Relationship between emotional labor and burnout at Umskey goat milk factory employees

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KEYWORDS	ABSTRACT
Burnout, Emotional Labor	This study aims to test empirically the relationship between emotional labor and burnout in employees of the Umskey Goat Milk Factory. This study hypothesizes that there is a negative relationship between emotional labor and burnout in employees of the Umskey Goat Milk Drink Factory. The subjects in this study were 63 employees. This research method uses quantitative methods. The measuring tool used in data collection is the emotional labor and burnout scale using the Likert Scale. The data collection technique uses saturated sampling. The data analysis technique used in this study is the product-moment correlation with the help of the SPSS program. The results of this study indicate that there is a negative relationship between emotional labor and burnout in Goat Milk Factory employees ($r=-0.516$, $p=0.000$), which means that the hypothesis in this study is accepted by providing an effective contribution of 26.6%, the remaining 73.4% is influenced another factor.

Introduction

Human resources are the most important part of a company. Human resources are the most valuable investment and the strongest foundation to support the success of a company. Larasati (2018) said that human resources are one of the most important parts of the company because if the company can manage human resources well, the company's goals will soon be achieved. In line with this research, Hanum (2016) said human resource management is a science and art that regulates the relationships and roles of the workforce so that they are effective and efficient in helping to realize company, employee, and community goals.

The company is a form of organization that carries out management functions starting from planning, organizing, and directing. In this case, a company will look for human resources who have and are willing to develop the qualities and potential that exist in him so that he becomes someone who is rich in competence so that in the future, he can support the performance of a company. According to Subariyati (2017), successful and effective companies are companies with individuals who have good performance. To assess the performance of

employees or employees, the company sets an achievement target that must be completed by the employee. This is what is called a job demand.

Job demands are the condition of employees in terms of workload (Rahayu, 2019) in line with this understanding, (Kohantorabi et al., 2014) explain that job demands refer to the degree to which employees are required to work fast and have a lot of work to do in a short time or permanently has a lot of work to do. From these work demands, a company wants maximum work results for its employees so that the company can grow rapidly.

With work demands, both physiologically and psychologically, such as when employees work for long hours, too much workload is felt, and the time to complete work that is felt to be very limited can trigger and cause fatigue and conflict. Therefore, with job demands, employees become stressed. This is often referred to as burnout. Maslach and Leiter (2016) define burnout as a psychological syndrome that appears as a prolonged response to chronic interpersonal stressors that occur in the workplace. Burnout can be experienced by anyone, including Factory employees. Work as factory employees can be carried out by both male and female workers, female workers are not limited to single women but also married women. (Sulistyani et al, 2017).

The Goat Milk Beverage Factory (Umskey) itself has more female employees than male employees. Sulistyani et al. (2017) term women who act as wives and housewives in their families and work outside the home as working mothers. In 2021 the percentage of female workers will increase by 1.55% from 2020, from 24.65% to 36.20%. (Central Bureau of Statistics, 2021)

These female employees experience more role conflict. Templeton et al. (2019) explain that female workers have a higher potential for experiencing stress and burnout when compared to male workers. Based on the results of research (Swasti et al., 2017), female workers with a high level of education will affect the increase in burnout rates. But do not rule out that this can also happen to men. There are several things that cause burnout. According to Maslach and Leiter (2016), two factors cause burnout, namely situational factors and individual factors. Apart from that, another contributing factor to burnout is emotional labor (Kaur, 2019).

Emotional labor is the process of regulating good feelings of expression for organizational goals (Grandey, 2013). Having good emotional labor will make individuals feel comfortable and have the awareness to maintain good relations with colleagues and provide maximum service to respondents or data users (Hanum & Students, 2017). In addition,

Shankar and Kumar (2014) measured the relationship between emotional labor and burnout and found that there was a significant effect between emotional exhaustion and depreciation with emotional labor.

Based on the background above, the researcher wants to know whether there is a relationship between emotional labor and burnout in employees working at the factory, and the hypothesis put forward in this study is that there is a relationship between emotional labor and burnout in employees of the Umskey Goat Milk Factory. Researchers want to prove whether there is a negative relationship between emotional labor and burnout that occurs in employees who work at the Umskey Goat Milk Factory.

Method

The method used in this study uses a quantitative approach with the dependent variable of this research, namely burnout, while the independent variable is emotional labor. The subject-taking technique used by the researcher was saturated sampling using all employees of the Umskey Goat Milk Factory, namely 63 people, 10 men, and 53 women. The data collection method in this study is to use the emotional labor and burnout scales. Data analysis used to see the relationship between emotional labor and burnout in Umskey Goat Milk Factory employees is by using the Karl Pearson product-moment correlation technique.

Result and Discussion

Table 1. Statistical Descriptive Data on Emotional Labor and Burnout

Variable	Empirical				Hypothetical			
	SD	Mean	Min	Maks	SD	Mean	Min	Maks
Emotional Labor	9,113	77,38	49	99	14,5	72,5	29	116
Burnout	11,185	95,38	68	120	15,5	77,5	31	124

Based on the data above, grouping can be done with reference to the Hypothetical on the categorization criteria. The categorization criteria for this study used four levels of categories, namely very high, high, low, and very low. On the emotional labor scale, it is in the moderate category at 77.77% (49 of 63 research subjects). Based on this, it can be indicated that employees of the Umskey Goat Milk Factory have emotional labor at the high category level. Meanwhile, burnout is in the high category of 63.49% (40 of 63 research subjects). It can be indicated that the employees of the Umskey Goat Dairy Factory have a high level of burnout.

Next, the researcher conducted an assumption test, namely the normality test and the linearity test. The normality test uses the one sample Kolmogorov Smirnov technique with the

rule that if p>0.05 means that the data is normally distributed, whereas if p<0.05 it means that the data is not normally distributed. The normality test results for the emotional labor variable show a KZ value of 1.232 and p=0.096 with a p>0.05 rule and the burnout variable shows a KZ value of 1.053 and p=0.218 with a p>0.05 rule. So the results of the normality test can be concluded that the data on the emotional labor and burnout variables are normally distributed.

The results of the linearity test on the emotional labor and burnout variables yield a Deviation from Linearity value = 1.753 with a p = 0.60 (p > 0.05). So it can be concluded that the relationship between emotional labor and burnout variables is linear. The results of hypothesis testing using the Product Moment Pearson correlation technique show that the correlation coefficient is r=-0.516 with a value of p=0.000 (p≤0.05), which means that the hypothesis in this study is accepted. There is a negative relationship between emotional labor and burnout in Umskey Goat Milk Factory employees. by providing an effective contribution of 26.6%.

The results of this study indicate that there is a negative relationship between emotional labor and burnout in Umskey Goat Milk Factory employees. This relationship can be seen from the correlation coefficient (r) of -0.516 and a significance value of p=0.000 (p<0.05) and an r-squared value of 0.266. This means that the higher the emotional labor, the lower the burnout. Conversely, the lower the emotional labor, the higher the burnout of the Umskey Udder milk factory employees.

This is in line with research conducted by Hanum & Siawati (2017) which states that there is a relationship between emotional labor and burnout. From this study, the value (rxy = -0.490 with p = 0.001) was obtained. This means that there is a negative relationship between emotional labor and burnout in Semarang City Central Statistics Agency (BPS) employees. The higher the emotional labor, the lower the burnout. Conversely, the lower the emotional labor, the higher the burnout felt by employees

Conclusion

Based on the research that has been done, it can be concluded that the hypothesis in this study is proven, namely that there is a negative relationship between emotional labor and burnout in employees of the Umskey Goat Milk Factory. This study also shows that emotional labor makes an effective contribution of 26.6% to burnout and the remaining 73.4% is influenced by other factors not measured in this study.

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