The Relationship of Job Demands to Burnout with Social Support as a Mediating Variable

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ABSTRAK		A R T I C L E I N F O
This study examines the relationship between work demands and Burnout with social support as a mediating variable among generation Z workers in Sukabumi City. The phenomenon of Burnout is increasingly common among young workers due to high work pressure, long working hours, and lack of social support. The purpose of this study was to determine the effect of work demands on Burnout and how social support can mediate the relationship. This study used a quantitative method with a causal descriptive approach, involving 200 respondents selected from a population of 36,732 generation Z workers in Sukabumi City. Data were collected through questionnaires and analyzed using Structural Equation Modeling (SEM) with AMOS 22 software. The results showed that job demands had a significant effect on Burnout and social support. Social support also had a significant influence on Burnout, but was not effective as a mediating variable. The direct effect of job demands on Burnout is greater than the indirect effect through social support. Therefore, to reduce Burnout, companies need to increase social support in the work environment and manage work demands well. In conclusion, although social support can help, effective management of work demands is more crucial in reducing Burnout among Generation Z workers in Sukabumi City.		

1. INTRODUCTION

In this increasingly globalized era, Indonesia is experiencing many changes, one of which is characterized by the rapid growth of the world economy which makes economic actors more competitive. (Dewi et al., 2022). Economic growth can be used as a reference indicator of the success of a region's economy, because high economic growth is directly proportional to the unemployment rate. (Kurniawan et al., 2023). Therefore, the production process also increases and more labor is needed to produce the required output, so that it can reduce the unemployment rate in the region. (Kurniawan et al., 2023)

The Central Bureau of Statistics also presents data that related to the number of labor force in Indonesia has increased by 3.99 million people with the total workforce reaching 147.71 million people. (Central Bureau of Statistics, 2023). In addition, the Central Bureau of Statistics also presents data related to the number of working people reaching 139.85 million people with an increase in the number of working people of 4.55 million people compared to August 2022. (Central Bureau of Statistics, 2023). According to data through the Central Bureau of Statistics, in 2023 Indonesia experienced a decrease in the number of unemployed people with the number of unemployed people at 7.86%. (Central Bureau of Statistics, 2023)
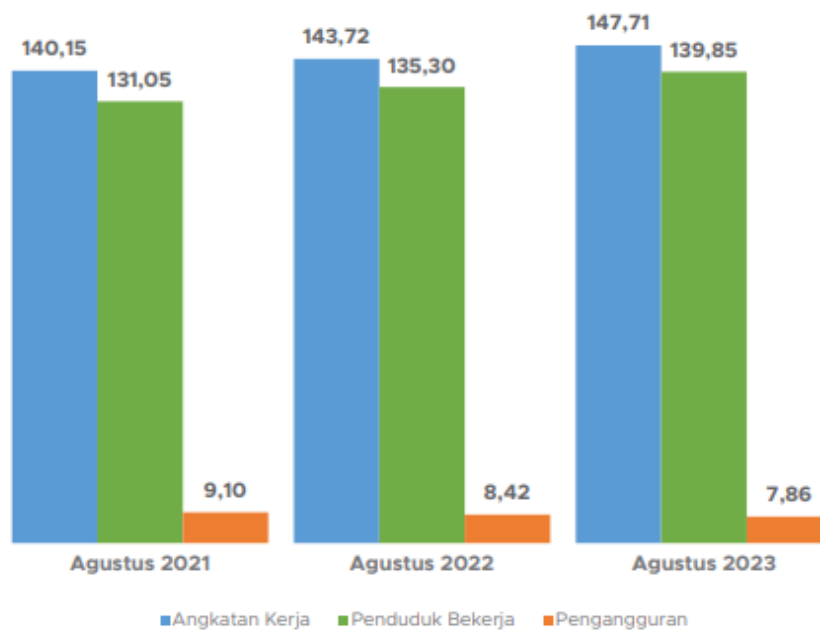
Figure 1. Total labor force, working population, and unemployed 2021-2023
Source: (Central Bureau of Statistics, 2023)

Judging from the picture above, we can see that Indonesia has experienced an increase in the number of labor force and the number of working population from 2021-2023, and Indonesia has experienced a decrease in the unemployment rate from 2021-2023.

Through the Central Bureau of Statistics, the state of Indonesian employment has several changes including, experiencing a decrease in the number of Open Unemployment Rate of 5.32% with a percentage decrease of 0.54% points compared to August 2022, experiencing a decrease in the number of Urban Open Unemployment Rate of 6.40% with a percentage decrease of 1.34% points compared to August 2022, experiencing an increase

in the number of Rural TPT of 3.88% with a percentage increase of 0.45% points compared to August 2022, decreased in the number of Urban Open Unemployment Rate by 6.40% with a percentage decrease of 1.34% points compared to August 2022, increased the number of non-full-time workers by 43.46 million people (31.08%) with an increase of 0.79 million people compared to August 2022, increased the number of people working based on working hours less than 15 hours per week with an increase of 12.08 million people (8.64%) with an increase of 1.66 million people compared to August 2022. (Central Bureau of Statistics, 2023).

In this increasing labor force participation in Indonesia, there are certainly places that have labor force participation that increases every year, one of which is Sukabumi City. Sukabumi City has a total population in 2022 of 356,410 people with a total male population of 179 344 people and a total female population of 177,066 people, the following is a picture of population statistics for Sukabumi City in 2022. (BPS Sukabumi, 2023).

Table 1. Population Statistics of Sukabumi City

POPULATION STATISTICS OF SUKABUMI CITY	
YEAR 2023	
Total Population	**360,644 Souls**
Male	**181,305 Souls**
Female	**179,399 Souls**
Sex Ratio	**101**
Population Growth	**1,48 %**
Population Density	**7,465 people/km^2**

Source: (BPS Kota Sukabumi, 2024)

The table above shows that the population of Sukabumi City increased by 360,644 people. In addition, the young population of Sukabumi City tends to increase every year compared to the elderly population. The sex ratio of Sukabumi is 101 which indicates that the proportion of males is greater than the proportion of females. However, the population growth of Sukabumi City continues to increase at 1.48 percent which is inevitable. Therefore, maintaining a controlled population growth rate is essential for sustainable development. (BPS Kota Sukabumi, 2024).

Table 2. Employment Statistics of Sukabumi City

EMPLOYMENT STATISTICS CITY OF SUKABUMI	
YEAR 2023	
Labor Force	171,381 Souls
Not Labor Force	102,543 Souls
Working Population	156,762 Souls

% TKK	91,47%
TPT	8,53%
%TPAK	62,57%

Source: (BPS Kota Sukabumi, 2024)

From the table above, we can see that the TPAK of Sukabumi City in 2023 is 62.57 percent, which means that out of 100 people of working age around 62 to 63 people are economically active. In other words, 1,000 people of working age in Sukabumi City, around 620 to 630 people are economically active. (BPS Kota Sukabumi, 2022). The employment rate (TKK) of an area is measured as the percentage of the working population to the total population in the labor force. TKK shows the size of the working-age population who are employed or temporarily unemployed, which means that "open employment" and "employment opportunities" are not the same. (BPS Kota Sukabumi, 2022).

The open unemployment rate (TPT) indicates the number of people who are unemployed for various reasons. Sukabumi City's TPT has fluctuated over the past five years. It reached its highest point in 2020 with a TPT of 12.17%, and in 2023 an average of 9 out of 100 people working in Sukabumi City were unemployed. (BPS Kota Sukabumi, 2022). In addition, there is a table that shows the presentation of the labor force and non-labor force population from 2020-2022.

Table 3. Percentage of labor force and non-labor force population

	Year		
Activity Type	**2020**	**2021**	**2022**
Labor Force	**55,74**	**55,86**	**62,48**
Work	87,83	89,22	91,17
Open Unemployment	12,17	10,78	8,83
Not Labor Force	**44,26**	**43,14**	**37,52**

Source: (BPS Kota Sukabumi, 2022)

The percentage of the working population increased by 1.39 percent in 2020-2021 and increased by 1.95 percent in 2021-2022. This shows that the workforce is starting to be reabsorbed along with the improvement of economic conditions after the COVID pandemic. However, the open unemployment rate decreased by 1.39 percent in 2020-2021. (BPS Kota Sukabumi, 2022)

Based on the table below, Sukabumi City also has three main types of employment: services, industry, and agriculture. In 2022, 71.61 percent of the workforce in Sukabumi City worked in the service sector. Meanwhile, 24.20 percent of the workforce in Sukabumi City worked in the processing industry. The percentage of the population working in agriculture is only 4.19 percent, due to limited agricultural land in cities like Sukabumi. (BPS Kota Sukabumi, 2022).

Table 4. Percentage of population by main occupation

Description	Gender (%)		Total (%)
	Male	**Female**	
Agriculture	5,35	2,14	4,19
Industry	25,46	21,97	24,20
Services	69,19	75,88	71,61
Total	**100,00**	**100,00**	**100,00**

Source: (BPS Kota Sukabumi, 2022)

The population growth of Sukabumi City is divided into 6 generational classifications including, Post Generation Z, Generation Z, Millennial Generation, Generation X, Boomber Generation, Pro Boomer Generation. The percentage of Generation Z in Indonesia is expected to be higher than other generations. (Kholidy, 2023). Predictions show that by 2025, Indonesia will experience a demographic bonus, where the number of productive age population, especially from generation Z, will be the largest compared to the non-productive population (Kholidy, 2023). (Kholidy, 2023).

This is evidenced Based on the results of the 2022 National Labor Force Survey in Indonesia, around 68.63% of the workforce consists of Millennials and Generation Z. Projections for 2045 show that Generation Z will make a significant contribution to the number of productive-age workers. (Sali, 2023). In the Sukabumi City area, Generation Z is also included in the high number of labor force population, this can be seen through the data of the labor force population in Sukabumi City based on their age in 2022, as follows:

Table 5. Labor force population of Sukabumi City in 2022

Age Group	Gender		Total
	Male	**Female**	
15-19	3,565	2,468	6,033
20-24	11,111	8,591	19,702
25-29	13,552	8,128	21,680
30-34	12,721	5,522	18,243
35-39	11,973	6,067	18,040
40-44	11,626	6,117	17,743
45-49	11,127	6,007	17,134
50-54	9,923	4,667	14,590
55-59	7,628	5,012	12,640
60+	9,532	4,281	13,813
Total	**102,758**	**56,860**	**159,618**

Source: (BPS Kota Sukabumi, 2022)

Based on the table above, the majority of the population in Sukabumi is dominated by Generation Z and the millennial generation. Especially in generation Z, the proportion of

the labor force in Sukabumi City reached 47,415 people, making the proportion at the young age level even higher, which can be seen in table 1.6 for the number of people who work based on their age in Sukabumi City. The impact of this high young age in the workforce can also offer opportunities to accelerate economic growth.

Table 6. Working population in Sukabumi City in 2022

Age Group	Gender		Total
	Male	**Female**	
15-19	1,265	1,409	2,674
20-24	7,418	7,022	14,440
25-29	11,490	8,128	19,618
30-34	12,139	5,180	17,319
35-39	11,802	5,612	17,414
40-44	11,329	5,707	17,036
45-49	10,969	6,007	16,976
50-54	9,923	4,667	14,590
55-59	7,188	4,783	11,971
60+	9,342	4,142	13,484
Total	**92,865**	**52,657**	**145,522**

Source: (BPS Kota Sukabumi, 2022)

The dominance of Generation Z in the working population of the city gives hope for the potential for progress and change in the future. The youngest generation in the history of the workforce, they are highly regarded for their love of technology and the importance of innovation. Gen Z is the generation born between 1995 and 2010. Often referred to as the i-Generation or Internet Generation, Gen Z has a different perspective than previous generations in terms of workplace hopes and expectations, someone who focuses on professional development, has high aspirations, and can acquire high technical and language skills. (Wijoyo et al., 2020)..

According to (Rachmawati, 2019) , the characteristics of Gen Z employees at work want a work atmosphere in the office that is fun but still prioritizes flexibility. They also always use technology to communicate and work, and wear comfortable work clothes. According to the survey, Generation Z expects work flexibility by 45% and does not always work in the office by 69%. (Prayoga & Lajira, 2021). Survey (Kronos, 2019) stated that 33% of Gen Z out of 3400 respondents in various countries rated flexibility in the workplace as very important and important. The study also found that Gen Z considers itself to be the most hardworking generation. However, because they consider flexibility as very important, Gen Z will not be willing to be forced to work if they do not want to do so.

Through DataIndonsia.id, a survey conducted by Alvara Research Center found that Generation Z experiences the highest levels of anxiety and stress compared to other generations (DataIndoensia.id, 2022). The anxiety and stress level of generation Z respondents was 28.3%, while generation Y (millennials) was 28.1%, and generation X was 24.1%. (DataIndonesia.id, 2022). Alvara claims that the level of anxiety and stress experienced by generation Z is due to the fact that they do not have enough resources to deal with the pressure exerted on them. (DataIndonesia.id, 2022). This is also in line with (Kronos, 2019) (Kronos, 2019), which states that Gen Z does not seem to be very confident to enter the workforce, and one of the factors that influence it is the long work demands. The impact of these long work demands will also cause someone to experience burnout (Tambuwan & Sahrani, 2019). (Tambuwan & Sahrani, 2023) Top of Form

Burnout describes a psychological condition in which the condition arises due to emotional or psychological stress caused by job demands. (Amelia Prameswari Pitaloka, 2022).. Burnout is also known as job burnout, it describes a condition caused by a mismatch between the physical, mental, and emotional conditions of a worker and what they do at their workplace. (Putri et al., 2019). If an individual experiences excessive fatigue it can be detrimental to a person's ability to interact reasonably with their environment, even if the fatigue lasts for a long period and with a high level of intensity, it can also cause individuals to experience fatigue, both physically and mentally. (Tambuwan & Sahrani, 2023).

Burnout can have physical, occupational, psychological, and social impacts. (Ratih et al., 2023). Headaches, muscle pain, sleep disturbances, illness, heart palpitations, loss of appetite, and accidents are the most common physical effects. (Roslan et al., 2021). Occupational effects, such as loss of focus and depression, decreased productivity (Roslan et al., 2021), and quitting work (Wang et al., 2021). Psychological impacts include a change in one's attitude to irritability, quick anger outburst (Roslan et al., 2021), and quitting work (Wang et al., 2021). (Roslan et al., 2021), emergence of anxiety/fear symptoms (Xie et al., 2022). However, social impacts include family relationships and quality of life that have a negative impact (Roslan et al., 2021).

According to several surveys and studies that discuss Burnout, survey results in the United States show that fatigue is the main problem for adults visiting clinics, with a percentage reaching 24%. A survey in the UK found that 25% of women and 20% of men reported burnout. More than 60% of the workforce presenting to the company polyclinic complained of work-related fatigue (Yunus et al., 2021).

Based on research (Anandani & Rahmasari, 2023) in a star up company in Indonesia, employees of this company experienced Burnout with the average value of the emotional exhaustion aspect showing 21.5, This finding also indicates that employees at startup X.com experience emotional exhaustion characterized by ongoing fatigue, find it difficult to cope with work pressure, and feel restless.

In addition to Burnout research at the global and national levels, there are levels of Burnout experienced by Indonesian workers according to their generation, especially in generation Z. Through DataIndonesia.id, a survey conducted by Populix showed that 27% of 1190 respondents in generation Z workers experienced symptoms of Burnout, where

many generation Z workers experienced mental and physical fatigue at work. (DataIndonesia.id, 2023)

Nowadays, employees increasingly face a variety of work-related demands, such as long working hours and high workloads. (Chen et al., 2023). In addition, burnout is one of the issues that arise when individuals are faced with increased job demands and intense competition in the work environment. (Tambuwan & Sahrani, 2023). Job demands, known as Job Demands, refer to the burden faced by employees of a company that has a goal, usually job demands can cause stress levels in the work environment. (Utami & Sylvia, 2021).

Work can be a source of stress when high and consistent effort is required to fulfill the requirements of the job, examples of job demands involve high pressure in the work environment, unfavorable physical conditions, and emotional burdens that arise through social interactions. (Skaalvik, 2020). Job demands can also include working with situations related to long working hours, high levels of speed, and time pressure. (Riadhah et al., 2022).. Based on research conducted by (Bunjak et al., 2023) This study states that work demands have several details that need to be studied and are related to the level of employee fatigue. The results of this study also stated that 30.6% of respondents felt that they did not have enough time to complete their tasks and 59.4% experienced pressure from their work, which was based on research from 271 respondents, then 75.3% of respondents said that their company gave many work demands, and 16.2% of respondents said that they could not cope with these demands, but 83.3% of people who answered said they could still complete these work demands. In addition, one of the elements that contribute to the onset of Burnout, apart from job demands, is low social support.

Social support refers to assistance received from other individuals and can come from various sources. (Afini Freudwi Asri, Chagi Mauluddy, 2023). With the increasing number of social support, it can be one of the strategic ways to overcome Burnout. (Abdillah & Cahyono, 2022).. A person will feel social support if the form of support is appropriate or relevant. (Afini Freudwi Asri, Chagi Mauluddy, 2023).. Social support helps reduce the adverse effects of stressors by helping individuals use better coping strategies or directing them to rethink circumstances to make them less harmful because of the support provided. (LAM, 2019).

A person can receive social support from various people, such as parents, teachers, friends, community members, and religious or community leaders. (Muthmainah, 2022). In addition, the beneficial effect of social support is support that helps fulfill a need when experiencing conditions that feel difficult, either through the relationship between individuals and close friends to fight stress. (Muiz et al., 2022). This can have a meaningful impact on someone who receives it (Astuty et al., 2023).

There are two aspects included in social support: 1) Quantity of available sources of social support, which indicates that there are many people who can be relied on when someone needs help; and 2) The level of satisfaction with the social support received, which indicates how confident the individual is in the available sources of social support that their needs will be met. (Putra & Muttaqin, 2020).

The connecting theory between the variables in this study is to use the J-DR Model (The Job Demands Resources Model) theory. In developing a model regarding job demands and job resources. JD-R Model Theory (Bakker, 2017) This theory states that the first assumption of JD-R theory is that job characteristics can be divided into 2 different categories, namely job demands and job resources. The second assumption is that job demands can lead to fatigue. In this J-DR theory explains that increasing the frequency and / or severity of job demands can result in increased effort, which then causes the use of employees' physical, emotional, and cognitive resources, this can result in Burnout (physical and mental fatigue). (Bakker, 2017)

Demands refer to any needs or demands that must be met in a task, require sustained physical and psychological effort, and are associated with certain costs. However, the presence of resources weakens the demands of the job. Job resources can be explained as the physical, psychological, social, or organizational elements of the job that have the potential to provide motivation, and social support to achieve job goals, regulate the influence of job demands, and stimulate learning and personal development processes. (Bakker, 2017)

This research plan will be conducted on gen z workers in Sukabumi City. Many factors cause employees to experience Burnout, and one of the factors is the work demands given by the company to workers / employees, and the existence of social support as a form of mediation between work demands and Burnout.

Table 7. Results of Pre-Research Questionnaire on Generation Z Workers in Sukabumi

Item Statement	Average Results of Respondents' Answers
Workers feel lethargic when they wake up in the morning because they have to spend the day at work.	7,43
Workers feel overworked in their jobs	6,25
Workers often show physical complaints such as headaches while at work.	6,56
Workers feel depressed when the intensity of work tasks increases	6,56
Workers often experience sudden mood swings	6,5
Workers are easily offended if there is a slight work problem	5,56
Workers find it difficult to concentrate while working	5,5
Workers often experience reduced performance while working	5,62
Workers often feel hopeless about their current job	5,31
Workers never feel dissatisfied with their achievements	6,37
Workers often feel unable to master the tasks they have been assigned.	6,25
Workers often isolate themselves from the social environment	5,43
Workers are often unenthusiastic when working on assigned tasks	6,06
Workers are often indifferent to the environment and people around them	5,87

Source: Data Processed by Researchers, Based on Pre-Research Questionnaire Results, 2024.

Through table 7. The results of the pre-research questionnaire that researchers distributed to 16 respondents of gen Z workers in Sukabumi City, researchers found problems related to the phenomenon of Burnout, namely workers experiencing physical fatigue characterized by a decrease in energy in gen z workers in Sukabumi City. From these problems it is suspected because of the work pressure that can cause a decrease in energy in workers, besides that this decrease in energy is also suspected because of the lack of instrumental support which is characterized by a lack of assistance in completing various tasks given so that workers experience a decrease in energy.

Based on research (Tambuwan & Sahrani, 2023) which states that there is a positive and significant influence between work demands on Burnout in Generation Z workers in DKI Jakarta. then, there are other studies that discuss similar matters, namely in research (Widiyanto et al., 2022) which states that there is a positive and significant influence between work demands and Burnout. However, there is a research gap found by researchers related to this matter, where in the research conducted by research (Siahaan et al., 2019) stated that the work demands variable had no significant effect on Burnout. Then it is also supported by research (Van Der Heijden et al., 2019) stated that the work demands variable had no significant effect on Burnout according to work demands based on the physical type.

Based on research (Hidyatullah, 2021) which discusses the relationship between social support and Burnout, states that the relationship between social support and Burnout has a positive and significant correlation. This is not in line with the research conducted by (Oktaviola, 2021) stated that the social support variable had no significant effect on Burnout in pastors. In addition, there are theories that explain the relationship between job demands and social support.

Then, it is also similar to research (Meidelina et al., 2020) which states that social support is not significant in moderating the effect of work demands on work engagement on Indonesian Cabin Crew. This is different from research (Firdaus et al., 2023) which states that the role of social support can have a significant effect in moderating job demands on employee performance.

2. LITERATURE REVIEWT
2.1 Management

According to (Hasibuan, 2020) management describes the science and art of managing processes in the use of resources and other resources effectively and efficiently. According to (Kristina, Naning, 2019) management describes a coordination of all resources during the planning, organizing, employee decision making, directing and supervising process to achieve predetermined goals. According to (Fery, 2018) management describes a process in coordinating work activities efficiently and effectively with and through other individuals.

2.2 Human Resource Management

According to (Putra, F; Suseno, 2022) Human Resource Management has a role as a form of approach in managing resources that include aspects of employment, acquisition, and development of personnel more effectively and tactically, this places a company to maximize its economic value as the main objective of Human Resource Management. According to the explanation (Putro, 2022) Human Resource Management can be interpreted as a process that addresses problems related to employees, workers, managers, and other workforce, where the focus is to ensure that all these elements can carry out organizational or company activities effectively in order to achieve predetermined goals. According to (Yusuf, F. A., & Maliki, 2020), Human Resource Management can be explained as a combination of science and art that involves designing formal systems, managerial processes, policy formulation, development, and optimizing the handling of various problems that include managing, empowering human resources in order to achieve common goals.

According to (Nuraini, 2020) the Dimension indicator is divided into 5:

1. Physical fatigue: loss of energy by feeling tired for a long time and showing physical complaints such as headaches, nausea, insomnia, and changes in appetite that are perceived, lack of enthusiasm at work, making more mistakes, and feeling sick even though there is no physical abnormality.
2. Emotional exhaustion: altered attitudes and behaviors as a reaction to psychological withdrawal from work, such as depression, irritability, etc.
3. Mental fatigue: attitudes or behaviors that change as a result of one's life situation due to emotional exhaustion, such as cynicism, and not being able to do a good job.
4. Self-esteem: A person's self-assessment of the results achieved by seeing how far the behavior meets his standards. For example, feeling hopeless
5. Depersonalization: a condition in which a person feels distant from himself, such as alienating individuals from the social environment, apathy, and indifference to the environment and people around him 5.

2.3 Job Demands

According to (Bakker & de Vries, 2021) job demands describe the level of a demand or the amount of work required to complete the assigned tasks. Job demands can also include working with situations related to long working hours, high levels of speed, and time pressure (Riadhah et al., 2022). According to (Mäkikangas et al., 2021) job demands describe an organizational demand placed on employees, which can cause an employee to experience stress at work and can have a major impact on one's performance.

The Dimensions of Work Demands according to (Schaufeli, 2017):

1. Qualitative demands: refers to a demand issued from the company which focuses on the quality of employee work.

2. Quantitative job demands: refers to a demand for the amount of work to be completed. The main source of stress is the mismatch between the amount of work to be completed and the time available to complete it.
3. Organizational demands: refers to a demand on the organization, for example, role conflict, interpersonal conflict.

2.4 Social Support

According to (Irwan, 2017) Social support can be described as advice, verbal or nonverbal information, real help, or behavior provided by those closest to him in his community. According to (Greindl, 2020) Social support describes when someone feels cared for, loved, valued, and considered important by the people around them. According to (Adawiyah & Blikololong, 2018) Social support refers to the help or support that a person receives from certain individuals in his life and in a special social environment. Such support includes both verbal and nonverbal information or advice, as well as concrete assistance or actions provided by a familiar social environment. In this context, social support refers to the various variables performed by others when they provide assistance.

According to (Yuliani et al., 2023) there are several dimensions of social support :

1. Emotional Support: Support provided in the form of empathy, caring, attention, positive appreciation, and encouragement to provide a sense of comfort, security, and feelings of being loved is known as emotional support.
2. Instrumental Support: Many people refer to instrumental support as tangible support. It is possible that support can be provided by providing items
3. Informational Support: Informational support is advice or feedback that can help solve problems.
4. Assessment Support: Information related to self-evaluation helps one assess one's own abilities.
5. Supportive Social Interaction: This is a type of friendly relationship where people spend time together in enjoyable activities. Recreational activities and having fun, which can provide calmness and a new outlook for someone under stress, provide this support.

2.5 Hypothesis

Based on the research framework and previous research above, the researcher proposes the following hypothesis:

Hypothesis 1: "Work Demands have a significant influence on Social Support in Gen Z Workers in Sukabumi City"

Hypothesis 2: "Work Demands have a significant influence on Burnout in Gen Z Workers in Sukabumi City"

Hypothesis 3: "Social Support has a significant influence on Burnout in Gen Z Workers in Sukabumi City"

Hypothesis 4: "Social Support has a significant influence in mediating the relationship between Work Demands and Burnout among Gen Z Workers in Sukabumi City"

3. METHODS

The research method used by researchers is quantitative research with a causal descriptive approach. The population in this study amounted to 36,732 people as generation Z workers in Sukabumi City aged 15 to 29 years who were registered with the Sukabumi City Central Bureau of Statistics with a sample size of 200 respondents. Data collection techniques used were questionnaires, literature studies, and documentation. Data analysis techniques used were Structural Equation Modeling (SEM), Structural Equation Modeling (SEM) steps using AMOS, hypothesis testing, and mediation testing (sobel test).

4. RESULTS AND DISCUSSION
4.1 Structural Equation Modeling (SEM)

In Figure 2 below, it can be seen that the box shape in the figure is an indicator that researchers observed using a questionnaire that has been distributed. Then the oval shape that leads to the indicator is the dimension that binds the indicator. Furthermore, the oval shape that leads to the dimension is the variable observed by the researcher. For example, work demands variables with dimensions of disturbances, emotion at work, work pressure consisting of 8 indicators that have an error rate or error, namely e1 to e8.

By using AMOS software version 22, researchers create a description of the relationship between variables using a path diagram. Furthermore, the path diagram is converted into an estimation model.
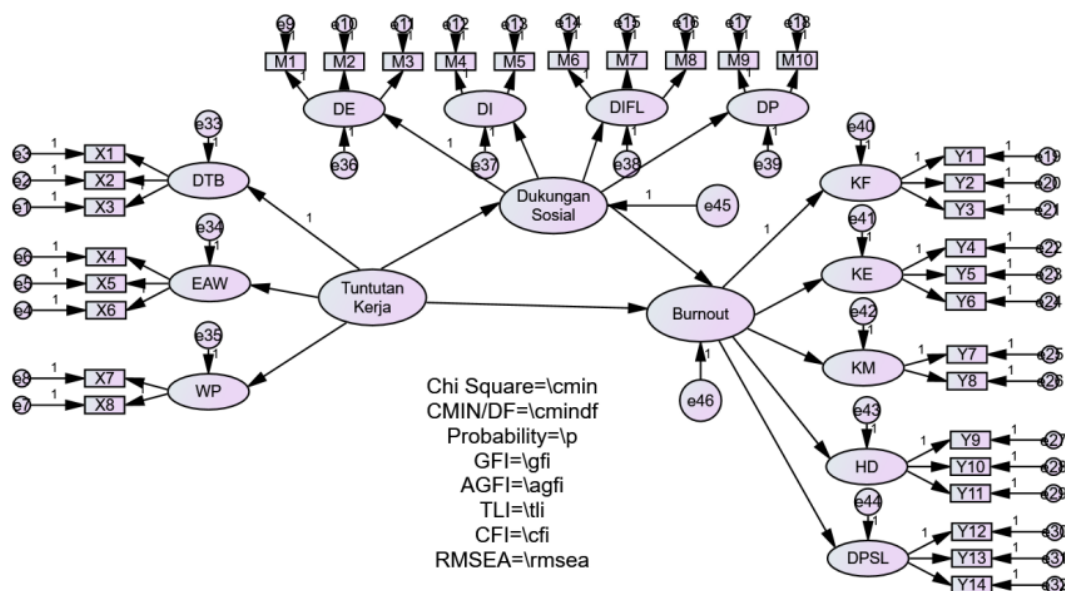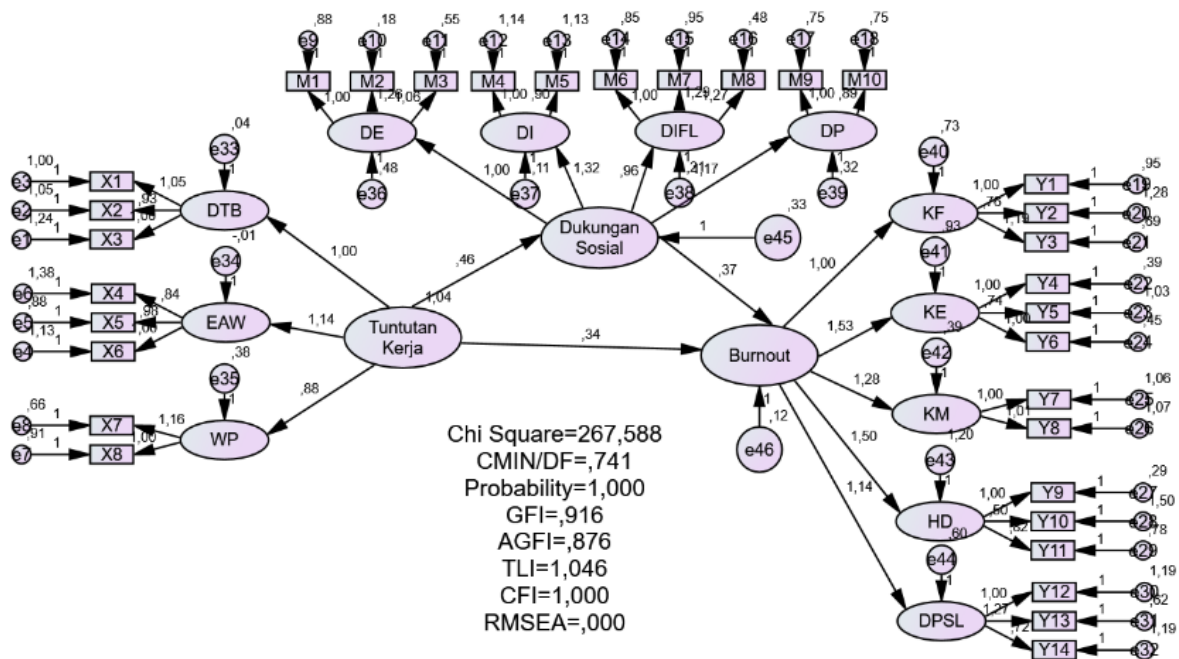

Figure 2. SEM Model
Source: Data processed by researchers, 2024 (using AMOS 22 software)

4.2 Modified Comfirmatory Factor Analysis Full SEM

Because there are still several indicators that are not suitable and have not met the conditions that have been determined in testing the structural equation, the researchers

modified the previous model so that it can meet and comply with the specified requirements. The following is the SEM model after modification.

Figure 3. Modified full SEM model
Source: Data processed by researchers, 2024 (using AMOS 22 software)

Based on the previous results where the model was declared still not feasible. Modification is carried out because testing the suitability of the previous model shows results that are not in accordance with existing provisions, therefore the researcher modifies the previous model by performing covariance in accordance with the instructions on the output of AMOS 22 software contained in the Modification Indicies section. The results of the modification can be seen in model 3 above. After modifying the model, it can be concluded that the modified model is feasible and in accordance with the specified requirements.

4.3 SEM Hypothesis Testing

SEM hypothesis testing in this study was carried out to answer the hypotheses in this study. The results of hypothesis testing can be seen from the critical ratio (c.r.) in the regression weights table in the AMOS software displayed in the table below:

Table 7. Hypothesis Test

Hypothesis	Standard Estimate	Estimate	S.E.	C.R.	P	Conclusion
HYPOTHESIS TEST						
Work Demands→ Social Support	0,674	0,320	0,048	6,660	0,000	*Supported*
Social Support→ *Burnout*	0 ,155	0,172	0,049	3,483	0,000	*Supported*
Work Demands→ *Burnout*	0,839	0,436	0,045	9,586	0,000	*Supported*
Work Demands→ Social Support → *Burnout*		Mediation Test	Z VALUE = 11.216 > 1.969			Mediation Part
Testing *Good Of Fit* (GOF) Results						
		Cut Of Value			Results	Conclusion

Chisquare	Expectedly Small	267,588	Fit
Probability	≥ 0,05	1,000	Fit
CMIN/DF	≤ 2,00	0,741	Fit
RMSEA	≥ 0,08	0,00	Marginal Fit
GFI	≥ 0,90	0,916	Fit
AGFI	≥ 0,90	0,876	Marginal Fit
TLI	≥ 0,90	1,046	Fit
CFI	≥ 0,95	1,000	Fit
Effect Testing			
	Direct	**Indirect**	**Total**
Work Demands→ Social Support	0,674	0,000	0,674
Social Support→ *Burnout*	0,155	0,000	0,155
Work *Demands*→ *Burnout*	0,839	0,055	0,894

Source: Processed by Researcher, 2024

a. Hypothesis 1

The critical ratio (C.R.) value on the Work Demands variable on Social Support is 6.660> 1.969 (t table with a 5% significance level is 1.969) with a probability value of 0.000 which means it is smaller than 0.05. And for the standard estimate value of 0.674> 0.5, it can be seen that the work demands variable has a significant positive effect on social support. Based on this, it can be concluded that hypothesis 1 can be accepted, namely "there is an influence of the Work Demands variable on Social Support".

b. Hypothesis 2

The Cirtical Ratio (C.R.) value on the Work Demands variable on Burnout is 9.586> 1.969 (t table with a 5% significance level is 1.969) with a probabilitiy value of 0.000 which means it is smaller than 0.05. And for the standard estimate value of 0.839> 0.5. So it can be seen that the Social Support variable has a positive and significant effect on Burnout. Based on this, it can be concluded that hypothesis 2 can be accepted, namely "there is an effect of Work Demands on Burnout".

c. Hypothesis 3

The Cirtical Ratio (C.R.) value on the social support variable on Burnout is 3.483> 1.969 (t table with a 5% significance level is 1.969) with a probabilitiy value of 0.000 which means it is smaller than 0.05. And for the standard estimate value of 0.155 <0.5. So it can be seen that the Social Support variable has a negative and significant effect on Burnout. Based on this, it can be concluded that hypothesis 3 can be accepted, namely "there is an effect of Social Support on Burnout".

d. Hypothesis 4

Hypothesis 4 testing is done by calculating using the help of Daniel Sopier's sobel test calculator to test the effect of mediation. Based on the results of calculations that have been carried out using Daniel Sopier's sobel test calculator, it can be seen that the result is 11.216 or greater than the z table with a significance level of 5% or 1.969. Based on this, it can be concluded that there is an influence of Social Support in mediating the relationship between Work Demands and Burnout.

4.4 Direct and indirect effects

Direct influence

The direct effect is shown by one arrow in the diagram and in accordance with the hypothesis given. It can be seen in Table 4.8 which shows that the effect of work demands on social support is 0.674, the effect of work demands on Burnout is 0.839 and the effect of social support on Burnout is 0.155. And for the others, it shows a value of 0.000 which means there is no direct influence. Based on the results of the data analysis above, it can be concluded that the effect of work demands on Burnout is greater than the effect of social support on Burnout (0.839> 0.155).

Indirect influence

Indirect influence between exogenous constructs on endogenous constructs that are not shown directly by arrows. From Table 4.8, it can be seen that the results of the analysis show that there is an indirect effect between work demands on *Burnout* of 0.055.

4.5 DISCUSSION

The cirtical ratio (CR) value in hypothesis testing between work demands variables on social support shows a value of 6.660> 1.969 (z table value at a = 5%). The standard estimate result is 0.674 > 0.5. From the results of hypothesis testing, it shows that there is a significant positive influence between work demands on social support. Based on the theory put forward in previous studies, work demands can have a direct or indirect effect on social support. This is in line with research (Firdaus et al., 2023) which states that the role of social support can have a significant effect on job demands.

The value of the cirtical ratio (CR) on hypothesis testing between work demands variables on Burnout shows a value of 9.586> 1.969 (z table value at a = 5%). The standard estimate result is 0.839> 0.5. From the results of hypothesis testing, it shows that there is a significant positive influence between work demands on Burnout. Based on the theory put forward in previous studies, work demands can have a direct or indirect effect on Burnout. This is in line with research (Tambuwan & Sahrani, 2023) which states that there is a positive and significant influence between work demands on Burnout in Generation Z workers in DKI Jakarta. then, there are other studies that discuss similar things, namely in research (Widiyanto et al., 2022) which states that there is a positive and significant influence between work demands and Burnout.

The value of the estimate, critical ration or C.R. The value of the Cirtical Ratio (C.R.) on the social support variable on Burnout is 3.483> 1.969 (t table with a 5% significance level is 1.969) with a probabilitiy value of 0.000 which means it is smaller than 0.05. And for the standard estimate value of 0.155 <0.5. From the test results, it shows that there is a negative and significant influence between social support variables on Burnout. These results are not in line with research (Hidyatullah, 2021) which discusses the relationship between social support and Burnout, stating that the relationship between social support and Burnout has a positive and significant correlation. Then this is also in line with research (Abdillah & Cahyono, 2022) which states that social support can have a significant positive effect on Burnout.

The value of the estimate, critical ration or C.R. The value of the Cirtical Ratio (C.R.) on the work demands variable on Burnout is 9.586> 1.969 (t table with a 5% significance level is 1.969). The standard estimate of 0.839 from the results of hypothesis testing shows that there is a significant positive influence between work demands on Burnout. Furthermore, based on Daniel Sopier's sobel test calculator which is used to test the mediating variables in this study. It can be seen in table 4.8 that the statistical results of the t count data show the results of 11.216> 1.96, with a significance level of 5%. This shows that in this study social support mediates the relationship between work demands and Burnout. The above information knows about the mediating effect of social support in the relationship between work demands and Burnout is greater, namely 11.216 compared to the direct effect of work demands on Burnout, namely 9.586. The direct effect value is greater than the indirect value. Therefore, it can be concluded that the social support variable is not recommended to be a mediating variable. The relationship between work demands and Burnout will be more effective if not mediated by social support. To minimize Burnout in gen z workers, company owners and company leaders must build good social relationships, after that the work demands felt by gen z workers will be even more effective in reducing the level of Burnout among generation z workers in Sukabumi City.

5. CONCLUSIONS

Based on the research that has been conducted by researchers on the relationship between work demands and Burnout through social support as a mediating variable, the following conclusions can be drawn:

1. Generation z workers feel a lot of work demands assessed by the demands of the desired targets and the many tasks given in a short period of time, then generation z workers also feel a lot of social support which is characterized by high informational support and also friendship support. Burnout felt by generation z workers is also quite high, judging by the rapid changes in mood of workers and the feeling of dissatisfaction with their achievements. In addition, social support is also one of the factors that influence the level of Burnout in gen z workers in Sukabumi City. And there are still several other factors that can affect Burnout that are not examined by researchers in this study.

2. Work demands have a significant effect on social support in generation z workers in Sukabumi City. This means that the greater the work demands, the greater the influence of social support. These high work demands are also supported by several supporting dimensions including, disturbances, emotion at work, and work pressure.

3. Work demands have a significant effect on Burnout in generation z workers in Sukabumi City. This means that a high level of Burnout in the eyes of generation z workers in Sukabumi City requires the effectiveness of high work demands as well and can be formed by several supporting dimensions including, disturbances, emotion at work, and work pressure.

4. Social support has a significant effect on Burnout. This can be interpreted that generation z workers have high social support can reduce the tendency to experience Burnout, especially in generation z workers. this is also assisted by

several supporting dimensions, including emotional support, instrumental support, informational support, and friendship support.

5. Social support mediates the relationship between work demands and Burnout among generation z workers in Sukabumi City. This shows that to minimize Burnout among generation z workers, company owners and company leaders must build good social relationships, after that the work demands felt by generation z workers will be even more effective in reducing the level of Burnout among generation z workers in Sukabumi City. In table 8, it can be seen that the direct effect value is greater than the indirect value. Therefore, it can be concluded that the social support variable is not recommended to be a mediating variable. The relationship between work demands and Burnout will be more effective if not mediated by social support.

6. AUTHOR'S NOTE

The authors declare that there is no conflict of interest regarding the publication of this article. The author confirms that this article is free from plagiarism.

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