

## Factors related to employee burnout: organizational behavior review

Suci Nabila Putri<sup>1</sup>, Chichi Andriani<sup>2</sup>

Departement of Management, Faculty of Economics, Padang State University, Padang, Indonesia

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### ABSTRACT

This study aims to analyze: (1) The influence of conscientiousness personality dimension on burnout in Prison Class II B Lubuk Basung employees. (2) The influence of neuroticism personality dimension on burnout on Prison Class II B Lubuk Basung employees. (3) The influence of quality of work life on prison officers class II B Lubuk Basung. (4) Workload effect on burnout on Prison Officers Class II B Lubuk Basung. This research is descriptive causative research. The population in this study is all employees of Class II Prison B Lubuk Basung which amounts to 40 people. Sampling technique in this study is total sampling technique. The study was analyzed with multiple linear regression analysis using spss 24.0 program. The results of this study found that: (1)The dimension of personality conscientiousness negatively affects burnout in prison employees Class II B Lubuk Basung (2) Dimension personality neuroticism positively affect burnout in prison workers Class II B Lubuk Basung . (3) The quality of working life negatively impacts burnout in Prison Class II B Lubuk Basung (4) Workload is very positive to burnout in Class II B Lubuk Basung Prison employees.



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\* Corresponding author: [e-mail: chichiandriani@fe.unp.ac.id](mailto:chichiandriani@fe.unp.ac.id)

## INTRODUCTION

In a growing era, more and more new companies are growing and more potentially resulting in intense competition in every country including Indonesia. Human resources are a very important basic capital. Utilization of human resources, especially in human quality, education, skills, knowledge and character. Human resource management plays an important role for companies that are used to synergize other resources in achieving organizational goals. The success of a company can be seen from the performance of a company.

Good performance will certainly not be created if the employee experiences emotional fatigue or low self-esteem called burnout. Joseph E. Champoux (2010) says burnout is a state of chronic emotional fatigue stemming from a series of workplace stresses with little positive experience. According to Kartono (2007) burnout is a state of individiu against physical, mental and emotional fatigue due to stress experienced in a relatively long period of time and in situations that cause a high emotional attachment.

Burnout is an important issue for many workers with various consequences (Schaufeli & Buunk, 2003), these consequences can be seen from various things, such as depressed mood, chronic fatigue, sadness, anxiety (Haakanen & Schaufeli, 2012). Burnout has three dimensions, the first emotional echaustion, where a person experiences stress in a way that will cause emotional fatigue,

secondly depersonalization, which has a response to looking at people by building an impersonal barrier to stressors. The third is low personal accomplishment, at which stage people will lose interest in their work, be less efficient, and have little initiative (Joseph E. Champoux, 2010).

According to Lie et al, 2015 says burnouts are usually focused on professions that generally lead to service professions such as teacher doctors, and other public service workers. But burnout not only occurs in someone who is a service provider only, but burnout is also found in a variety of other jobs, namely in the field of organization and industry. Employees of The Prison Class II B Lubuk Basung is one of the organizations / agencies that are vulnerable to burnout. Class II Prison B Lubuk Basung itself experienced problems where they experienced a lack of human resources, the occurrence of several gaps that occurred, namely: the number between the ratio of the number of employees with the number of prisoners is not ideal, the number of guards is small, and the occurrence of over capacity of prison cells. This indicates that this condition greatly impacts the condition of the employee itself so that it will be easy to experience burnout during work.

According to Arie (2015) high burnout occurs due to excessive workload. Excessive workload usually includes working hours, responsibilities, routine and non-routine work, and other administrative work that exceeds an individual's capacity and capabilities. Previous research (Goddard et al, 2004) showed that there is a link between big five personalities and burnout. The burnout felt by each individual is different. It depends on the attitude and nature of each of these individuals. Big five personality consists of five dimensions namely neuroticism, conscientiousness, agreeableness, openness to experience and extraversion. The dimensions of conscientiousness and neuroticism personality often occur in Class II Prison B Lubuk Basung employees. Neuroticism is known as a risk factor for negative experiences and emotional distress in the form of depression and generalized anxiety disorders (Prinzle et al., 2009). Conscientiousness manifests itself in self-discipline, order, and planning behavior. People of conscience report less negative influence, especially guilt and are able to decrease negative influence (Javaras, et al 2012). A person who conscientiously adheres to the rules of the organization allows them to create a more structured and coherent environment (Prinzle, et al 2009).

Another factor that can affect burnout is the quality of work life. According to Pickles and Erkan (2018) the quality of work life is very strong to meet the standards in a more productive and creative work life for his work. A good quality of life will foster a feeling of pleasure and profession so that employees can enjoy the task given. One of the symptoms that causes damage to the working situation in an organization is low job satisfaction. This situation will eventually lead workers to become discouraged and easily subjected to work pressures. Too much work demands imposed in a short period of time cause a person emotional distress, this condition will eventually lead to burnout.

## LITERATURE REVIEW

### **Burnout**

Burnout is a situation experienced by a person in the form of saturation of work, physical and mental fatigue caused by demanding work situations that occur over a long period of time that demand a fairly high emotional attachment (Joseph E. Champoux (2010). According to Maslach, Schaufeli, & Leiter, 2001) burnout has three dimensions, namely (1) emotional neglect (2) Depersonalization, negative attitude characterized by indifference limited co-workers (3) Lack of sense of self-achievement.

### **Big Five Personality**

Personality is defined as a combination of stable physical and mental characteristics that can give an individual identity (Kreitner & Kinicki, 2014). The big five dimension was first introduced by Goldberg in 1981, this dimension is the result of natural language analysis in explaining himself and others. Robbin & Jidge (2008) states that personality can be measured by the five basic model dimensions of personality commonly called "The Big Five" which is the basis of another dimension. Big five personality consists of five dimensions, namely: agreeableness, extraversion, conscientiousness, openness to experience, and neuroticism (Prinzle et al., 2009).

### **Quality of Work Life**

Quality of work life as one of the processes of how the organization responds to the needs of staff by allowing employees to contribute advice and organize their work life in an organization (Robbin, 2003). Indicators used are career development, compensation, occupational safety and health, communication, and conflict resolution.

### **Workload**

Workload is a set of activities that must be worked in a certain time (Arie, 2015), which can include quantitatively the level of difficulty of work that has been done (Melati and Surya, 2015).

### **The Influence of Personality Conscientiousness On Burnout**

Conscientiousness personality manifests itself with discipline, order, and planning behavior, where they are more conscientious especially guilty and able to lower negative influences (Javares, et al., 2012). Based on research conducted by Gartinia (2019) found that there is a negative relationship between conscientiousness to burnout. while Arnold B (2010) and Lepine & Jackson (2004) found a positive relationship between conscientiousness and burnout. this suggests that the level of burnout people feel depends on how they respond so feel the specific aspects according to their personal characteristics.

H1 : Conscientiousness personality negatively affects burnout in Prison Officers Class II B Lubuk Basung

### **The Influence of Neuroticism Personality On Burnout**

Neuroticism is known as a risk factor for negative experiences and emotional distress in the form of depression and anxiety disorders (Prinz et al., 2009). Based on research conducted by Arnold.B(2010), Chan (2001) and Michael (2016) found a positive relationship between neuroticism and burnout. this means that the higher neuroticism personality is felt, the higher the burnout rate of his work.

H2 : Neuroticism personality positively affects burnout in Prison Class II B Lubuk Basung employees

### **The Effect of Quality of Work Life on Burnout**

Burnout and low quality of work life are associated with hasty work, poor professional behavior, and damaging effects on health and personal relationships (Kavalieraos et al., 2017). Based on research conducted by Ehsan Bakhri (2016) and Huang et al., (2020) found a negative relationship between the quality of work life to burnout. means the lower the quality of work life, the higher the burnout.

H3 : Quality of work life negatively affects burnout in Prison Class II B Lubuk Basung employees

### **The Effect of Workload on Burnout**

Excessive workloads have an impact on burnout, with excessive workloads a big problem if the company is unable to handle it properly and can be detrimental to the company. Based on research conducted by Indriyanto (2019) found the influence of workload on burnout where the higher the workload given, the more burnout will be felt.

H4 : Workload negatively affects burnout on Class II B Lubuk Basung Prison employees

Based on the description of the existing hypothesis, the conceptual framework developed from this study is as follows:

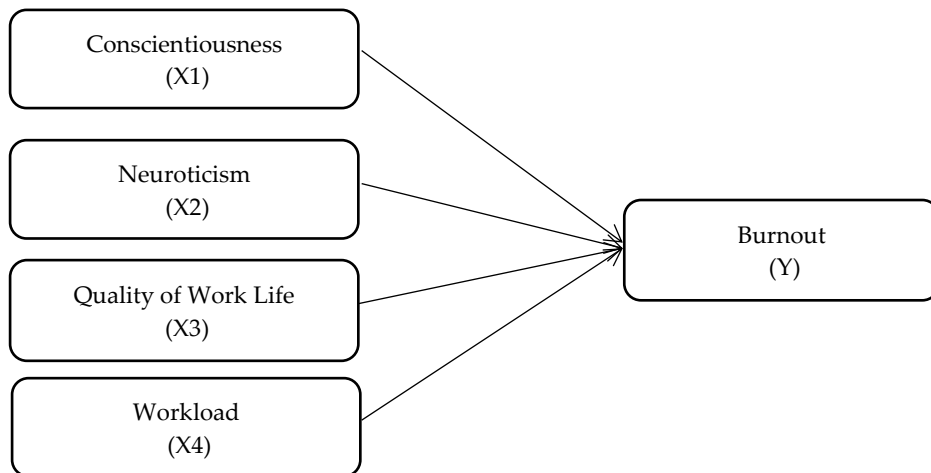


Figure 1. Conceptual Framework

## METODE

This type of research is causative descriptive research. Descriptive research is used to provide a clear picture of a variable studied in the form of facts of a population. The study aims to test the extent to which big five personality, quality of work life, and workload influence burnout. This research was conducted at The Prison Class II B Lubuk Basung located on Jalan Raya Lubuk Basung-Pasaman KM 4, Manggopoh, District Lubuk Basung, Agam Regency, West Sumatra. For the time being the research will be conducted during 2021. The population in this study is all employees of Class II Prison B Lubuk Basung which amounts to 40 people. Sampling technique in this study is total sampling technique. Data collection techniques were conducted in this study using questionnaires and conducting surveys. The study was analyzed with multiple linear regression analysis using spss 24.0 program.

## RESULTS AND DISCUSSION

### Descriptive Analysis Results

#### Description of respondents' results

From the results of research that has been conducted on 40 employees of Class II Prison B Lubuk Basung, can be obtained the characteristics of respondents as follows: 1) Based on gender dominated by male respondents as many as 34 people or 85%. 2) Based on age dominated by respondents with uasia <25 years as many as 13 people or 33%. 3) Based on education dominated by respondents of high school graduates as many as 25 people or 63%. 4) Based on the length of employment dominated by respondents who have worked for <5 years or 38%. 5) Based on marital status dominated by married respondents as many as 26 people or 65%.

#### Description of Variable Research

##### Burnout

Based on the results of frequency distribution calculation obtained summary of results as in the following table:

**Table 1. Burnout Frequency Distribution**

No	Indicators	Average (Mean)	TCR	Information
1	Emotional exhaustion	4.06	81%	Tall
2	Expression of depersonalization	4.05	81%	Tall
3	Expression of low personal	3.93	79%	Enough
Accumulated average score		4.01	80%	Enough

Source: Primary Data processed in 2021

Based on the results of frequency distribution calculation to measure burnout variables used 3 indicators with 12 statement items showed an average accumulated score of 4.01 with a TCR of 80% where this value is categorized as high. Thus it can be concluded that prison employees Class II B Lubuk Basung feel a high burnout at work.

### Big Five Personality

Based on the results of frequency distribution calculation obtained summary of results as in the following table:

**Table 2. Big Five Personality Frequency Distribution**

No	Indicators	Average (Mean)	TCR	Information
1	Conscientiousness	4.11	82%	Tall
2	Neuroticism	3.93	79%	Enough
Accumulated average score		4.02	81%	Tall

Source: Primary Data processed in 2021

Based on the results of frequency distribution to measure the 2 dimensions of the big five personality that each indicator has 4 statements. The dimensions of conscientiousness personality show an average score of 4.11 with a TCR of 82% where this value is categorized as high. This shows that employees have a more cautious nature in taking action and have high discipline and responsibility. Then neuroticism personality has an average score of 3.93 with TCR 79%, where this value is categorized quite high. Thus, it can show that employees are quite able to control emotions due to high work pressures in work

### Quality of Work Life

Based on the results of frequency distribution calculation obtained summary of results as in the following table:

**Tabel 3. Distribusi Frekuensi Quality of Work Life**

No	Indicators	Average (Mean)	TCR	Information
1	Career Development	3.76	75%	Enough
2	Occupational Health and Safety	3.53	71%	Enough
3	Fair compensation	3.58	72%	Enough
4	Communication	3.70	74%	Enough
5.	Conflict Resolution	3.48	70%	Enough
Accumulated average score		3.61	72%	Enough

Source: Primary Data processed in 2021

Based on the results of frequency distribution calculation in the table can be seen that the quality of work life has an average score of 3.61 with TCR 72%, meaning the quality of work life felt by prison employees Class II B Lubuk Basung is still quite high.

### Workload

Based on the results of frequency distribution calculation obtained summary of results as in the following table:

**Tabel 4. Distribusi Frekuensi Workload**

No	Indicators	Average (Mean)	TCR	Information
1	Targets to be achieved	4.13	83%	Tall
2	Working conditions	3.95	79%	Enough
3	Time usage	3.94	79%	Enough
4	Standard work	3.89	78%	Enough
Accumulated average score		4.02	81%	Tall

Source: Primary Data processed in 2021

Based on the results of frequency distribution calculation in the table, it can be seen that workload has an average score of 4.02 with TCR 81%, meaning that the workload felt by Class II B Lubuk Basung Prison employees is still high.

### Validity Test Instrument

#### Test Results

Validity tests are performed using SPSS version 24.0. Validity test is conducted using product moment correlation teknik, so that the question /statement is said to be valid if the Corrected Item Total Correlation value is positive and large from 0.312. The decision to test the validity of the instrument is made using a significant level of 5% (0.05) provided that the statement/question item is said to be valid if  $r_{hitung} > r_{tabel}$  means valid, otherwise if  $r_{hitung} > r_{tabel}$  means invalid (Idris,2014:12)

Based on the validity test conducted on each statement item that can be seen in the following table:

**Table 5. Data Validity Results**

No	Indicators	Number of Statements	Number of Falls	Information
1	Burnout (Y)	12	-	Item discarded
2	Conscientiousness(X1)	4	-	Item discarded
3	Neuroticism (X2)	4	-	Item discarded
4	Quality of work life (X3)	16	-	Item discarded
5.	Workload (X4)	15	-	Item discarded
Total		56	-	Item discarded

Source: Output SPSS 24.0 (processed)

Based on the table above in this study, of the 56 existing statement items, all statements/questions from the five variables are said to be valid because  $r_{hitung} > r_{tabel}$  or greater than 0.312.

### Reliability Test

The reliabilita test is performed using the Cronbach Alpha application from SPSS 24.0. reliabilitas test based on Cronbach Alpha if the value of Cronbach Alpha is positive and large

from table r (0.312) then it indicates that the variable is presented reliable or the respondent's answer will tend to be the same even if given at the same time (Idris, 2014:13)

**Table 5. Reliability Data Results**

Variable	Cronbach's Alpha	Information
Burnout (Y)	.840	Reliabel
Conscientiousness (X1)	.800	Reliabel
Neuroticism (X2)	.872	Reliabel
Quality of Work Life (X3)	.789	Reliabel
Workload (X3)	.868	Reliabel

Source: Output SPSS 24.0 (processed)

From the reliability test results in the Cronbach Alpha value table for Burnout (Y), thus it can be concluded that all research instruments can be said to be reliable because it is larger than r table 0.312.

### Normality Test

Normality test is conducted using Kolmogorov-Smirnov technique that is with a significant value of  $> 0.05$ , meaning that the distribution of data is reported normally, and vice versa (Idris, 2014:81). Based on the data processed with SPSS version 24.0 obtained the following data:

**Table 7. Normality Test Results**

Variabel	Tes Statistics	Asymp. Sig (2 tailed)	Information
Burnout (Y)	.114	.200	Normal
Conscientiousness (X1)	.103	.200	Normal
Neuroticism (X2)	.107	.200	Normal
Quality of Work Life (X3)	.106	.200	Normal
Workload (X4)	.109	.200	Normal

Source: Output SPSS 24 (processed)

Based on One Sample Kolmogorov-Smirnov Test, it was obtained that each variable obtained asymp probability. Sig. (2-tailed)  $> 0.05$ , i.e. burnout sig 0.200, conscientiousness sig 0.200, neuroticism sig 0.200, quality of work life sig 0.200, and workload sig 0.200. Thus it can be said that data is normally distributed.

### Multicollinearity Test

Multicollinearity tests are conducted to see if each free variable has a high correlation or not. Multicollinearity test is conducted by looking at the VIF value (Variance Inflating Factor) when the VIF value is small from 10 and the tolerance is large from 0.10 then it can be concluded that the model has no multicollinearity issues.

**Table 8. Multicollinearity Test Results**

Variable	Collinearity Statistics	
	Tolerance	VIF
Conscientiousness (X1)	.961	1.041

Neuroticism (X2)	.936	1.068
Quality of Work Life (X2)	.979	1.022
Workload (X3)	.957	1.045

Source: SPSS 24 Output (processed)

### Heterokedastisity Test

Heterokedastisity tests are conducted to analyze whether in a regression model there is residual variance inequality from one observer to another (Idris, 2014:87). The method used to test heteroskedastisity in this study is to look at the spread of such variants using scatterplot charts.

### Linearity test

Linearity tests are used to determine whether the regression model formed is linear or non-linear. If the Deviation From Linearity value indicated by sig > 0.05, there is a linear relationship (Idris,2014:91)

**Table 9. Linearity Test Results**

Variabel	Sig.Deviation From Linearity	Information
Burnout*Conscientiousness	.229	Linear
Burnout*Neuroticism	.252	Linear
Burnout*Quality of Work Life	.395	Linear
Burnout*Workload	.160	Linear

Source : SPSS 24 Output (processed)

Based on the table above, it appears that there is a linear relationship between burnout and conscientiousness personality dimension, burnout with neuritism personality dimension, burnout with quality of work life, and burnout with workload because it meets the criteria of sig.deviation from linearity value > 0.05. So it can be concluded that there is a linear relationship between the variables.

### Hypothesis Test

Data analysis using multiple regression analysis using SPSS version 24.0 program. Done to find out whether or not there is an influence between big five personality, quality of work life, and workload on burnout.

**Table 10. Result Of Determination Coefficient (Adjusted R Square)**

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.802 <sup>a</sup>	.643	.603	2.673

a. Predictors: (Constant), Workload, Quality of Work Life, Conscientiousness, Neuritism

b. Dependent Variable: Burnout

Source : SPSS 24 Output (processed)

Adjusted R Square shows a coefficient of determination of 0.664 indicating that burnout variables can be influenced by conscientiousness personality dimension variables, neuritism personality dimensions, quality of work life, and workloads of 66.4% and the remaining 34.6% of burnout variables are affected by other variables.

**Table 11. Model Feasibility Test Results**



ANOVA <sup>a</sup>						
	Model	Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	451.034	4	112.758	15.782	.000 <sup>b</sup>
	Residual	250.066	35	7.145		
	Total	701.100	39			

Source : SPSS 24 Output (processed)

Based on the table above shows that the value of F is 15,782 with a significance rate of 0.000 < 0.05. This indicates the variable dimensions of personality conscientiousness, personality dimensions neuroticism, quality of work life, and workload affect burnout.

**Table 12. Influence of big five personality, quality of work life, and workload on burnout on Class II B Lubuk Basung Prison employees**

Model	Unstandartized		Standardized		t	Sig.
	Coefficients		Coefficient			
	B	Std. Error	Beta			
1. (Constant)	46.180	8.363			5.522	.000
Conscientiousness	-.703	.186	-.390		-3.787	.001
Neuroticism	.592	.184	.336		3.222	.003
Quality of Work Life	-.332	.094	-.359		-3.521	.001
Workload	.388	.082	.486		4.710	.000

Source : SPSS 24 Output (processed)

From the results of processing above the dimensions of personality conscientiousness has a significant effect on burnout. Based on Table 12 it is known that the value thitung = -3.787 > ttabel = 3.12 with Sig. 0.001 < 0.05 which means the personality dimension of conscientiousness negatively and significantly affects burnout. thus, hypotheses that suggest conscientiousness affect burnout are accepted.

From the results of processing above the dimensions of personality neuriticm has a significant effect on burnout. Based on Table 12 it is known that the value thitung = 3.222 > ttabel = 3.12 with Sig. 0.003 < 0.05 which means the neuroticism personality dimension positively and significantly affects burnout. thus, the hypothesis that neuriticm affects burnout is accepted

From the results of processing above the variable quality of work life has a significant effect on burnout. Based on Table 12 it is known that the value thitung = -3.521 > ttabel = 3.12 with Sig. 0.001 < 0.05 which means quality of work life negatively and significantly affects burnout. thus, the hypothesis that the quality of work life affects burnout is accepted.

From the results of processing above workload variables have a significant effect on burnout. Based on Table 12 it is known that the value thitung = 4710 > ttabel = 3.12 with Sig. 0.000 < 0.05 which means variables have a positive and significant effect on burnout. thus, the hypothesis that the workload affects burnout is accepted.

## DISCUSSION

Based on the results of data analysis and hypothesis testing that has been done, it can be put forward discussions aimed at explaining and interpreting the results of the research.

### Effect of Personality Dimension conscientiousness on Burnout on Employees of Public Institution (Prison) Class II B Lubuk Basung

Based on the results of the study, it is known that the variable dimension of conscientiousness personality has a negative and significant effect on burnout in Prison Class II B Lubuk Basung employees with a value of thitung = -3,787 > ttabel = 3.12 and a sig value. 0.001 < 0.05. This means that there is an influence of conscientiousness personality dimension on burnout. The higher the

personality conscientiousness, the lower the burnout. This is because conscientiousness is a person who is conscientious and obeys the rules that exist in the organization, this dimension of personality is indispensable in prison officers Class II B Lubuk Basung, they will face directly with the prisoners, of course people with personality conscientiousness will be indispensable.

The results of this study are supported by research conducted by Gartinia (2019) said that there is a significant negative relationship between personality conscientiousness to burnout. This means that the higher the conscientiousness, the lower the burnout rate that workers feel, and vice versa. Then according to Lepine and Jackson (2004) found a negative relationship between conscientiousness and burnout.

The results of this study are in accordance with previous studies where the dimension of personality conscientiousness has a negative and significant relationship to burnout. In accordance with the phenomenon found, that prison employees Class II B Lubuk Basung has a number of prisoners who exceed the capacity and limited employees, of course the employees must have a more careful nature in carrying out an action and high responsibility at work, otherwise it will be very committed to his work. If prison employee Class II B Lubuk Basung has a high personality trait conscientiousness then it will be able to reduce the burnout rate in the work. Otherwise it will put pressure on employees so that the employees will experience emotional pressure during work so that they will experience a rushout.

Next on the frequency distribution analysis of variable dimensions of personality conscientiousness which is divided into four statement items. From the analysis of frequency distribution, it can be seen that the dimension of conscientiousness personality obtained a respondent's score of 82.13%. Then for the burnout frequency distribution analysis score has a respondent's score of 80.25%. This shows that the personality trait of conscientiousness is very high in work, they are always careful at the time of duty, and have high discipline and responsibility during work. In the company of Prison Class II B Lubuk Basung is needed people who have a high conscientiousness due to the large number of prisoners to be considered. From the frequency distribution it was found that respondents achieved high burnout scores, it can be seen that Class II B Lubuk Basung Prison employees have the most employees at the age of <25 years and high school graduates with a percentage of 63%. This may show that employees who are < 25 years of age will be vulnerable to burnout due to lack of work experience, usually the first fatigue is likely to occur in the first years of a person's career.

This indicates that the personality dimension of conscientiousness has a negative and significant effect on burnout in Class II B Prison employees Lubuk Basung. So it can be concluded that the first hypothesis in this study was accepted. Check the high personality trait of conscientiousness owned by Prison Officers Class II B Lubuk Basung then the impact of the occurrence of burnout will be lower. With that prison employees Class II B Lubuk Basung can overcome and reduce the level of fatigue during work.

### **Effect of Neuroticism Personality Dimension on Burnout on Employees of Community Institution (Prison) Class II B Lubuk Basung**

Based on the results of the study, it is known that the variable dimensions of neuroticism personality have a positive and significant effect on burnout in Prison Class II B Lubuk Basung employees with a value of  $t_{hitung} = 3,222 > t_{tabel} = 3.12$  and a sig value.  $0.003 < 0.050$ . It means that there is an influence of neuroticism personality dimension on burnout The higher the neuroticism personality, the higher the burnout in Class II B Lubuk Basung Prison employees. This is because in accordance with the condition of prison employees Class II B Lubuk Basung who lack human resources, of course it will directly add emotional pressure in the form of depression and anxiety disorders.

The results of this study are supported by research conducted by Arnold.B (2010) found that there is a positive relationship between neuroticism and burnout. means the higher the neuroticism, the higher the burnout is felt. Then according to Chan (2001) concluded that neuroticism has a positive relationship to burnout. then according to Michael (2016) also found that there is a positive relationship between neuroticism to burnout.

The results of this study are in accordance with previous studies where the personality dimension of neuroticism has a positive and significant relationship to burnout. In accordance with the phenomenon found, that prison employees Class II B Lubuk Basung has limited human resources, of course it will drain energy that will automatically be difficult to control emotions due to pressure at work, so it will cause burnout during work.

Furthermore on the frequency distribution analysis of variable dimensions of personality neuroticism which is divided into four statement items. From the analysis of frequency distribution, it can be seen that the personality dimension of neuroticism obtained a respondent's score of 78.63%. Then for the burnout frequency distribution analysis score has a respondent's score of 80.25%. This shows that the personality traits of neuroticism are quite high in work, neuroticism is a dimension of personality that assesses a person's ability to withstand pressure or stress. In the company Prison Class II B Lubuk Basung has a problem where they lack human resources that will certainly put pressure on employees while working so that they will be more sensitive due to the pressure of the work they feel.

This indicates that the personality dimension of neuroticism has a positive and significant effect on burnout in Class II B Lubuk Basung Prison employees. So it can be concluded that the second hypothesis in this study is accepted. The higher the personality traits of neuroticism owned by Prison Class II B Lubuk Basung employees, the impact of burnout will be higher.

### **Effect of Quality of Work Life on Burnout on Employees of Community Institutions (Prisons) Class II B Lubuk Basung**

Based on the analysis conducted, the results were obtained that the variable quality of work life has a negative and significant effect on burnout in prison employees Class II B Lubuk Basung. The result of data processing in Table.19 obtained the value of  $t_{hitung}$  quality of work life of  $t_{hitung} = 3,521 > t_{tabel} = 3.12$  and sig value.  $0.001 < 0.050$ . Thus H3 is accepted. In this case it can be concluded that if the quality of work life increases then the burnout rate in employees of The Society Institute (Lapas) Class II B Lubuk Basung will decrease, and vice versa if the quality of work life decreases then the burnout rate will be on employees of The Society Institute (Prison) Class II B Lubuk Basung will increase.

The results of this study are supported by research that has been conducted by Akar H (2018) showing that the quality of work life is a driver to create a good working environment so as to improve working conditions and organizational efficiency. Ehsan Bakhri (2016) said that quality of work life has a negative effect on burnout. then the research conducted by Dwi Rahmi (2015) also stated that the quality of work life has a negative influence on burnout.

The results of this study are in accordance with previous research where quality of work life variables have a negative and significant relationship to burnout. In accordance with the survey that has been conducted that Prison Class II B Lubuk Basung has a vision that is to be an accountable institution, transparent with the support of officers who have high competence and able to realize the order of society. The vision will not work if the employees do not get support and satisfaction from The Class II Prison B Lubuk Basung.

Furthermore, in the analysis of variable frequency distribution quality of work life which is divided into five indicators, obtained a respondent's score of 72.13%. Then for the burnout frequency distribution analysis score has a respondent's score of 80.25%. This can show that if prison employees Class II B Lubuk Basung lack support and receive responses or advice from employees it will cause damage to the working conditions and low satisfaction felt. This situation will eventually make workers discouraged and easily subjected to work pressures. Too much work demands imposed in a short time cause a person to experience emotional distress, then this condition will eventually lead to burnout.

This indicates that the variable quality of work life has a positive and significant effect on burnout in employees of Class II Prison B Lubuk Basung. The higher the quality of work life owned by Prison Officers Class II B Lubuk Basung, the impact of burnout will be felt the lower.

### **Workload Effect on Burnout on Employees of Community Institutions (Prisons) Class II B Lubuk Basung**

Based on the analysis conducted, the results were obtained that the workload variable had a positive and significant effect on burnout in Prison Class II B Lubuk Basung employees. The result of data processing in Table.19 obtained thitung workload value of thitung = 4,710 > ttabel = 3.12 5.722 and sig value. 0.000 < 0.050. Thus H4 is accepted. In this case it can be concluded that if the workload increases then the burnout rate in employees of The Prison Class II B Lubuk Basung will increase.

The results of this study are supported by research that has been conducted by Suasa, I Wayan (2019). The results of this study show that workload felt while working continuously will increase burnout in employees. Then according to Indra (2019) stated that workloads have a positive and significant effect limited burnout.

The results of this study are in accordance with previous studies where workload has a positive and significant relationship to burnout. In accordance with the phenomenon found, that prison employees Class II B Lubuk Basung has a number of prisoners who exceed capacity and limited employees, thus will be a burden on workers. One of them is the guard who only tasked as many as 4 people. Of course, with the imbalance between the ratio of the number of prisoners to the number of guards, employees will experience emotional distress due to the demands of work that makes prison employees Class II B Lubuk Basung burnout.

Furthermore, the workload variable frequency distribution analysis is divided into four indicators consisting of fifteen statement items. From the frequency distribution analysis, it can be seen that the workload variable obtained a respondent's score of 80.44%. Then for the burnout frequency distribution analysis score has a respondent's score of 80.25%. This shows that the variable workload is very high felt by prison employees Class II B Lubuk Basung, because of the over capacity that is more than 100% in accordance with the provisions that have been set. In Permenhum and Human Rights Ri No.33/2015 on the handling of prisons and state prisons that should be given every prison guard responsibility for supervising ten prisoners. Because of the overcapacity, it will give more responsibility and pressure due to the workload given.

This indicates that the workload variable has a positive and significant effect on burnout in Class II B Lubuk Basung Prison employees. Check the high workload felt by prison officers Class II B Lubuk Basung then the impact of burnout will be felt higher. Therefore, prison employees of Class II B Lubuk Basung should be able to overcome and reduce the level of fatigue during work by recruiting new employees.

## **CONCLUSION**

This study aims to analyze the influence of big five personality, quality of work life, and workload on the burnout of Prison Class II B Lubuk Basung employees. To analyze the relationships between these variables, the study used SPSS.24. Based on the introduction, the study of theory, and the results of data processing sera discussion related to the results of data processing, it can be concluded as follows:

1. There is a significant and negative direct influence between the variable dimensions of conscientiousness personality towards burnout in Class II B Prison officer Lubuk Basung. This means that the higher the personality conscientiousness, the lower the burnout rate in the work. Otherwise it will put pressure on employees so that the employees will experience emotional pressure during work so that they will experience burnout.
2. There is a significant and positive direct influence between the variable dimensions of neuroticism personality towards burnout in Prison Class II B Lubuk Basung employees. This indicates that the personality traits of neuroticism are quite high in work, neuroticism is a dimension of personality that assesses a person's ability to withstand pressure or stress. The higher the personality traits of neuroticism, the perceived burnout impact will be higher.
3. There is a significant and negative direct influence between the variable quality of work life to burnout in prison employees Class II B Lubuk Basung. This shows that the quality of work life

does not get support and receive responses or suggestions from employees will cause damage to the working condition and low satisfaction felt. This situation will eventually make workers discouraged and easily subjected to work pressures. The lower the quality of work life owned by prison officers Class II B Lubuk Basung, the burnout will be felt higher.

4. There is a significant and positive direct influence between workload variables and burnout in Class II B Lubuk Basung Prison employees. This indicates that there is an imbalance between the ratio of the number of prisoners to the number of guards, employees will experience emotional pressure due to work demands that make prison employees Class II B Lubuk Basung burnout. The higher the workload felt by Class II Prison officers B Lubuk Basung, the impact of the perceived burnout will be higher.

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