

The Effect of Work Saturation (Burnout) on The Employee Performance at PT. PLN (Persero) Transmission Implementation Unit Makassar

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ABSTRACT

The impact of burnout on workers' performance in the Transmission Implementation Unit Makassar, PT. PLN (Persero). Conclusion. Study Program in Business Administration. Law and Social Science Faculty. University of Makassar. Under the direction of Muhammad Luthfi Siraj and Bakhtiar. This study sought to determine if staff performance at PT. PLN (Persero) Transmission Implementation Unit Makassar was positively and significantly correlated with burnout. This study combines quantitative approaches with associative descriptive research, gathering data by observation, surveys, and recording. The sample for this study was derived from data processed using SPSS version 25, which included inferential analysis, descriptive and descriptive data analysis procedures, and validity and reliability tests. The study's findings show that there was no discernible relationship between staff performance and burnout at the PT. PLN (Persero) Transmission Implementation Unit Makassar. A validity test demonstrates that this is the case—it is higher than the table. Employee performance (Y) is 0.824% and rising burnout (X) is 0.951% according to the findings of a reliability test, indicating that each variable is to be dependent. The findings of a basic linear regression test show a correlation value of 0.045, indicating a very weak relationship between employee performance and burnout. The impact of burnout on employee performance at PT. PLN (Persero) Transmission Implementation Unit Makassar received a score of 1.1%, which is included in the very low category interval, according to the coefficient of determination of 0.011.

Keywords: Burnout, Employee Performance

INTRODUCTION

In various actions aimed at achieving goals and growth in a company or organization, human resources (HR) play an important role. Human resources are a very important component in various operations of an organization or company, because even though they are supported by sophisticated technology, these activities will be useless without good human resources. HR is a resource that makes the most significant contribution of all those used to support a business or organization. This is reinforced by Hasibuan's statement in Yuki (2021) that "because humans are actors, planners and

determinants of achieving organizational goals, humans are always active and dominant in every organizational activity". Therefore, so that companies can carry out their duties and activities effectively, HR performance must be optimized."

An organization is a system consisting of a number of components that are interconnected and function as a single unit. where each part is a subsystem with different system richness. Human Resources (HR) and employee performance are closely related; if management is effective, organizational performance will probably also be good. Therefore, organizations need to take into account many human resource considerations. Employee performance is crucial in managing human resources (HR) (S. & Siraj, 2019)

One of the many initiatives to achieve the company's goals is to provide workers with high-caliber work skills. Employee performance is the result of their work, both quantity and quality, in carrying out plans or policies to complete their duties and obligations and realize the company's vision, aims, objectives and targets.

Employee performance is negatively impacted by work overload, or burnout. People who have responsibilities towards others or whose professions involve extensive data interactions are often at risk of burnout. (Priyantika, 2018)

Work that is increasingly tiring is an indication of changes in the current situation. In today's workplace, many workers are working harder to compete and survive. One aspect that needs to be considered is workforce performance. The way employees operate affects company performance significantly. Here, humans are the company's main resource in completing all its internal tasks. A company needs human resources who can operate effectively and efficiently, perform well and are of high quality to achieve its goals.

According to Maharani and Triyoga (Hayati & Fitria², 2018) "The most typical result of stress and workload is fatigue. Boredom, sadness, pessimism, loss of focus, poor work quality, dissatisfaction, absenteeism, and illness are some of them. specific symptoms of job burnout."

Job burnout, also known as burnout, is the stage where a person feels physically, mentally, and emotionally exhausted after working under intense pressure for a long period of time. This can result in feelings of hopelessness or a desire to give up as well as a lack of enthusiasm and drive.

Burnout, or boredom at work, is a common emotion shared by everyone, although it is more common among employees. The body's natural response to prolonged stress or heavy physical activity is this state. Feelings of boredom, fatigue and tiredness at work are caused by piles of work, repetitive routines and excessive levels of pressure. If this problem is not addressed immediately, employees can become less motivated to work,

less enthusiastic about work, perform worse, and even experience personality changes. This may have an impact on worker output.

In reality, neither companies nor individuals themselves always have ideal conditions for superior and positive employee performance. Performance can be influenced by various factors, including individual and organizational performance. Likewise with the work environment of PT personnel. The PLN (Persero) Makassar Transmission Implementation Unit sometimes does not achieve work objectives and shows stagnant or even declining performance.

One of the factors that influences worker performance is overwork (burnout). People who have responsibilities towards others or whose professions involve extensive data interactions are often at risk of burnout.

Performance is defined as work habits and individual achievements as a consequence of carrying out tasks in accordance with their position in the organization. The main need for the business world is employee performance to ensure their survival or ability to operate. Through employee work ethic, efforts can be made to further improve the quality of employee performance. A company must implement a number of policies to improve the performance of its employees because it relies heavily on performance to achieve its goals. "Performance is often defined as performance, work results, or work achievements," according to Armstrong and Baron (Wibowo, 2010) . Performance is a broad term that includes labor output and the way it is implemented."

Leaders must be able to improve employee performance because a company can achieve maximum revenue when its personnel function at a high level. Organizational leaders need to show that their employees are capable of doing their jobs in order to boost their employees' performance. Because workers are an integral part in realizing the company's vision, aims and objectives as planners, implementers and controllers.

Unresolved burnout can negatively impact a company's commercial efficiency. Employee satisfaction and less burnout are associated with 20% greater work productivity, according to a Social Market Foundation study. Increased happiness can influence sales up to 37% greater than usual, especially for sales staff (Ichsan, 2021) . This means that if staff burnout persists and cannot be overcome, companies may lose potential productivity and sales levels.

This is the danger that an organization may experience due to unmanaged and unresolved burnout. Therefore, rather than viewing burnout as simply a case of laziness unrelated to business operations, employers need to start viewing it as a legitimate issue that can reduce employee performance and their company's performance.

It is important for organizations to maintain the highest standards of maintenance of the employee work environment and atmosphere to reduce burnout problems and maintain or even exceed overall staff productivity.

State-Owned Enterprise PT. PLN (Persero) oversees every aspect of electricity management in Indonesia. In Indonesia, PLN is the only provider of electricity services. Based on the electric power system, PLN divides the activities of its parent unit into various large units which aim to provide electric power distribution services: generation, transmission and distribution. Because PLN's working area is very broad, there are units throughout Indonesia, each of which carries out certain roles according to its parent unit. PT. PLN (Persero) Makassar Transmission Implementation Unit is one of the company's units. Established on December 19 2018 by the board of directors based on decision number 1789.P/DIR/2018. Tasks given to PT. PLN (Persero) Makassar Transmission Implementation Unit includes implementing, organizing, assessing and reporting operational activities related to electricity distribution as well as maintaining reliable and quality transmission networks and substations. In addition, this organization oversees 46 main substations located in Southeast and South Sulawesi, as well as 7 transmission service units and main substations (ULTG) (PLN, 2023) .

The company's extensive network of divisions, spread across two provinces, attests to the fact that the company employs a methodical and measured plan implementation approach to overseeing its commercial operations. Human resource (HR) processing is one of the things that PT does. Main Duties of the PLN (Persero) Makassar Transmission Implementation Unit. The main demands of the Indonesian people are also fulfilled by PT. PLN (Persero), so business and staff performance must be at the highest level. As a result, this locus and the research title are closely related.

One business that really pays attention to the implementation of employee performance development procedures is PT. PLN (Persero). Apart from that, PT. PLN (Persero) became the company that won first place in the Best Human Capital IHCA-VII-2021 award. IHCA is the highest recognition and award event given to the business world in Indonesia to encourage competitiveness, increase the global human index, and practice productive human resource development (PLN, 2023) .

Makassar Transmission Implementation Unit PT. PLN (Persero) must always be on guard and ensure that everything is planned and implemented carefully. Considering the large role of companies, it is only natural that Human Resources (HR) must have the knowledge and ability to help realize the goals and objectives of the organization. If an employee can carry out his duties effectively, safely, healthily, comfortably and to the

best of his ability, then he is considered to be working in a good environment. As a result, employee performance will increase and the company's vision and goals will be realized.

Transmission implementation unit PT. PLN (Persero) Makassar has a less structured approach to human resource development, which is one of their problems. Workers from various business units at PT. PLN (Persero) does not work together to define the hard skills and soft skills needed by employees. The company's personnel problems have also not been resolved. This makes it more difficult for businesses to achieve their goals. In connection with this, the Transmission Implementation Unit at PT. PLN (Persero) Makassar is conducting research to determine the extent to which burnout hinders efforts to resolve performance problems among employees.

METHOD

Because this research is presented using statistics, the research methodology used is a quantitative approach. Establishing facts, testing ideas, showing relationships between variables, offering statistical descriptions, interpreting and estimating results are the goals of these quantitative methods. This research collects data through observation, surveys and documentation using quantitative methodology and associative descriptive research design. This research involved 58 workers, or the entire population, as a sample. The aim of this research is to find out whether the level of performance of PT employees and the degree of burnout are positively and significantly correlated. Makassar Transmission Implementation Unit, PLN (Persero). Data collection methods include distribution of Google form surveys, observation, and archive management at PT. PLN (Persero) Makassar Transmission Implementation Unit by searching and cataloging relevant documents relating to the problem being investigated. Validity and reliability tests were carried out using SPSS version 25 in the data analysis approach for this research. The data analysis techniques used include descriptive and inferential analysis.

RESEARCH RESULTS AND DISCUSSION

The overall research findings will be discussed in this section with the aim of digging deeper into the findings regarding the influence of independent variables on the dependent variable and the extent to which burnout affects the performance of PT employees. Makassar Transmission Implementation Unit, PLN (Persero). This talk will discuss the design of research questions related to employee performance and burnout. The statistical software package Statistical Standard Solution for Windows (SPSS) was used to test the variables studied.

PT employees. The PLN (Persero) Makassar Transmission Implementation Unit has a low burnout level, based on research findings on the elements of employee performance burnout.

Physical fatigue, emotional exhaustion, brain fatigue, and low self-achievement are the four signs recommended by Greenberg and Baron (Wibowo, 2010) to be used in measuring work saturation or burnout variables. The four indicators of work quality, work quantity, work dependency, and work attitude proposed by Mangkunegara, (2006) are used to assess various aspects of employee performance. A total of 58 respondents who filled out the questionnaire were given access to 32 statement items covering these factors.

Validity testing was carried out in this research to ensure the suitability of the questionnaire for each variable. By comparing the calculated *r* value obtained from the output value of the Corrected Item Total Correlation data in the SPSS for Windows version 25 application with *r* table, it can be seen whether or not the validity test results of each item of the burnout variable (X) and employee performance variable (Y) suitable for use.

The *r*table value used in this study has a significance level of 5% or $0.05 = 0.258$.

Table of Validity Test for Work Saturation Variables (*Burnout*)

Variable	r count	r table	Information
X1	0.618	0.258	Valid
X2	0.832	0.258	Valid
X3	0.627	0.258	Valid
X4	0.747	0.258	Valid
X5	0.825	0.258	Valid
X6	0.769	0.258	Valid
X7	0.795	0.258	Valid
X8	0.775	0.258	Valid
X9	0.737	0.258	Valid
X10	0.794	0.258	Valid
X11	0.843	0.258	Valid
X12	0.856	0.258	Valid
X13	0.661	0.258	Valid
X14	0.644	0.258	Valid
X15	0.711	0.258	Valid
X16	0.879	0.258	Valid

(Source: Processed by researchers via SPSS 25, 2023)

Employee Performance Validity Test Table

Variable	r count	r table	Information
Y1	0.530	0.258	Valid
Y2	0.526	0.258	Valid
Y3	0.513	0.258	Valid
Y4	0.478	0.258	Valid
Y5	0.452	0.258	Valid
Y6	0.623	0.258	Valid
Y7	0.578	0.258	Valid
Y8	0.435	0.258	Valid
Y9	0.365	0.258	Valid
Y10	0.594	0.258	Valid
Y11	0.634	0.258	Valid
Y12	0.628	0.258	Valid
Y13	0.481	0.258	Valid
Y14	0.694	0.258	Valid
Y15	0.408	0.258	Valid
Y16	0.515	0.258	Valid

(Source: Processed by researchers via SPSS 25, 2023)

Since the calculated r value (or adjusted total item correlation) is higher than the table r, the research results indicate that all item statements for the employee performance and burnout variables are considered valid.

The purpose of reliability testing is to see whether the research questionnaire is consistent. A reliable questionnaire has a Cronbach alpha value greater than 0.6. The results of the reliability analysis carried out on the research variables are shown below.

Table of Reliability Test Results for Work Saturation Variables (*Burnout*)

Reliability Statistics	
Cronbach's Alpha	N of Items
,951	16

(Source: Processed by researchers via SPSS 25, 2023)

Table of Reliability Test Results for Employee Performance Variables

Reliability Statistics

Cronbach's Alpha	N of Items
,824	16

(Source: Processed by researchers via SPSS 25, 2023)

Because the Cronbach alpha score for the burnout variable in the reliability test is $0.951 > 0.6$, it can be stated that each statement item is considered trustworthy and consistent. In addition, the employee performance variable has a Cronbach alpha of 0.824 which is greater than 0.6 and shows that all statement items are reliable and consistent.

Table of Achievement Levels of Work Saturation Variable Scores (*Burnout*)

Indicator	Number of items	Score achieved	Ideal score	Achievement (%)	Category
Physical Fatigue	4	809	1,160	69.7	Tall
Emotional Exhaustion	4	687	1,160	59.2	High enough
Mental Fatigue	4	761	1,160	65.6	Tall
Low Self-Achievement	4	677	1,160	58.3	High enough
Total	16	2934	4,640	63.2	Tall

(Source: Results of questionnaire data processing)

The findings of the descriptive analysis show that PT. PLN (Persero) Makassar Transmission Implementation Unit experienced work saturation or burnout with an overall percentage of 63.2% so it was included in the good group. The indication of physical fatigue has the highest score of the three indicators, as can be seen from the findings of the descriptive analysis above. This shows that employee burnout has a major impact on the way they do their jobs. (Aditya et al., 2021) According to Muslihudin, "work fatigue is a low physical, emotional and mental condition caused by a very demanding work situation over a long period of time." This is in line with their perspective.

Table 4.40 Level of Employee Performance Variable Score Achievement

Indicator	Number of items	Score achieved	Ideal score	Achievement (%)	Category
Work quality	4	1036	1,160	89.3	Very high
Work Quantity	4	951	1,160	81.9	Very high

Work Reliability	4	934	1,160	80.5	Tall
Work attitude	4	1019	1,160	87.8	Very high
Total	16	3940	4,640	88.3	Very high

(Source: Results of questionnaire data processing)

Descriptive analysis found that staff performance at PT. PLN (Persero) Makassar Transmission Implementation Unit is very good with a total percentage of 88.3 percent. Kasmir, (2018) also agrees with this, writing, "performance is the result of work and work behavior achieved in completing assigned tasks and responsibilities within a certain period of time." The presentation of the findings of the descriptive analysis above also shows that of the three indicators, work quality has the highest score, which shows that workers try as hard as possible to complete all assigned tasks in order to achieve maximum results.

Knowing whether the data distribution resembles or follows a normal distribution is the goal of the normality test. The Kolmogorov Smirnov (KS) method and histogram plots were used for testing. Research variables must have a significant value of more than 0.05 according to the KS Technique.

**Normality Test Results
One-Sample Kolmogorov-Smirnov Test**

		Unstandardized Residual	
N		58	
Normal Parameters ^{a,b}	Mean	.0000000	
	Std. Deviation	6.44767629	
Most Extreme Differences	Absolute	.086	
	Positive	.086	
	Negative	-.050	
Test Statistic		.086	
Asymp. Sig. (2-tailed) ^c		.200 ^d	
Monte Carlo Sig. (2-tailed) ^e	Sig.	.343	
	99% Confidence Interval	Lower Bound	.331
		Upper Bound	.356

(Source: Results of statistical analysis via SPSS 25, 2023)

The significant column (Asymp. Sig. (2-tailed)) of 0.2 indicates that $0.2 > 0.05$ and supports the adoption of H1 according to the findings of the normality test of the data processing test for the two variables. Employee performance is one of these two variables, and is also randomly distributed. routine, and dissatisfaction with their work (burnout). An employee's performance is rated at 65.645 based on the findings of a basic linear regression study. There is a regression coefficient of 65.645 for the work fatigue variable, if it is assumed that it does not have a value of 0.045, this shows a positive trend which shows that for every one unit increase in work fatigue, employee performance will increase by 0.045.

The purpose of simple linear regression analysis is to determine the impact of burnout on worker performance. This can be confirmed by summarizing the results of a basic linear regression study. Based on the data collected, SPSS is used to process the independent variable (X) and dependent variable (Y).

Simple Linear Regression Test Results

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	65.645	3.034		21.637	<.001
	BURNOUT	.045	.058	.104	.785	.436

(Source: Results of statistical analysis via SPSS 25, 2023)

From the previous equation, it is clear that the constant 65.645 means the employee's performance value is 65.645 if the burnout variable is considered to have a value of zero or not at all. Variable regression coefficient

The product moment correlation test is designed to find out whether the performance of PT workers is influenced by burnout. Transportation Implementation Unit in Makassar, PLN (Persero). The product moment correlation test results table is presented below.

Product Moment Test Results

Correlations

		BURNOUT	KINERJA
BURNOUT	Pearson Correlation	1	.104
	Sig. (2-tailed)		.436
	N	58	58
KINERJA	Pearson Correlation	.104	1
	Sig. (2-tailed)	.436	
	N	58	58

(Source: Results of statistical analysis via SPSS 25, 2023)

The Product Moment correlation test gives a result of 0.104 for person or rcount correlation. A significant relationship occurs if the calculated r value is greater than the r table value according to the test criteria. Based on these results, specifically fatigue does not have a major impact on employee performance (i.e. $0.104 < 0.258$). Therefore, H0 is accepted while H1 is rejected. The low relationship between the output of PT workers is shown by a correlation value of 0.104 which is in the range of 0.01-0.20. PLN (Persero) Makassar Transmission Implementation Unit and burnout factors.

The coefficient of determination which is the square of the correlation coefficient is a measure of the ability of each research variable. The following are the findings from the determination test.

Result of Determination Coefficient Value R^2

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.104 ^a	.011	-.007	6.505

(Source: Results of statistical analysis via SPSS 25, 2023)

Based on the results of the product moment correlation test, it was determined that there was no significant relationship between PT personnel performance and burnout. Because the determinant coefficient $R^2 = 0.011$ or 1.1%, H_0 is accepted and H_1 is rejected, and r_{count} (0.104) is smaller than r_{table} (0.258), then the Makassar PLN (Persero) Transmission Implementation Unit is recognized as appropriate. This shows that burnout has no impact on 98.9% of employee performance which is influenced by factors not discussed in this research.

CONCLUSION

After reviewing the data and discussing its impact, it is clear that burnout does not hinder productivity at PT. PLN (Persero) Makassar Transmission Implementation Unit. It is known that r_{count} is greater than r_{table} based on the findings of the validity test. Employee performance (Y) is 0.824 and burnout (X) is 0.951 based on reliability test findings, meaning that each variable can be considered trustworthy. The findings of SPSS calculations for Windows show that there is a relationship between the performance of PT workers and work saturation, or burnout. The Pearson correlation for the PLN (Persero) Makassar Transmission Implementation Unit is 0.104, which is below the range of 0.01–0.2. This shows a very poor relationship between staff performance and burnout.

Next, a simple linear regression test was carried out using the equation $Y = 65.645 + 0.045X$. Assuming there is no change in other variables, the regression coefficient also shows a positive direction of influence, namely increasing significantly by 0.045 for every one unit increase. The percentage of influence applied is then confirmed through the coefficient of determination (R^2) test. The test results show an R Square of 0.011, which indicates that PT staff performance is influenced by burnout. Additional factors not included in this study impact 1.1% of the PLN (Persero) Makassar Transmission Implementation Unit, leaving 98.9%.

The estimated value of r which is greater than the r table indicates that the research findings show a very weak relationship between employee performance and burnout. Therefore, each component of the indication is considered valid.

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