

RINGKASAN

Penelitian ini merupakan penelitian survei kuantitatif yang bertujuan untuk menguji pengaruh *multiple roles* dan *workload* terhadap *emotional exhaustion* dengan *peer support* sebagai variabel moderasi. Penelitian ini berjudul “Pengaruh *Multiple Roles* dan *Workload* terhadap *Emotional Exhaustion*: Peran Moderasi *Peer Support* pada Tenaga Kesehatan non dokter di Rumah Sakit Purwokerto”. Tujuan penelitian ini adalah untuk mengetahui apakah *multiple roles* dan *workload* berpengaruh terhadap *emotional exhaustion*, serta apakah *peer support* mampu memoderasi hubungan tersebut.

Penelitian ini menggunakan pendekatan kuantitatif dengan desain *cross-sectional*. Populasi penelitian adalah tenaga kesehatan non dokter di rumah sakit di Purwokerto yang menjadi lokasi penelitian. Teknik pengambilan sampel dilakukan menggunakan metode survei dengan penyebaran kuesioner kepada responden yang memenuhi kriteria penelitian. Data dianalisis menggunakan *Structural Equation Modeling* berbasis *Partial Least Squares* (SEM-PLS) untuk menguji model pengukuran dan model struktural.

Berdasarkan hasil analisis data, diperoleh temuan sebagai berikut: (1) *Multiple roles* berpengaruh positif dan signifikan terhadap *emotional exhaustion*, (2) *Workload* berpengaruh positif dan signifikan terhadap *emotional exhaustion*, (3) *Peer support* tidak memoderasi hubungan antara *multiple roles* dan *emotional exhaustion*, dan (4) *Peer support* memoderasi hubungan antara *workload* dan *emotional exhaustion* dengan arah negatif, yang menunjukkan bahwa dukungan rekan kerja mampu memperlemah dampak beban kerja terhadap *emotional exhaustion*.

Implikasi penelitian ini menunjukkan bahwa tidak semua *job demands* memiliki mekanisme yang sama dalam memicu kelelahan emosional. *Multiple roles* dan *workload* sama-sama meningkatkan *emotional exhaustion*, namun efektivitas *peer support* bergantung pada karakteristik tuntutan kerja. Dukungan rekan kerja lebih efektif dalam menghadapi tuntutan operasional seperti *workload* dibandingkan tuntutan lintas domain seperti *multiple roles*. Temuan ini memperkuat relevansi *Job Demands-Resources (JD-R) Theory*, *Conservation of Resources (COR) Theory*, dan *Social Support Theory* dalam menjelaskan dinamika kelelahan emosional pada tenaga kesehatan.

Kata Kunci: *Multiple Roles*, *Workload*, *Emotional Exhaustion*, *Peer Support*, *JD-R Theory*, Tenaga Kesehatan

SUMMARY

This study is a quantitative survey research aimed at examining the effect of multiple roles and workload on emotional exhaustion, with peer support as a moderating variable. The study is entitled “The Effect of Multiple Roles and Workload on Emotional Exhaustion: The Moderating Role of Peer Support among Healthcare Workers in Hospitals in Purwokerto.” The purpose of this research is to determine whether multiple roles and workload significantly influence emotional exhaustion, and whether peer support moderates these relationships.

This study employed a quantitative approach using a cross-sectional research design. The population consisted of healthcare workers in hospitals in Purwokerto that served as the research sites. Data were collected through questionnaire distribution to respondents who met the research criteria. The data were analyzed using Structural Equation Modeling–Partial Least Squares (SEM-PLS) to evaluate both the measurement model and the structural model.

The results indicate that: (1) multiple roles have a positive and significant effect on emotional exhaustion; (2) workload has a positive and significant effect on emotional exhaustion; (3) peer support does not moderate the relationship between multiple roles and emotional exhaustion; and (4) peer support significantly moderates the relationship between workload and emotional exhaustion in a negative direction, indicating that coworker support weakens the effect of workload on emotional exhaustion.

The findings suggest that not all job demands operate through the same mechanism in generating emotional exhaustion. Although both multiple roles and workload increase emotional exhaustion, the effectiveness of peer support depends on the nature of the job demands. Coworker support is more effective in mitigating operational demands such as workload than cross-domain demands such as multiple roles. These findings reinforce the relevance of Job Demands–Resources (JD-R) Theory, Conservation of Resources (COR) Theory, and Social Support Theory in explaining emotional exhaustion among healthcare workers.

Keywords: Multiple Roles, Workload, Emotional Exhaustion, Peer Support, JD-R Theory, Healthcare Workers