

ABSTRACT

BPJS employees are required to be able to adjust to changes that occur, the demands are because of work that is human service or the field of work that provides services to the community. Service delivery is expected to be full of responsibility and requires high skills, so that if you are unable to adapt, it will be difficult to escape the pressure faced causing burnout. This study aims to determine and analyze the effect of social support and job burnout on employee performance through internal communication as a moderation variable. The research method used in this study is quantitative with the help of the SPSS program. The sample used in this study amounted to 55 respondents who worked at the Semarang City Health BPJS Office. This interaction test (Moderated Regression Analysis) is used to examine the moderating effect of internal communication variables in the effect of social support and job burnout on employee performance. The results of the significance test of independent variables, moderation variables and interaction variables show that internal communication variables have an influence on the performance of BPJS Kesehatan Semarang City employees. The interaction variables of the two also affect employee performance. It can be concluded that the internal communication variable in this study is a moderation variable.

Keywords: *Social Support, Job Burnout, Internal Communication and Employee Performance*

