



Proceeding – ICOBIS
INTERNATIONAL CONFERENCE ON GLOBAL INNOVATION AND TRENDS IN ECONOMICS
(ICOBIS)

Effects of Workload, Burnout, and Social Support on Job Satisfaction of Inpatient Nurses at Brebes Regional General Hospital

1st Sely Nur Asiyah
Department of Management
Universitas Pancasakti Tegal
Tegal, Indonesia
nurasiyahsely@gmail.com

2nd Setyowati Subroto
Department of Management
Universitas Pancasakti Tegal
Tegal, Indonesia
setyowatisubroto@gmail.com

3rd Sari Wiyanti
Department of Management
Universitas Pancasakti Tegal
Tegal, Indonesia
sariwiyanti@gmail.com

Abstract

This study aims to determine the effect of workload, burnout, and social support on the job satisfaction of inpatient nurses at Brebes Regional General Hospital (RSUD Brebes), both partially and simultaneously. This study used a quantitative approach with a population of 67 inpatient nurses. The sampling technique used was saturated sampling. Data were collected through questionnaires and analyzed using the Method of Successive Intervals (MSI), validity and reliability tests, classical assumption tests, and multiple linear regression analysis with the assistance of SPSS version 22. The results showed that, partially, workload had a negative and significant effect on job satisfaction, with a significance value of $0.000 < 0.05$; burnout had a negative and significant effect, with a significance value of $0.004 < 0.05$; and social support had a positive and significant effect, with a significance value of $0.001 < 0.05$. Simultaneously, workload, burnout, and social support had a significant effect on job satisfaction, with a significance value of $0.000 < 0.05$.

Keywords – *Workload; Burnout; Social Support; Job Satisfaction*

I. INTRODUCTION

Hospitals are health service facilities that play an important role in meeting the health needs of the community. In delivering services, nurses are among the health workers who interact directly with patients, so their role is vital in maintaining the quality of care. The working conditions and job satisfaction of nurses deserve attention because they support the optimal performance of duties and service to patients.

Job satisfaction is an individual's positive attitude toward his or her job, formed by comparing expectations with the outcomes received from the work. The job satisfaction of nurses can be influenced by several factors, including workload, burnout, and social support. A high workload can cause pressure and physical and mental fatigue. Burnout, characterized by prolonged physical, mental, and emotional exhaustion, can reduce motivation and job satisfaction. Conversely, social support from colleagues and supervisors can help nurses cope with job demands and create a more comfortable work environment. Job satisfaction problems were also found among inpatient nurses at RSUD Brebes.

A pre-survey found that some nurses felt their tasks were fairly heavy, that their salary did not match their workload and responsibilities, and that their supervisors' directions were unclear. The results are presented in Table I.

TABLE I. PRE-SURVEY OF NURSES' JOB SATISFACTION AT RSUD BREBES

No	Statement	Yes	%	No	%
1	I feel the tasks given in my job are quite heavy for me to handle.	20	60.6%	13	39.4%
2	I feel the salary I receive is not commensurate with my workload and responsibilities.	22	66.7%	11	33.3%
3	I feel the directions given by my supervisor are unclear.	18	54.5%	15	45.5%

Source: Pre-survey of inpatient nurses at RSUD Brebes, 2026.

As Table I shows, nurses' job satisfaction is still not optimal: 60.6% of nurses felt the tasks assigned were fairly heavy, 66.7% felt their salary was not commensurate with their workload and responsibilities, and 54.5% felt that their supervisors' directions were unclear. These conditions indicate problems in the aspects of the work itself, pay, and supervision that may affect nurses' job satisfaction.

In addition to job satisfaction problems, there are indications of workload and burnout among the nurses. A total of 72.7% of nurses felt tired and sore after work, while 57.6% experienced emotional exhaustion due to job demands, which shows that job demands can cause both physical and emotional fatigue. Social support is also not yet optimal: 66.7% of nurses do not always receive help from colleagues when facing a high workload, and 54.5% rarely receive appreciation for their performance. This suggests that support from the work environment still needs attention in order to promote nurses' comfort and satisfaction.

Given these conditions, workload, burnout, and social support are important factors to consider because they may be related to nurses' job satisfaction. This study was therefore conducted to determine the effect of workload, burnout, and social support on the job satisfaction of inpatient nurses at RSUD Brebes, both partially and simultaneously. The research questions are: (1) Does workload affect the job satisfaction of inpatient nurses at RSUD Brebes? (2) Does burnout affect their job satisfaction? (3) Does social support affect their job satisfaction? (4) Do workload, burnout, and social support simultaneously affect their job satisfaction? Accordingly, the objectives of this study are to determine the effect of each of these variables, and of all three together, on the job satisfaction of inpatient nurses at RSUD Brebes.

A. Literature Review

Job satisfaction. According to Afandi (2018, p. 73), job satisfaction is the level of a person's feelings toward his or her job. Sutrisno (2009, p. 74) states that job satisfaction is an employee's attitude toward work related to the work situation, relationships among employees, the rewards received, and physical and psychological factors. Suparyadi (2015, p. 437) explains that job satisfaction is a positive attitude formed by comparing expectations with the outcomes or rewards received from the job. According to Afandi (2018, p. 75), the factors influencing job satisfaction are need fulfillment, discrepancies, value attainment, equity, and organizational culture, while its dimensions (Afandi, 2018, p. 82) are the work itself, pay, promotion, supervision, and coworkers.

Workload. According to Koesomowidjojo (2017, p. 21), workload is the amount of working time used and required to complete a job within a certain period. Budias (2021, p. 30) states that workload is employees' perception of the activities that must be completed within a certain time and of the effort made to deal with job problems. Mahawati et al. (2021, p. 49) explain that workload is the physical, mental, and social activity burden an individual receives to be completed within a certain time. Koesomowidjojo (2017, p. 24) classifies the factors influencing workload into internal factors (health condition, gender, body posture, motivation, and perception) and external factors (work environment, physical tasks, and work organization). The indicators of workload are working conditions, use of working time, and targets to be achieved (Koesomowidjojo, 2017, p. 33).

Burnout. According to Alam (2022, p. 42), burnout is a psychological syndrome caused by physical, mental, and emotional exhaustion that can lead to decreased work achievement. Pramono (2025, p. 42) states that burnout is a condition of prolonged emotional, mental, and physical exhaustion resulting from uncontrolled work stress that can affect job satisfaction. According to Leiter and Maslach (1997, as cited in Alam, 2022, p. 50), the factors influencing burnout are work overload, lack of work control, insufficient reward for work, breakdown in community, and unfair treatment, and its dimensions are exhaustion, cynicism, and ineffectiveness (Alam, 2022, p. 43).

Social support. According to Smet (1994, as cited in Zadok, 2024, p. 12), social support is an interpersonal relationship containing social bonds that can provide emotional satisfaction to individuals. Swarjana (2022, p. 121) states that social support is a process of human interaction manifested through emotional, informational, instrumental, and appraisal support. According to Myers (2012, as cited in Zadok, 2024, p. 15), the factors influencing social support are empathy, norms, and social exchange, and according to Sarafino (1998, as cited in Zadok, 2024, p. 14), its dimensions are emotional support, esteem support, instrumental support, and informational support.

B. Conceptual Framework and Hypotheses

The conceptual framework in Fig. 1 contains three independent variables considered to influence job satisfaction: workload, burnout, and social support. Solid lines show partial effects, while the dashed line shows the simultaneous effect. A hypothesis is a tentative answer to the research questions, which have been stated in the form of questions (Sugiyono, 2023, p. 99). Based on the literature review and the conceptual framework, the following hypotheses are proposed: H1: Workload affects the job satisfaction of inpatient nurses at RSUD Brebes. H2: Burnout affects the job satisfaction of inpatient nurses at RSUD Brebes. H3: Social support affects the job satisfaction of inpatient nurses at RSUD Brebes. H4: Workload, burnout, and social support simultaneously affect the job satisfaction of inpatient nurses at RSUD Brebes.

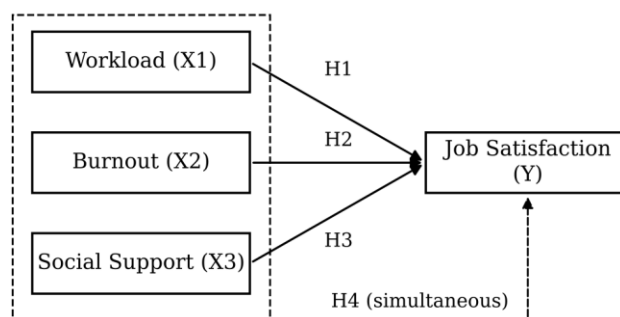


Fig. 1. Conceptual Framework

II. METHOD

This is a quantitative study. The population comprises all inpatient nurses at Brebes Regional General Hospital (RSUD Brebes), totaling 67 nurses, and the sample was determined using saturated sampling. Data were collected using questionnaires and analyzed using the Method of Successive Intervals (MSI), validity and reliability tests, classical assumption tests, and hypothesis testing with multiple linear regression analysis.

III. RESULTS AND DISCUSSION

A. Validity and Reliability Tests

An item is declared valid if the calculated r value exceeds the r table value of 0.361, based on 30 respondents at the 5% significance level. As shown in Table II, the calculated r values range from 0.406 to 0.767 for workload, 0.417 to 0.680 for burnout, 0.419 to 0.658 for social support, and 0.409 to 0.667 for job satisfaction. All items have calculated r values above 0.361 and significance values below 0.05, so all items are declared valid. The reliability test shows Cronbach's alpha values of 0.775 for workload, 0.718 for burnout, 0.730 for social support, and 0.825 for job satisfaction. All values exceed 0.60, so all instruments are declared reliable.

TABLE II. VALIDITY AND RELIABILITY TEST RESULTS

Variable	Calculated r (range)	r table	Sig.	Cronbach's Alpha	Criterion
Workload (X1)	0.406–0.767	0.361	< 0.05	0.775	Valid, reliable
Burnout (X2)	0.417–0.680	0.361	< 0.05	0.718	Valid, reliable
Social Support (X3)	0.419–0.658	0.361	< 0.05	0.730	Valid, reliable
Job Satisfaction (Y)	0.409–0.667	0.361	< 0.05	0.825	Valid, reliable

Note: reliability criterion is Cronbach's alpha > 0.60. Source: SPSS output.

B. Classical Assumption Tests

Normality test. The One-Sample Kolmogorov-Smirnov test (Table III) yields a significance value of 0.200 > 0.05. It can therefore be concluded that the residuals in this study are normally distributed.

TABLE III. ONE-SAMPLE KOLMOGOROV-SMIRNOV TEST

Statistic	Unstandardized Residual
N	67
Normal parameters: Mean	0.0000000
Normal parameters: Std. Deviation	5.79577881
Most extreme differences: Absolute	0.052
Most extreme differences: Positive	0.047
Most extreme differences: Negative	-0.052
Test statistic	0.052
Asymp. Sig. (2-tailed)	0.200

Source: SPSS output.

Multicollinearity test. The collinearity statistics (Table IV) show tolerance values above 0.10 (0.938, 0.952, and 0.985) and VIF values below 10 (1.066, 1.050, and 1.015) for workload, burnout, and social support, respectively. It can therefore be concluded that there is no multicollinearity in the regression model.

Heteroscedasticity test. The scatterplot (Fig. 2) shows that the residual points are scattered randomly above and below zero on the Y-axis and do not form any particular pattern. It can therefore be concluded that the regression model does not suffer from heteroscedasticity and is fit for use.

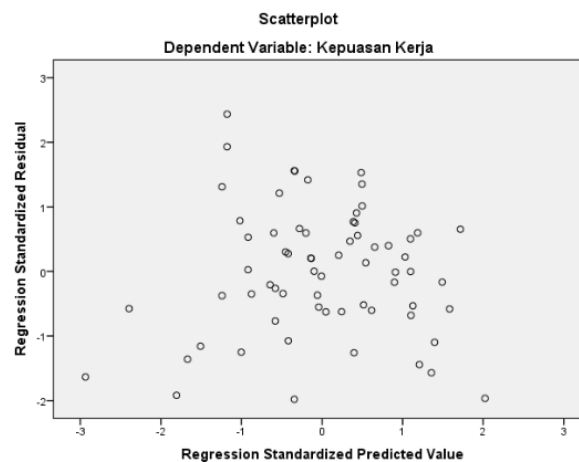


Fig. 2. Scatterplot of Regression Standardized Residuals (dependent variable: Job Satisfaction, labeled "Kepuasan Kerja" in the SPSS output)

C. Multiple Linear Regression Analysis

As shown in Table IV, the constant is 68.740, and the regression coefficients are -0.623 for workload (X1), -0.266 for burnout (X2), and 0.521 for social support (X3). This means that workload and burnout have a negative effect on job satisfaction, whereas social support has a positive effect on job satisfaction.

TABLE IV. MULTIPLE LINEAR REGRESSION, T-TEST, AND COLLINEARITY STATISTICS

Model	B	Std. Error	Beta	t	Sig.	Tolerance	VIF
(Constant)	68.740	9.105		7.550	0.000		
Workload (X1)	-0.623	0.119	-0.513	-5.226	0.000	0.938	1.066
Burnout (X2)	-0.266	0.088	-0.294	-3.016	0.004	0.952	1.050
Social Support (X3)	0.521	0.151	0.330	3.442	0.001	0.985	1.015

Dependent variable: Job Satisfaction. Source: SPSS output.

D. Hypothesis Testing

Partial test (t-test). Based on the t-test results in Table IV, workload has a calculated t of -5.226, below the negative table value (-1.669), with a significance of $0.000 < 0.05$, so it has a negative and significant effect on job satisfaction. Burnout has a calculated t of -3.016, also below -1.669, with a significance of $0.004 < 0.05$, so it has a negative and significant effect on job satisfaction. Social support has a calculated t of 3.442 > 1.669 with a significance of $0.001 < 0.05$, so it has a positive and significant effect on job satisfaction. Hence, H1, H2, and H3 are accepted.

Simultaneous test (F-test). Table V shows a calculated F of 15.854 $>$ F table of 2.518 with a significance of $0.000 < 0.05$. Hence, H4 is accepted: workload, burnout, and social support simultaneously have a significant effect on the job satisfaction of inpatient nurses at RSUD Brebes.

TABLE V. ANOVA (SIMULTANEOUS F-TEST)

Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	1673.707	3	557.902	15.854	0.000
Residual	2217.009	63	35.191		
Total	3890.716	66			

Dependent variable: Job Satisfaction. Predictors: (Constant), Social Support, Burnout, Workload. Source: SPSS output.

Coefficient of determination. Table VI shows an Adjusted R Square of 0.403, or 40.3%. This indicates that workload, burnout, and social support explain 40.3% of the variation in job satisfaction, while the remaining 59.7% is explained by other factors outside the research model.

TABLE VI. MODEL SUMMARY

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.656	0.430	0.403	5.93217

Predictors: (Constant), Social Support, Burnout, Workload. Dependent variable: Job Satisfaction. Source: SPSS output.

E. Discussion

Effect of workload on job satisfaction. Workload has a negative and significant effect on the job satisfaction of inpatient nurses at RSUD Brebes, with a regression coefficient of -0.623, a calculated t of -5.226 (below

-1.669), and a significance of $0.000 < 0.05$. This means that the higher the workload, the lower the nurses' job satisfaction. This result is in line with the study by Lestari (2022). Proportional workload management is needed so that nurses' job satisfaction can increase.

Effect of burnout on job satisfaction. Burnout has a negative and significant effect on job satisfaction, with a regression coefficient of -0.266, a calculated t of -3.016 (below -1.669), and a significance of $0.004 < 0.05$. This means that the higher the burnout, the lower the nurses' job satisfaction. This result is in line with the study by Sukma and Sandora (2024). Managing physical and emotional fatigue and providing adequate rest time are needed to reduce burnout.

Effect of social support on job satisfaction. Social support has a positive and significant effect on job satisfaction, with a regression coefficient of 0.521, a calculated t of 3.442 > 1.669 , and a significance of $0.001 < 0.05$. This means that the better the social support, the higher the nurses' job satisfaction. This result is in line with the study by Oktarina (2023). Support from supervisors and colleagues needs to be improved through good communication and cooperation.

Simultaneous effect of workload, burnout, and social support on job satisfaction. Workload, burnout, and social support simultaneously have a significant effect on the job satisfaction of inpatient nurses at RSUD Brebes, as evidenced by a calculated F of 15.854 $> F$ table of 2.518 and a significance of $0.000 < 0.05$, so H_4 is accepted. The Adjusted R Square of 0.403 shows that the three variables explain 40.3% of job satisfaction, while 59.7% is influenced by other factors. Therefore, managing workload, controlling burnout, and increasing social support need to be undertaken to improve nurses' job satisfaction.

IV. CONCLUSIONS

Based on the results and discussion, it can be concluded that: (1) workload has a negative and significant effect on the job satisfaction of inpatient nurses at RSUD Brebes; (2) burnout has a negative and significant effect on the job satisfaction of inpatient nurses at RSUD Brebes; (3) social support has a positive and significant effect on the job satisfaction of inpatient nurses at RSUD Brebes; and (4) workload, burnout, and social support simultaneously have a significant effect on the job satisfaction of inpatient nurses at RSUD Brebes.

Based on the results of the study, the following suggestions are offered. First, RSUD Brebes is advised to manage workload proportionally by adjusting task distribution and work schedules, to pay attention to rest time in order to reduce burnout, and to increase social support through communication, cooperation, attention, and appreciation for nurses. Second, future researchers are advised to add other variables that may affect job satisfaction, such as work stress, motivation, work environment, or leadership style, and to use a larger number of respondents and a wider range of work units.

REFERENCES

- Afandi, P. (2018). *Manajemen sumber daya manusia (teori, konsep dan indikator)* [Human resource management (theory, concepts, and indicators)]. Nusa Media.
- Alam, R. (2022). *Kelelahan kerja (burnout): Teori, perilaku organisasi, psikologi, aplikasi dan penelitian* [Work fatigue (burnout): Theory, organizational behavior, psychology, application, and research]. CV. Alfabeta.
- Ananda, R., & Suhartono, B. (2023). *Kinerja pengawas (analisis faktor budaya organisasi, kemampuan manajerial dan kepuasan kerja)* [Supervisor performance (analysis of organizational culture, managerial ability, and job satisfaction factors)] (1st ed.). UMSU Press.
- Asih, G. Y., Widhiastuti, H., & Dewi, R. (2018). *Stres kerja* [Work stress] (1st ed.). Semarang University Press.
- Budias, I. K. (2021). *Beban kerja dan kinerja sumber daya manusia* [Workload and human resource performance]. CV. Pena Persada.
- Ghozali. (2018). *Aplikasi analisis multivariate dengan program IBM SPSS 25* [Multivariate analysis application with the IBM SPSS 25 program]. Universitas Diponegoro.

- Huseno, T. (2016). *Kinerja pegawai (tinjauan dari dimensi kepemimpinan, misi organisasi, budaya organisasi dan kepuasan kerja)* [Employee performance (a review from the dimensions of leadership, organizational mission, organizational culture, and job satisfaction)]. Media Nusa Creative.
- Koesomowidjojo, S. R. M. (2017). *Praktis dan mudah menyusun analisis beban kerja* [Practical and easy workload analysis preparation]. Raih Asa Sukses.
- Lestari, G. (2022). Pengaruh beban kerja dan kompensasi terhadap kepuasan kerja paramedis perawat di RSUD Soreang [The effect of workload and compensation on the job satisfaction of paramedic nurses at RSUD Soreang]. *Schema: Journal of Psychological Research*, 29–34. <https://doi.org/10.29313/schema.v0i0.11042>
- Mahawati, E., Yuniwati, I., & Ferinia, R. (2021). *Analisis beban kerja dan produktivitas kerja* [Workload and work productivity analysis] (1st ed.). Yayasan Kita Menulis.
- Muthmainnah. (2020). *Buku manajemen keperawatan: Perawat, kinerja, motivasi dan remunerasi* [Nursing management book: Nurses, performance, motivation, and remuneration]. CV. Adanu Abimata.
- Oktarina. (2023). Pengaruh dukungan sosial terhadap kepuasan kerja perawat rawat inap di RSU Ganesha [The effect of social support on the job satisfaction of inpatient nurses at RSU Ganesha]. *Jurnal Info Kesehatan*, 13(1). <https://jurnal.ikbis.ac.id/index.php/infokes/article/download/460/308/1489>
- Pramono, G. P. (2025). *Manajemen karyawan: Kelelahan fisik, mental, dan emosional* [Employee management: Physical, mental, and emotional exhaustion]. WeHa Press.
- Rizki, M., Nophiyani, N., Saputra, E. K., & Abriyoso, O. (2022). Pengaruh beban kerja terhadap kepuasan kerja pegawai Puskesmas Kawal Kabupaten Bintan [The effect of workload on the job satisfaction of employees at Kawal Community Health Center, Bintan Regency]. *Aksara: Jurnal Ilmu Pendidikan Nonformal*, 8(2), 1469. <https://doi.org/10.37905/aksara.8.2.1469-1478.2022>
- Robbins, S. P., & Judge, T. A. (2016). *Perilaku organisasi* [Organizational behavior]. Salemba Empat.
- Rofina, M. H., Wellem, I., & Obon, W. (2023). Pengaruh beban kerja dan dukungan sosial terhadap kinerja perawat IGD pada RSUD Dr. T.C. Hillers Maumere [The effect of workload and social support on the performance of emergency room nurses at RSUD Dr. T.C. Hillers Maumere]. *Jurnal Program Studi Manajemen*, 10(3), 127–138. <https://doi.org/10.59603/projemen.v10i3.159>
- Ruki, M. N. (2024). *Faktor-faktor kunci dalam kepuasan kerja dan kinerja pegawai* [Key factors in job satisfaction and employee performance]. CV. Budi Utama.
- Sugiyono. (2023). *Metode penelitian kuantitatif, kualitatif, dan R&D* [Quantitative, qualitative, and R&D research methods]. Alfabeta.
- Sukma, A., & Sandora, M. (2024). Pengaruh work-life balance dan burnout terhadap kepuasan kerja perawat wanita pada Rumah Sakit Jiwa Tampan Pekanbaru Provinsi Riau [The effect of work-life balance and burnout on the job satisfaction of female nurses at Tampan Mental Hospital, Pekanbaru, Riau Province]. *Jurnal Ilmiah Kedokteran Wijaya Kusuma*, 3(2), 347–365.
- Suliyanto. (2018). *Metode penelitian bisnis (untuk skripsi, tesis dan disertasi)* [Business research methods (for undergraduate theses, master's theses, and dissertations)]. CV. Andi Offset.
- Suparyadi. (2015). *Manajemen sumber daya manusia: Menciptakan keunggulan bersaing berbasis kompetensi SDM* [Human resource management: Creating competitive advantage based on HR competencies]. CV. Andi Offset.
- Sutrisno, E. (2009). *Manajemen sumber daya manusia* [Human resource management]. Prenadamedia Group.
- Swarjana, I. K. (2022). *Konsep pengetahuan, sikap, perilaku, persepsi, stres, kecemasan, nyeri, dukungan sosial, kepatuhan, motivasi, kepuasan, pandemi COVID-19, akses layanan kesehatan* [Concepts of knowledge, attitude, behavior, perception, stress, anxiety, pain, social support, compliance, motivation, satisfaction, the COVID-19 pandemic, and access to health services]. Penerbit Andi.
- Toipah, S., & Ariawan, J. (2025). Pengaruh beban kerja dan motivasi kerja terhadap kepuasan kerja karyawan PT CityNeon Prima Mandiri [The effect of workload and work motivation on the job satisfaction of employees at PT CityNeon Prima Mandiri]. *Jurnal Bintang Manajemen*, 3(1). <https://doi.org/10.55606/jubima.v3i1.3727>

Vanchapo, R. (2020). *Beban kerja dan stres kerja* [Workload and work stress] (1st ed.). CV. Penerbit Qiara Media.

Zadok, W. F. (2024). *Dukungan sosial teman sebaya dan hardiness pada efektivitas diri mahasiswa* [Peer social support and hardiness on students' self-efficacy]. CV. Adanu Abimata.