



The Effect of Workload on Burnout in employees of PT Bank XYZ Naswa Bunga Octavia^{1✉}, Rahmawati Prihatuty²

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Keywords

Workload, Burnout

Abstract

The phenomenon of burnout is very commonly experienced by employees in the banking sector. Burnout is a state of individuals who experience physical or mental fatigue caused by excessive activity pressure. The purpose of this study was to determine whether there is an influence between workload on burnout in banking employees. This study uses quantitative research, with a research sample of 75 employees of PT Bank XYZ branch office. Data collection using a Likert scale consisting of the Burnout Assessment Tool (BAT) scale and the Quantitative Workload Inventory (QWI). The results revealed that the burnout experienced by employees was in the high category, namely 34.7%, then the workload received by employees was also in the high category, namely 44%. The regression test results show that there is a positive influence between workload and burnout with a coefficient value of 47.6%. So that the greater the workload received by employees, the greater the possibility of employees experiencing burnout.

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INTRODUCTION

Economic development is increasing, competition in the business world will also increase. Moreover, companies must also look for employees with good quality and superior in supporting the development of the company. The more business competition increases, the more innovation must be created in a company, this has a heavy impact on employees who work in a company. With the existing innovations, employees are required to do the job optimally in order to achieve the desired target. It is undeniable that the demands of the work given by a company can provide a pressure for employees who work. Accepting excessive demands can have a negative impact on employees. Excessive physical and mental disorders will adversely affect performance and will have difficulty in carrying out normal work. Excessive demands can lead to both physical and mental fatigue of employees, this is commonly called burnout (Priyanti et al., 2022). Ghina & Idulfilastri (2022) stated that burnout occurs due to extreme fatigue, a feeling of cynicism, and a feeling of ineffectiveness in doing a job.

Employees who experience burnout usually have problems that not only come from the organization, but there are also personal factors that can trigger burnout in employees. Maslach, et al (2001) state that there are 2 factors for burnout, namely individual factors, including gender, age, self-esteem, education and personality. Then there are situational factors, which can be in the form of bad work situations, not getting promoted to positions, inappropriate work rules, job demands, and so on. PT Bank XYZ has a number of units that have the potential for burnout including the front office; teller and customer service, then back office; general support and transaction processing, marketing office; funding, SME, and non-subsidized. The units above have a number of job descriptions which become SOPs that must be carried out every day.

However, it is undeniable that some of the above units have complaints related to the work that must be completed every day, namely employees working in a state of flu, then after a day of working facing a computer they complain of headaches and experience fatigue in areas of the body such as the neck, eyes and so on. Apart from the physical disturbances they experience, there are also mood disturbances, especially in units that interact directly with customers. In marketing units, when they don't get customers after being out of the office all day, they tend to feel irritable and feel hopeless, complaining about stories to their fellow employees. Then in the front office unit, it cannot be denied that they often interact with customers of various characters and personalities, so this will influence the employee's mood.

Pancasasti (2022) states that when employees work according to capacity, this will not cause problems for the employees themselves, employees will work more comfortably and work optimally and can achieve company goals. However, Spector & Jex (1998) stated that when employees carry out work beyond their capacity, such as giving excessive workload in the form of doing the work of employees who are on leave from work, work that is directed directly by superiors and so on, this will create obstacles and goals in other jobs. Likewise, Nasution (2022) stated that when employees get relatively little work, what will happen is boredom and monotony at work Ranhty (2022) states that when employees work according to their capacity, it will not cause problems for the employees themselves, Soleman (2011) & Tarwaka (2016) stated that there are several factors that affect the workload, including internal and external factors

Nasution (2022) revealed that when employees get relatively few jobs, what will happen is the onset of boredom and monotony at work The increase in employee workload is greatly influenced by market demand. Mukti, et al (2022) stated that the more market demand for products increases, the higher the company's production process will be. Banking also has product sales targets that employees must achieve every month. Based on research results from Rizky & Suhariadi (2021), workload has a significant influence on burnout, namely 12.5%. However, research by Indrawan, et al (2022) had inverse results, namely that workload had no effect on burnout. Based on the existing phenomena and the differences in results from the two studies above, this study has the aim of

knowing “whether there is an influence of workload (workload) on burnout in employees of PT. Bank XYZ”.

METHOD

This research uses a quantitative approach with a correlational design to analyze the relationship between workload and burnout. The research population was all employees of PT Bank XYZ consisting of 75 people in the marketing unit, front office and back office. The sampling technique used is a saturated sample, where the entire population is used as the research sample. In this study the variables used are workload variables and burnout variables (Creswell & Creswell, 2018).. Data was collected using two instruments, namely the Burnout Assessment Tool (BAT) to measure the level of burnout and the Quantitative Workload Inventory (QWI) to measure the level of workload. Data analysis was carried out through normality tests, linearity tests, simple linear regression, and hypothesis testing. The quantitative research design in this study is correlational by compiling conclusions at the focus point regarding the causal relationship on the variables used

The population in this study has certain characteristics and qualities, consisting of marketing which totals 44 people, front office 18 people and back office 18 people which the total population of this study is 75 people. Sampling in this study uses a saturated sample, namely the entire population of the study who initially had the assumption that workload had an effect on burnout (Sugiyono, 2013). Yuliara (2016) is an equation model that describes the relationship between variable X and 35 variables Y. This study uses a normality test to ensure that the data is distributed properly (Haniah, 2013) this study uses two data collection techniques, namely primary using the Burnout Assessment tool (BAT) scale and Quantitive Workload Inventory (QWI) with a likert scale, (De Beer et al., 2022; Schaufeli et al., 2020) and supported by relevant library studies based on culture, norm values, situations and previous research.

RESULT AND DISCUSSION

Based on research data, the subjects obtained were 75 people. It is known that the burnout experienced by employees is in the high category, namely 34.7%, then the workload received by employees is also in the high category, namely 44%.

Table 1. Burnout level at PT Bank XYZ

Variable	Classification	Frequency	Procentage	Categorization
Burnout	Total Score	26	34,7%	High
		25	33,3%	Moderate
		24	32%	Low

Table 2. level of workload at PT. Bank XYZ

Variable	Classification	Frequency	Procentage	Categorization
Workload	Total Score	33	44%	High
		23	30,7%	Moderate
		19	25,3%	Low

Based on table 1 and 2 above, it can be concluded that burnout and workload experienced by the majority of PT Bank XYZ employees are in the high category, namely for the percentage of burnout 34.7% and workload 44%.

Tabel 3. Normality Test Result

One-Sample Kolmogorov-Smirnov Test			Unstandardized Residual
N			75
Normal Parameters ^{a,b}	Mean		.0000000
	Std. Deviation		16.59156067
Most Extreme Differences	Absolute positive		.087
	Negative		.051
Kolmogorov-Smirnov Z			-.087
Asymp. Sig. (2-tailed)			.752
a. Test distribution is Normal			.652
b. Calculated from data			

Based on table 3, the residual value is $0.625 > 0.05$, it can be concluded that the two variables, namely workload and burnout, are normally distributed.

Table 4. Linearity Test Result

Anova Table						
		Sum of Square	df	Mean Square	F	Sig.
Between Groups	(combined)	22031.454	18	1223.970	4.065	.000
		18523.235	1	18523.23	61.51	.000
	Linearity					
Burnout*			5	5		
Workload	Deviation from Linearity	3508.219	17	206.366	.685	.804
Within Groups		16862.492	56	301.116		
Total		38893.947	74			

Based on table 4, it is found that the deviation from linearity value is $0.804 > 0.05$. So it can be concluded that there is a linear influence of workload on burnout. This simple linear regression test aims to find out whether there is an effect of the workload variable on burnout, with a significant condition of < 0.05 . The following is a description of the results of the simple linear regression test As for tests related to regression with workload as a constant predictor, it can be seen as follows

Table 5. Regression Test

Result Model Summary						
Model		R	R Square	Adjusted R Square	Std. Error of the Estimate	
1		.690 ^a	.476	.469	16.705	
a. Predictors: (Constant), Workload						
ANOVA						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	18523.235	1	18523.235	66.379	.000 ^b
	Residual	20370.712	73	279.051		
	Total	38893.947	74			
a. Dependent Variable : Burnout						
b. Predictors : (constan), Workload						

Based on the table above, the results obtained are the value of F count = 66.379 with a significance of 0.000 < 0.05. Then there is a correlation amount R of 0.690, from this output the coefficient of determination (R Square) is 0.476, which means that the influence of the workload variable on the burnout variable is 47.6%.

Table 6. Hypothesis Test Results

		Coefficients				
		Unstandardized Coefficients	Standardized Coefficients			
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	9.032	7.014		1.288	.202
	Workload	2.811	.345	.690	8.147	.000

Based on the table above and distributed directly on the basis of decision making, namely $t_{itung} > t_{tabel}$, the results show that $8.147 > 1.993$. So it can be concluded that the hypothesis (H_a) is accepted which reads "there is a significant effect of workload (workload) on burnout in employees of PT. Bank XYZ." From the results of research that has been conducted, it shows that there is a significant influence between workload and burnout on employees of PT Bank XYZ. Based on the results of research related to burnout variables, the exhaustion dimension was 41.3%, then the psychosomatic complaints dimension was 41.3%, the emotional impairment dimension was 40%, the psychological distress dimension was 38.7%, the cognitive impairment dimension was 33.3% and the mental distance dimension was 28%. Based on the results, it can be concluded that burnout experienced by employees is a physical disorder with the highest percentage being in the exhaustion dimension and psychosomatic complaints (physical disorders).

The disorders experienced by some employees are caused by the influence of excessive workload, namely the R Square result of 47.6%. This is in line with research from (Sari et al., 2023) which states that workload has a significant influence on burnout in employees of Bank BNI Ternate branch. Burnout is a condition of a person who experiences physical and mental fatigue caused by excessive activity pressure, so that if this is left unchecked it will cause a person to be inhibited in carrying out his activities. Based on the results of the study, it shows that the level of burnout experienced by the majority of employees of PT Bank XYZ is in the high category.

The results showed that the majority of PT Bank XYZ employees experienced both physical and mental fatigue, this was validated by the highest percentages for the exhaustion and psychosomatic complaints indicators. This is in line with research from Dondokambey, et al (2018) with the subject of nurses at North Sulawesi Eye Hospital stating that burnout that occurs in nurses is caused by the number of patients who are more than the number of nurses, so that this causes nurses to experience physical and mental fatigue due to serving too many patients.

Workload is an individual's obligation to carry out tasks or activities given by the company that must be completed within the time specified by the company. Then based on the results of this study, the majority of employees at PT Bank XYZ get a high workload. The results of this study indicate that the workload received by employees of PT Bank XYZ consists of doing excessive amounts of work in a fast tempo. Excessive workload will have an impact on the employees themselves and the people around them. Some employees who are respondents are also employees in charge of serving customers, so that it will affect the quality of service, customer complaints and affect employee absenteeism. This is in line with the impact of workload proposed by (Achyana, 2008), namely excessive workload will have a negative impact on the quality of employee work which will decrease, complaints from customers, affecting employee absenteeism itself.

With the success in this study, it is undeniable that there are limitations in the research, that there are difficulties in determining the time of distributing questionnaires, because banking employees have uncertain rest hours and busy hours. So that at the time of distributing the questionnaires the researcher did a continuous rechat to remind employees to fill out the questionnaires that had been given. Then this study uses measuring instruments that are rarely used in previous studies, so this is a limitation for researchers in finding references for the measuring instruments used.

CONCLUSION

Based on the results of research conducted regarding the effect of workload on burnout in employees of PT Bank Bank XYZ, it can be concluded that there is a significant influence between workload and burnout. The more workload an employee receives, the greater their potential for experiencing burnout. The level of burnout experienced by the majority of employees is in the high category, with the dimensions of physical fatigue and psychosomatic complaints as the most dominant aspects. This is closely related to the level of workload which is also in the high category, where employees are faced with a large volume of work and a fast work tempo. In addition, this research shows that work pressure not only affects physical health, but also employees' mental conditions, such as mood and work motivation. Employees who receive a high workload often experience symptoms of burnout, including feeling tired, frustrated, and decreased concentration in carrying out tasks.

Based on the results of research that has been conducted, there are several suggestions that can be given. Employees are advised to adjust their work to their own capacity, one of which is by scheduling work (work planning) and determining the priority level of each task so that work is more structured and avoids buildup. Employees who experience symptoms of burnout are advised to take a short break and do activities that refresh their minds, such as chatting with co-workers or doing other activities that make their minds fresher. Apart from that, employees are also advised to give themselves appreciation for the achievements they have made, for example with me-time or fun activities. Future researchers are advised to study burnout with other relevant variables, considering that in the banking sector there are many psychological problems that are interesting to study. Similar research can be developed by adding employment status variables or by comparing Islamic and conventional banking to understand the psychological similarities or differences that may exist in these two types of banking.

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