

Quality Assurance Model To Minimize Stress and Burnout Behavior in Social Welfare Institutions

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Abstract: - Orphanages or Children's Orphanages are also (LKSA) Institutions for Child Welfare which are charitable, nonprofit organizations that provide shelter, instruction, and care for abandoned, orphaned, and orphans. The role of a Child Welfare Institution is not only as a childcare institution in institution but also as a gatekeeper. In the Social Welfare Institutions in the Malang Regency, this study seeks to ascertain and examine the relationship between employee engagement and burnout, with work stress serving as a mediating variable. 22 Social Welfare Institutions make up the study's sample. In this study, researchers used a sample of 66 carers. The Structural Equation Model (SEM) using the Partial Least Square (PLS) analysis tool was employed in this study's analysis. The gathering of information technique was conducted by a questionnaire. The study's findings show that employee involvement and quality assurance have negative and substantial effects on burnout, while quality assurance has a negative and significant impact on job stress, and employee engagement negatively and significantly impacts how stressful a job is. negatively and not significant impact, job stress has an important and favorable impact, job stress can moderate the impact of employee involvement on burnout but cannot mediate the impact of quality assurance on burnout.

Key-Words: - Quality Assurance, Employee Engagement, Burnout, Work Stress, Social Welfare Institutions.

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1 Introduction

HR development forms quality human beings with expertise, aptitude for the job, and loyalty. Social Welfare Institutions (LKS) require high-loyalty employees so that Social welfare projects can be carried out successfully and effectively, [1], [2]. To ensure that people's material, spiritual, and social needs are met so they can live healthily and have the opportunity to grow as individuals, to fulfill their societal obligations (UU No.11/2009). However, social welfare protection is a focused, integrated & the government ongoing, sustained endeavor, regional government as well as the neighborhood in the form of social assistance meet

minimum requirements for every citizen, including public rehabilitation, public assistance, public empowerment & public protection.

Republic of Indonesia's Social Affairs Minister's Decree No. 30 of 2011, Child Welfare Institutions (LKSA) public associations or organizations that implement public welfare for children the community has formed, whether incorporated or not. The Social and Child Welfare Institution (LKSA) is a non-profit organization in the social sector that obtains most of its funds from community donations in the form of infaq and alms.

A non-profit organization is an institution whose activities do not aim to make a profit/profit.

This organization emerged because of the government's limitations in providing services to the community, including neglected children, [3]. Although not profit-oriented, non-profit institutions must pay attention to the financial aspects that come from public funds. Therefore, financial responsibility is an important part of non-profit organizations to explain to the public how to manage their finances and to increase the trust of non-profit public organizations, especially Social and Child Welfare Institutions (LKSA).

Orphanages or Child Care Social Institutions are also Child Welfare organizations (LKSA), which are non-profit social organizations that house, educate, and look after orphans and children who have been neglected, [4]. The function of the Child Welfare Institution (Panti) is not only as the executor of child care in the institution/apartment but also as a gatekeeper. LKSA as one of the parties that provides alternative care is still far from the parenting function, [5].

LKSA must be able to play a role in protecting children from acts of violence, [6]. The phenomena that surfaced at the Social Welfare Institutions (LKS) in Malang Regency have led to permanent work fatigue, namely with many caregivers being allowed on the grounds of headaches and feeling pain in the limbs as well as constant drowsiness during working hours. In addition, other caregivers are easily angry and easily aware and less concerned about the surrounding environment, including fellow caregivers.

The identification above is a pattern of burnout, which can be described as a psychological state that is a response to prolonged stress, [7]. Burnout is characterized by extreme fatigue, feeling cynical about tasks, feelings of inadequacy, and failure. Added, [8], burnout is a collection of psychological syndromes It exhibits traits such as emotional weariness, the fading of individuality & decreased individual success, [9], individuals who have relationships professionals with other people, [10]. The results of [11], research show that burnout can reduce one's perception of the balance of life and work. Burnout can appear in the form of physical, mental, and social fatigue. heavy emotions Psychobiological processes involved when a person experiences burnout which appears in the form of physical symptoms such as loss of focus, complaints of pain, and susceptibility to pain, [12].

Compared to earlier studies, this one is more valuable and innovative in the concept of Quality Control, Engagement of Employees, Burnout, and Job Stress, and this is what differentiates it from the previous research findings. Previous research has

shown various causes of variables that influence the emergence of burnout behavior, [13], concludes that the impact of quality control is both favorable and significant, research by [14], concludes the opposite that positive effects of quality control but not significant effect on burnout. According to research by [15]. Burnout and employee engagement are significantly positively correlated. It is explained that the desire for all jobs done by organizational members, including how they engage in physical, mental, and emotional expression during the job. While, [16], provides the result of his study that Engagement of Workers negative and substantial impact on Burnout. Employees cannot issues what is their cognitive and emotional performance during their activities.

Quality Assurance Research on Work Stress, according to [17], that Quality Assurance has a negative and significant effect on Job Stress. Likewise, research by [18], stated that Employee Engagement in Work Stress resulted in insignificant conclusions. Furthermore, [19] concluded the elemental variable of Work Stress has a favorable and significant impact on Burnout.

The above conclusion states that there is research concern, burnout is influenced by quality assurance and employee engagement with different results in research in different sectors. According to [20], Burnout can be experienced by everyone, including men and women. This is because everyone certainly experiences pressure in every activity or activity in the life they live, [21]. Burnout can have very fatal consequences if it continues to be left untreated because it can have an impact on the goals of the organization, especially the Social Welfare Organization (LKS). Proper handling of One of the most important criteria in choosing the achievement of a company or Social Welfare Institution (LKS). Employee burnout is a problem that is often discussed by companies in recent years, this is because the handling of employee burnout is very important to see long-term development for the organization.

Social Welfare Institutions (LKS) quality requirements from start to finish, implement quality assurance as a planned and systematic activity implemented in a quality management system to ensure that a product or service complies, [22]. The manufacturing process ensures that the product or service can comply with the specifications outlined in the quality design, which also includes a statement that the manufacturer (institution) guarantees the product or service that has been issued [23]. For quality control and respect for Social Welfare Institutions (LKS) to win the

public's trust, are given priority. Social Welfare Organization (LKS) whose reputation for excellence must inspire good Quality Assurance images, to improve the volume and interest of the public for entry into the institution. Problematically, though, not all of the Social Welfare Organizations (LKS) are capable of fully putting into practice Quality Assurance.

The study [24], said that their study, Employees Engagement plays a significant part in mediating how they are related to employee empowerment and performance of employees. Employees Employee emotional dedication to the company and its objectives is known as engagement. Employees who are emotionally invested in their work care deeply about it, which organization, [25]. Involving workers overall the momentum and the right policies also have a favorable impact on the overall employee performance. By implementing employee empowerment and employee engagement in organizations, employees tend to be more involved, feel involved, and have fun at the party, [26].

In this case, the function of the Job Stress variable serves as a mediator between Quality Assurance, Employee Engagement, and Burnout. Work Stress explains the relationship between by acting as auxiliary factor Quality Assurance, Employee Engagement, and Burnout. It can be illustrated that Job Stress can have an increasing or mitigating effect on exhaustion. With the relationship between Quality Assurance and Employee Engagement with Burnout, Job Stress can act as a mediator variable. Therefore, based on the background described above, it appears important it is to know the effect of Quality Control and engagement of Workers in Employee exhaustion and Workplace Stress mediator. Being distinctive of this study is the recent use of quality assurance to improve a non-profit's effectiveness organizations. In earlier research, quality assurance has been used as a control for organizations in the profit sector.

2 Literature Review and Hypotheses

2.1 The Effect of Quality Assurance on Burnout

The studies [27], showcased a series of Quality Assurance scopes of work around matters related to how a product has promising quality assurance. The purpose of implementing Quality Assurance is to maintain internal and external quality within an organization that implements it. Based on the

results of a study carried out showed the correlation has a favorable impact on quality assurance on exhaustion, therefore leaders must provide jobs to employees according to their respective job desks, otherwise there will be concerns that employees may experience burnout. Work. Quality Control (Quality Control) is all strategies and methodical efforts to offer assurance that is used to satisfy certain requirements for quality. Quality Assurance is quality assurance before being processed, being processed, and after being processed.

H1: Quality Assurance generates a positive impact on Burnout.

2.2 The Effect of Employee Engagement on Burnout

According to [28], Employee Engagement involves an employee who is fully involved in his work, so that person has great responsibility for his work. A work bond that is fully involved in a job in full, is responsible not only for work, wants to prioritize work, works earnestly, completes work without procrastinating, and uses working hours as they should. To achieve the goals of an organization, employee engagement is something that is needed. It demonstrates the beneficial relationship between employee engagement in burnout, which means there is employee involvement that has the potential for burnout to occur, therefore it is necessary to have a balance of employee involvement so that it can reduce burnout. Employees Employee engagement is their excitement for their jobs as a result of putting their best efforts toward tasks that are in line with the strategic aims of the business.

H2: Employee Engagement generates a positive impact on Burnout.

2.3 The Impact of Quality Assurance on Work Stress

In line with [29], Quality Assurance maintains an ongoing program that is objectively and systematically arranged to meet and assess the quality and reasonableness of care for patients. Use opportunities to increase patient care and resolve identified problems. studies carried out by, show a constructive outcome influence among quality assurance on job stress, therefore it is necessary to appeal to all employees to be able to control themselves so they don't become stressed in doing a job. An excessive burden placed on an organization or Social Welfare Institution (LKS) on its employees so that employees feel stressed and put forth can decrease. Stress is a state of tension that causes physical and mental effects atmosphere

that have an impact on an employee's condition, emotions, and mental processes. Stress levels that are tall or even low, but continue to occur, can encourage workers to want to abandon the organization even greater, and this demands serious action from the organization. According to this study, the activities listed below are part of the quality assurance function that requires quality work to satisfy requirements. The study explains the role of quality assurance, which is a component of all official and planned actions that gives assurance that the result will be of the intended quality level.

H3: Quality Assurance creates a positive influence on Work Stress.

2.4 The Impact of Employee Engagement on Work Stress

According to [30], concluded that Employee engagement is correlated with a feeling of emotional commitment to one's job and organization, motivation, and capacity to contribute one's best qualities to achievement from several tangible advantages for both companies and personnel. Burnout is positively influenced by work stress, according to research done, which indicates that the greater employee advancement experiences stress, the greater the potential for burnout, on the other hand, the lower the employee experiences stress, the smaller the potential for burnout. The conceptualization of stress regarding individuals is hatred for the environmental characteristics that employees will face, which includes threats that employees are likely to encounter while working in a company. In Social Welfare Institutions (LKS) stress may be one of the causes of problems that occur. For this reason, appropriate handling is needed to reduce work stress for each employee, and to fulfill organizational objectives.

H4: The positive effects of employee engagement and Work Stress.

2.5 The Impact of Work Stress on Burnout.

According to [31], the sense of pressure at work discomfort encountered by someone who presses or feels pressured in dealing with their environment and work. Stress that arises related to work can be in the form of a response of a person to expectations and job pressure they experience but do not engage in accordance with their insight & abilities. In this case, it seems that the greater the demands and workload pressures aren't in accordance with the worker's skill set and insight, the more elevated the likelihood that they will

experience work stress, and vice versa. Considering the findings of research performed, evidence that there is a positive impact between employee engagement on work stress, which means that if you cannot balance employee involvement, then employees will experience stress at work.

H5: Work Stress generates a favorable effect on Burnout.

2.6 The Impact of Quality Assurance on Burnout is mediated by Work Stress.

Based on findings from research conducted by [32], which showed the impact of quality control on stress-related burnout, proving that quality assurance is highly influential in burnout. The findings of this study suggest that quality assurance that occurs in the company has an influence on the nature of burnout where work stress is the mediating variable. Employees feel that quality assurance in the company has not been paid attention to so there are still many employees who experience work burnout, [33]. Use opportunities to improve patient care and resolve identified problems. Studies carried out, show that there is a favorable influence of quality assurance on job stress, therefore it is necessary to appeal to all employees to be able to control themselves thus they don't become stressed in doing a job. According to this study, the activities required to deliver high-quality work that complies with the standards are part of the function of quality assurance. Another function, namely quality assurance is part of all planned and official activities to provide confidence that the output will meet the desired quality level.

H6: Quality Assurance generates a positive impact on Burnout mediated by Work Stress.

2.7 The Impact of Employee Engagement on Burnout is mediated Work Stress

The findings of a study by [34], which shows the impact of employee engagement on burnout via work stress, prove that employee engagement is highly influential in burnout. The findings of this study suggest that employee involvement that occurs in the company has an influence on the nature of burnout where job stress is the mediating variable. Employees feel that the amount of pressure at work can provide prolonged stress. A work bond that is fully involved in a job in full, is responsible not only for work, wants to prioritize work, works earnestly, completes work without procrastinating, and uses working hours as they

should. To achieve the goals of an organization, employee engagement is something that is needed.
 H7: Employee Engagement has a favorable effect on Burnout mediated by Work Stress.

3 Methods of Research

The methodology of the research begins with problem identifiers at the research location, problem formulation, and basic theory development to make a stronger basis for every element. A saturation sampling method was employed in this research, where the samples were taken from all people in the population. Then SEM (Partial Least Square) and the questionnaire method were used to perform the survey. The study's participants were caregivers for Social Welfare Institutions (LKS) in Malang Regency, East Java, Indonesia, totaling 66 persons.

Both primary and secondary data were gathered using online surveys that employed a Likert scale. Independent of the mediator and dependent factors, the items for each variable were adopted from earlier studies with minor alterations, [35]. Burnout is measured using emotional exhaustion and; a decrease in prohibitions (reduced personal achievements). Job stress is measured using indicators of external aspects, which is a disease that has an impact on a person's psychology from outside himself; internal aspects with indicators are a condition caused by conflicts or obstacles that occur within. Quality Assurance is measured using design indicators; suitability; availability; security (security); and field use (practical benefit). Furthermore, Employee Engagement is measured using the vigor indicator (enthusiasm); devotion (dedication); and absorption (preoccupation).

Before being used, the questionnaire underwent reliability and validity tests. Economic and psychological test results can be analyzed using structural equation modeling (SEM), which

causally assesses additive models with been theoretically verified, [36]. PLS-SEM data analysis, which is based on the Covariance Approach SEM (CB-SEM) and PLS-SEM, has advantages and limitations, notably with regard to the assumption and subsequent fit statistics. The following prerequisites must be satisfied to use CB-SEM: 1) a big sample; 2) data with a normal distribution; 3) indications of reflective constructs; and 4) trigger variables (errors), which appear when a program doesn't provide results because of a lack of identifying the model, [37]. PLS-SEM, on the other hand, can overcome this by building complex models of causal relationships using latent variables. Multivariate statistical statistics, which simultaneously manage a large number of explanatory and response variables, are immune to it or resistant to it, [38].

4 Results and Discussion

The results of data processing, [39], in Table 1, showed that out of 66 respondents, there were 41 (62.1%) males and 25 (37.9%) females. The majority of respondents, namely 5 (7.6%), were the ages of <20, while 23 (34.8%) were between 21 to 30, while 7 (10,6%) were the age of 31 to 40, while 20 (30,3%) were the age of 41 to 50, and 11 (16,7%) were the age of >51. Regarding the level of education, as many as 19 (28.8%) respondents had completed the Senior High School, while 31 (47.0%) had an S1 level, while 16 (24.2%) had an S2 level. In terms of work experience, the highest number of respondents, 26 (39.4%), had a working time of 3-5 years, while 3 (4.5%) had a recent length of service <1 years. In the Table 2 (Model Goodness of Fit), look at the tested R-Square (Goodness of Fit/GoF) in (R²). the right way to assess this type using PLS, R² should be observed for each latent variable that has been allocated, [40].

Table 1. Respondents' characteristics

| No. | Gender | Age's | Education Level | Work Period |
|-----|---------------------|----------------------|---------------------------------|--------------------|
| 1. | Male = 41 (62.1%) | <20 = 5 (7.6%) | Senior High School = 19 (28.8%) | <1 = 3 (4.5%) |
| 2. | Female = 25 (37.9%) | 21 – 30 = 23 (34.8%) | S1 = 31 (47.0%) | 1 – 3 = 17 (25.8%) |
| 3. | | 31 – 40 = 7 (10.6%) | S2 = 16 (24.2%) | 3 – 5 = 26 (39.4%) |
| 4. | | 41 – 50 = 20 (30,3%) | | >5 = 20 (30.3%) |
| 5. | | >51 = 11 (16,7%) | | |

Sources: Process Data

Table 2. Model Goodness of Fit

| Variable | AVE | Composite Reliability | Alpha Cronbach | R-2 |
|---------------------|-------|-----------------------|----------------|--------------|
| Burnout | 0.644 | 0.878 | 0.814 | 0.766 |
| Employee Engagement | 0.530 | 0.916 | 0.893 | - |
| Quality Assurance | 0.565 | 0.901 | 0.871 | |
| Work Stress | 0.532 | 0.887 | 0.850 | 0,501 |

Sources: Process Data

According to [41], Table 2, Model Goodness of Fit so R2 value of 0.75 denotes a strong relationship, 0.50 is a moderate one, and 0.25 is a poor one. 0.02 represents little, 0.35 represents medium, and 0.35 represents big in terms of predictive relevance (Q2). The GoF model is tested using Predictive Relevance (Q2) on the inner model. It is thought to have predictive importance where (Q2) is a number bigger than zero.

In the structural model, Table 3. testing the direct effect and mediating test, [42], the expected values for the path linkages must be important. It is possible to find the significance value for these hypotheses using the bootstrapping process by reviewing the parameter coefficient values and the significance value for the T-statistic from the bootstrapping report technique, the applicability of the proposed theory can be determined. a comparison of the T-table and T-count (T-statistics), the T-table at alpha 0.05 (5%) = 1.96 can be used to determine the relevance of the data. The findings of the hypothesis testing revealed that there is no significant relationship between the variable of quality assurance and burnout, Employee engagement has a negative and significant impact on burnout, whereas quality assurance has a positive and significant impact on work stress, employee engagement has a negative but insignificant impact on work stress, and work stress has a positive and significant impact on burnout. Work stress can mediate the impact of employee engagement on burnout but not the impact of quality assurance on burnout.

Mediating Analysis

The mediation analysis was conducted Using the results of the PLS-SEM algorithm and the bootstrapping technique, we applied direct, total, and particular indirect, as well as total effect values. Table 4 examines and lists the mediating effect of work stress on the relationship between quality assurance, employee Engagement, and burnout.

The Bootstrapping of the test results is presented in Figure 1. Also, the correctness and dependability of each dimension and the indicators

used to measure each previously generated variable were examined in the model. Since the composite reliability must be greater than 0.70, it is possible to define the dimensional analysis of the model by describing the discriminant validity value, evaluating the square root value of AVE (Average Variance Extracted) with a boost value and loading factor each > 0.5, construct validity, and Cronbach Alpha, [43].

A high R2 number suggests a powerful creation. Empirical research demonstrating the proposed model's accuracy demonstrates this. Similar to how every variable in the model satisfies the requirements for discriminant validity, the AVE value > 0.5 indicates this. When a variable's Cronbach Alpha value exceeds 0.7 (> 0.70) and it complies with the criteria for composite reliability, it is deemed to be trustworthy, [44]. Every indication processed in Table 2 is categorized as invalid based on the measurement findings obtained by factor analysis processing on indicators from the dimensional models since the bulk of the loading issue values are > 0.50 (more than 0.50).

5 Discussion

5.1 The Impact of Quality Assurance on Burnout

Considering the results of this study, based on the outcomes, a T-statistic value of 0.412, a P value of 0.680, and a -0.036 original sample value. The value of the T-statistic is smaller than the 1.96 T-table value, a sample's initial value shows a negative value and the P value is greater than 0.05, These findings suggest that Burnout is not much impacted by quality assurance. The findings of this study suggest that high-quality guarantees applied by the company do not affect employee burnout. Employees still feel physically and emotionally exhausted in doing their work even though the quality assurance implemented by the company is good. Jobs with high risks and heavy workloads in doing their jobs will not cause burnout for employees, these results are supported by research, [45], [46].

Table 3. Testing the Direct Effect and Mediating Test

| escription | Original Sample | Standard Deviation | T-Statistics | P Values | Remarks |
|---|-----------------|--------------------|--------------|----------|------------------------|
| Quality Assurance → Burnout | -0.036 | 0.088 | 0.412 | 0.680 | Not Significant |
| Employee Engagement → Burnout | -0.577 | 0.136 | 4.249 | 0.000 | Negative – Significant |
| Quality Assurance → Work Stress | -0.229 | 0.114 | 2.002 | 0.046 | Negative - Significant |
| Employee Engagement → Work Stress | -0.517 | 0.118 | 4.400 | 0.000 | Negative - Significant |
| Work Stress → Burnout | 0.404 | 0.126 | 3.198 | 0.001 | Positive - Significant |
| Mediating | | | | | |
| Employee Engagement → Work Stress → Burnout | -0.209 | 0.079 | 2.653 | 0.008 | Negative – Significant |
| Quality Assurance → Work Stress → Burnout | -0.092 | 0.057 | 1.614 | 0.107 | Not - Significant |

Sources: Process Data

Table 4. Mediating effect hypothesis

| Description | Employee Engagement | Quality Assurance |
|------------------------|---------------------|-------------------|
| Direct w/o Med | -0.577 | -0.036 |
| Direct w/Med | -0.209 | -0.092 |
| IV > Med Beta | 0.510 | 0.485 |
| Med > DV Beta | 0.314 | 0.284 |
| IV > Med SE | 0.030 | 0.130 |
| Med > DV SE | 0.050 | 0.078 |
| Sobel test statistic | 3.106 | 1.740 |
| One-tailed probability | 0.000 | 0.005 |
| Two-tailed probability | 0.000 | 0.005 |
| Result | Significant | Not Significant |

Note: * $p < .05$, ** $p < .01$, *** $p < 0.001$

Sources: Process Data

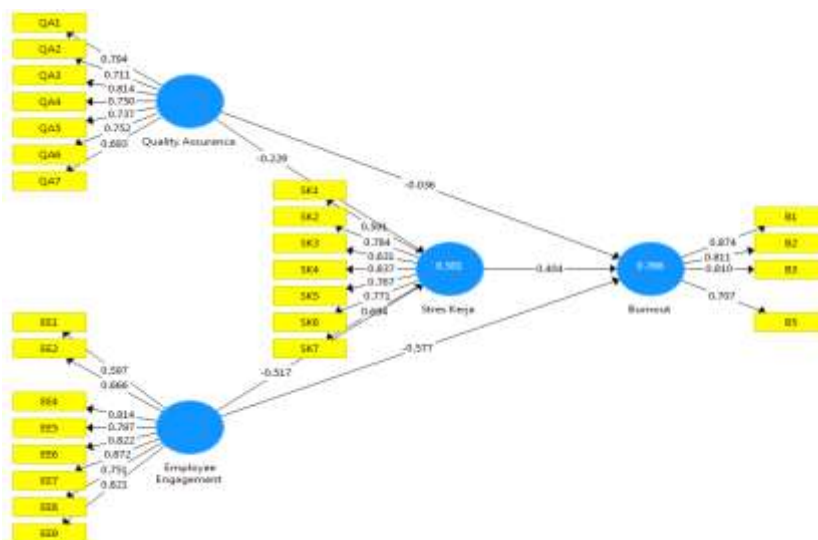


Fig. 1: Bootstrapping Test Results

Sources: Process Data

5.2 The Effect of Employee Engagement on Burnout

Based on the study's hypothesis testing, a T-statistic value of 4.249, an original sample value of -0.577, and a P value of 0.000 were determined. The original sample value exhibits a negative value, the T-statistic value is more than the T-table value of 1.96, and the P values are less than 0.05. These findings suggest that employee involvement has a negative and significant impact on burnout. Employee engagement is a feeling of emotional commitment to one's job and the company, which motivates and enables one to give one's all to contribute to the success of a number of tangible advantages for both the institution and the person. In this study, employees who have high engagement will not easily experience burnout, and vice versa, employees with low engagement will easily experience burnout. Employees with a high level of engagement mean they have the resilience not to experience burnout easily. In addition, the company must handle it by monitoring the situation at hand and taking further action so that employees do not experience burnout, because if many employees experience burnout it will affect employee performance and have a negative impact not only on the targets set by the company but as well as the continuity and development of the company in the future. These results are reinforced by research by [47], [48].

5.3 The Impact of Quality Assurance on Work Stress

According to the results of the study's hypothesis testing, the original sample value was -0.229, the T-statistic was 2.002, and the P value was 0.046. The original sample value displays a negative value, the T-statistic value exceeds the T-table value of 1.96, and the P values display less than 0.05, these results indicate quality assurance negatively and significantly impacts how stressful the job is. Quality assurance is the process of auditing quality requirements to ensure that quality standards have been applied to the products or services offered. Companies that pay attention to and need the rights of every employee will not make employees feel stressed in the work they do. Employees feel that the company has provided safe and non-hazardous facilities at work so that they can stick with their work even though the risk and heavy workload will not make employees feel stressed at work, these results are supported by research by, [48], [49].

5.4 The Impact of Employee Engagement on Work Stress

Based on the results of the study's hypothesis testing, the original sample value was -0.517, the T-statistic was 4.400, and the P value was 0.000. The original sample value displays a negative value, the T-statistic value exceeds the T-table value of 1.96, and the P values display less than 0.05, these Findings suggest employee engagement negatively and significantly impacts work stress. Employee engagement (employee engagement) will make workers more disciplined and do their jobs well so that work performance can be maximized. Employees who have high engagement will not cause stress at work. Employees will carry out their duties diligently, seriously, and on time in completing them so that they will be happy with the tasks given and easily work under high pressure. Bosses who provide inspiring motivation will also increase attachment to employees so that in the end work stress will not appear in employees. These results are supported by research, [50], [51], [52].

5.5 The Impact of Work Stress on Burnout

Based on the results of the study's hypothesis testing, a T-statistic value of 3.198, an original sample value of 0.404, and a P value of 0.001 were determined. The T-statistic value exceeds the 1.96 T-table value, the original sample value exhibits a positive value, and the P values indicate 0.05 or less, these Findings suggest work stress has a positive & significant impact on burnout. Long-lasting stress is one of the factors contributing to weariness and continuously so that individuals experience emotional exhaustion and low motivation to work. Job stress and burnout have a real relationship, this is because stress can have a negative or positive impact on individuals, if individuals cannot manage stressful conditions then distress will occur (unable to cope with stressful conditions and tending to escape from problems) and vice versa if individuals are able changing stressful conditions into positive energy will result in eustress (trying to find a solution to the problem). If an employee can manage these stressful conditions with positive energy, then this stress can be minimized so that employees do not experience burnout at work. These results are supported by previous research, namely research from, [53], [54], [55].

5.6 The Impact of Employee Engagement on Burnout through Work Stress

According to the results of the study's hypothesis testing, the original sample value was -0.209, the T-statistic value was 2.653, and the P value was 0.008. The original sample value displays a negative value, the P values reveal less than 0.05, and the T-statistic value exceeds the T-table value of 1.96, these Findings suggest employee engagement negatively and significantly impacts burnout through work stress. By focusing attention between leaders and subordinates in providing more inspiring motivation and enthusiasm so that employees can minimize the occurrence of burnout at work, the impact will occur on low stress felt by employees. Employees who perceive their work as something that makes them proud and happy will be able to suppress feelings of emotional exhaustion in each employee. This can happen because of the small level of stress in their work. In the category of work stress, employees often think about their work even when they are working so that they have high dedication to their work, which will lead to less burnout at work because they feel high dedication to their work in the company. These results are supported by the research of [56], [57].

5.7 The Impact of Quality Assurance on Burnout through Work Stress

Based on the findings of this study's hypothesis testing, a T-statistic value of 1.614, a P value of 0.107, and an initial sample value of -0.092. The original sample value displays a negative value, the T-statistic value is less than the T-table value of 1.96, and the p-value is more than 0.05, these Findings suggest quality assurance doesn't have a big impact on burnout through work stress. This study shows that the quality assurance applied in the company does not affect employee burnout. Employees will feel emotional exhaustion at work even though the stress they feel is at a lower level. This can happen because the burnout value such that it is at a high level even though employees are happy and proud of their work and the stress caused has a low average value, employees will still feel burnout at their jobs in the company. These results are supported by research by [58], [59].

6 Conclusions

This study examines and analyzes variables related to quality assurance, employee engagement, job

stress, and burnout. The results of this study were obtained from caring for Social Welfare Institutions (LKS) Malang Regency - East Java. The following conclusions can be drawn from the study's calculation results:

Quality assurance has no significant effect on burnout for Social Welfare Institution (LKS) employees Malang Regency. Employee engagement has a profoundly negative impact on burnout, thus the better the implementation of work engagement lower the level of there is employee burnout. Quality assurance has an important negative effect on the impact of work stress on Malang Regency employee's Social Welfare Institution (LKS). As a result, the better quality assurance that occurs in the company will minimize work stress on employees. Meanwhile, employee engagement has stress at work is significantly increased, the better the rankings of employee engagement felt at work by staff, the lessening of level of work stress.

Work stress has a substantial positive impact on burnout which implies that the more affordable the level of work stress for employees, the more affordable the burnout level will be. Employee engagement has a substantial negative impact on burnout through work stress. Quality assurance burnout is not significantly impacted by work stress.

6.1 Limitations

This study focuses on caregivers a sample uses a scale with one dimension. Nevertheless, further research may result in better using a bigger sample and taking into the use of a more comprehensive multidimensional scale.

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