

Effect of Emotional Intelligence and Self Efficacy on Burnout on Employees During The Pandemic Covid19

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Abstract

The COVID-19 pandemic impacts health and changes the order of life, including the world of work. The Covid-19 virus forces employees not to work from the office anymore but work from home alias Work from Home (WFH). Working from home can protect you from the Covid-19 virus, but on the other hand, WFH can also cause burnout for employees. Burnout is a tired condition that is felt mentally, physically, and emotionally. The extent to which emotional intelligence and self-efficacy influence burnout in employees who work during the COVID-19 pandemic. This study aims to determine the effect of emotional intelligence and self-efficacy on burnout in employees who work during the COVID-19 pandemic. The method in this study is quantitative. The sample in this study was employees who worked during the Pandemic Covid 19 with a minimum service period of 1 year. This research sample amounted to 110. Data analysis was carried out with multiple regression techniques, and the results showed an influence of emotional intelligence and self-efficacy on burnout in employees during Pandemic Covid19, with a value of $F = 5,680$ with a significance of 0.005 with a contribution of 9.6%.

Keywords : Emotional Intelligence, Self-Efficacy, Burnout, Employess, Pandemic Covid-19 ;

1. Introduction

Corona Virus Disease (Covid 19) is caused by a new Coronavirus or SARS-COV-2 that causes respiratory infections. Over time, the number of Covid-19 cases is increasing and spreading widely. Finally, in March 2020, the World Health Organization (WHO) established Covid-19 as a Pandemic. This pandemic causes uncertainty, drastic changes, and conditions that are out of control (Giusti et al., 2020; Sasangohar et al., 2020).

The COVID-19 pandemic impacts health and changes the order of life, including the world of work. The Covid-19 virus forces employees not to work from the office anymore but work from home alias Work from Home (WFH). Working from home can protect you from the Covid-19 virus, but on the other hand, WFH can also cause Burnout for employees. Burnout is a tired condition that is felt mentally, physically, and

emotionally. Burnout appears gradually, starting from the feeling of fatigue that comes continuously; there is a negative assessment of work and lack of achievement. Burnout can also make someone more withdrawn from the surrounding environment (Nisrina, 2021).

Maslach and Leiter (1997) explain Burnout as the incompatibility between the natural conditions in a job and the natural state of individuals while working. Burnout from three dimensions is emotional fatigue, depersonalization, and reduced personal accomplishment. Employees who experience Burnout show signs of a lack of interest in work, forgetfulness, difficulty concentrating, and often making mistakes. This situation makes employees feel out of energy, despair, cynicism, and irritability. (Azizah, August 2021).

Based on polls from social media conducted by CNN Indonesia in August 2021, 77.3% of employees claimed to have experienced Burnout. WFH requires employees to adapt again to work and the environment to work. Employees tend to be challenged to divide office work and homework. The boundary between homework and offices becomes increasingly blurred. Quoted from Kompas.com, a survey of The Harvard Business Review (Kompas, 2021) related to Burnout during the COVID-19 pandemic, 62% of respondents felt that they were chased by deadlines and had to continue working on the workload piled up.

The IDN Times survey data from the Directorate General of Intellectual Property (DGIP) involving 400 partitions from December 2020 to January 2021 revealed that 63% of workers had difficulty making the boundary between the office and homework. This causes health decreases, and individuals feel productivity decreases to feel Burnout during Pandemic Covid-19.

Employees currently fear being exposed to Covid-19 workloads grew heavily, economic burdens that must be borne, and financial tension, until decreased interaction with a partner or family. This makes productivity decline. Controlling emotions is an excellent way to be able to adapt to the Pandemic Situation Analysis (2021). Conceptually anxiety has a role that can mediate the relationship between emotional intelligence and Burnout. Emotional intelligence is one of the factors that can reduce anxiety, which can indirectly reduce the symptoms of Burnout. Optimizing emotional intelligence is a critical factor that can reduce Burnout in the workplace of Gong et al. (in Fiorilli, 2020).

Research by Abdul & Harrison (2021) shows that emotional intelligence significantly negatively influences Burnout. Namely, if nurses with high emotional intelligence, it can reduce the level of Burnout. The results of this study align with research conducted by Heikkila (2018), which states that emotional intelligence can reduce the level of Burnout. Nurses who are not emotionally intelligent will not be able to overcome the demands of work and will be more vulnerable to experiencing Burnout, as well as low involvement, so in the end, it will affect the welfare at work. Conversely, emotional nurses will be more able to understand and manage their own emotions and other people so that they can face a complex work

environment easier and become more engaged and lower Burnout, which in the results will produce better welfare.

They are overcoming Burnout not only by optimizing emotional intelligence but also by having self-efficacy. Schaufeli & Greenglass (2001) stated that several factors, including gender, occupation, social support, and self-efficacy, cause Burnout. Self-efficacy is one of the factors for individuals to face Burnout or pressure experienced by employees. The statement was supported by Feist & Feist (in Arif & Wijono, 2022), who said that the self-efficacy owned depends on the competencies needed, one of which is the gathering of performance and psychological conditions, especially the existence of anxiety, apathy, and helpless fatigue. Self-efficacy is a person's self-confidence regarding the can or not the individual action, and high self-efficacy can help individuals overcome the challenges and obstacles that they face in the process of achieving goals. Like the phrase, Baron & Byrne 1991 (in Roro & Sularso, 2016), Self Efficacy is an evaluation of someone, about his ability or competence to carry out a task to achieve a goal and overcome the obstacles he experiences. Self-efficacy can influence the effort and resilience of a person or individual in dealing with difficulties. Individuals with high self-efficacy see a difficult task as a challenge to be faced (Bandura, 1997).

Research by Arif & Wijono (2022) shows a negative relationship between self-efficacy and Burnout, meaning that the higher self-efficacy it has, the lower Burnout. On the contrary, if the lower self-efficacy, the higher Burnout will be higher. Research by Alverina & Ambarwati (2019) showed there is a negative relationship between self-efficacy and Burnout in nurses. This means that the higher self-efficacy, the lower the Burnout experienced by nurses, as well as the lower self-efficacy, the higher the Burnout experienced by nurses. The results of this study were supported by previous research conducted by Hartawati & Mariyanti (2014), which stated that there was a negative relationship between self-efficacy and Burnout.

Based on the previous studies above, the difference between this research and previous research is in the sample, namely all employees working during Pandemic Covid 19. Previous research discusses relationships, and therefore this study is intended to test the effect of emotional intelligence and self-efficacy on Burnout in employees who worked during the COVID-19 pandemic.

2. Method

This study uses multiple regression techniques. Data Collection techniques using online questionnaires with a Likert Scale measuring device to ask respondents to show their level of approval or disapproval. This study involved 110 employees who worked during the COVID-19 pandemic as respondents. The technique used in sampling is a purposive sampling technique. According to Sugiyono (2018), purposive sampling is sampling with the intent and purpose. In this study, data collection was carried out through purposive

sampling with the population of employees who worked during the Pandemic Covid 19 with a minimum service period of 1 year.

3. Result

Based on the research results, the scale of the emotional intelligence and burnout variables is usually distributed with a significance value of 0.200 ($P > 0.05$). The scale on the self-efficacy variable is not a normal distribution with a significance value of 0.025 ($p < 0.05$).

Table 1. Normality Table

Variabel	sig	P
<i>Burnout</i>	0.200	≥ 0.05
Emotional Intelligence	0.200	≥ 0.05
<i>Self Efficacy</i>	0.025	≥ 0.05

Based on the linearity test, it is known that the relationship between each independent variable (emotional intelligence and self-efficacy) with the dependent variable (burnout) is linear.

Table 2. Linearity Table

Variabel	sig	P	Keterangan
Emotional intelligence towards burnout	0.037	< 0.05	Linear
<i>Self Efficacy</i> towards <i>Burnout</i>	0.002	< 0.05	Linear

Based on the hypothesis test, it is known that emotional intelligence affects burnout, self-efficacy affects burnout, and emotional intelligence and self-efficacy affect burnout.

Table 3. Hypothesis Table

Variabel	F	Sig	Keterangan	R- Square
Emotional intelligence towards burnout	5.253	0.024	Significant	4.6%
Self Efficacy towards Burnout	11.461	0.001	Significant	9.6%
Emotional intelligence and self efficacy against burnout	5.680	0.001	Significant	9.6%

Based on the proposed hypothesis 1, emotional intelligence influences Burnout with a significance result of 0.024 ($p < 0.05$). The practical contribution of emotional intelligence to Burnout is 4.6%, and other factors

outside the study influence the remaining 95.4%. In this case, hypothesis 1 in this study was accepted, meaning that emotional intelligence influences burnout. This is in line with research conducted by Heikkilä (2018) states that emotional intelligence can reduce the level of Burnout. Emotionally intelligent employees can understand and manage emotions to face a complex environmental environment that ultimately produces better welfare. Employee performance is not only seen from perfect workability but also the ability to master and manage themselves and the ability to foster relationships with others. This is also in line with research by Karim & Purba (2021), which states that emotional intelligence has a negative influence on Burnout, namely if individuals with high emotional intelligence can reduce the level of Burnout.

Based on hypothesis 2 proposed, self-efficacy affects Burnout, and it has a significant value of 0.001 ($p < 0.05$). The practical contribution of self-efficacy to Burnout is 9.6%, and other factors outside the study influence the remaining 90.4%. This means that self-efficacy affects Burnout. Employees with high self-efficacy will be able to face a challenge at work, especially when the condition of the Pandemic Covid19. Self-efficacy is essential in carrying out tasks under challenging conditions to reduce the risk of Burnout. This is to the theory of Bandura (1997) self-efficacy can affect a person's resilience in dealing with difficulties. Individuals with high self-efficacy see a difficult task as a challenge to face. The ability possessed can help employees in reducing burnout levels. This is also in line with Alverina & Ambarwati's (2019) research. The higher the self-efficacy, the lower the Burnout experienced, as well as the lower self-efficacy, the higher the Burnout experienced. Other studies conducted by Sulistyowati (2007) said the existence of a meaningful relationship between self-efficacy and Burnout. The results of the study conducted by Sundari et al. (2016) also said that there is a relationship between self-efficacy and Burnout; the more employees feel unsure of their ability to eat, the more likely they will produce high emotional pressure that is constant, and repeatedly constant.

Based on the proposed hypothesis 3, emotional intelligence and self-efficacy together affect Burnout, having a significance value of 0.005 ($p < 0.05$). Effective contribution of emotional intelligence and self-efficacy to Burnout by 9.6%, and the remaining 90.4% is another factor outside the study. So this shows that emotional intelligence and self-efficacy together affect Burnout. They were overcoming Burnout not only by optimizing emotional intelligence but also by having self-efficacy. Emotional intelligence and self-efficacy together can help employees deal with every challenge at work and in everyday life. That way can reduce and overcome the level of Burnout in employees during the Covid-19 pandemic period. Emotional intelligence is the ability of individuals to observe the emotions they have and others and use that ability to behave and act, so that with good emotional intelligence and also supported by good self-efficacy, can help employees in dealing with work couples, especially in Pandemic Covid 19 which changes the order of life.

Conclusions and Suggestions

Based on the results of the analysis and discussion described above, it is concluded that emotional intelligence has a significant effect on burnout which means high emotional intelligence in employees can reduce the level of burnout and can help improve performance during the COVID-19 pandemic. Self-efficacy has a significant effect on burnout; whose article is that the higher self-efficacy in eating, the lower the burnout experienced by employees. Employees with self-efficacy believe in their ability to overcome obstacles and achieve goals to help improve performance, especially during the COVID-19 pandemic. Then emotional intelligence and self-efficacy affect burnout, which means emotional intelligence supported by good self-efficacy can help face challenges in the uncertain condition of the Pandemic Covid 19 and so can reduce burnout among employees.

Several suggestions can be stated related to the results of this study. First, employees, it is expected to be able to further enhance emotional intelligence and self-efficacy by participating in activities such as webinars and reading books so they can get to know themselves better and help overcome if they experience burnout, especially during Pandemic Covid 19. Secondly, for the community, it is hoped that this research can become Material knowledge about the influence of emotional intelligence and self-efficacy on burnout to help people experience burnout during the Pandemic Covid 19. Third, further researchers to be able to be deeper into the influence of emotional intelligence and self-efficacy on burnout by increasing the number of samples and, more specifically, adding other variables to get better results.

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