

CHAPTER V

CONCLUSIONS AND IMPLICATIONS

A. Conclusions

The conclusions drawn from this study, based on the analysis using SmartPLS and the discussion provided in the previous chapters, are as follows:

1. A positive and significant effect of Workload on Burnout. The results of the study show that the higher the workload borne by healthcare workers, the more likely they are to experience burnout. This indicates that excessive workload can be a major trigger for physical and emotional exhaustion.
2. A negative and significant effect of Workload on Performance. This study proves that increasing workload can significantly reduce the performance of healthcare workers. Workloads that are too high tend to hinder productivity, reduce the quality of work, and increase error rates.
3. A negative and significant effect of Burnout on Performance. The results of data analysis show that burnout has a significant negative impact on the performance healthcare workers. Burnout conditions characterized by fatigue, cynicism, and feelings of incompetence can lead to decreased work motivation, difficulty concentrating, and decreased work quality.
4. Burnout has an effect as a mediating variable in the relationship between Workload on Performance. Healthcare workers who experience burnout are affected by performance, as they try to cope with high workloads. By

preventing and handling burnout, the performance of health workers can be overcome when the workload is high.

5. Work Motivation as a moderating variable in the relationship between Workload on Performance. Work motivation as a moderating variable that can strengthen or weaken the relationship between workload and performance. Healthcare workers with high work motivation tend to be better able to overcome heavy workload and maintain good performance. On the other hand, healthcare workers with low work motivation will be more easily affected by high workloads and experience decreased performance.
6. Work Motivation as a moderating variable in the relationship between Burnout on Performance. Work motivation also as a moderating variable that can moderate the relationship between burnout and performance. Healthcare workers with high work motivation tend to be better able to overcome the negative impact of burnout on performance. Healthcare workers can stay motivated to achieve their goals despite exhaustion or stress.

B. Implications

Based on the analysis and discussion conducted, the author offers the following recommendations for future research to enhance the quality of subsequent studies:

1. Need for proportionate workload management to prevent burnout to mental health in healthcare workers, there is by conducting performance analysis to

healthcare workers so that healthcare workers continue to carry out their duties and there is no overload of workload.

2. The hospital needs to design a work system that pays attention to the balance between the duties and work capacity of healthcare workers, such as improving services in hospitals, and the need to carry out training and updating knowledge for all healthcare workers because they handle patients directly.
3. The hospital needs to build a program to increase work motivation and create a work environment that supports the psychological well-being of healthcare workers at RS Islam Purwokerto, that is by participating in workshops and seminars to develop knowledge and can create an atmosphere in a comfortable and harmonious work environment so that healthcare workers can provide better service and patient satisfaction.
4. Need to conduct periodic audits of the completeness of filling out medical records, then also the completeness in emergency equipment and medicines in each unit, as well as emergency patient management.
5. For future researchers who want to conduct similar research, they can conduct more extensive research on workload, burnout, performance, and work motivation.

C. Limitations

In this study, the author realizes that there are several obstacles or obstacles during the research. This research has been carried out according to scientific procedures, but it still has limitations, there is:

1. Methodologically, this study was carried out in a limited scope, there is at RS Islam Purwokerto. So that the generalization of research results is very limited to the specific context of healthcare workers at RS Islam Purwokerto.
2. This research was only conducted in one hospital, there is at RS Islam Purwokerto and does not consider the condition variables of health workers between other hospitals.
3. This research is still far from perfect, so for the next research it is hoped that it can be better than the previous one.

