

ABSTRAK

Penelitian ini bertujuan mengetahui pengaruh *work overload* terhadap kinerja pegawai dengan *burnout* sebagai variabel intervening. Jenis penelitian ini menggunakan metode kuantitatif. Teknik pengumpulan data yang digunakan melalui kuesioner. Sampel pada penelitian yaitu seluruh pegawai Lembaga Pemasyarakatan Kelas IIB Muara Bulian sebanyak 63 orang. Metode analisis data pada penelitian ini adalah menggunakan analisis deskriptif dan teknik *Structural Equation Model* (SEM) dengan program *SmartPLS 4.0*. Hasil penelitian menunjukkan bahwa *work overload* tidak berpengaruh signifikan terhadap kinerja pegawai, *work overload* berpengaruh signifikan terhadap *burnout*, *burnout* berpengaruh dan signifikan terhadap kinerja pegawai, *burnout* mampu memediasi pengaruh *work overload* terhadap kinerja pegawai pada Lembaga Pemasyarakatan kelas IIB Muara Bulian.

Kata Kunci : *Work Overload, Kinerja Pegawai, Burnout.*

ABSTRACT

This research aims to determine the effect of work overload on employee performance with burnout as an intervening variable at the Class IIB Muara Bulian Correctional Institution. This study uses a quantitative research method. Data collection techniques were carried out through distributing questionnaires. The sample for this study included all 63 employees of the Class IIB Muara Bulian Correctional Institution. The data analysis methods used in this research were descriptive analysis and Structural Equation Modeling (SEM) technique with the SmartPLS 4.0 program. The results show that work overload does not have a significant effect on employee performance, work overload has a significant effect on burnout, burnout has a significant effect on employee performance, and burnout is able to mediate the effect of work overload on employee performance at the Class IIB Muara Bulian Correctional Institution.

Keyword: Work Overload, Employee Performance, Burnout.