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The Overview of The Burnout Potential of Employee Staff during Pandemic Times at UNITRI



Sirli Mardiana Trishinta¹, Wahidyanti Rahayu Hastutiningtyas², Yanti Rosdiana³

^{1,2,3}Nursing Department, Tribhuwana Tunggal University Malang, Indonesia

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Abstract

With the Covid-19 pandemic, the central government has given policies for all local governments so that the activity process is carried out from home. However, burnout can occur because this is a psychological symptom such as physical, emotional, mental fatigue and depression that can occur in worker. The purpose of the study was to determine the description of the potential for burnout of workers in employee at UNITRI during the pandemic. The design of the study used a quantitative description. The population of this study were all 35 employee staff at UNITRI with purposive sampling, in order to obtain a study sample of 18 respondents. The data collection technique used an instrument in the form of a questionnaire. The data analysis method used descriptive test. The results showed that almost all 15 respondents (83.3%) had moderate burnout potential. Future researchers are expected to conduct similar research by exploring the determinant factors of the potential for worker Burnouts.

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✉Correspondence Address:

Tribhuwana Tunggal University Malang – East Java, Indonesia

Email : sirli.shinta@unitri.ac.id

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INTRODUCTION

The Covid-19 pandemic is one of the most rapidly spreading infectious diseases in various countries, including Indonesia. In addition, the Covid-19 pandemic has also had an impact on many parties, this situation has penetrated the world of education. With the Covid-19 pandemic, the central government has issued a policy for all local governments so that the teaching and learning process in every school and college is carried out online and limited to daily activities. This is done as an effort to break the chain of transmission of Covid-19 (Amalia & Hiola, 2020). The policy of working at home or online during the Covid-19 pandemic is one of the right solutions so that the work process continues. But in its implementation, there are obstacles and cause problems. The Covid-19 pandemic triggers many psychological problems that occur in every work staff such as stress, decreased ability to do routine work, fatigue, a sense of burden with workers, and a sense of boredom (burnout) (Anugrahana, 2020).

Maslach, (2016) revealed that burnout is a psychological symptom such as physical, emotional, mental fatigue and depression that can occur in people who work. And this is a response to chronic emotional tension. Burnout is considered as a type of work stress. Based on incident data, it shows that burnouts are usually more common in professions that generally lead to service professions, such as doctors, teachers, and other public service workers. However, burnout does not only occur in someone who works as a service provider, burnout is also found in various other jobs, namely in the field of organization and industry. This decline in the quality of work and in both physical and psychological health can be costly—not just for the individual worker, but for everyone affected by that person.

Based on data obtained by the Association of Indonesian Mental Specialists (PDSKJI), the psychological development of the community during the COVID-19 pandemic showed 64.3% of 1,522 respondents experienced anxiety or stress as a result of the pandemic (Ananda & Apsari, 2020). The potential for work burnout in general is experienced by academic work staff, who have many tasks and responsibilities. completed (Christiana, 2020).

Burnout is a fatigue syndrome, both physically and mentally which includes developing a negative self-concept, lack of concentration and negative work

behavior. This situation makes the atmosphere and commitment to be reduced, performance, and employee performance is not optimal. This also makes workers become stressed, do not want to be involved with their environment. Burnout as a psychological syndrome consisting of three dimensions, namely emotional exhaustion, depersonalization and decreased personal achievement (Marpaung, 2020). Work burnout potential is a complex thing that can be seen from the psychological, mental, physical and behavioral reactions to a job, so that it can harm individuals and organizations.

Work staff who experience burnout are usually caused by several factors, namely external and internal factors. External factors include work organization conditions such as rules that make a person feel trapped in an unfair system, leadership styles that do not pay attention to employee welfare and job demands and unfavorable working environmental conditions. While internal factors include conditions originating from the individual such as gender, age, self-esteem, education level, years of service and personality characteristics as well as the ability to cope with stress (Andriansyah & Sahrah, 2014). In addition, other factors that cause a person to experience potential burnout are situational such as task identity, task meaning, skill diversity, autonomy and feedback, job characteristics, and organizational characteristics (Orpina & Prahara, 2019).

The impact of burnout will make a person slowly erode his spirit due to chronic stress in daily work, such as too much pressure, conflict, demands and lack of emotional rewards, recognition and success. Burnout can occur when work is felt to be meaningless and full of constant stress but lacks support and rewards. The WFC (Work from Campus) policy for Unitri staff during the pandemic is a policy to continue to provide academic services even during the COVID-19 pandemic. This condition has the potential to cause the transmission of COVID-19 through the services provided on campus. The task force team in charge of controlling the spread of COVID-19 while ensuring that the health protocols are carried out properly by all Unitri staff. However, this condition can increase the risk of stress that has the potential to burn out in workers. Based on the problems described above, it can be said that it is possible for work stress to occur in workers during the Covid-19 pandemic, so it is important to conduct a study with the title

Overview of potential burnout of workers in unitary staff during a pandemic in order to overcome work stress problems in employees. worker.

METHOD

Research Design

This study used quantitative description. The population in this study was all working staff at the oTribuwana Tunggadewi University Malang with a total of 250 people. The sample used was determined using the Slovin formula and adjusted to the inclusion and exclusion criteria, the number of samples was 28 people with a significance level of 5% or 0.05. The inclusion criteria are: 1) Active staff working at the oTribuwana Tunggadewi University Malang, 2) Willing to be a respondent and willing to fill out an informed consent form. 3) Working WFC during the pandemic at least 1 semester Exclusion criteria are 1) Not willing to be a respondent and refusing to fill out the questionnaire 2) Currently on work off. The

sampling technique used in this study was purposive sampling. To achieve sampling, each element was selected randomly. The study was conducted at the Tribhuwana Tunggadewi University Malang in June 2021. The instrument used to measure each variable was the Maslach Burnout Inventory (MBI) questionnaire. The steps for data collection in this study were as follows:

1. The researcher writes a research letter at Tribhuwana Tunggadewi University, Malang
2. The researcher submits a research letter to the Tribhuwana Tunggadewi University Malang
3. After obtaining research approval, the researcher began to conduct research
4. Researchers distribute questionnaire sheets via google form to respondents
5. Collecting data, analyzing data and compiling research results

The variable in this study was a description of the potential for burnout. Univariate analysis was carried out for each of the variables studied.

RESULT

Characteristics of respondents in this study include age, gender, and last education, marital status, number of dependents of family members, faculty lecturers, committees in the past year, length of service and additional structural positions. The data are presented as follows:

Table 1: Frequency Distribution Based on Characteristics in 2021

Variable	Category	F	(%)
Age	25-30 year	4	22,2
	31-35 year	7	38,9
	35-40 year	3	16,7
	41-45 year	1	5,6
	46-50 year	1	5,6
	>50 year	2	11,1
Gender	Male	9	50,0
	Female	9	50,0
Last education	S1	1	5,6
	S2	17	94,4
Marriage status	Not married	2	11,1
	Married	16	88,9
Ammount of member family's burden	0-1 person	5	27,8
	2 persons	6	33,3
	3-4 persons	7	38,9
Faculty	Nursing	10	55,6
	Social and political science	1	5,6
	Engeneer	1	5,6
	Education science	3	16,7
	Agriculture	3	16,7
Attend in committee member in last year	No	3	16,7
	Yes	15	83,3

Length of work	1-3 years	5	27,8
	4-6 years	4	22,2
	7-10 years	4	22,2
	>10 years	5	27,8
Additional structural position	No	0	0,0
	Yes	18	100
Total		18	100

Based on Table 1 shows almost half of the respondents 7 respondents (38.9%) aged 31-35 years, half of them 9 (50%) are female and male, almost all 17 (94.4%) have the latest education S2, almost all 16 (88.9%) are married, almost half of the respondents 7 respondents (38.9%) have dependents of 3-4 family members, most of them 10 (55.6%) are lecturers in the faculty of health sciences, almost all 15 (83.3%) had a committee history in the last one year, almost half of them 5 (27.8%) had 1-3 years of service and > 10 years, and all 18 (100%) had additional structural positions.

Burnout potential

The results of the study on the Description of the Burnout Potential of workers in unitary staff during the pandemic are presented in the following table.

Table 2: Frequency Distribution of Worker Burnout Potential for Unitri staff during the 2021 pandemic

Burnout potential	F	(%)
Severe	3	16,7
Moderate	15	83,3
Low	0	0,0%
Total	18	100

Based on Table 2 shows that almost all 15 respondents (83.3%) have moderate burnout potential.

DISCUSSION

An overview of potential worker burnouts in unitri staff during a pandemic

The results of this study indicate that almost all respondents, namely workers in the unitri staff, have a moderate category of Burnout Potential as many as 15 respondents (83.3%). It is known that respondents who have a potential Burnout category are influenced by 7 respondents (38.9%) aged 31-35 years, 9 respondents (50%) are male and 9 respondents (50%) are female, 7 respondents (94, 4%) have a master's degree education and 5 respondents (27.8%) with a length of work > 10 years.

Factors that affect the potential for worker burnouts include age, gender, education and length of work. Most of the respondents have a medium potential burnout category because there are influencing factors, namely age, gender, education and length of work. This is in line with Andriansyah & Sahrah (2014) which states that the factors that influence work staff who experience burnout are usually caused by several factors, namely external and internal factors. External factors include work organization conditions such as rules that make a person feel trapped in an unfair system, leadership styles that do not pay attention to employee welfare

and job demands and unfavorable working environmental conditions. While the internal factors that influence the burnout Potential include conditions originating from the individual such as gender, age, self-esteem, education level, years of service and personality characteristics as well as the ability to cope with stress (Andriansyah & Sahrah, 2014). In addition, other factors that cause a person to experience potential burnout are situational such as task identity, task meaning, skill diversity, autonomy and feedback, job characteristics, and organizational characteristics (Orpina & Prahara, 2019).

Factors that affect the potential for burnout include the age factor. Most of the respondents have the age of 31-35 years because there are factors that influence the age. The age factor also affects the occurrence of burnouts. Older worker was less likely to experience burnout relative to younger results of differ from the general tendency to believe that both physical and mental flexibility diminish with age (Plantiveau, et al, 2018; Teles, et al, 2020). Gender factors also affect the potential for burnout. Half of respondents 9 (50%) are female and male. Previous research has explained these differences based on different coping strategies deployed by men and women in the face of stressful experiences.

These differences may also be due to their work, indicating that gender determinism, which is identified with care and protection, part of the feminine role (Teles, et al, 2020).

In previous study, it was found that there was a significant relationship between the number of children and somatic burnout; those who had more children reported higher levels of somatic burnout (Nejatian, et al, 2021). An increase in the number of children of some married couples increased their conflict rate and their quality of marriage decreased (Bulgan, 2018). So, amount of family members who must be taken care had more the amount of time and energy that they spent with their family increased, which may have eventually lead to the burnout.

Educational factors also affect the potential for burnouts, almost all of the respondents who have burnouts are those who have a master's level of education. This is in line with the results of research by Almonacid & Calderon (2020) which states that the higher the level of education, the higher the level of burnout experienced because this condition indicates an increase in the workload of workers along with an increase in the level of education. Different other faculty, faculty of health science may experience high levels of stress related to teaching expectations, service, research, increased workloads and personal life balance problems. The increasing programs for online learning may also pose problems in that it can be difficult to balance work and personal life since students may be located at various areas and post assignments to faculty by online (Owens, 2017).

In previous study, workers with more than 30 years of experience reported the lowest levels of perceived stress than the least experience (less than 10 years). However, the results are in line with studies in which workers' experience has been seen a better use their coping resources, also the confidence and maturity brought by their age and experience (Teles, et al, 2020). Meanwhile, the experience workers also have organisational stressors. In addition to job stressors with overload duty that come from additional job in structural or join the committee that may be created ambiguity, conflict or exacerbated due to organizational change (Day, et al, 2017). This excessive workload will trigger a burnout.

CONCLUSION

Based on the results of study on the description of the burnout potential of employee in Unitri staff

during the pandemic, it can be concluded that almost all respondents have moderate burnout potential.

SUGGESTION

For staff or employee is expected to be able to work both from home and on campus without any pressure that can cause unwanted things to happen during the COVID-19 pandemic. For further research conducting related research on the determinants of worker burnout potential.

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CONFLICTS OF INTEREST

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