

## ABSTRAK

Penelitian ini bertujuan untuk mendeskripsikan dan menganalisis pengaruh *job burnout*, lingkungan kerja terhadap kinerja sumber daya manusia melalui *turnover intention* sebagai variabel intervening. Populasi yang digunakan dalam penelitian ini adalah seluruh karyawan RSI Sultan Agung Semarang. Teknik pengambilan sampel menggunakan metode *cluster sampling* yaitu teknik pengukuran sampel probabilitas yang memilih sub-populasi yang disebut cluster, kemudian setiap elemen di dalam kelompok (cluster) tersebut dipilih sebagai anggota sampel. Sampel diambil sebanyak 100 responden dengan instrumen penelitian berupa kuesioner. Analisis data menggunakan SPSS 21. Hasil dari penelitian ini menunjukkan bahwa *job burnout* berpengaruh negatif dan signifikan terhadap kinerja sumber daya manusia. Lingkungan kerja berpengaruh positif dan signifikan terhadap kinerja sumber daya manusia. Sedangkan *turnover intention* berpengaruh negatif terhadap kinerja sumber daya manusia. *Turnover intention* mampu memediasi pengaruh *job burnout* dan lingkungan kerja terhadap kinerja sumber daya manusia.

Kata kunci : *job burnout*, lingkungan kerja, *turnover intention*, kinerja sumber daya manusia.

## ***ABSTRACT***

This study aims to describe and analyze the effect of job burnout, work environment on the performance of human resources through turnover intention as an intervening variable. The population used in this study were all employees of Sultan Agung Hospital in Semarang. The sampling technique uses the cluster sampling method, which is the technique of measuring probability samples that select sub-populations called clusters, then each element in the group (cluster) is selected as a sample member. Samples were taken as many as 100 respondents with a research instrument in the form of a questionnaire. Data analysis using SPSS 21. The results of this study indicate that job burnout has a negative and significant effect on the performance of human resources. The work environment has a positive and significant effect on the performance of human resources. While turnover intention has a negative effect on the performance of human resources. Turnover intention is able to mediate the effect of job burnout and work environment on the performance of human resources.

Keywords : job burnout, work environment, turnover intention, performance of human resource.