

# The Influences of Emotional Intelligence on Burnout at PT. Aneka Gas Industri Tbk Medan

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**Abstract**— This study aims to determine how the influence of emotional intelligence on burnout. This research was conducted at PT. Aneka Gas Industri Tbk Medan Branch. This research is a quantitative method using primary data obtained through questionnaires. This study uses a saturated sampling method by making all employees of PT. Aneka Gas Industri Tbk Medan branch as the research sample. The analysis technique used is linear regression. The results showed that emotional intelligence have a significant effect on burnout, either partially or simultaneously. Employees who are able to manage their emotions well tend to have low levels of work burnout. The limitation of this research is that this research was only conducted in one company. Further research can add more companies to find out how the level of burnout in each company is because of the different mindsets in each company.

**Keywords**— Burnout, Emotional Intelligence, PT. Aneka Gas Industri Tbk Medan.

## I. INTRODUCTION

PT Aneka Gas Industri Tbk, PT Aneka Gas Industri Tbk is a leading industrial gas company with the largest and most widespread network in Indonesia, which has operated 44 lines and more than 100 filling stations spread across 26 provinces in Indonesia. With over 100 years of experience, AGII has proven its ability to provide a wide range of gas products and services to the industry, earning it an excellent reputation as one of the most desirable industrial gas suppliers in Indonesia.

As a very large company, AGII has received various awards, Upakarti from the Indonesian government in 1990, Indonesia Best Corporate Transformation Award 2013, coca cola amateur Indonesia: supplier Quality Excellence 2019, marketer of the Year Award 2020, Bisnis Indonesia Award 2020: Resilience in Pandemic. As a very large company, AGII is trying very hard to maintain consistency by improving service quality, so that in this case employees are required to be able to work as much as possible.

In this case there were many demands made by the company, so many divisions of the Medan branch of PT Aneka Gas Industri Tbk experienced prolonged stress, the company's targets were too large with this pandemic situation, many employees complained that the company's targets were too large in these days. difficult as it is today, this is the main complaint from all existing divisions, so this is a concern for researchers to see the amount of burnout experienced by employees of PT Aneka Gas Industri Tbk Medan.

Moreover, if employees are unable to meet the demands at work, this will cause stress. The reaction shown from this stress will usually contain complaints from both physical and emotional aspects. Individuals will try to control in various

ways to be able to manage and overcome this stress, but not all individuals can do it. Individuals who cannot manage and overcome this stress will result in the individual being shackled in circumstances that can worsen his physical, mental and emotional condition. This situation is called burnout, namely physical, mental and emotional exhaustion that occurs due to stress experienced by employees in the long term, in situations that demand high emotional involvement.(Rosyid, 1996). Even(Agrawal, 2018)found 23 percent of employees always feel burnt out at work, while 44 percent of employees report feeling burnout "occasionally".

*Burnout* first introduced to society by Herbert Freudenberger in 1974 said Burnout is a form of burnout caused by individuals working too intensely, highly dedicated and committed, working too much and too long(Freudenberger, 1974). Freudenberger observes changes in employee behavior after years of work experiencing mental fatigue, loss of commitment and decreased self-motivation because the individual has an ideal view of his work, which will certainly lead to ideal and even less realistic expectations.

According to(Lorenz, 1990)burnout and stress are different things, burnout is heavier than stress. Burnout is the result of uncontrollable work stress and is a very serious condition. Burnout is a syndrome consisting of four indicators consisting of physical exhaustion, emotional exhaustion, mental exhaustion and low self-esteem (Low of Personal Accomplishment).

Every individual can experience pressure in the world of work caused by various internal and external factors, but not all individuals will experience burnout. This is because each individual has their own characteristics, so that the ability possessed by each individual in responding to pressure is also different. Therefore, it is also important to do research on the factors that influence burnout tendencies, there are two factors that cause burnout, external factors and internal factors.(Marselius, 2012).

External factors include the environment,(Wijono, 2010)argues that company workers perceive a noisy work environment as a dangerous stress generator, besides that the changing work shift factor for employees can have an impact on the emergence of stress,(Yurika, 2005) Night work is suspected of causing sleep disturbances in employees in the form of sleep deprivation.

Emotional intelligence is a person's ability to regulate his emotional life, maintain emotional balance and express it through self-awareness, self-control, self-motivation, empathy and social skills (Goleman D, 2002). Individuals who have a good level of emotional intelligence can become more skilled

at calming their emotions quickly, more skilled at focusing attention, good communication with others, more intelligent and more experience in solving a problem on their own.

With emotional intelligence, individuals have self-regulation so they can control themselves not to be affected by excessive workload which might trigger burnout tendencies. Based on the research conducted (Akbar, 2013) that someone with good emotional intelligence should be able to understand the various emotions they feel, including pressure from work, and be able to control them.

Based on the observations that have been made by researchers, several employees from the sales executive (SE) division and accounts receivable division experience many obstacles with targets that must be achieved. Sales are required to get a target of incoming money that must be earned every month, while in a pandemic, many are experiencing problems from customers who are unable to pay monthly bills, while the company must emphasize monthly incoming money, this is stress experienced by the sales and sales division. Accounts receivable division, and the difficulty of establishing good cooperation between the sales division and accounts receivable division, this causes stress and fatigue at work and a feeling of lack of support from superiors and cooperation between divisions and there are also many complaints about the presence of employees from several divisions, it is found that almost every month there are always employees from various divisions who cannot attend work due to complaints of feeling tired from work, sick and various other reasons. So, researchers are interested in conducting research on "The effect of emotional intelligence and self-control on Burnout on employees of PT Aneka Gas Industri Tbk Medan.

## II. OBJECTIVES & METHODS

The main objective of this study was to examine the influence of emotional intelligence on burnout at PT. Aneka Gas Industri Medan. In this research, the researcher used the Nonprobability Sampling method, while the sampling technique used was saturated sampling with 110 employees. Data were collected using the emotional intelligence likert scale and burnout likert scale.

The Aspects of emotional intelligence according to (Goleman D., 2002): *burnout* according to (Greenberg B. &, 1990): Both scales used the Likert model with five answer choices very inappropriate, inappropriate, neutral, appropriate, and very appropriate. The score for every item moved from 1 to 5, with a score of point 1 for very wrong choices up to a score of point 5 for very appropriate.

## III. RESULTS AND DISCUSSIONS

The hypothesis of this research is the effect of emotional intelligence on burnout. Based on the regression model test

results using SPSS, It is known that the value of  $F = 86.972$  with  $p = 0.000$  ( $p < 0.05$ ). that is, the emotional intelligence variable has an influence on the burnout variable, in other words this regression model is declared good of fit. Meanwhile, to see the amount of the effective contribution of the emotional intelligence variable to burnout, you can see the Model summary shows a correlation coefficient (R) of 0.668. This indicates that the correlation between the variables of emotional intelligence and burnout has a linear relationship and has a positive value of 0.668 and an R Square value of 0.446 or 44.6%. This shows that the emotional intelligence variable has a significant effect on burnout of 44.6%,

Meanwhile, the standard error of the estimate is 3.756. This shows the regression line with a smaller standard error of estimate, it can be said that the regression line really represents the actual data.

For the t-count value of the emotional intelligence variable on burnout is  $9.326 > (t \text{ table } 1.999)$  with a sig 0.00 ( $p < 0.05$ ). This means that emotional intelligence affects burnout. Thus, the first hypothesis in this study is accepted, namely emotional intelligence has a significant effect on burnout.

## IV. CONCLUSION

Emotional intelligence has a significant negative effect on burnout with an effective contribution of 0.446 or 44.6%. The influence given shows that the higher the level of emotional intelligence of employees of PT Aneka Gas Industri Tbk Medan branch, the lower the level of burnout in employees. Conversely, the lower the level of emotional intelligence of employees of PT Aneka Gas Industri Tbk Medan branch.

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