

# **Analysis of the Impact of Workload during the Pandemic of Covid-19 on Employee Burnout mediated by Workaholism and Work-Family Conflict**

**Ira Puspita Wardhani and Riani Rachmawati, SE., MA., Ph.D.**  
Universitas Indonesia, Indonesia

## **Abstract**

A year into the Covid-19 pandemic, many workers are experiencing a state of chronic exhaustion known as burnout. Pandemic Covid-19 caused employees were involuntarily required to telecommute which is relatively new in Indonesia. Many experts predict that telecommuting will become even more attractive in the post Covid-19. They might overstate the bright side of telecommuting since recent study found that telecommuting during pandemic Covid-19 have negative effect on employee well-being. The purpose of this research is to examine the impact of workload on employee burnout by investigate the mediate effect of workaholism and work-family conflict and also interaction effect between workaholism and work engagement. The proposed model was tested in a Structural Equation Model (SEM) framework through a survey of 207 employees in Jabodetabek area who were telecommute for the first time. The results of SEM showed a good model where workload was positively related to burnout but there is no partial mediation effect from workaholism and work-family conflict (WFC). Moreover, MSEM analyses confirmed that social support has buffered relationship between workload and workaholism but there is no interaction effect between work engagement and workaholism. This paper provides insight to employers and human resource practitioners in redesign their organization in order to keep employees health and well-being during telecommuting. The originality of this paper is included which relatively get little attention from other researches.

**Keywords:** workload, burnout, workaholism, work-family conflict, work engagement, social support