ANALYSIS OF EMPLOYEE BURNOUT AT PT HOME TESTER INDONESIA

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Abstract
This study aims to investigate the factors that cause job burnout and its impact on employees at PT Home Tester Indonesia. Through literature analysis, several factors are identified as contributing to job burnout, including excessive workload, lack of social support, low task control, and limited job variety. Other factors such as organizational injustice, lack of recognition for contributions, and limited career development opportunities can also increase job burnout. The impacts of job burnout include decreased motivation and performance, increased absenteeism, higher risk of burnout and mental health problems, increased employee turnover, and decreased productivity for organizations. Research data was collected through observation, interviews, and documentation, and analyzed using descriptive methods to provide a comprehensive overview of job burnout among employees. This study is expected to provide insights into efforts to overcome job burnout at PT Home Tester Indonesia.

Keyword: *burnout, employee, work environment*

1. Introduction

The rapidly evolving world of work today has a significant impact on the Indonesian economy. Economic development is supported by advanced companies integrated from various factors. These factors include the expansion of business networks in various fields, both in the industrial sector of both products and services.

The intensifying competition in the world of work is evident in the increasing number of people's needs to carry out their lives. To maintain a prosperous life, there is a need for determination to meet all living needs by finding decent work. The work they are looking for is not only to earn money or income but also to broaden their skills and abilities.

Employees are the most important resource in supporting the progress of the company. The abilities of each human resource (HR) are different, seen from how much experience they have gained from their lives before diving directly into the world of work. Soft skills and hard skills are needed by HR in the world of work to be balanced in carrying out their duties and responsibilities according to the job position.

Therefore, employees are required to work with good quality to support the achievement of the company's goals, vision, and mission. Moreover, the company also demands that employees must do their job well according to the appropriate rhythm related to the work or

program being carried out. And often employees are pushed to achieve targets and goals to achieve competitive targets. (Utaminingtias et al., 2015)

Considering these developments, this study will explore the issue of burnout among employees at PT Home Tester Indonesia. The company's involvement in numerous projects with major brands and the repetitive nature of the work can lead to job burnout. Additionally, the researcher aims to delve deeper into the perceived impacts or factors experienced by employees and compare them to previous research findings. If employees at PT Home Tester Indonesia are indeed experiencing burnout, it could have a detrimental impact on the company's performance.

To validate the existence of the work burnout issue, the researcher conducted pre-research. The pre-research findings revealed that a significant portion of employees at PT Home Tester Indonesia experience work burnout, regardless of their tenure, whether they are long-term or relatively new with less than a year of service. The four primary factors contributing to burnout were identified as workload, monotonous/repetitive tasks, work environment, and an occasionally unsupportive team.

Therefore, further research on work burnout at PT Home Tester Indonesia is warranted. The novelty of this study lies in its exploration of the issue based on respondent-identified factors such as workload, repetitive tasks, work environment, and an occasionally unsupportive team. This research differentiates itself by employing a qualitative approach with a case study design. Additionally, it contributes to the understanding of work burnout by analyzing the identified issues and comparing them to existing theories and research.

2. Literature Review
2.1 Employee

A company employee has the most important asset needed to support the implementation of work in the company in helping to achieve company goals. Companies must promote employees in managing and determining ideas for employee needs so that they are met. (Jufrizen & Pulungan, 2021)

2.2 Burnout

Work burnout is a problem that can cause someone to try to achieve an unrealistic goal and, in the end, they run out of energy and feelings for themselves and the people around them. This work saturation causes a very poor physical, emotional, and mental condition, which is caused by working conditions that require long-term conditions. (Afni & Muslim, 2023)

2.3 Burnout Dimension

a. Exhaustion: The burnout dimension is characterized by prolonged feelings of fatigue both physically (headache, flu, insomnia, etc.), mentally (feeling unhappy, feeling worthless, feeling failed, etc.), and emotionally. (bosan, sedih, tertekan, and lain-lain).
b. Cynicism is the process of balancing the demands of the job with the abilities of the individual. This depersonalization can be a cynical attitude towards others who are in the workplace and a tendency to withdraw, as well as a reduced involvement in a job.

c. Low personal accomplishment This condition is characterized by a feeling of dissatisfaction with oneself, work, or even life.

d. In addition, there are four aspects of burnout presented by Baron and Greenberg (Habibah & Lubis, 2015), namely: 1) physical fatigue characterized by headache attacks, difficulty sleeping, and lack of appetite; 2) emotional fatigue marked by depression, feeling helpless, feeling trapped in work, and being easily angry and offended; 3) mental fatigue, characterized by being cynical towards others, being negative to others, tending to harm oneself, their work, as well as their organization; 4) low self-esteem, marked by never being satisfied with their own work, feeling never doing anything that is beneficial to themselves or others. (Mandasari et al., 2014)

2.4 Factor: Work Fulfillment Factor (Burnout)

Work "Burnout is a syndrome of emotional exhaustion, depersonalization, and reduced personal accomplishment that occurs among individuals who do work of some kind." (Sutisnawati & Sya'roni, 2019)

When there is a huge difference between individuals who work with their work, it will affect the performance of the work. There are several factors that influence the emergence of burnout, which are as follows:

1. Work overload.
2. Lock of Work Control
3. Rewarded for Work
4. Breakdown in Community
5. Treated fairly.
6. Dealing with Conflict Values.

Factors that cause burnout are both internal and external. Factors that can cause employee saturation are demographic factors such as employee age, gender, a person's educational history, length of work, and marital status. Then personal factors like work stress, workload load, and personality type can affect the onset of burnout. And lastly, the organizational factor is the conditions of the workplace and the social support that the company provides to its employees.

From the previous explanation of the experts, the conclusion can be drawn that the cause of the saturation of employees's work is various factors. Demographic factors such as a person's demographic status, age, old age at work, and marital status. Then other factors, such as personal factors, can influence employment satiety, such as physical condition and personality type, and lastly, organizational factors like workplace and social support can be factors causing burnout.

2.5 Completion Indicator Properties

Satisfaction, or often referred to as burnout, is a psychological condition that can occur when a person experiences excessive stress and stress in work or everyday life. The main characteristics of satiety include emotional fatigue, depersonalization, and decreased performance. (Rinawati & Darisman, 2020)

Constant fullness can become a stress if not with good handling will cause a person to lose interest in the job he should be doing. Physical and mental fatigue that needs to be thought of because we ourselves will question our ability to judge the activity that will emerge. If the feeling is not working and will cause stress, it can make the activity constantly stressed. (Moen et al., 2019)

2.6 Causes Someone's Awareness of Fulfillment

One will feel filled by the realization that they are working hard, always thinking negatively that he is wrong, no more hopes than they think, deep sadness, always feeling ashamed and constantly forming uncomfortable thoughts and feelings so that there is a sense of grief, physical, mental, and emotional fatigue. (Agustin et al., 2020)

Emotional fatigue is characterized by a decrease in emotional resources, which can be reflected in feelings of frustration, despair, sadness, feeling helpless, stress, as well as apathy towards work. Individuals who experience emotional exhaustion may feel stuck by work duties, resulting in a psychological inability to provide services. Besides, they tend to be offensive and angry for no apparent reason. (Yuwono, 2020)

2.7 Workfulness Impact (Burnout)

Work burnout Burnout can also lead to a loss of interest in work and a decrease in motivation, which will ultimately result in a decline in the quality of work and quality of life. (Kaswan, 2018) Impact – impact caused by burnout, as follows:

1) For the Organization/Company
   a. Decrease in quality and quantity of employee performance.
   b. Decreased job satisfaction, as well as employee productivity.
   c. Increasing the absence and shift of employees continuously (turnover intention)
   d. Increased costs of employee health care
2) For Employees
   a. There are physical health consequences that include headaches, unhealed flu, stomach disorders, back pain, even more serious diseases related to heart problems.
   b. Increased mental consequences on employees that are negative impacts such as depression, despair, constant feeling of failure, irritability, reluctance to give up, and fear of doing work.
   c. Increases the risk of an employee's accident.

2.8. The Solution to Overcome Completion

One way to deal with employee burnout is to go to a physician or psychologist for physical therapy. In terms of the role of the company, it can improve a good atmosphere of work layout, expansion of job satisfaction, equal distribution of work capacity. (Assa, 2022)

3. Material and Method

This research was conducted at PT Home Tester Indonesia for a period of 8 months. The research period and data processing process were carried out from October 2023 to March 2024.

3.1 Design Study

This type of research uses a qualitative approach. Qualitative research delves into the truth that is in accordance with existing reality. In the qualitative approach, one type of approach that is often used is the case study approach that occurs in the event under study. Sugiyono (2007) states that research design is a way to obtain information carefully and can be recognized for its accuracy. In this scientific research, the researcher uses a qualitative approach. The data collection techniques in this study consist of four methods, as follows:

1. **Interview**

An interview is a direct form of communication between the researcher and the respondent. This direct communication takes the form of a question-and-answer session in a face-to-face setting, allowing the respondent's gestures and expressions to serve as nonverbal cues that complement their verbal responses, transforming verbal communication into a conversation aimed at gathering information.

Therefore, the interview technique employed in this study is an unstructured interview, characterized by open-ended questions. While initial questions serve as a guide during the interview, subsequent questions are based on the participant's responses or statements. This approach allows for a more in-depth exploration and investigation of the research topic, potentially leading to a broader range of information.

2. **Observation**

Observation in research is employed to gather data that is already obtained during the interview process, as well as data derived from examining the various activities performed during work. This observational activity focuses on observing the subject matter of the research and recording it by providing a description of the activities taking place. Subsequently, the observed and analyzed objects need to be supported by relevant prior research and theories related to the issues encountered within the company.

3. **Documentation**

Documentation is a data collection technique that involves taking pictures of aspects related to the research topic to obtain additional data (Apriyanti et al., 2019). The purpose of this documentation is to record information, assist in analysis, and store information in detail.

4. **Literature Review**

Literature review is a comprehensive process undertaken by the researcher to gather relevant information related to the research topic. Sources of this informational data can be obtained from scholarly books, scientific research reports, academic articles, theses, and written sources, both in print and digital formats. By conducting a literature review, the researcher can gain access to a vast array of information and perspectives pertinent to the research study.

3.2 Data Analysis

Data analysis is a research activity that involves processing and presenting data to answer research questions. In conducting data analysis, the researcher uses the theory of **Miles and Huberman.** The explanation is as follows:

1. Data Reduction

Data analysis is essentially the researcher's way of informing the reader about the intended actions to be taken on the data that has been and is being collected. This serves to facilitate the researcher's ability to provide explanations and interpretations from the respondents or draw conclusions (Bungin, 2014). The data analysis employed by the researcher in this study is qualitative data analysis. To analyze the various phenomena in the field, the following steps are undertaken:

2. Data reduction

Data reduction is the process of transforming raw data collected from the field into a concise and focused summary. This involves organizing, synthesizing, and refining the data to extract key findings and patterns. The reduced data provides a clearer picture of the research findings and facilitates the researcher's ability to revisit and analyze the data when needed.

3. Data Display

Data display involves organizing and presenting the collected data in a clear and informative manner. This entails transforming the raw data into a cohesive narrative that can be interpreted, analyzed, and drawn into meaningful conclusions. The goal is to present the data in a way that establishes its validity and credibility.

4. Verifying Conclusion

The final stage involves a meticulous and rigorous verification process, where the researcher revisits and scrutinizes the data gathered from field notes, observations, and interviews. The conclusions drawn in this study may or may not definitively address the research questions initially formulated. This is because, as previously mentioned, research problems and questions in qualitative research are often tentative and may evolve as the researcher engages with the field.

4. Result

4.1 Employee Perspectives on Job Burnout (Burnout)

Perception is the process by which individuals organize and interpret their sensory impressions to give meaning to their environment. However, what one perceives may differ from reality. The findings from the interviews revealed that employee perspectives on job burnout vary depending on their individual experiences and perspectives. Based on the observations, employee perceptions of job burnout are characterized by negative feelings, physical exhaustion from demanding and repetitive work, and a monotonous work environment. Understanding employee perspectives on job burnout is crucial as it allows employees to recognize that everyone has a different tolerance for burnout, enabling them to take appropriate steps to minimize or overcome job-related burnout.

4.1 Employee Perspectives on Job Burnout (Burnout)

According to the interviews conducted, individuals experience burnout at different points due to a combination of personal and external factors. In addition to the above factors, the study also found that a non-conducive work environment can contribute to job burnout. Specifically, the lack of a dedicated workspace for interns on the 17th floor can lead to distractions and disruptions from other companies sharing the space. This issue can hinder interns' focus and concentration, potentially leading to job burnout.

4.1 Strategies to Combat Job Burnout

Per The effort that can be taken by an individual in dealing with the saturation that occurs can be made from a variety of physical or non-physical activities. Apart from the individual himself who must cope with the saturation felt. To cope with the saturation of its employees, the company also plays an important role in responding to the satiation of work perceived by its employees. So, from interviews to employees, there are routine activities or new activities organized by the company to respond to the saturation of the job.

5. Discussion
4.1 Employee Perspectives on Job Burnout (Burnout)

Work filling is a problem arising because of unrealistic goals that are not in line with what is desired; in the end, one is running out of energy to work that repeatedly. (Afni & Muslim, 2023)

Emptiness is a problem that can cause a person to try to achieve an unrealistic goal and eventually run out of energy and feelings for himself and the people around him. This fullness of work leads to a very low level of physical, emotional, and mental conditions caused by working conditions that require long-term conditions. (Afni & Muslim, 2023)

The above statement is supported by Freudenberger's theory in Edi Suharto (2007:53). Burnout, which is a negative attitude or feeling as well as an inability to think flexibly, often impedes a person's ability to accept change or innovation. People who experience burnout tend to be cynical and blame clients for their own problems, which ultimately results in a decrease in the quality of services provided. Burnout can occur to anyone, regardless of age, gender, job, or educational level, and is now considered a serious problem that can affect a person's life. (Almaududi, 2019)

According to Mandasari et al. (2014) saturation is an unpleasant condition resulting from claims that burden or exceed the individual's capacity.

Based on the theory above supporting the results of the interview in this study, the employee of PT Home Tester Indonesia felt that saturation could happen to everyone; just everyone experienced a different saturation point. In some employee views of satiety, satiety is a negative feeling or something of a negative nature due to work that is accumulated or repeated in repetitive terms. Satisfaction at work causes a person to feel bored with the repetitive work over a period of time that goes hand in hand.

Another view of work saturation is that if someone is already at the burnout point, one of the causes is saturation. When no work can fill up, a person loses the enthusiasm and motivation to work because it feels like a long time that self-development is inhibited.

In addition, saturation can occur when the working atmosphere in the office feels monotonous. From the beginning of the work layout at the office, the relationship between colleagues can also affect the occurrence of burnout. In view of the employee's view of work saturation, which saturation can arise because of itself or the conditions and conditions of the work environment, then it requires an effort to deal with the saturation that has already occurred.

4.1 Employee Perspectives on Job Burnout (Burnout)

According Workfulness usually occurs because of the inconsistency between work and employee. When there is a huge difference between individuals who work with their work will affect the performance of work. divide several factors that influence the emergence of burnout, which are as follows:

1. Work Overloaded (Pekerjaan Berlebihan)
2. Lock of Work Control (Kunci Kendali Kerja)
3. Rewarded of Work (Penghargaan atas Pekerjaan)
4. Breakdown in Community (Perpecahan dalam Komunitas)
5. Treated Fairly (Diperlakukan dengan Adil)
6. Dealing With Conflict Values (Menangani Nilai-Nilai yang Berkonflik)

"Burnout is a syndrome of emotional exhaustion, depersonalization, and reduced personal accomplishment that occur among individuals who do people work of some kind", (Sutisnawati & Sya'roni, 2019)

Then from the various aspects of work satiety (Habibah & Lubis, 2015), namely: 1) physical fatigue marked by attacks of headaches, difficulty sleeping, lack of appetite; 2) emotional fatigue characterized by depression, feelings of helplessness, feeling trapped in work, as well as easily angry and offended; 3) mental fatigue, marked by being cynical towards others, being negative to others, tending to harm themselves, work, and their organization; 4) low self-esteem, which is marked by never being satisfied with the results of their own work, feeling never doing anything that is beneficial to themselves or others. Factors that influence a person's level of stress that will result in burnout are gender, age, marital status, working time, and recent education. (Mandasari et al., 2014)

Based on the above theory supporting the results of the interview in this study, that the factors causing the emergence of burnout according to the employee of PT Home Tester Indonesia, can occur from both internal and external factors. One of the factors that triggered the saturation of employees at PT Home Tester Indonesia because of the recurring or common job called the repetitive term.

The other opinion is that the employee is not given the details of the work clearly related to the steps in doing each job. So, it can take a lot of time to do the job. About work, another factor that makes employees feel satisfied due to internal factors in the company, because PT Home Tester Indonesia accepts all programs to be run together. So, time management often clashes, and the timeline is tight.

In addition to the results of the interview, another trigger factor that can make satiety in the workplace is the working environment factor. Starting from a work layout or a monotonous office space layout with the same look for years without innovation can be boring. And an uncomfortable office atmosphere such as noise or an unoptimal temperature can interfere with employee concentration and productivity.

Some employees responded that the work environment is also influenced by supportive colleagues. Sometimes there is only a colleague who does not understand the work instructions. This leads to the employee having to re-explain the instructions until his colleague understands them well.

It can be concluded that the factors of saturation of work can occur, one of which is also due to a lack of coordination between employees. First, work with tight deadlines, it keeps employees focused on their own work and minimal time to coordinate. Second, all work is considered important, so employees find it difficult to allocate time for coordination because all jobs are considered important and urgent.

In addition to the work factor that can trigger satiety, external factors can also trigger saturation, such as the distance between office and home. Long journeys make you physically and mentally exhausted, causing you to lack focus at work because you're tired of traveling. And because distance can hinder work that should be done faster, it makes it difficult to set time and finish work on time.

To conclude, the factors that lead to job saturation refer to factors that have been discussed earlier, such as repetitive work, lack of coordination, distant offices, and monotonous work environments.

Based on the above description, which starts from the existing theory and supported by employee experience, the factors that cause saturation of work can be overcome with the efforts of the individual employees themselves as well as of the office that is active in dealing with the problem of saturation.

4.1 Efforts to overcome the fullness of work (Burnout)

One way to deal with employee burnout is to go to a physician or psychologist for physical therapy. In terms of the role of the company, it can improve a good atmosphere of work layout, expansion of job satisfaction, equal distribution of work capacity. (Assa, 2022)

(Mandasari et al., 2014) It is important for individuals and organizations to recognize the signs of burnout and take measures to prevent them. Approaches such as stress management, work-life balance, and social support can help reduce the risk of burnout. In addition, ensuring a healthy and supportive working environment, as well as providing psychological support to employees, is also an important factor in preventing and addressing burnout in the field.

Based on the above explanation, job saturation can be overcome with the effort of the individual employee himself shows that employees also have a role in dealing with job satiation, such as finding ways to make work more varied, improving communication with colleagues, and dining physical and mental health. Based on the results of the interviews, everyone has a different effort in dealing with the perceived saturation of work. What can be done to develop yourself in the middle of the working hours is a coffee break for 10-15 minutes while interacting with other colleagues as a form of approach also with the colleague.

Then sometimes employees do work from cafe, one of the attempts to raise the mood to refresh the mind with a new working atmosphere. Besides, in running the job required a timeline list of work by setting up the priorities of work so that all information is not missed.

Physical fatigue caused by saturation in work can also be dealt with adequate rest and regular physical exercise for health. Then if you feel saturated but the employee needs to reflect to be calmer, employees can take leave of work for a break.

In addition to the efforts of employees in dealing with the saturation of work, the efforts already made by the management of PT Home Tester Indonesia in handling it are like holding joint activities funded by the office, like events like opening joint fast. In addition to dealing with work saturation, the activities can also strengthen relationships and cooperation between employees. Sometimes there are also physical activities like sports with employees, and at the end of the year there are usually big events like outings. It can provide an opportunity to relax, distract the mind from temporary work, and reduce the level of work saturation.

To improve the reduction of employee satiety, PT Home Tester Indonesia demonstrates its commitment to improve employee motivation by providing various forms of reward, incentives, and work flexibility. These efforts are expected to increase employee spirit, productivity, and employee satisfaction. Based on the explanation of the efforts made by each individual and company involved in dealing with the saturation of work that occurs.

From the interviews that have already been conducted, some important points are the advice and input for the company is first, to do a hybrid system 1 week 1 time as it can reduce the exhaustion of travel and time in transportation. It can improve the flexibility and balance of work life.

Second, at times, the management of the company can provide challenges and new job variations that can refresh and test the ability of employees and the company may provide the job training that its employees are currently in need of, such as English language training, using Microsoft, or guidance and guidance in dealing with the saturation of work that occurs.

Thirdly, companies in providing facilities such as providing a play area to refresh the mind, then maybe companies can provide snacks, food and coffee machines to boost the working spirit.

And lastly, the management of the company can provide support and freedom to employees like giving portions of work and guidelines of work appropriate, so that employees can be more focused and have a sense of responsibility.

By applying the above suggestions, companies can help employees to cope with job saturation, increase their motivation, productivity, and well-being. It is important to remember that everyone has different needs and preferences, so companies need to be flexible in providing the right solutions for their employees.

6. Conclusion, Implication, and Recommendation
6.1 Conclusion

Based on the discussions in the previous chapters related to the research title "Analysis of Employee Burnout at PT Home Tester Indonesia", the following conclusions can be drawn:
1. Based on the employees' views on burnout itself, it can be concluded that burnout can happen to anyone, but everyone's burnout point is different. Burnout is a negative feeling

or something negative due to piling up work or repetitive work with the term repetitive. When there is no work, it can be boring, meaning that someone loses their enthusiasm and motivation to work because they feel that time is taking a long time, which hinders their personal development. On the other hand, if there is a lot of piled-up work with tight deadlines, it can lead to burnout.

2. Based on the previous discussion, it can be concluded that the factors that cause burnout can occur due to both internal and external factors. Starting from piling up work or repetitive work, lack of variation and challenges in work, monotonous work atmosphere, imbalance between work and personal life, and lack of support from colleagues or superiors can be factors that cause work burnout.

3. The Efforts to overcome burnout can be done from oneself, such as looking for variation and challenges in work, maintaining a balance between work and personal life, creating a timeline based on the priority level of work, building positive relationships with colleagues and superiors, and seeking professional help if needed.

6.2 Implication

The implications of the results of this study will be divided into two parts, namely theoretical and practical implications.

1. Theoretical Implications

Burnout is something that is negative, but on the other hand there are positive impacts if burnout can be handled properly. Efforts to deal with burnout can be a reference in optimizing employees so that it also has a good impact on the company to develop.

2. Practical Implications

The results of this study can be used by companies as a consideration and reference in the future to deal with employee burnout.

6.3 Recommendation

a. Researchers can further develop a more comprehensive understanding of burnout and develop effective interventions to address it.

b. Researchers can choose other research sites to calculate the significant effect of burnout management on an organization or company.

c. Researchers can further explore previous research and supporting journals on burnout.

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