

Relationship Between Workload to the Level of Burnout in Employees of PT Baba Rafi International

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ABSTRACT

The success of a company depends on its ability to manage various types of resources, one of which is human resources (HR). Employee welfare is an important aspect that companies must pay attention to. When a company has high-performance standards and goals, employees work hard to achieve those goals. However, as a company's organizational performance increases, the workload also increases which can lead to burnout. This research aims to find out the role of workload on burnout among PT Baba Rafi International employees. The method used is a quantitative method and involves 40 employees of PT Baba Rafi International. The data obtained was processed using IBM SPSS version 22. The results of this research show that there is a significant role between workload and burnout in PT Baba Rafi International employees.

INTRODUCTION

Currently, companies and business organizations compete with each other to dominate market share. The economy is developing rapidly in society, competition tends to increase, and organizational performance is one of the most important indicators of how to be better in global competition (Gong et al., in Atmaja et al., 2019). If a company is unable to predict changes in fluctuating business environmental conditions, then business continuity can be affected. Therefore, business actors must be able to face, overcome and predict changes in business environmental conditions and respond to them in a timely, accurate and effective manner. The success of an organization also depends on its ability to manage various types of resources, one of which is human resources (HR), which are very important. In the world of work, employee welfare is an important aspect that companies must pay attention to. When a company has high-performance standards and goals, employees work hard to achieve those goals. However, along with As a company's performance increases, employee workload and stress also increase. Therefore, burnout easily occurs in a high-pressure environment, which is an important problem in companies (Gong et al., Atmaja et al., 2019).

Burnout is a physical, emotional and mental condition that arises as a result of chronic and prolonged stress at work. According to Baron and Greenberg (in Chairina. R, 2019: 52), the causes of burnout consist of three dimensions, namely physical exhaustion, emotional exhaustion, mental exhaustion, and low personal accomplishment. Burnout causes a person to have no goals and be unable to meet their needs at work.

The burnout phenomenon at PT Baba Rafi International is confirmed by the results of observations and interviews conducted with employees in different divisions. These employees said they often experienced physical and mental fatigue, felt bored at work, lacked social support from fellow employees, and experienced lethargy and headaches while working. Based on these symptoms, there is a possibility that PT Baba Rafi International employees are heading towards burnout.

The impact of burnout on companies is an increase in the frequency of absence from work, and job turnover, which then affects the effectiveness and efficiency of work in the organization (Cherniss, in Hanna, 2015). The consequences of burnout itself can affect employee performance and lead to a decrease in productivity which can cause conflict within the individual and his family.

THEORETICAL REVIEW

The high workload experienced by employees has an impact on the emergence of burnout. Workload or workload according to (Hart and Staveland, Tarwaka, 2011) is the result of interactions between the demands of the work environment used as a workplace, and the skills and perceptions of workers. Consistent with the previous definition, it is important to understand the extent to which high workloads contribute to employee burnout levels. Hart and Staveland (Hart and Staveland, in Tarwaka, 2011) divide physical and

mental workload into 6 dimensions, the measure of physical workload includes physical demand and effort and the measure of mental workload includes mental demand, temporal demand, performance, and frustration level. Workload and burnout variables have been studied previously in several studies.

Where RMK Nurak (2019) stated that the relationship between workload and burnout in employees who work in family companies has a positive relationship. DA Anandani et al (2022) stated that workload has a positive effect on burnout in company employees. Other research by AES Ningrum (2019) states that the relationship between workload has a positive effect on burnout in textile factory employees. DSD Malino (2020) stated that workload shows positive and significant results on employee burnout.

PT Baba Rafi International is a company operating in the food and beverage industry. This company, founded in 2003, is a company that produces kebabs and is currently the largest kebab franchise business in the world. PT Baba Rafi International, which is currently growing, has also franchised its kebab business. The company continues to expand until it has more than 1300 outlets throughout Indonesia and 68 outlets in 9 other countries. Not only that, but PT Baba Rafi International also has a side business that houses well-known brands and attracts several influencers in collaboration to market its products.

METHODOLOGY

The method used in this research is quantitative. Quantitative research is a research approach that is based on the philosophy of positivism and is used to study specific populations or samples. Quantitative research uses data collection instruments and statistical data analysis to test predetermined hypotheses. (Sugiyono, 2019).

a. Population and sample

The population used by researchers is employees at PT Baba Rafi International with a minimum working period of 3 (three months), and aged 18 years and over. The sample taken by researchers was 40 respondents.

b. Research variables

The researcher chose one independent variable, namely workload, as X and the dependent variable, namely burnout as variable Y.

c. Data collection technique

Data was obtained by distributing questionnaires using a Likert scale with options from 1 to 5. Questionnaires were distributed online with the help of Google Forms. The questionnaire data obtained was processed using IBM SPSS version 22.

d. Data analysis

Research data was tested using a simple regression method. Before that, to find out whether the data was suitable for use as a test, the researcher carried out a validity test, reliability test and classical assumption test.

RESULTS AND DISCUSSION

Data Quality Test

a. Validity test

Validity testing is a process for evaluating the ability of a measuring tool or measurement instrument to measure the variable being tested. The results of testing the validity of the questionnaire items show that they are valid if the calculated r value is greater than the r table. This research has an r table of 0.3120 with a significance of 0.05. Research instruments on the workload (X) and burnout (Y) variables are said to be suitable for use if the calculated r is greater than the r table (>0.3120).

Table 1. Validity Test

Variable	Item	R Count	R Table	Information
X	X1	0,820	0,3120	Valid
	X2	0,811	0,3120	Valid
	X3	0,724	0,3120	Valid
	X4	0,593	0,3120	Valid
	X5	0,783	0,3120	Valid
	X6	0,778	0,3120	Valid
Y	Y1	0,666	0,3120	Valid
	Y2	0,599	0,3120	Valid
	Y3	0,844	0,3120	Valid
	Y4	0,878	0,3120	Valid
	Y5	0,809	0,3120	Valid
	Y6	0,731	0,3120	Valid
	Y7	0,777	0,3120	Valid
	Y8	0,840	0,3120	Valid
	Y9	0,859	0,3120	Valid
	Y10	0,677	0,3120	Valid

After carrying out the validity test, based on Table 1 the results are that all items from the statement have a calculated r value greater than the r table. Therefore, the data used is suitable for research.

b. Reliability Test of Workload Measuring Instruments

The reliability test in this research used Cronbach Alpha. Cronbach Alpha is a benchmark used to describe the relationship between the scale created and all existing variable scales. The instrument used in this variable is said to be reliable if it has a Cronbach Alpha of more than 0.60.

Table 2. Workload Reliability Test

Reliability Statistics

Cronbach's Alpha	N of Items
.840	6

The reliability test results of the workload variable measuring instrument in Table 2 show the value Cronbach's alpha is 0.840, which can be concluded that this measuring instrument is reliable.

c. Reliability Test of the Burnout Measuring Tool

The instrument used in this variable is said to be reliable if it has a Cronbach Alpha of more than 0.60. The reliability test results of the burnout variable measuring instrument in Table 3 show a Cronbach's alpha value of 0.922, which can be concluded that this measuring instrument is reliable.

Table 3. Burnout Reliability Test Reliability Statistics

Cronbach's Alpha	N of Items
.922	10

Classic Assumption Test

a. Normality test

The Normality test in this study was carried out using the One-Sample Kolmogorov-Smirnov test. According to Ghozali, the results of the normality test can be said to be normally distributed if they produce a value above 0.05.

Table 4. Normality Test One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		40
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	9.99176030
	Most Extreme Differences	
	Absolute	.128
	Positive	.117
	Negative	-.128
Test Statistic		.128
Asymp. Sig. (2-tailed)		.098 ^c

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

Based on Table 4, it is known that the significant value of the one sample Kolmogorov Smirnov test is 0.98, so it can be seen that $0.98 > 0.05$, so the data is assumed to be normally distributed.

b. Multicollinearity Test

Multicollinearity testing aims to detect the level of correlation between independent variables in a multiple linear regression model. A good regression model means that there is no multicollinearity in it. The method used by researchers to assess the absence of multicollinearity in this study is by looking at the value of the variance inflation factor (VIF).

Table 5. Multicollinearity Test Coefficients^a

Model		Collinearity Statistics	
		Tolerance	VIF
1	Workload	1.000	1.000

a. Dependent Variable: Burnout

Multicollinearity test results in Table 5 show that the tolerance value is $1.0 > 0.10$ and the VIF value is $1.0 < 10.00$. So it can be said that there is no multicollinearity in the workload variable. This means that there is no strong relationship with the independent variables, and testing can be carried out to the next stage.

c. Heteroscedasticity Test

The heteroscedasticity test aims to test that in a regression model, there is an unfavorable variance from residuals or observations to other observations. A good regression model does not occur heteroscedasticity with absolute residuals greater than 0.05 (>0.05).

Table 6. Heteroscedasticity Test Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	10.315	4.067		2.536	.015
	Workload	-.067	.168	-.065	-.400	.691

a. Dependent Variable: ABRESID

Based on Table 6, it is known that the significant value of the heteroscedasticity test is 0.691, so it can be seen that $0.691 > 0.05$ means there is no heteroscedasticity in the data.

Simple Linear Regression Test

A simple linear regression test is used for one independent variable and one dependent variable. The aim of applying this method is to forecast or predict the value of the dependent variable which is influenced by the

independent variable. In testing the workload and burnout variables, the equation used for simple regression is obtained, namely, $Y = a + b$.

Table 7. Simple Linear Regression Test Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	6.473	8.693		.745	.461
	Workload	.783	.360	.333	2.174	.036

a. Dependent Variable: Burnout

Tabel 8. Model Summary Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.333 ^a	.111	.087	10.122

a. Predictors: (Constant), Work load

b. Dependent Variable: Burnout

In Table 7 it is known that the Constant (a) value is 6.473, while the workload value (b or regression coefficient) is 0.783. so the regression equation can be written as: $Y = 6.473 + 0.783X$. The X regression coefficient of 0.783 states that for every 1% increase in the Work Expense value, the Burnout value increases by 0.783.

T Test Results

The T-test in multiple linear regression is carried out to determine whether the impact of the independent (free) variable influences the dependent (dependent). The hypothesis can be accepted if the significance value is more than 0.05 and has a calculated t value greater than the t table. The t-table value in this study is 2.024.

Based on the test table carried out, several conclusions can be drawn:

1. Based on the significance value, the significance value obtained is $0.036 < 0.05$, and the calculated t value is $2.174 > t$ table 2.024. It can be stated that H1 is accepted. So the workload variable (X) has a positive effect on the burnout variable (Y).
2. Based on Table 8, the R square is 0.111, which means that the influence of the independent variable (workload) on the dependent variable (burnout) is 11.1%.

CONCLUSIONS AND RECOMMENDATIONS

Based on the research that has been conducted, it can be concluded that there is a role between workload and burnout in PT Baba Rafi Internasional employees 11.1%. Apart from that, workload and burnout have a positive and

significant relationship. This can be interpreted as meaning that the higher the workload on employees, the higher the burnout felt by employees. Vice versa, the lower the workload on employees, the lower the burnout felt by employees.

Looking at the results of the research conducted, it is hoped that it will provide insight for companies in carrying out effective strategic management of employee burnout optimally for employee welfare and achieving company targets.

FURTHER STUDY

For future research, it is recommended to conduct an in-depth analysis of the tasks and responsibilities assigned to employees of PT Baba Rafi International. Factors that can be covered include the amount of work, task complexity, and level of responsibility.

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