. Value the relationship between the Burnout variable (X1) and the performance of health workers (Y) is -4.253, and the p-value is 0.000. This shows that Burnout has a negative and significant effect on the performance of health workers, meaning that the first hypothesis is accepted.
2. C.R. Value on the relationship between Work-family conflict (X2) variables on the performance of health workers (Y) of 1.189 and p-value of 0.234. This shows that Happiness at work has a positive but significant effect on the performance of health workers, meaning that the second hypothesis is rejected.

**5. CONCLUSION**

The study results concluded that burnout and work-family conflict had a significant effect on the performance of health workers. The hospital can rearrange the schedule for the assignment of health workers on duty, especially those dealing with Covid-19 patients. For health workers who are tasked with handling and caring for Covid-19 patients, it is hoped that they will not be burdened too much by handling other non-Covid-19 patients and other assignments that can be delegated to other health workers. Shift arrangements for health workers are carried out fairly, especially for married health workers. The overcrowded task of health workers in hospitals during the Covid-19 pandemic can cause



problems in the family of health workers. This dramatically affects the performance of health workers. So that further researchers can investigate different other variables that can affect the performance of health workers that have not been studied in this study.

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