

The Influence of Burnout and Peer Social Support on Health Performance

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Abstract. This study aims to measure how much influence the Burnout (X1) and Peer Social Support (X2) variables have on the performance of health workers at TK III Hospital 03.06.01 Ciremai Cirebon. The method used is a quantitative method. The sample used was 120 respondents, namely nurses at TK III Hospital 03.06.01 Ciremai Cirebon. The measurement scale used is the Likert scale. The results of this study show that partially the burnout variable has a negative and significant effect on the performance of health workers with (sig.t) $0.000 < 0.05$ and peer social support has a positive and significant effect on the performance of health workers with (sig.t) $0.001 < 0.05$. The results of the variables burnout and peer social support simultaneously have a positive and significant effect on the performance of health workers at TK III Hospital 03.06.01 Ciremai Cirebon with the result Fcount of $48.584 > Ftable$ of 3.07. Next, burnout (X1) and peer social support (X2) contributed a 45.4% influence on the performance of health workers (Y). The subjects in this research were only nurses at TK III Hospital 03.06.01 Ciremai Cirebon

Keywords: Burnout, Peer Social Support, Performance

1. Introduction

Hospitals, as providers of health services, must provide quality services and have accountable cost control management. The primary objective of the home is to deliver health services with efficiency and effectiveness, focusing on healing and recovery. This is achieved through a coordinated and integrated approach that emphasizes improvement, preventive, and referral initiatives. As per the Regulation of the Minister of Health of the Republic of Indonesia on Hospital Obligations and Patient Obligations, a hospital is a healthcare facility that offers comprehensive individual health services, including inpatient, outpatient, and emergency services.

TK III Hospital 03.06.01 Ciremai Cirebon is one of the largest hospitals in Cirebon. This hospital has the vision of becoming a superior hospital for soldiers, ASNs, their families, and the Korem 063/SGJ community. At TK III Hospital 03.06.01 Ciremai Cirebon, employee performance is measured once a year. Performance appraisal is a process used by organizations to evaluate individual employee work implementation. In performance appraisals, the employee's contribution to the organization is assessed over a certain period [1]. If employee performance is professional and appropriate to their field, their work will improve.

Table 1. Performance Assessment of TK Hospital 03.06.01 Ciremai Cirebon

NO	RATED ASPECT	YEAR		
		2021	2022	2023
1	Discipline	78	76	77
2	Honesty	78	75	77
3	Cooperation	78	76	79
4	Loyalty	78	76	77
5	Initiative	77	77	78
6	Concern	76	76	78
7	Responsibility	77	76	78
8	Obedience	77	77	78
9	Faithfulness	78	77	78
10	Nursing care	77	76	77
Amount		774	762	777
Means		77,4	76,2	77,7

Source: TK III Hospital Personnel Data 03.06.01 Ciremai Cirebon.

Value description:

- 60 – 69 (Fair): Do not yet understand all interpersonal skills and nursing care and have not fully implemented both.
- 70 – 79 (Good): already understands and can apply interpersonal skills and nursing care, but there is still room for improvement.
- c. 80 – 89 (Very Good): Has fully understood and applied interpersonal skills and nursing care.
- d. 90 – 100 (Very Good): Has fully understood and applied interpersonal and nursing care skills and maintained consistent application.

Based on the table above, the performance assessment is performed yearly on TK III Hospital 03.06.01 Ciremai Cirebon health workers. It can be concluded that the performance of health workers at TK III Hospital 03.06.01 Ciremai Cirebon for the past three years has an average score below 80, meaning they already understand and can apply interpersonal skills in the form of communication carried out in a relationship between two or more people, both verbally and non-verbally to achieve common ground, but there is still room for improvement. The role of health workers is very vital in hospital services. Health workers must be able to adapt to high work stressors and not make mistakes, so physical, mental and emotional readiness is needed in providing services (Andarini, 2018). Healthcare professionals have a significant risk of suffering burnout, with a prevalence rate of 54.1%. This is mostly attributed to issues such as insufficient knowledge, excessive workload, and various other work-related variables [3]The issue of Burnout overseas is currently a prominent concern that has led to a rise in demand for healthcare treatments. The prevalence of Burnout among nurses in Spain ranges from 1.89% to 2.84%, while in the Netherlands it occurs in 1.26% of nurses (Andarini, 2018). Burnout encompasses three dimensions: emotional tiredness, cynicism or depersonalization, and reduced personal accomplishment. Emotional exhaustion is a fundamental aspect of Burnout that pertains to the sensation of depleting one's emotional and physical resources. The cynicism component, also known as depersonalization, represents the part of Burnout that pertains to the

interpersonal setting. Reduced accomplishment is a component of Burnout that pertains to the self-assessment aspect. It involves experiencing thoughts of inadequacy, as well as a sense of low achievement and productivity in the workplace [4]

Table 2. Burnout Data

Variable	Questions	Alternative Answers	Percentage
<i>Burnout</i>	What makes you feel tired at work?	a. Shift work	56 % (14 Respondents)
		b. Doctor	0 % (0 Responden)
		c. Patients and patient families	28% (7 Respondents)
		d. Deadline	16% (4 Respondens)
		Jumlah	100% (25 Respondens)

Source: Pre-survey in May 2023

Based on a pre-survey of 25 health workers at TK III Hospital 03.06.01 Ciremai Cirebon, it was stated that health workers experienced fatigue due to work shifts, with a total percentage of 56%. Research conducted by Ichsan, Mohammad Sudjatmoko, Agung, Aprilianti, Shifa Nurshavira, and Amanda Putri (2022) shows that Burnout affects employee performance due to a lack of regulating employee work systems, causing the level of Burnout in employees to increase. Organizations have an essential role in helping an employee's performance by providing advice and development for progress towards approved goals. Together. One form of support that is very important is support from fellow workers because health workers are social creatures who live by interacting with other people, living side by side, having a sense of togetherness, and supporting each other.

Cobb's definition of social support encompasses the provision of information by others, indicating that an individual is loved, cared for, appreciated, and integrated into a social network (Puspitasari & Sholihah, 2022). Social support refers to the assistance and aid, such as knowledge, emotional support, evaluation, and practical help, that individuals receive from specific individuals in their social circle. This support fosters feelings of being valued, cherished, and loved by the recipient. Social support is categorized into two groups based on social networks: perceived social support and received social support [6].

Table 3. Peer Social Support Data

Variable	Questions	Alternative Answers	Percentage
<i>Peer social support</i>	What kind of coworker support supports you at work?	a. Direct assistance in the form of goods and services	12% (3 Respondent)
		b. Advice regarding the problem you are facing	16 % (4 Respondent)
		c. Information about what is happening	4% (1 Respondent)

	d. Appreciated by colleagues	68% (17 Respondents)
Jumlah		100% (25 Respondents)

Source: Pre-survey in May 2023

According to a preliminary survey conducted at TK III Hospital 03.06.01 Ciremai Cirebon, 68% of the 25 health workers expressed appreciation for the support they receive from their colleagues in their work. Additionally, 16% of the respondents mentioned that they value receiving advice on the challenges faced by nurses. Simultaneously, the proportion of direct aid in the form of products and services accounted for 12%, while the dissemination of information about the ongoing events accounted for 4%. The nurses of TK III Hospital 03.06.01 Ciremai Cirebon are seeking support from their colleagues in the form of professional recognition and appreciation. Research conducted by Darmanto & Ariyanti (2021) shows that social support influences employee performance, such as providing emotional and social support in giving attention, trust, empathy, and concern to employees, which can make employees feel cared for, trusted, and cared for. Based on the problem formulation above, this research aims to find out whether Burnout influences the performance of health workers at TK III Hospital 03.06.01 Ciremai Cirebon, to find out whether peer social support influences the performance of health workers at TK III Hospital 03.06.01 Ciremai Cirebon, to find out whether burnout and peer social support influence the performance of health workers at TK III Hospital 03.06.01 Ciremai Cirebon.

Literature Review

Performance of Health Workers

The performance of health workers is a process of performing health services directly to patients to meet the basic needs of patients who are guided by the standards and ethics of good, optimal and professional health services [8]. Excellent and polite employee service and communication to patients or the public must also be considered, such as providing information to patients and the public according to their level of expertise, knowledge and competence. According to RS TK III 03.06.01 Ciremai Cirebon, which is 10, the performance indicators for health workers are discipline, honesty, cooperation, loyalty, initiative, concern, responsibility, obedience, loyalty, and nursing care.

Burnout

Herbert Freudenberger, a clinical psychologist in New York, first introduced the term burnout. [9] defines Burnout as a form of fatigue caused by someone who is active too intensely, has high dedication and commitment, is active for too long and too much and views their needs and desires as secondary, which can cause the individual to feel pressures that contribute more to his organization.

According to [10] says Burnout has seven indicators consisting of:

- Feelings of frustration are conditions such as sadness, hopelessness, emptiness, depression, irritability, feeling burdened by the task at hand, and irritability for no apparent reason, giving rise to a person's feeling of being unable to provide psychological services.
- Saturation is the boredom with the work routine done every day, which is always the same.

- c. Easy to feel tired; examples of how easy it is for a worker to feel tired are fever, headaches, back pain, aches, quickly getting sick, tension in the neck and muscles, frequent flu, insomnia, nausea and changes in eating habits.
- d. Depressed moods are marked by signs of rumination and heightened anxiety.
- e. Apathy is negative behaviour towards others, work, not caring about the people around them and the work environment.
- f. The tendency to give negative self-appreciation is a natural attitude that can be shown from the tendency to give negative self-appreciation, namely constantly feeling pessimistic and experiencing a decrease in personal achievement, feeling useless, and the activities carried out have no value or worth.
- g. Dissatisfaction with one's work results is related to decreased self-competence, work motivation and work productivity due to feelings of guilt resulting from work goals not being achieved, low attitude towards giving oneself credit, and lack of self-confidence.

Peer Social Support

Peer social support combines knowledge, evaluation (feedback) and emotional support offered by people of the same age, gender, professional colleagues, geography, culture, socio-economic position and past experiences. Then the same [11]. Social support refers to the comfort, attention, appreciation, or assistance that individuals receive from other individuals or groups (Kim & Lee, 2013)

According to Sarafino, the peer social support indicator consists of 4 indicators [13]:

- a. Emotional support is an expression of empathy and attention that can provide comfort, peace of mind and a feeling of love to the individual concerned.
- b. Tangible or instrumental support is direct assistance, such as when someone gives or lends money to an individual.
- c. Information support provides advice, hope, suggestions or feedback regarding what the individual is doing.
- d. Companionship support is a feeling of being part of and accepted by a group that shares the same interests and social activities.

The Effect of Burnout on the Performance of Health Workers

The research results conducted by Ayu & Adnyani (2017) said that nurses who experience work stress and workload experience declining performance because they must constantly adapt to all changes in their work environment as professionals engaged in human service. Meanwhile, research conducted by Priyono & Saraswati (2023) concluded that paramedic staff were able to adapt to all changes that occurred in their work environment, which identified the effectiveness of implementing service standards implemented by the relevant agencies so that they did not find any influence between Burnout on paramedic performance. Burnout experienced by health workers, such as dealing with many patients simultaneously, having to act quickly in dealing with patient needs, and spending too much time working; apart from that, a lack of cooperation between health workers is also one of the factors that cause Burnout. These factors align with those put forward by Baron Greenberg, namely physical fatigue, emotional fatigue, mental fatigue and low self-esteem [16].

The Influence of Peer Social Support on the Performance of Health Workers

Social support makes coworkers enthusiastic about doing their work and can automatically motivate them to improve their performance. The performance of health workers as a dependent

variable can be influenced by peer social support by looking at the dimensions of peer social support. The results of research conducted by Johnson et al. (2019) suggest that medical physicists seek social support during stress or after medical errors. Additionally, medical physicists admitted to experiencing at least one stressful event the previous year. Although a partner or significant other is the dominant source of support, they do not provide the most effective support. Meanwhile, research conducted by Sengkey et al. (2021) said that the social support of coworkers influences employee performance; it can be seen from emotional, instrumental, information and friendship support, which provides a feeling of unity in membership so that quantity.

The Influence of Burnout and Peer Social Support on the Performance of Health Workers

The study conducted by [19] reveals that burnout can be mitigated through the provision of support from colleagues or group members. Specifically, social support from family and friends has been found to positively impact individuals' accomplishments in life. Cultivating harmonious social relationships can facilitate the formation of interpersonal ties. The study conducted by [20] reveals that job burnout among inpatient nurses is primarily caused by work stress and workload. This leads to a decline in nurses' performance, as they are constantly required to adapt to changes in their work environment due to their profession's involvement in providing human service. When the impact of burnout and social support on employee performance is analyzed together, the findings indicate that both factors have a beneficial influence. It is expected that management will effectively manage the stress and grievances encountered by its personnel.

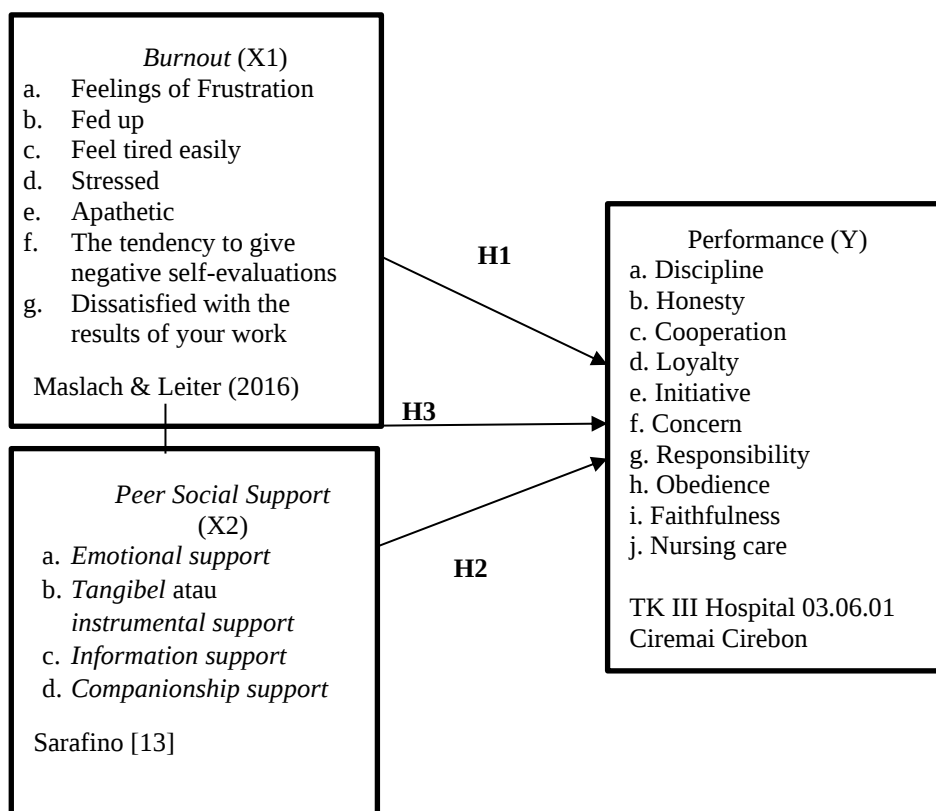


Figure 1. Research Framework

- H1: Burnout hurts the performance of health workers at TK III Hospital 03.06.01 Ciremai Cirebon.
H2: Peer social support positively affects the performance of health workers at TK III Hospital 03.06.01 Ciremai Cirebon.
H3: Burnout and peer social support positively affect the performance of health workers at TK III Hospital 03.06.01 Ciremai Cirebon.

2. Method

The research methodology employed in this study is quantitative. The subjects of this study were 120 functional employees who were nurses at TK III Hospital 03.06.01 Ciremai Cirebon. The participants in this study were nurses employed at TK III Hospital 03.06.01 Ciremai Cirebon. The data collection technique employed in this research involves conducting interviews. Interviews serve two purposes: firstly, to identify and explore the problems that need to be investigated, and secondly, to gain a deeper understanding of the respondent's perspectives. In addition, a questionnaire consisting of written questions is used to gather specific information from the respondent. The questionnaire utilized in this study is not open-ended. The research use a Likert scale for measurement. The research used the data analysis method of multiple linear regression analysis, utilizing the SPSS Version 22 software to conduct descriptive statistical tests, instrument tests, coefficient of determination tests, multiple linear regression analysis, and hypothesis testing.

3. Results and Discussion

a. Descriptive Burnout Variables

Table 4. Recapitulation of Frequency Distribution of Answers to the Burnout Variable

No	Items	Burnout					Total Score	Mean	Criteria
		SDA 5	DA 4	PA 3	A 2	SA 1			
1	I feel frustrated about my job.	-	8	63	47	2	317	2,64	Pretty good
2	I sometimes feel fed up with my job	-	15	62	38	5	327	2,72	Pretty good
3	I feel exhausted by my work	5	48	50	14	3	398	3,31	Pretty good
4	I feel tired at the end of the workday	9	53	49	9	-	422	3,51	Good
5	Working with people directly puts too much pressure on me	-	17	65	36	2	337	2,80	Pretty good
6	Working with other people all day is tough for me	-	4	31	76	9	270	2,25	Not good
7	I feel patient blamed me for some of their problems	1	13	53	46	7	315	2,62	Pretty good

8	I am afraid this job is taking a toll on me emotionally	-	15	50	53	2	318	2,65	Pretty good
Total score		15	173	423	319	30	2704	2,81	
Criteria		Pretty good							

Source: Primary Data Processed 2023

According to the burnout variable description data, it can be concluded that there are still healthcare workers at TK III Hospital 03.06.01 Ciremai Cirebon who are experiencing burnout. This is evident from the fact that a majority of the healthcare workers feel fatigued by the end of their workday, as their energy has been depleted from working all day. Fatigue can arise from various causes, such as work shift rotation, individual characteristics (such as health, disease, gender, age, education, workload, length of service, and nutritional status), and physical ambient elements (such as noise, illumination, temperature, heat stress, vibration, and ventilation).

b. Descriptive Variable Peer Social Support

Table 5. Frequency Distribution of Answers to the Peer Social Support Variable

		Peer Social Support					Total Score	Mean	Criteria
No	Items	1 SDA	2 DA	3 PA	4 A	5 SA			
1	I have colleagues who understand me.	5	30	60	22	3	348	2,90	Pretty good
2	My coworkers helped me very well in several ways.	2	21	51	31	15	396	3,30	Pretty good
3	I have a colleague who I can talk to about my complaints.	4	24	56	35	1	365	3,04	Pretty good
4	My coworkers accept me as I am	4	32	62	16	6	348	2.90	Pretty good
Total score		15	107	229	104	25	1457	3.03	
Criteria		Pretty good							

Source: Primary Data Processed 2023

According to the data on the description of the peer social support variable, it can be concluded that there are health workers at TK III 03.06.01 Ciremai Cirebon Hospital who lack support from their professional colleagues. The majority of health workers express the need for colleagues who can understand their problems and listen to their complaints. This indicates that there is a greater need for emotional support among health workers at TK III Hospital 03.06.01 Ciremai Cirebon. The emotional support offered by professional colleagues manifests through a comprehensive comprehension of the job environment, since they possess a deep awareness of one's sentiments regarding workload and work-related challenges. This assistance will offer solace, assurance, a sense of inclusion, and affection to healthcare professionals.

c. Descriptive Health Worker Performance Variables

Table 6. Recapitulation of Frequency Distribution of Answers to Performance Variables

		Performance of Health Workers					Total Score	Mean	Criteria
No	Item	1 SDA	2 DA	3 PA	4 A	5 SA			

1	You report if you make a mistake.	-	16	49	49	6	405	3,37	Pretty good
2	You admit when you make a mistake.	-	20	63	35	2	379	3,15	Pretty good
3	You are able and willing to carry out duties outside of official hours.	-	30	45	44	1	372	3,13	Pretty good
4	You are capable of making emergency decisions.	1	15	65	36	3	385	3,20	Pretty good
5	You can obey, implement and practice Pancasila and the 1945 Constitution.	-	23	58	33	6	382	3,18	Pretty good
6	You can maintain a safe work environment.	-	21	68	22	9	379	3,15	Pretty good
7	You can create a comfortable working atmosphere.	-	15	65	35	5	390	3,25	Pretty good
8	You can carry out your duties per your job/position description.	-	9	48	59	4	418	3,48	Good
9	You always obey and carry out all service regulations.	1	12	42	57	8	419	3,49	Good
10	You can carry out nursing care.	-	18	48	46	8	404	3,36	Pretty good
11	You are always on time for work.		12	64	39	5	397	3,30	Pretty good
12	You always stay in your workplace while you are running errands.	2	13	50	43	12	410	3,41	Goos
Total Score		4	204	665	498	68	4740	3.28	
Criteria		Pretty good							

Source: Primary Data Processed 2023

According to the data on the performance variables of health workers, it can be concluded that the performance of health workers at TK III Hospital 03.06.01 Ciremai Cirebon still requires enhancement, particularly in terms of the loyalty of health workers. This loyalty pertains to the

attitudes and behavior exhibited by health workers towards the hospital. The primary catalyst for disloyalty among health workers towards hospitals is the tendency of hospitals to provide a greater workload to high-performing health workers compared to their counterparts.

Instrument Test

a. Validity test

Table 7. Validity Test

Variable	Question Items	r	r _{table}	Information
<i>Burnout</i>	B1	0,540	0,1509	Valid
	B2	0,534		Valid
	B3	0,624		Valid
	B4	0,601		Valid
	B5	0,526		Valid
	B6	0,531		Valid
	B7	0,619		Valid
	B8	0,601		Valid
<i>Peer Social Support</i>	PSS1	0,642	0,1509	Valid
	PSS2	0,639		Valid
	PSS3	0,598		Valid
	PSS4	0,614		Valid
Performance of Health Workers	K1	0,545	0,1509	Valid
	K2	0,499		Valid
	K3	0,416		Valid
	K4	0,486		Valid
	K5	0,486		Valid
	K6	0,500		Valid
	K7	0,413		Valid
	K8	0,371		Valid
	K9	0,377		Valid
	K10	0,396		Valid
	K11	0,431		Valid
	K12	0,404		Valid

Source: SPSS 22 Processing Results

Based on the number of respondents of 120 people and with a significant alpha level of 5% (0.05), the r_{table} value can be obtained $df = n - 2 = 120 - 2 = 118$, so $r_{table} = 0.1509$. Based on the table above, it can be concluded that the validity test results of the questionnaire for the variables burnout, peer social support and performance of health workers are declared valid. It can be seen from $r_{count} > r_{table}$ (0.1509).

b. Reliability Test

Table 8. Reliability Test

No	Variable	Cronbach's Alpha	Criteria
1	<i>Burnout</i>	0,707	Reliable
2	<i>Peer Social Support</i>	0,776	Reliable
3	Performance of Health Workers	0,628	Reliable

Source: SPSS 22 Processing Results

Based on the table above, Cronbach's Alpha value was obtained for the burnout variable (X1) = 0.707, peer social support (X2) = 0.776 and health worker performance (Y) = 0.628. So, all the instruments used in this research were declared reliable because Cronbach's Alpha was > 0.60.

Coefficient of Determination Test (R²)

The Coefficient of Determination (KD) is used to see how much the independent variable (X) influences the dependent variable (Y)

Table 9. Determination Coefficient Test

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,674 ^a	,454	,444	3,64273
a. Predictors: (Constant), PEER SOCIAL SUPPORT, BURNOUT				

Sumber : Hasil *Output* SPSS 22

From the table above, it can be seen that the R Square value is 0.454. So, the influence of the independent variables Burnout and Peer Social Support of 45.4% falls into the moderate category in influencing the dependent variable, namely the Performance of Health Workers.

Multiple Linear Regression Analysis

Table 10. Multiple Linear Regression Analysis Test Results

Coefficients					
Model		Unstandardized Coefficients		Standardized Coefficients	Sig.
		B	Std. Error	Beta	
1	(Constant)	57,489	2,694		,000
	BURNOUT	-,727	,079	-,625	,000
	PEER SOCIAL SUPPORT	,375	,115	,223	,001
a. Dependent Variable: Performance					

Source: SPSS 22 Output Results

Based on the analysis results in Table 10, the following regression equation is obtained:

$$Y = 57,489 - 0,727 X1 + 0,375 X2 + e$$

It means:

- If the constant is 57.489, it means that if burnout (X1) and peer social support (X2) are 0, then the resulting value of health worker performance (Y) is 57.489 with the assumption that other variables that can influence health worker performance are considered constant.

- b. Suppose the regression coefficient for the burnout variable (X1) is 0.727. In that case, every additional burnout variable (X1) of 1 unit will improve the performance of health workers (Y) at TK III Hospital 03.06.01 Ciremai Cirebon. A negative coefficient means a negative relationship exists between Burnout (X1) and the performance of health workers. So the higher the Burnout (X1), the lower the performance of health workers (Y).
- c. Suppose the regression coefficient for the peer social support variable (X2) is 0.375. In that case, it means that every additional peer social support variable (X2) of 1 unit will improve the performance of health workers (Y) at TK III Hospital 03.06.01 Ciremai Cirebon. A positive coefficient means a positive relationship between peer social support (X2) and the performance of health workers. So, the higher the peer social support (X2), the higher the performance of health workers (Y).

Hypothesis testing

a. t Test (Partial):

Table 11. Results of the t-test for Burnout (X1) and Peer Social Support (X2)

		Coefficients			t	Sig.
		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta		
1	(Constant)	57,489	2,694		21,343	,000
	BURNOUT	-,727	,079	-,625	-9,142	,000
	PEER SOCIAL SUPPORT	,375	,115	,223	3,261	,001

a. Dependent Variable: Performance

Source: SPSS 22 Output Results

- 1) Effect of Burnout (X1) on the Performance of Health Workers (Y)
Based on the provided table, it is evident that the obtained t value for the burnout variable is 9.142, which exceeds the critical t value of 1.98027 at a significance level of $0.000 < 0.05$. This indicates that the burnout variable (X1) has a partially negative and significant impact on the performance of health workers (Y). Therefore, the alternative hypothesis (Ha) is accepted, and the null hypothesis (Ho) is rejected.
- 2) The Influence of Peer Social Support (X2) on the Performance of Health Workers (Y)
Based on the provided table, it is evident that the calculated value for the peer social support variable is 3.261, which is greater than the critical value of 1.98027 at a significance level of 0.001, indicating that the peer social support variable (X2) has a partially positive and significant impact on the performance of health workers (Y). This implies that the alternative hypothesis (Ha) is accepted, while the null hypothesis (Ho) is rejected.

b. F Test (Simultaneous)

Table 12. F Test Results

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1289,371	2	644,685	48,584	,000 ^b
	Residual	1552,528	117	13,269		
	Total	2841,899	119			
a. Dependent Variable: Performance						
b. Predictors: (Constant), PEER SOCIAL SUPPORT, BURNOUT						
Source: SPSS 22 Output Results						

Upon examining the table, it is evident that the Sig value for the impact of Burnout (X1) and peer social support (X2) on the performance of health professionals (Y) is 0.000, which is less than the significance level of 0.05. Additionally, the Fcount value is 48.584, which exceeds the critical Ftable value of 3.07. Therefore, it may be inferred that the null hypothesis (Ho) is rejected and the alternative hypothesis (Ha) is accepted, indicating that the variables burnout (X1) and peer social support (X2) collectively exert a positive and statistically significant impact on the performance of health workers (Y).

Burnout affects the performance of health workers at TK III Hospital 03.06.01 Ciremai Cirebon.

Health workers at TK III Hospital 03.06.01 Ciremai Cirebon experienced Burnout caused by fatigue at the end of the work day. The factor that causes fatigue in hospital health workers is the existence of work shifts because the hospital is a health service that operates 24 hours a day. Even though it benefits patients, working shifts can have negative impacts, including fatigue. Work fatigue that cannot be overcome will cause various fatal work problems and result in work accidents, so hospitals are obliged to know the level of performance and things that can cause problems at work, including work fatigue in nurses.

The research results conducted by Tinambunan (2018) said that nurses must be the figures their patients need, who can be sympathetic, attentive, focused and warm to patients. The increasing demands on nurses make nurses' workloads high in providing safe and effective nursing practices and working in an environment with high hospital standards. According to Reza & Soliha (2021), training, workshops, roleplay, leader teaching, and so on are suitable methods for providing nurses with more comprehensive knowledge. It is essential because when nurses experience Burnout, performance can decrease drastically, and poor interpersonal relationships are also found.

Based on the research results, it is known that Burnout hurts the performance of health workers at TK III Hospital 03.06.01 Ciremai Cirebon. This research is in line with [23], which found a significant negative relationship between Burnout and nurse performance, which means that the higher the nurse's Burnout, the lower the nurse's performance will be.

Peer Social Support influences the performance of health workers at TK III Hospital 03.06.01 Ciremai Cirebon.

Most health workers at TK III Hospital 03.06.01 Ciremai Cirebon feel they need colleagues who understand their problems or listen to their complaints. However, health workers must still gain awareness to support each other among colleagues. One of the factors that causes a lack of mutual understanding between professional colleagues is the difference in working hours, which means health workers rarely listen to complaints that are being experienced. There needs to be better communication with other units.

According to Maulita (2015), colleagues have an essential role in achieving hospital goals and influencing the performance of other health workers because they are an inseparable part of the working relationship in the hospital. To increase peer social support, TK III Hospital health workers should be 03.06.01 Ciremai Cirebon has good relationships with colleagues in the profession, getting to know each other and knowing more about what health workers need. If this occurs, it will facilitate more productivity among nurses, surpassing the hospital's and nurses' requirements. The person will do his job happily and confidently, and he will feel capable of doing his job.

According to the research findings from the second hypothesis, the variable of peer social support has a favorable and statistically significant impact on the performance of health workers at TK III Hospital 03.06.01 Ciremai Cirebon. This research is in line with Sengkey, Marssel M Mongdong, Aprillia Hartati, and Meike E (2021), which shows that support from coworkers will provide positive energy for employees to carry out their duties well. It causes the higher the support received from their coworkers, the greater the possibility of improving employee performance.

Burnout and Peer Social Support Influence the Performance of Health Workers at TK III Hospital 03.06.01 Ciremai Cirebon

According to the data on performance variables of health workers, it can be concluded that the performance of health workers at TK III Hospital 03.06.01 Ciremai Cirebon needs improvement, particularly in terms of the loyalty of health workers. This loyalty is related to the attitudes and behavior exhibited by health workers towards the hospital. It is evident that health personnel at TK III Hospital 03.06.01 Ciremai Cirebon still require a significant level of loyalty.

According to Ayu & Adnyani (2017), nurses who experience work stress and workload cause their' performance to decline because nurses as professionals engaged in human service are always required to adapt to all changes in their work environment. Having support from colleagues for health workers will provide positive energy for them to carry out their duties well.

According to the findings of the study, the third hypothesis demonstrates that both burnout and peer social support variables have a favorable and significant impact on the performance of health workers at TK III Hospital 03.06.01 Ciremai Cirebon. Hence, it is necessary to examine the impact of the peer social support variable (X2) on the performance of health workers at TK III Hospital 03.06.01 Ciremai Cirebon. The variable of peer social support exerts a favorable impact on the performance of health workers, hence enhancing the quality of hospital services provided by them.

The findings of this study are consistent with the research conducted by Ayu Adnyani (2017), which suggests that coworker support in helping to overcome hurdles can enhance employee performance. Concurrently, Burnout exerts a detrimental and substantial impact on employee performance, implying that an escalation in employee burnout might result in diminished performance.

4. Conclusion

Based on the problem formulation, hypothesis and research results, it can be concluded that the research entitled "The Effect of Burnout and Peer Social Support on the Performance of Health Workers" (Study on Nurses at TK III Hospital 03.06.01 Ciremai Cirebon) is as follows:

1. Burnout has a negative and significant effect on the performance of health workers at TK III Hospital 03.06.01 Ciremai Cirebon.
2. Peer Social Support has a positive and significant effect on the performance of health workers at TK III Hospital 03.06.01 Ciremai Cirebon.
3. There is a simultaneous positive and significant influence between burnout and peer social support on the performance of health workers at TK III Hospital 03.06.01 Ciremai Cirebon.

Suggestion

1. Practical Advice
 - a. Management is advised to conduct regular evaluations of nurses' condition and maintain working environment conditions so that they can influence the psychological aspects of health workers.
 - b. Support resource providers must possess knowledge of the challenges encountered by support recipients in order to offer suitable assistance, fostering a sense of comprehension among colleagues in the field.
 - c. Management is advised to provide certainty regarding the number of working hours calculated and overtime provisions and bonuses to health workers for tasks outside official hours.
2. Theoretical Suggestions
 - a. This research can serve as a valuable reference for future studies. It is recommended to explore additional aspects, such as burnout and peer social support, that may impact the performance of healthcare professionals in hospitals.
 - b. Future researchers can develop the chosen method, such as additional interviews with respondents so that the information obtained can be more specific to the problems felt by respondents rather than questionnaires stuck to the answers that have been provided.
 - c. The subjects in this research were only nurses at TK III Hospital 03.06.01 Ciremai Cirebon, so it is recommended that research be conducted on a broader subject involving all hospital employees.
 - d. Expand research to health services and educational services, banking and organizations operating in the industrial sector.

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