



The Effect of Excess Role on Physical and Psychological Health and Job Satisfaction The Role of Burnout Mediation

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ABSTRACT: This study aims to explore the effect of role overload on physical and psychological health, as well as job satisfaction of employees in the Prosecutor's Office. Role overload experienced by employees can cause prolonged stress, which has a negative impact on mental and physical health. Using a cross-sectional survey, data were collected from 371 Prosecutor's Office employees in Surakarta and Central Java. The results showed that role overload had a significant effect on physical and psychological health, and contributed to the level of job satisfaction. In addition, burnout was found to be a mediator in the relationship between role overload and job satisfaction. This study provides important insights into human resource management in the public sector to create a better working environment for employees.

KEYWORDS: Burnout, excess role, job satisfaction, physical, psychological health.

INTRODUCTION

Existing empirical research on the burden of roles and health has covered a wide range of social groups, but government employees have so far not received enough attention (Bliese et al., 2000). Research by Shahram et al. (2014) with employees showed that role load, among other role stressors, directly contributes to anxiety, depression, and other negative emotional states. Citing research on professional clergy in Hong Kong, Hang-yue et al. (2005) found that role burdens have a negative effect on psychological health as they lead to emotional *burnout*. In contrast to the few studies focusing on government employees, the study of Alfes et al. (2018) on government employees in Switzerland i.e. individuals who work for the government, shows that the burden of roles can undermine the health status perceived by employees, especially in the absence of a supportive team climate.

An over-the-top role is an excessive role that does not match the role of the employee. Excessive workload is a situation when workers are working on their work tasks that must be completed or under the demands of working in a short time (Huang et al., 2022). It is often found in the world of work employees who complain about the weight of the work they are doing, then make a comparison with other employees who in their perception do lighter work even though the compensation given is the same. Similarly, the distribution of employees still does not refer to the real needs of the organization, which is not yet based on the organization's workload. Excess roles are one of the main stressors that affect the health outcomes of government employees. The perceived role burden refers to the difficulties or subjective burdens experienced by government employees resulting from physical, psychological, and emotional (Ahn & Logan, 2022). Studies of government employees in Switzerland show that excess roles can erode the health status perceived by employees, especially if there is no supportive team climate (Huang et al., 2022), this can cause government employees to experience burnout. Excess roles and burnout are closely related because the burden of roles can be one of the triggers for burnout.

Shahram et al (2014) say that the constant burden of roles can lead to feelings of helplessness and emotional burnout. If a person feels incapable of coping with the tasks at hand, this can be a contributing factor to burnout. Thus, excessive role load, especially imbalances that cannot be overcome with adequate support and resources, can contribute significantly to the occurrence of burnout among individuals. This shows the importance of role load management and stress management in the work environment to prevent negative impacts on employees' mental and physical well-being (Shahram et al., 2014).

The literature exploring the potential negative consequences of role stress such as overload on job satisfaction is extensive, ranging from early studies of organization-related stress (Kahn et al., 1964) to more recent research on positions involving role limitations, where role overload has evolved into what is now more commonly considered to be a separate and distinct construct among role



stressors (e.g., Brown et al., 2005; Singh et al., 1994; Singh, 1998). The effect of role overload on job satisfaction in sellers is poorly studied. Two studies involving customer service representatives (Singh et al., 1994) and salespeople (Singh, 1998) reported a negative association between role overload and job satisfaction.

Job satisfaction refers to a positive emotional state that comes from an assessment of one's job or work experience and is an important factor in an employee's life (Alegre et al., 2016). Previous research has reported that burnout can not only result in adverse health impacts, but it can also lead to higher intent to quit a job, lower organizational commitment, or lower overall satisfaction (Demerouti et al., 2005; Hu et al., 2011). The link between burnout and job satisfaction has been well proven (Khamisa, Oldenburg, Peltzer, & Ilic, 2015). Koeske and Koeske (1993) show that burnout (measured as emotional exhaustion) results in overall dissatisfaction with work even when individuals report receiving high social support and feelings of accomplishment at work. Therefore, burnout is likely to reduce job satisfaction. As one of the government employees responsible for carrying out criminal proceedings, government employees in the Prosecutor's Office are surrounded by various work pressures. Government employees The Prosecutor's Office is tasked with investigating, prosecuting, and filing cases in criminal courts on behalf of the state, involving structural, interpersonal, and emotional demands This has created an overload of roles faced by government employees, as their responsibilities often "exceed the available working hours, resources, and/or capabilities". Excessive roles can lead to anxiety, depression, headaches, and various diseases

Overloading of roles occurs when prosecutors have to deal with excessive workloads, with tight deadlines and high pressure. Prosecutors are often given the responsibility of handling a number of cases at once, dealing with a trial process that takes about 2 to 3 months, and having to meet expectations to reach a judge's decision that suits their demands in each case. For example, the Sragen District Attorney's Office during 2023 has handled as many as 255 cases with the number of prosecutors only 16 people (the Attorney General's Office simkari). In addition to playing a role in criminal cases, prosecutors also have other roles in Civil Law and State Administration, namely being able to represent the Government in Civil and State Administrative Cases as State Attorneys. The prosecutor as the executor of this authority is authorized as the Public Prosecutor and implements court decisions, and other authorities based on the Law (kejari-tapin.kejaksaan.go.id). As a result, prosecutors feel overly pressured and unable to cope with the tasks at hand, which can ultimately lead to decreased job satisfaction, physical and mental fatigue, and *burnout*.

The Surakarta District Attorney's Office and the Central Java High Prosecutor's Office are government agencies that exercise state power in the field of prosecution and other authorities based on the provisions of laws and regulations. The Prosecutor's Office has the task of exercising state power in the field of prosecution and other duties based on the provisions of laws and regulations and supervising the implementation of government and development duties in the legal field. The phenomenon that occurred at the Surakarta District Attorney's Office and the Central Java High Prosecutor's Office in observations conducted by researchers on employees in the field showed that employee dissatisfaction occurred in the field of employee training that was uneven, because training opportunities were only given to a few employees which caused dissatisfaction. Therefore, employee job satisfaction is an important issue that must be considered. Another phenomenon also occurs with job satisfaction problems, namely often disputes or arguments between colleagues while working in a team. So that work procedures often cannot be carried out in accordance with the standard operating procedures that already exist. On the basis of this phenomenon, researchers suspect that there are problems related to job satisfaction.

LITERATURE REVIEW

Grand Theory: JD-R Theory

The theory of job demands-resources was developed by Bakker and Demerouti (2007). The job demands-resources theory explains that each job has specific risk factors related to work stress which are divided into two major factors, namely the demand factor and the resources (resources to complete the work). Job demands and job resources are two major factors that determine the achievement of organizational outcomes. Work demands are negatively related to resources, that is, high resources can reduce work demands. High work demands can increase stress, on the other hand, high resources can reduce stress. High stress can decrease employee productivity, conversely low stress can increase employee productivity.



Role advantages

Arden (2008) stated that role overload is a situation in which the amount of work obtained by a person exceeds the limit of his ability to complete the work if he or she is alone. According to Harsey (2008), Role overload is a conflict of priorities that arises from the expectation that a person can carry out a broad task that is impossible to do in a limited time. Role load is conceptually different from the other two role stressors, role conflict is defined as having different and unsuitable demands, and role ambiguity is defined as uncertainty about the demands of a particular job. In addition, it is conceptually different from emotional exhaustion; outcomes associated with a person's inability to cope with the demands of continuous work (Singh et al., 1994) and are precursors to depersonalization, contribute to a diminished sense of personal accomplishment (Babakus et al., 1999).

Burnout

Burnout has been conceptualized in terms of burnout, mental distance (cynical and depersonalized attitudes), and reduced professional efficacy (Maslach, Schaufeli, & Leiter, 2001; Schaufeli, 2003). Burnout refers to an employee's inability to perform because all energy has been exhausted, while mental distance involves an employee's unwillingness to perform due to increased intolerance to doing any effort. The concept of burnout assumes a state of overload, which can make individuals emotionally and cognitively distance from their work and become less responsive to the needs of others or the demands of tasks. Therefore, Schaufeli (2003) considers fatigue and mental distance as the basic characteristics of burnout.

Job Satisfaction

According to Robbins & Judge (2017), job satisfaction is a positive feeling about a person's job that arises from an evaluation of their characteristics. A person with a high level of job satisfaction will have a positive attitude towards their job. Job satisfaction is an emotional state that is pleasant or unpleasant for employees to see their work. According to Mathis & Jackson (2001), job satisfaction is a positive emotional state in evaluating one's work experience. Meanwhile, according to Robbins (2003), job satisfaction is a person's general attitude towards a job with a high level of job satisfaction, which indicates a positive attitude during his performance. Based on some of these theories, it can be concluded that job satisfaction is an attitude related to employees' feelings towards the work they are doing. These attitudes and feelings are formed from the evaluation of various aspects of work.

Physical and Psychological Health

The characteristics of the job can be divided into two categories. Job demands describe aspects of work that require sustained physical and/or mental effort and are therefore associated with certain physiological and psychological costs. They can be further differentiated into challenging and inhibiting job demands (Cavanaugh, Boswell, Roehling, & Boudreau, 2000). Role load has been identified as one of the inhibiting job demands (Crawford et al., 2010). In contrast, job resources refer to physical, social, or organizational aspects of work that can: (1) reduce job demands, (2) serve to achieve work goals, or (3) stimulate personal growth (Demerouti et al., 2001). The process of declining health is rooted in Hockey's (1993) model of regulatory control and posits that in stressful conditions, employees either drive mental effort to maintain high performance or they accept a decrease in their performance levels. If they choose to maintain their performance, the compensatory effort required to cope with the increased demands is associated with additional physiological and psychological costs. Over time, the mobilization of compensation efforts drains employees' energy, resulting in poor health (Bakker, Demerouti, & Schaufeli, 2003), burnout (Ngo, Foley, & Loi, 2005), and poor psychological health (Newton & Teo, 2014).

METHODS

The study used cross-sectional surveys to collect data. The population used in this study is prosecutors in Surakarta and the Central Java High Prosecutor's Office with a population of 371 prosecutors. This research is a census research so that 371 prosecutors in the Surakarta Province and the Central Java High Prosecutor's Office will all be respondents to this study. Data analysis using Smart PLS 3.0.

RESULTS

Outer Model

A questionnaire is declared valid if the research instrument is really able to measure what should be measured (Wahyudi, Khoiriyah & Haryanto, 2015). The validity test in this study was carried out using the loading factor and Average Variance Extraction

techniques using the help of Smart PLS 3.0 software.

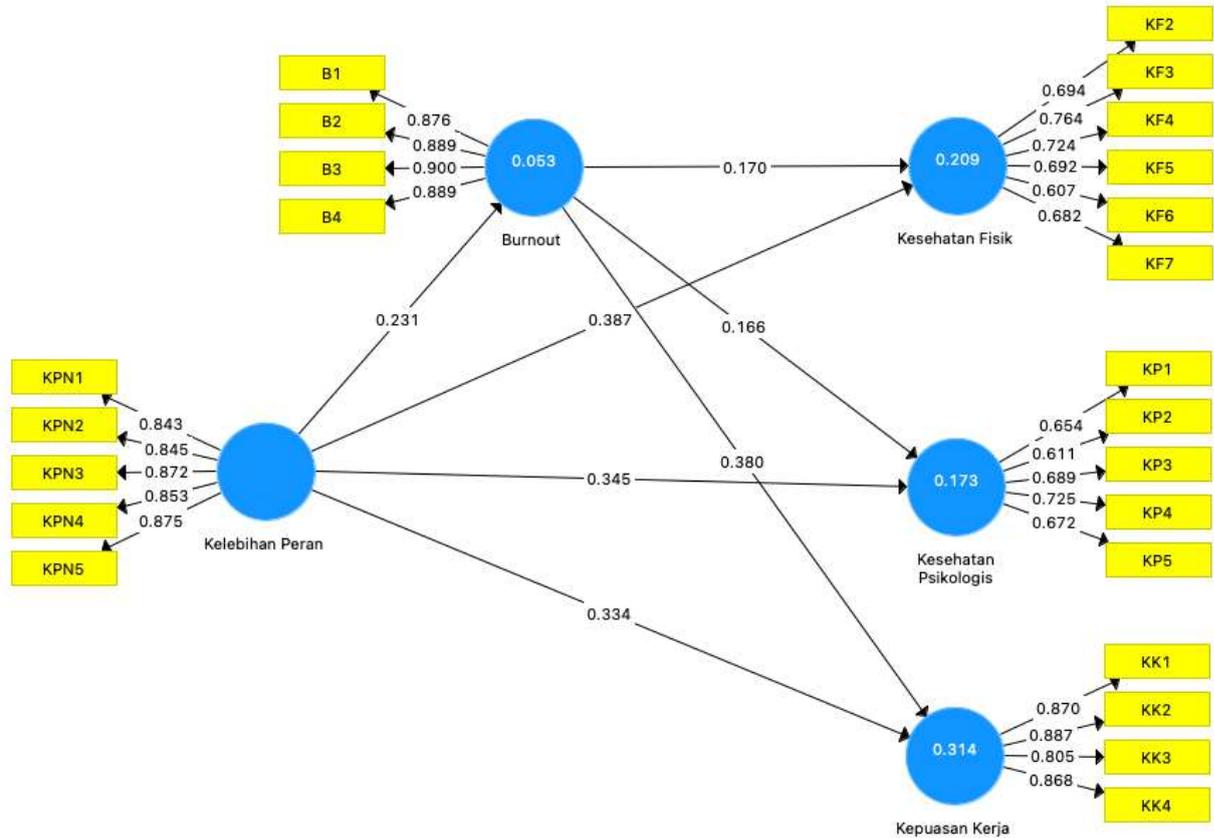


Figure 1. Loading Factor

As a general rule, loading above 0.71 is very good, 0.63 is very good, 0.55 is good, 0.45 is fair, and 0.32 is poor (Tabachnick & Fidell, 2007). In Figure 1 above, it shows that the loading factor gives a value above the value of 0.7 which can be categorized as very good. So that the indicators used in this study are valid or have met convergent validity.

Table 1. Convergent Validity and Reliability Test

Variable	AVE	Cronbach's Alpha
<i>Burnout</i>	0.789	0.911
<i>Role Advantages</i>	0.721	0.911
<i>Job Satisfaction</i>	0.736	0.880
<i>Physical Health</i>	0.737	0.902
<i>Psychological Health</i>	0.674	0.903

The average variance extracted (AVE) value should be > 0.5 (Ghozali and Latan, 2015) or the model has sufficient differentiation if the AVE root for each construct is greater than the correlation between the construct and other constructs in the model and early stage research in the development of the measurement scale, the loading factor value of 0.5-0.6 is still considered sufficient (Chin et al, 1997 in Ghozali and Latan, 2015). In Table 2, AVE gives a value of 0.5 for all indicators used in the study so that the indicators used in this study are valid or have met *convergent validity*. Cronbach's Alpha scores are above 0.7 which can be categorized as very good. So that the indicators used in this study have Cronbach's Alpha values which can be categorized as having high reliability values.



Inner Model

The next step after the evaluation of the measurement model is the evaluation of the structural model to test the hypothesis proposed earlier. This analysis is carried out by testing the direct and indirect influence between the hypothesized variables. The following are the results of the PLS-SEM analysis:

Table 2. R-Square

Variable	R-Square
<i>Burnout</i>	0.750
Role Advantages	0.705
Job Satisfaction	0.738
Physical Health	0.743

The Human Resource Management variable can affect the Environmental Awareness variable by 0.750 and the remaining 0.250 is influenced by other variables. The Human Resource Management variable can affect the Environmental Commitment variable by 0.705 and the remaining 0.295 is influenced by other variables. The Human Resources variable can affect the Task-Related Pro Environmental Performance variable by 0.738 and the remaining 0.262 is affected by other variables. The Human Resources variable can affect the Proactive Environmental Pro Performance variable by 0.743 and the remaining 0.257 is influenced by other variables.

Table 3. Hypothesis Test Results

Hypothesis	(O)	T Statistics	P Values	Information
Advantages of the Role of > Physical Health	-0.699	16.556	0.000	Supported
Advantages of the Role of Psychological Health >	-0.617	12.046	0.000	Supported
Role Advantages -> Job Satisfaction	0.331	5.175	0.000	Supported
Role Advantages -> <i>Burnout</i>	0.229	3.470	0.001	Supported
<i>Burnout</i> -> Physical Health	-0.003	0.049	0.961	Not Supported
<i>Burnout</i> -> Psychological Health	-0.019	0.282	0.778	Not Supported
<i>Burnout</i> -> Job Satisfaction	0.381	5.858	0.000	Supported
Role Advantages -> <i>Burnout</i> -> Job Satisfaction	0.087	3.034	0.003	Supported
Role Advantages -> <i>Burnout</i> -> Physical Health	-0.001	0.046	0.963	Not Supported
Role Advantages -> <i>Burnout</i> -> Psychological Health	-0.004	0.270	0.787	Not Supported

DISCUSSION

The results of the test of the variable overload of role and physical health showed that it was proven that excess role had a negative and significant effect on physical health, which means that when the excess role was high, then physical health was low. Excess negatively affective roles suggest individuals can cause prolonged stress, which contributes to physical and mental exhaustion. Thus, collaboration between individuals, communities, and leaders is essential to achieve optimal health (Huang et al., 2022). In the context of the prosecutor's office, the work in the prosecutor's office often involves difficult and demanding cases. The pressure to reach the right decision can lead to prolonged stress. This stress can result in physical health problems, so prosecutor's office employees often have to work overtime to complete important tasks. Irregular working hours can disrupt sleep patterns and negatively impact physical health. The results of this study are in line with research conducted by Harlow et al., (2014) which found that the excess role of individuals involved in volunteer activities have a better level of physical and mental health than those who are not involved, and are more physically active.

The results of the test of the variable overload of role and psychological health showed that it was proven that excess role had a negative and significant effect on psychological health, which means that when the excess role was high, the psychological health

was low. Excess negative roles can increase stress leading to anxiety, depression, and feelings of overwhelm. Thus, individuals feel helpless or lose enthusiasm, which can reduce productivity and personal satisfaction. In the context of the prosecutor's office, prosecutorial employees often face heavy workloads, including handling complex cases and tight deadlines. This burden can lead to mental fatigue and burnout, which has a direct impact on psychological health. So, what happens is that employees feel isolated and lack support from colleagues. This can exacerbate feelings of anxiety and depression, as well as reduce a sense of connectedness. The results of this study are in line with research conducted by Huang et al., (2022) which found that excess roles have a negative and significant effect on psychological health. Excess roles can help individuals better manage stress. When a person feels in control of the individual's role and gets the necessary support, the individual tends to be better able to deal with the pressures and challenges that arise in daily life. This can reduce the risk of mental disorders such as anxiety and depression or so-called psychological health (Mulki et al., 2006).

The results of the test of the variable of excess role and job satisfaction show that it is proven that excess role has a positive and significant effect on job satisfaction, which means that when the excess role is high, job satisfaction is also high. In the context of the prosecutor's office, prosecutor's office employees have specific and well-defined responsibilities. This clarity of roles helps to feel more confident in performing tasks and increases job satisfaction. Thus, work in the prosecutor's office provides an opportunity to contribute directly to law enforcement and justice. This strong sense of purpose can increase employee motivation and satisfaction. The results of this study are in line with research conducted by Alegre et al., (2016) which found that excess roles have a positive and significant effect on job satisfaction. Employees who have an excess of roles often feel more responsible for their work. This sense of responsibility can increase engagement and commitment to the task at hand, which in turn can increase job satisfaction (Hu et al., 2011). Thus, it is important to ensure that excess roles do not become an excessive burden, which can lead to stress and employee dissatisfaction.

The results of the test of the overload of roles and *burnout* variables showed that it was proven that excess roles had a positive and significant effect on *burnout*, which means that when the excess role was high, burnout was also high. In the context of the prosecutor's office, employees who have clarity about roles and responsibilities tend to experience lower levels of stress. When employees know what to expect, they can work more efficiently and reduce the likelihood of burnout. Thus, a supportive work environment, employees helping each other and sharing experiences, can reduce feelings of isolation. Support from colleagues and leaders helps employees feel more connected and better able to cope with pressure. The results of this study are in line with research conducted by Huang et al (2022) which found that excess roles have a positive and significant effect on *burnout*. Excess roles often lead to increased stress levels. When individuals feel pressured to meet various demands, they can experience physical and mental exhaustion, which is one of the main hallmarks of burnout. Therefore, role overload has a significant influence on (Huang et al., 2021). *burnout*, especially through increased stress, role conflicts, lack of support, decreased performance, and long-term impacts on mental health. So it is important for organizations to recognize signs of overrole and take steps to support employees to avoid burnout.

The results of *the burnout* and physical health variable tests show that it is proven *that burnout* does not have a significant effect on physical health, which means that each individual has a different response to physical health. Some individuals may be able to manage physical health well without experiencing significant physical impacts, thanks to factors such as genetics and a healthy lifestyle. Although *burnout* is usually associated with negative impacts on physical health, there are factors that can mitigate these effects, such as individual variability, healthy coping strategies, supportive work environments, positive experiences, and physiological adaptability. In the context of the prosecutor's office, physical health includes conditions such as general fitness, chronic illness, and physical ability to perform duties. Research shows that employees who experience burnout do not necessarily show a significant increased risk of physical illness. Although burnout does not show a significant effect on physical health, it is important for the prosecutor's institution to remain attentive to the mental health of employees. Good mental health can have a positive impact on productivity and job satisfaction, even if physical health is not directly affected. Therefore, not all individuals who experience burnout will experience a significant decline in physical health. The results of this study are different from the findings of research conducted by Baquero, (2023).

The results of the *burnout* and psychological health variable tests show that it is proven *that burnout* does not have a significant effect on psychological health, which means that not all individuals have a high level of resilience, thus allowing individuals to



overcome work-related stress and challenges. Individuals who are able to manage stress or physical health well may not experience the negative effects of *burnout*, even if they are in the same situation. Although *burnout* is often associated with a negative impact on psychological health, there are factors that can mitigate these effects. Individual resilience, social support, effective coping strategies, positive experiences at work, and variations in the type of work may explain why not everyone experiences a decline in psychological health due to burnout (Rulling et al., 2022). In the context of a prosecutor's office, psychological health includes mental conditions such as anxiety, depression, and the ability to cope with stress. Research shows that prosecutor's employees who experience burnout do not necessarily show a significant increase in symptoms of psychological disorders. Thus, many employees have high mental resilience, making it possible to cope with stress without experiencing severe psychological impacts. Thus, good relationships with colleagues and leaders can serve as a buffer, reducing the negative impact of burnout. Although burnout does not show a significant effect on psychological health, it is important for institutions to remain mindful of employee mental well-being. Good psychological health has a positive impact on performance and job satisfaction. The results of this study are different from the findings of research conducted by Baquero, (2023).

The results of the *burnout* and job satisfaction variable tests show that it is proven that *burnout* has a positive and significant effect on job satisfaction, which means that when *burnout* is high, job satisfaction is also high. Each individual has a different way of responding to burnout. Some people may be able to separate feelings of fatigue from performance, so they can still feel satisfied with their work despite experiencing burnout. Maslach & Leiter, (2016) stated that individuals who have good stress management skills can cope with the symptoms of burnout without losing job satisfaction. Techniques such as mindfulness, meditation, or physical activity can help maintain emotional balance. Burnout is generally understood as a condition of emotional and physical exhaustion due to prolonged work pressure. However, the results of the study show that in certain contexts, burnout can serve as a motivator to increase job satisfaction. In the world of prosecutors, job satisfaction includes the positive feelings that employees experience towards work. In prosecutorial cases, employees who experience burnout may feel the urge to seek deeper meaning from work, which can increase a sense of accomplishment and satisfaction. Thus, employees who experience burnout become more aware of their needs and expectations at work, thus encouraging them to look for ways to improve working conditions and find satisfaction. The results of this study are in line with the research conducted by Khamisa et al., (2015). who found that *burnout* had a positive and significant effect on job satisfaction.

Based on the results of the mediating test, the effect of the *burnout* variable did not mediate the relationship between over-role on physical health and psychological health. So hypotheses 3a and 3b are rejected. *Burnout* does not play a significant mediator of the relationship of over-role in physical and psychological health, indicating that other factors are more influential. Physical and psychological health variables are directly influenced by excess roles without going through burnout, or there are other variables that dominate these influences. Results showing that burnout does not play a mediator in the relationship of over-role in physical and psychological health may indicate that over-role has a direct impact on physical and psychological health without having to go through burnout. The stress resulting from an excess role can directly affect health (Huang et al., 2022). The results of this study are different and provide the latest findings from previous research (Huang et al., 2022). Based on the results of the mediation test, the influence of *burnout* variables mediated the relationship between overrole and job satisfaction. So the 3c hypothesis is accepted. Excess roles can lead to burnout, as individuals feel pressured by demands they can't meet. When stress increases, employees tend to experience emotional and mental exhaustion, which contributes to decreased job satisfaction (Hu et al., 2011). *Burnout* serves as a significant mediator in the relationship between role overload and job satisfaction, when employees experience burnout, they tend to feel less satisfied with their work, due to burnout and inability to achieve work goals. Thus, results showing that burnout plays a significant role as a mediator in the relationship between role overload and job satisfaction confirm the importance of attention to employee psychological well-being to improve job satisfaction.

CONCLUSION

This study was conducted to explore the antecedent influence of the influence of excess roles on physical and psychological health and job satisfaction of the role of mediating *burnout*. Primary data was collected from the Surakarta District Attorney's Office and the Central Java High Prosecutor's Office. Overall, six hypotheses in this study are supported and four others are not supported. This research certainly cannot be separated from shortcomings and limitations. The limitation of this study is that this research was



carried out on prosecutors at the District Attorney's Office in Surakarta District Attorney's Office and the Central Java High Prosecutor's Office. Thus, the results of this study cannot be generalized to other regions. To apply this study to different contexts, it is necessary to observe objects like other institutions. This study focuses on the role of role overload affects physical and psychological health and job satisfaction as predictors and has not considered the role of other variables that can affect the consequences of role overload variables. This research is *cross-sectional*, where it only provides an overview at one point in time, the results of the study only reflect the situation at the time of data collection. Changes in conditions or external factors later on cannot be measured, thus reducing the generalization of the findings. Therefore, a *longitudinal study is needed* to confirm the direction of the relationship. The results of this study are expected to provide input for the prosecutor's office in an effort to create a good work environment so that it can overcome the excess role of the prosecutor and the results of this research are expected to provide input for the prosecutor to encourage attention to physical and psychological health so that they can get around the excess role.

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