

# THE RELATIONSHIP OF VERBAL ABUSE EXPERIENCE WITH BURNOUT IN DEPARTMENT EMPLOYEES CTB AT PT. CLI INDONESIA

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## ABSTRACT

Someone who works tends to experience stress because they are burdened by excessive work and in the long term this can cause burnout. One of the things that can influence burnout is verbal abuse that has been received. The purpose of this research is to find out whether there is a relationship between verbal abuse and burnout in CTB department employees at PT. CLI Indonesia. Verbal abuse is emotional violence by using inappropriate sentences without physical touch. Sentences that are offensive, threatening, intimidating, insulting, exaggerating other people's mistakes. Burnout is a condition where individuals feel tired and lose mental and physical strength. Usually burnout is manifested by a constant feeling of fatigue in the body, mentality and emotions. This research is quantitative research with a correlation research design. The data collection technique was carried out by collecting questionnaires. Respondents in this study were 153 people (15 men and 138 women). The side technique used is the side technique of non-probability sampling with purposive sampling. Data analysis was carried out using descriptive data which showed mean, range, standard deviation, F test, correlation test. The results of this research show that the Spearman correlation test obtained a significance value of 0.001 ( $<0.05$ ) with a correlation coefficient value of 0.265 in the mild category. So it can be concluded that verbal abuse has a significant relationship with burnout in CTB department employees at PT. CLI Indonesia, the hypothesis proposed can be accepted.

## INTRODUCTION

In the current era of globalization, market competition has prevailed, companies are required to gain competitive advantages in order to improve company performance, so companies need to strive to increase targets for production results so that their products can meet consumer satisfaction. When producing on a large scale and paying attention to quality, each employee has their own demands with different workloads, therefore each part has its own burden. For each individual, the task is not that much of a problem, it's just that it will feel heavy when you are under pressure. If you are stressed by an excessive workload it will result in stress.

The workload that employees usually complain about is giving deadlines for completing work (deadlines). Deadlines that cannot be achieved by employees and the giving of new tasks from their superiors have an impact on the individual's bad feelings or mood. This condition can cause stress for some workers, but it is still acceptable as long as there is no verbal abuse in the office area. Hyunjin Oh et al (2016) conducted observations on a sample of 255 using correlation research with data analysis using regression analysis showing that nurses who experience verbal abuse at work are at risk of experiencing work-related stress.

Violence is an act carried out consciously and has the effect of physically and mentally injuring (Putri & Santoso, 2012). Violent behavior is behavior that harms individuals personally,

physically, psychologically and sexually (ENA, 2008). Verbal attacks or what is better known as verbal abuse is "emotional violence", painful sentences spoken even without physical contact, slanderous words, threatening sentences, intimidation, insults, or exaggerations (Santoso, 2012). The prevalence of verbal abuse worldwide has been highlighted by Chappell and Di Martino (2006), representing 67% in Australia, 60% in South Africa, 48% in Thailand, 41% in Lebanon, 40% in Brazil, and 32% in Bulgaria.

Leatz and Stolar argue (in Farhati & Rosyid, 1996) that a person who experiences prolonged stress and the intensity is quite high has an impact on a person's physical fatigue, poor emotional state, mental disturbance, which is commonly known as burnout. Burnout is usually characterized by feelings of dissatisfaction or dissatisfaction with the work carried out, decreased results of the work carried out, decreased individual productivity at work, and results in both the individual and the company experiencing losses.

Based on a cross-sectional survey study conducted on 117 nursing staff members at South Korea University Hospital with the aim of investigating Emotional Labor, Burnout, Medical Error, and Turnover Intention and also analyzing correlation and multiple regression analysis to determine the relationship between these factors. Based on the results of the survey study, it was found that the participants experienced moderate to high levels of Emotional Labor and Burnout, and 23% had experienced a Medical Error in the last six months, meanwhile other factors apart from Medical Error, all results were significantly and positively correlated with each other. and others. These results can be used to improve the mental health outcomes of nurses working in hospitals and their consequences. In particular, the job position of nursing personnel may be a key consideration in such a strategy, and it focuses on employment. Emotional Labor that focuses on employees may be a promising target in improving burnout and turnover intention (Kwon et al, 2021).

PT. CLI Indonesia is a company resulting from foreign investment (PMA) which operates in the field of making special sports shoes. Based on the latest news, the CLI Group is one of several largest companies that produces sports shoes whose services maintain integrity and supply well-known brands. As a well-known company, the company's efforts to maintain its product quality are very important, because quality products are an important element for companies that aim to maintain the existence and popularity of their products. Thus, companies must be able to increase the quality and quantity of production in order to meet consumer needs so that employees are required to be able to achieve targets according to existing quantities & timeliness.

Targets in large quantities with minimal time create pressure for production leaders, not to mention if there are product results that are not suitable. This results in pressure on the leaders or leaders and they usually take it out with actions in the form of verbal abuse such as shouting, scolding or shouting at operators, there are also those who threaten to impose sanctions if they are unable to meet the target according to the specified deadline, which is the case. can cause mental trauma to the victim.

Based on the results of preliminary interviews conducted by researchers on Thursday 19 May 2022 with 20 CTB department employees, it was stated that as many as 2 people (10%) did not care when their leaders used verbal violence, meanwhile 5 people (25%) felt stressed when work, 4 people (20%) felt they had lost motivation at work, 3 people (15%) felt anxious when going to work and 6 other people (30%) felt afraid to report it so they chose to remain silent and bury their emotions.

Mathis and Jackson (2010) stated that the standard for measuring employee performance is attendance presentation or attendance level. If a worker's attendance data is below what is standardized for his working day, he will have difficulty contributing optimally to the place where he works. Work discipline and performance are closely related, where good workers must have high levels of disciplined behavior, so that when employees have good performance, they will feel emotionally comfortable in carrying out their duties and responsibilities as workers. Several things are indicators that can be used as a benchmark for a worker's work discipline, including: frequency of attendance, level of vigilance, compliance with work standards, compliance with work regulations, work ethics.

Based on information and data that researchers obtained from the HR IR (Industrial Relations) team, throughout 2022 there were several cases of violations reported with the largest percentage being 51% of employees who dominated violations by being absent or ALPA. After conducting questions and answers from the researcher to the HR team in charge of the Attendance division, the researcher obtained reports and data on employee attendance from May 19 to May 30, 2023 with an average of 450 employees absent from work per day. Of the 20 existing departments, as many as 40% of the absent employee data were employees of the CTB department. This means that of the total employees in the CTB department of 660 people, around 180 people do not come to work per day.

Most of the employees who experience burnout complain of illness, which will reduce their productivity at work, and when the psychological condition of burnout becomes an implication, the employee will find it difficult to concentrate so that some of their work will be disrupted. Based on survey results, it was found that more than 25% of respondents stated that they believed that less than 20% of employee absenteeism was actually related to physical condition (Ika, in Khusniyah & Yuwono, 2014).

This phenomenon attracted the attention of researchers to conduct surveys and further research regarding the relationship between verbal abuse experience and burnout at PT. CLI Indonesia. Therefore, researchers think that it is necessary to carry out research regarding the relationship between verbal abuse experience and burnout to identify the dangers of verbal abuse or acts of verbal violence that occur in the workplace and prevent the occurrence of psychological disorders such as work stress, anxiety disorders and other mental disorders, as well as being able to prevent the occurrence of burnout, especially among CTB department employees at PT. CLI Indonesia.

## **METHOD**

The population in this study were employees of the CTB department at PT. CLI Indonesia. With a total of 153 employees, consisting of 15 male and 138 female subjects. The sampling technique used is using a non-probability sampling technique with purposive sampling. Then the data collection technique used in this research is a questionnaire with a psychological scale consisting of two scales, namely, the verbal abuse scale and the burnout scale. The scale model used in this research is a Likert scale with four rating options.

The verbal abuse scale consists of 15 valid items with a value of  $\alpha = 0.971$  and the burnout scale consists of 22 valid items with a value of  $\alpha = 0.948$ . The verbal abuse scale is prepared based on aspects adopted from Bumseok Jeong, et al (2015) "Verbal abuse Questionnaire (VAQ)" which contains 7 aspects of verbal abuse, namely blaming, shouting, threatening, criticizing, rejecting, not being trusted and humiliating. The burnout scale is prepared based on the burnout aspects proposed by Maslach, et al (2005), namely emotional exhaustion,

depersonalization, and reduced sense of personal accomplishment. The data analysis technique used in this research is the product-moment correlation technique using Statistical Packages for Social Science (SPSS) 20.0 software.

## RESULTS AND DISCUSSION

The hypothesis proposed in this research is that there is a relationship between verbal abuse experience and burnout in CTB department employees at PT. CLI Indonesia. In this study, the sample used was 153 people. To test the hypothesis in this study, a Spearman correlation test was carried out because the data was not normally distributed. The test results showed that a P value of 0.001 ( $P < 0.05$ ) was obtained, meaning there was a significant relationship between verbal abuse. with burnout in employees in the CTB department at PT. CLI Indonesia. The results in this study are in line with the results reported by Gong et al (2018) that there is a significant relationship between customer verbal abuse and job burnout which is positive. The results of the correlation value test in this study are also positive, namely 0.265, meaning that the relationship between verbal abuse experience and burnout is in the same direction or in line, the more or more often a person experiences verbal abuse, the greater their tendency to feel burnout. This shows that there is a strong relationship between verbal abuse experience and burnout in CTB department employees at PT. CLI Indonesia, thus the hypothesis proposed by the researcher can be accepted.

Apart from conducting correlation tests for verbal abuse and burnout variables, researchers also conducted correlation tests for verbal abuse and burnout indicators. The results show that there is a significant relationship between each dimension, the highest correlation value is seen in the aspect of decreasing achievement/ achievement with the humiliation aspect, namely with a correlation value of 0.452, apart from that, also the depersonalization aspect with the humiliation aspect with a correlation value of 0.432. The main impact of bullying, which involves threats and physical pressure, is that the victim's feelings of self-worth are lost, they feel that their existence is no longer expected by the environment, they feel rejected, they feel low self-esteem and hopelessness. Referring to the work context, this impact describes the depersonalization experienced by the victim, namely a cynical attitude towards one's career and performance, feeling that all the activities carried out by the victim have no value or value.

Research found that emotional exhaustion in workers mediates the influence of verbal abuse (Hanifah et al, 2019). Workers who experience verbal abuse will experience emotional reactions such as shame, anxiety, anger, depersonalization, and mental stress, which then causes low organizational commitment and increased withdrawal behavior and turnover intention (Kisa, 2008; Oweis & Diabat, in Hanifah et al, 2019). Other research states that workplace bullying can also affect burnout (Ardiansyah and Sahrah, 2014), bullying causes feelings of worthlessness in employees, causes stress and uncomfortable conditions at work so that there is a desire to stop working (Lehto and Permanent, 2007).

Baron and Greenberg (in Farhati & Rosyid, 1996) suggest that there are two things that influence burnout, namely: internal factors and external factors. Internal factors that influence employee burnout include: gender, age, self-esteem. Meanwhile, external factors that influence burnout include a poor work environment, lack of opportunities for promotion, rigid rules and standard operating procedures, insufficient consideration of leadership style and excessive job demands.

The cause of employees experiencing stress and burnout is due to the existence of a psychological environment in which there is systematic violent behavior or bullying in the

workplace, bullying can be carried out by fellow colleagues and superiors (Olweus in Krahe, 2005). For example, hurtful words, forms of threats and intimidating behavior both verbally, non-verbally and physically related to work. Bullying can only occur verbally (such as mocking, insulting, slandering, threatening and making derogatory/degrading comments).

Based on the results of the processed data, this research shows that there is a positive relationship between the two variables. According to Prasetyo & Jannah (2008) the two variables can be said to have a positive relationship if there is an increase and decrease in the value of one variable, then the increase and decrease in value is followed by another variable.

## CONCLUSION

There is a significant relationship between verbal abuse experience and burnout in CTB department employees at PT. CLI Indonesia, the relationship is positive with a correlation coefficient of 0.256, meaning the relationship is unidirectional, the more often the person has experienced verbal abuse, the greater they will feel burnout. Apart from that, there is a relationship between the dimensions of each verbal abuse experience variable with burnout, especially in the Reduced sense of personal accomplishment dimension with the humiliation dimension which shows the highest correlation value, while the lowest correlation is in the emotional exhausted dimension with the screaming dimension of the verbal abuse variable.

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