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Burnout digital monitoring on employee engagement at the company

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ABSTRACT

Burnout is a condition of mental, and physical fatigue of a worker caused by a person's professional life. Engagement is the attachment that exists in an employee to a job where the employee works. The relationship between burnout, and engagement in a company significantly affects the employees' performance, and the company's results. This study aims to digitally record burnout, and engagement that exists in a company in improving its product quality. Digital-based monitoring is one of the tools that can be used to monitor employee performance activities in a measured manner to produce information that companies can use in decision-making. The method used quantitative research method approach using LISREL. Results achieved several variables that affect burnout, and engagement related to employee work at that company. Implications for companies with the existence of employee digital data minimize burnout, and increase employee engagement in the company. This digital data can be used as accurate information in looking at the condition of employees in a company.

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Introduction

In this digital era, there are many problems faced by organizations or companies in maximizing the potential of human resources. Quality human resources (HR) have a vital role in a company's activities. HR becomes a thing that cannot be ignored because, as an individual, humans are a resource that can drive the company's success. In this era of globalization, many technologies are found based on digital, where it is possible to guarantee time efficiency, and monitor employees to produce good operational management. Therefore, many companies are more likely to have digital technology to monitor employee performance because it has many benefits in managing employees to do work, including work attitudes, and other related things, and easy use (Bakker & Bal, 2010).

Engagement becomes an exciting variable to discuss in improving human resource performance in an organization (Rony, 2016). Employees who have high engagement will work hard, provide more effort, actively engage, focus on work, be physically present, and energize what they do. Similarly, burnout is widely encountered in a company, namely people who work in fields directly related to many people. Although it does not rule out the possibility of burnout can also occur in all professions. The consequences of burnout are potentially severe for employees, clients, and the larger companies they interact with. Employees have high engagement; they will produce good job performance (Davidescu et al., 2020; Pradhan & Jena, 2017) stated that engagement is needed for the organization today to face various challenges (S & Thomas, 2018). Engagement is the primary driver of individual attitudes, behavior, and performance as well as performance, productivity, retention, financial performance for organizations, and even for shareholder returns (Bedarkar & Pandita, 2014; Popli & Rizvi, 2016), engaged employees will work energetically, and enthusiastically (Benner & Curl, 2018; Sun & Bunchapattanasakda, 2019) illustrates that employees experience circumstances that are the opposite of burnout because they are tied to work on a cognitive, and emotional level (Deligkaris et al., 2014). Employee engagement is a relationship between employees, and leaders that has an organizational performance impact such as profitability, customer satisfaction, organizational growth, productivity, employee retention, and job security (Moletsane et al., 2019).

By increasing the number of jobs in a company, digital monitoring systems are needed to work with database methods in the company. They will provide a record-keeping report about employee data, and performance. A regular monitoring system in the form of an application monitors, and will only record things related to the data, and list of existing employees in the company, and do not make other arrangements. This application will not perform calculations following what is achieved by employees. This application is an

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additional application that does not interfere with, and disrupt the central database connected to comprehensive data, and information of company activities. This monitoring system is limited to the methods, and technologies used, namely databases. (Martins, 2021) This application runs on all companies that only focus on monitoring employees to adjust to the working weight of employees who are limited to their fields. Burnout will impact the low engagement of employees in the company is a common condition of every employee who works at a company. This study was conducted to determine the existence of relevant factors that affect employee engagement, and burnout in a state where employees have fatigue due to workload received too heavy (Mehrad, 2019). Burnout affects engagement (Yin, 2017) when burnout is getting higher, which means more workload, this can be caused by the desire factor of the work itself to achieve specific results, and the needs of companies that also want to achieve specific results, with this digital monitoring will regulate the balance that occurs between the two parties.

How to overcome the problem of burnout, and engagement balance is by following the company target goals to be achieved in the amount of work time, and employee needs, so that with this digital monitoring will be able to be done in a balanced way between the needs of the company, and the results that employees want to achieve. The purpose of this research is to digitally record the company's needs in achieving the results, and ability of employees in doing work to occur balance that will reduce burnout.

The innovation proposed by all cold company targets achieved is poured in writing in the form of digital data in the form of target time, and the type of achievement desired so that employees can see directly to participate in the work. The method used is descriptive research because its implementation includes data, analysis, and interpretation of the meaning, and data obtained. For reducing burnout in a company, tools are needed that can be used to measure the needs of the company, and the ability of employees so that there is a balance in achieving the goals of each company, and employees.

Literature Review

The concept of engagement can be seen through a person's active involvement, such as effort, positive emotions, and initiative (Saks, 2006) in trying to take personal responsibility for his behavior. Engaged people show active engagement in the task, and become purposeful, focused, intense, persistent, and interested. In addition, it also shows initiatives to produce environmental change (McGuire, 2010). Engagement has a different definition. Some of the terms used by academics to describe engagement are personal engagement (Budriene & Diskiene, 2020), employee engagement (Farndale et al., 2014), and work engagement (Kuok & Taormina, 2017). Employees who have engagement will make a lot of effort in their work. Engagement occurs when an individual has a psychological presence (Macey & Schneider, 2008) about his company in the workplace. The concept (Rich et al., 2010), that engagement is an individual state in which the individual facilitates himself cognitively, emotionally, and physically in their work role. The reason for using this theory is because the notion of engagement, according to Kahn, more shows engagement almost thoroughly, namely psychological, emotional, and physical. Engagement is a positive thought with characteristics that include (1) Vigor, showing high energy levels, and "lending" at work, willingness to try more in his work, ability to prevent fatigue, and persistent ability to face challenges while working; (2) Dedication, characterized by actively involving in work, enthusiasm, having pride, and inspiration for his work; And (3) Absorption, is a characteristic of circumstances in which individuals feel late in work, feel the time is running so fast, and it is difficult to get away from their work. In addition, it is asserted that absorption is characterized by focused attention, a clear mind, pleasure that comes from within, loss of self-awareness, distortion of time, feeling very meaningful, and easy to concentrate (Sheldon et al., 2015). Engagement is a stand-alone construct that defines it as a positive because the mind is related to job well-being, and fulfills the self that has high levels of energy characteristics, and is strongly identified in a job (Rony, 2016; Schaufeli & Bakker, 2004). Furthermore, burnout is energy fatigue in the field of social services; it occurs when workers feel that they have a lot of problems related to many people (Calitz et al., 2014; Ozel & Hacıoglu, 2021). Another opinion is expressed that burnout is fatigue that arises when workers feel stress in the work environment (Gorji, 2011; Ozel & Hacıoglu, 2021b), with high job demands, and low sources of income. Burnout is a feeling of fatigue as a result of the many workloads, but the least compensation received. Burnout is emotional, exhausting, and cynicism that often occurs among individuals who do work related to people. (Maslach et al., 2001a) burnout further as a psychological process that begins when the humanitarian services profession is overwhelmed with unexpected, and unbearable stress on aspects of the work that thwart their efforts to make a positive impact for others. "Job burnout is a pattern of emotional, physical, and mental exhaustion in response to chronic job stressors" (West et al., 2016). It is a situation in which people face challenges in their ability to cope with work requirements, and pressures that do not match their knowledge, skills, and abilities. Monitoring Progress is one of the variables that can be used to see employees' work; because there are employees who are not in the office, it will be challenging to get work reports that are usually delivered along with absences. Progress is a crucial thing that must be closely monitored. If progress is hindered, and stopped in one division without any apparent news or explanation, then performance can be hampered, and office productivity is threatened to decline (Rony et al., 2021).

Research and Methodology

This research uses the quantitative approach used in this study is to use surveys. Information was collected from respondents using questionnaires. Surveys are limited to studies whose data is collected from a sample of top populations to represent the entire population. The research method carried out is a series of studies that start from several theories. Then the theory is reduced to a hypothesis, and assumptions of a frame of mind spelled out in an analytical model consisting of variables that lead to the operationalization of the concept. In this study, engagement is the presence of employees (with full awareness) in the workplace

because they gain psychological meaning, feel psychologically secure, and psychologically provide themselves with their roles or responsibilities to help achieve organizational goals. The quantitative approach used in this research is to use surveys. The research procedure carried out is a series of studies that start from several theories. Then the theory is reduced to a hypothesis, and assumptions of a frame of mind spelled out in an analytical model consisting of variables that lead to the operationalization of the concept. Furthermore, the research instrument is structured, namely: Operationalization of variables in this study is described into its dimensions, and indicators. From the dimensions and indicators can be compiled a question so that with quantitative obtained in subsequent research is used as a material statistical analysis.

Table 1: Burnout Variable Measuring Tool

variable Latent First Order	Dimension Latent Second Order	Indicator	Statement (Observed Variable)	Source
Burnout	<i>Exhaustion</i> (EXH)	Prolonged fatigue Both physically, mentally, and emotionally	I feel my emotions drained because of work. I feel a lot of physical exhaustion at the end of the workday. I feel lethargic when I wake up in the morning because of heavy work at work.	(Maslach et al., 2001b)
	<i>Cynism</i> (CYN)	Cynic attitude, Tend to withdraw from within the work environment.	I don't care about my clients. I feel like my life, and career haven't changed. I've become increasingly "rigid" towards others since I worked as an employee.	(Maslach et al., 2001b)
	<i>Inefficacy</i> (INEF)	Feeling helpless, feeling all the tasks given are heavy.	Dealing with and working directly with customers causes me stress. Working as an employee frustrated me.	(Maslach et al., 2001b)

Table 2: Engagement Measuring Tool

Variable Lat First Order	Dimensions Latent Second Order	Statement (Observed Variable)	Source
Employee Engagement (EE)	<i>Vigor</i> (VI)	I feel energized at work. I feel strong, and excited at work. When I wake up in the morning, I feel excited to go to work. I can continue to work for a long time. I have very high work endurance. At work, I'm unyielding, even when things aren't going well.	(Bakker & Bal, 2010)
	<i>Dedication</i> (DE)	I feel like the work I do has its meaning, and purpose for me. I'm excited about my work. My work inspires me. I'm proud of my work. For me, my job is challenging.	(Bakker & Bal, 2010)
	<i>Absorption</i> (AB)	Time passes quickly while I work. When I work, I forget it's going to be everything around me. I feel good when I'm busy working. I'm late for my job. I get carried away at work. It's hard to get away from my job.	(Bakker & Bal, 2010)

The subject of the study is a company spring bed all employees in the environment of XYZ Company. Population number of 130 respondents Research ethics: the author has obtained oral permission from the company leadership to publish the results of this study scientifically.

Data Collection Techniques are surveys that are limited to the research of data collected from a sample of upper populations to represent the entire population.

The analysis, and processing tool used in this study is a linear regression analysis tool using quantitative methods using Structural Equation Modelling with the help of Lisrel 8.8 software, namely SEM analysis with Lisrel is carried out starting from the pre-test stage/test of research instruments in the form of questionnaires with Likert scale, and continued at the processing stage of population core data, hypothesis testing about the association/correlation between latent variables by those presented in the research model through two steps, namely: first, analysis, and testing of measurement models, and second, analysis, and testing of structural models.

Result & Discussion

Description of the respondent characteristics the length of work, namely outlining or providing an overview of the identity of respondents according to the length of work. In the description of respondents' characteristics, grouped according to the length of work that can be seen through the following table:

Table 3: Characteristics of Respondents according to the length of work

No.	Length of Work	Respondent Responses	
		People	Percentage
1	1-5 year	61	50.80%
2	6-10 year	49	40.80%
3	11-20 year	10	8.30%
	Sum	120	100%

Source: Primary data processing results, 2019

Characteristics of Respondents based on Length of Work

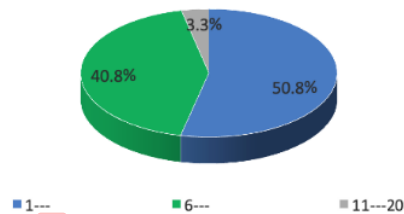


Figure 1: Characteristics of Respondents based on Length of Work

Based on tables, and figures, the results of respondent responses dominated by long work is 1 to 5 years as many as 61 respondents or 50.8%. So it can be concluded that the average length of work of employees XYZ Company is 1 to 5 years old.

Description of respondents' characteristics according to permanent employee status, and contract, i.e. outlining or providing an overview of the identity of respondents according to permanent employee status, and contract. In the description of respondents' characteristics, grouped by the status of permanent employees, and contracts that can be seen through the following table:

Table 4: Characteristics of Respondents by Permanent Employee Status and Contract

No.	Permanent and Contract Status	Respondent Responses	
		People	Percentage
1	Permanent	15	12,5%
2	Contract	105	87,5%
	Sum	120	100%

Source: Primary data processing results, 2019



Figure 2: Characteristics of Respondents based on Permanent Employee Status and Contract.

Based on tables, and figures on the status of permanent employees, and contracts, respondent responses were dominated by permanent employees as many as 105 respondents or 87.5%. So, it can be concluded that the average employee status of XYZ Company is a permanent employee.

Statistical tests using SEM with LISREL software are conducted through 3 (three) stages, namely:

- Test a measurement model that contains match tests, validity, and reliability tests. The match test can be seen in the Goodness Of Fit Index (GOFI) table, where there are nine indicators to show a good match (RMSEA, NFI, NNFI, CFI, IFI, RFI, Standardized RMR, GFI, and AGFI). For the above match, good (Perfect Fit) contains a degree of freedom = 0, minimum fit function chi-square = 0. For validity tests can be seen from standardized loading factor (SLF) values > 0.50, and reliability tests are said to be good if the Construct (CR) value > 0.70, and Variance Extract (VE) > 0.50.
- Confirmatory Factor Analysis (CFA) test, which tests all processed, and simplified latent variables by calculating latent variable scores (LVS), and contains indicators of model fit, validity, and reliability.

Structural model test (hypothesis test), test the hypothesis of the research, wherefrom the value of t calculate can be seen the hypothesis is accepted or not. This test only contains the model match test. If the absolute number t calculates > 1.96, then the hypothesis is accepted, while if it is not rejected. A positive or negative calculating coefficient mark indicates the direction of the relationship between two latent variables. The standard coefficient value on the structural model test, it shows the strength of influence between the two latent variables. The exogenous latent variable burnout (BO) consists of 8 observable variables notated with BO1 through BO8 in the measurement model test. This variable reflects the following:

- I feel my emotions drained because of work.
- I feel a lot of physical fatigue at the end of the workday.
- Feeling lethargic when you wake up in the morning because of heavy work at work.
- I don't care about the client.
- I feel like my life, and career haven't changed.
- I've become more "rigid" toward others since I worked as an employee.
- Dealing with, and working directly with customers causes stress.
- Working as an employee is frustrating for me.

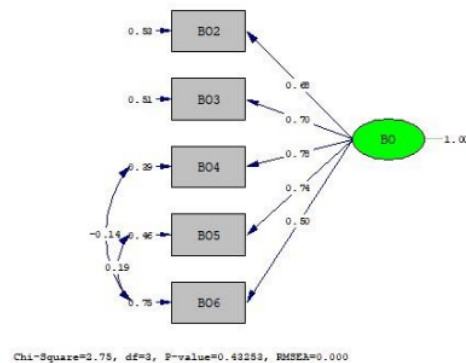


Figure 3: Lisrel Output Path Diagram for Latent Burn Out Variables (BO)

Exogenous latent burn out (BO) variable consists of 8 variables can also be monitored through Digital Monitoring of Employees by Company Management, and is one way that can be used as a measuring tool to see employee performance in increasing productivity

while working. Monitoring will also provide information on the track record of employees who can be used as company management for every decision-making to provide bonuses, and promotions.

Conclusion

Based on the results of data collection, and data analysis, it can be concluded that burnout is not the reason employees are not engaged. The data obtained in the field state that current employees can overcome burnout so that burnout is not a problem. This proves that the higher the employee engagement, the higher the burnout feeling felt by employees

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