

**HUBUNGAN KOMUNIKASI INTERPERSONAL DENGAN BURNOUT
PADA KARYAWAN DI PT PRIMA KENCANA ADV**

SKRIPSI

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***THE CORRELATION INTERPERSONAL COMMUNICATION RELATIONS
WITH BURNOUTS AT PT PRIMA KENCANA ADV***

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ABSTRACT

This study aims to determine and empirically test the relationship between interpersonal communication and employee burnout at PT. Prima Kencana Adv. The type of research used in this study is a quantitative approach. The sampling technique in this study is a total sampling equal to the number of 70 people. Burnout in this study was measured based on aspects of Burnout, namely: Emotional Fatigue, Depersonalization Attitude, and Feelings of Inadequacy. Interpersonal communication in this study was measured based on the Aspects of Interpersonal Communication, namely: Openness, Empathy, Supportive Attitude, Positive Attitude, and Equality. The data analysis method used in this study is the product moment of Karl Pearson. Based on the results of the analysis, there is a negative relationship between interpersonal communication and burnout, with the results $r_{xy} = -0.610$, this indicates that the value is > 0.05 . This means that the proposed hypothesis is accepted. The determinant coefficient (r^2) of the relationship between the independent variable X and the dependent variable Y is $r^2 = 0.372$ This shows that interpersonal communication contributes to burnout by 37.2%. while the remaining 62.8% is explained by factors not disclosed in this study. Based on the description above, it can be concluded that interpersonal communication is classified as moderate with a hypothetical mean value of 95 and an empirical mean of 90.99. Burnout is high because the hypothetical mean is 75 and the empirical mean is 86.27.

Keywords: *Interpersonal Communication, Burnout*

CHAPTER I

INTRODUCTION

A. Background of Study

Resources are everything that is an asset of the company to achieve its goals. The company's resources can be categorized into four types of resources, such as Financial, Physical, Human and Technological Capability. Financial resources are one of the important elements in order to form a company that is advanced and continues to grow because it relates to shares which are the main capital in building a company and developing and continuing the company. Physical resources are resources related to the physical support for the establishment of a company such as its equipment.

Human Resource Management is needed to improve the effectiveness of human resources in the organization. The goal is to provide the organization with an effective work unit. One of the main keys in creating professional Human Resources (HR) lies in the process of recruitment, selection, training and development of prospective workers. Finding a professional and qualified workforce is not easy. It is an obligation within an organization to form prospective workers who have the ability to complete work responsibilities, and able to accept and overcome all the problems that will be faced at work.

The problem of labor is indeed a complex problem because humans have different characteristics, character, and self-esteem from one another, there are many factors that affect employee productivity in carrying out tasks, including intelligence, skills, motivation provided by the company, workplace conditions, and so forth.

Work results in quality and quantity achieved by an employee in carrying out their duties in accordance with the responsibilities assigned to him. Every company

always expects its employees to have achievements, because having employees who excel will make an optimal contribution to the company. Living a modern life, where anything is required to quickly make an employee able to display optimal performance and not be so affected by negative things that ultimately lead to burnout. Employees who can maintain their mental health and are not too vulnerable to work demands that cause burnout in the end will still enjoy all work pressures in a relaxed manner.

Ema states (2004) that burnout is a condition that is squeezed out and loses psychic and physical energy. This is usually caused by a work situation that is not supportive and does not match the needs and expectations. Burnout is usually experienced in the form of intense physical, mental, and emotional exhaustion. Due to the psychobiological nature (psychological burden shifts to physical appearance, for example easily dizzy, unable to concentrate, and easy to get sick) is usually cumulative, so sometimes the problem is not easy to solve. In fact, like a spiral, it can widen further, impairing performance and in turn can cause additional stress for other workers.

Cherniss (2007) also argues, burnout (work fatigue) is a transactional which includes three stages. The first stage is stress, which is an imbalance between individual sources (resources) and demands (demand) aimed at the individual concerned. These demands come from within the individual as well as from the environment. The second stage is strain (tension) which is a momentary emotional response to an imbalance, characterized by emotional feelings of tension and fatigue. The third stage is coping, which includes changes in individual attitudes and behavior such as the tendency to distance themselves and be cynical. Burnout conditions will trigger negative behavior in the form of fatalism, boredom, displeasure, cynicism, inadequacy, failure, overwork, rudeness, dissatisfaction and running away as a result of the accumulation of problems that occur in the workplace caused by work stress in the long term.

PT. Prima Kencana Adv is one of the largest advertising companies in Medan, this company is engaged in promotion and sales of advertisements in the form of billboards, billboards and running advertisements. Burnout at work is not just fatigue or stress from daily work. Someone who experiences it tends to feel bored with his work, unmotivated, and less productive. According to research, people who experience burnout experience a variety of emotional disorders and health problems. In order to pursue the desired career and greater income, some seek to take on more work and may push themselves too much and thus are prone to burnout. This is in line with an interview with one of the employees:

"Every time I go to work, it feels like my body has been so exhausted. I feel dizzy looking at work piled up here and there, getting more and more to be done" (Kai, February 2018)

Burnout is fatigue or physical exhaustion, mental and emotional that occurs due to stress suffered for a long period of time, in situations that require high emotional involvement (Sihotang, 2004). Levy (2006), explains that one of the factors that influence the onset of burnout is the existence of effective interpersonal communication in the process of forming and strengthening these social relationships (Rakhmat, 2013). Interpersonal communication is said to be effective if the communication is fun for both parties. To achieve effective communication, both parties, both communicants and communicators, must reach the same understanding (Andayani, 2009). So in this study, researchers want to see further how effective interpersonal communication in the work environment at PT Prima Kencana Adv can affect burnout.

Interpersonal communication is the process of exchanging information between a person and at least another person or usually between two people that can be directly identified (Muhammad, 2005). According to Effendy (2003), interpersonal communication is communication between people face to face, which allows each

participant to capture the reactions of others directly, either verbally or nonverbally. A worker certainly expects good interpersonal communication from fellow employees and from superiors so that the information conveyed is clearer.

According to Muhammad (2009), the classification of interpersonal communication consists of elements of dialogue communication, interviews, conversations and face-to-face communication, then develops the classification of interpersonal communication into intimate interactions, social conversations, interrogations or examinations and interviews. Muhammad (2009) explains that the purpose of interpersonal communication occurs from the goal of finding oneself, discovering the outside world, forming and maintaining meaningful relationships, changing attitudes and behavior for pleasure and help. Effective communication that occurs in an organization will be able to provide a comfortable and warmth atmosphere at work.

This study aims to determine the relationship between interpersonal communication and employees' burnout, and to determine the effective contribution of interpersonal communication to employees' burnout. Poor working conditions have the potential to cause employees to fall ill easily, get tired easily, have difficulty concentrating and decrease work productivity. Therefore, the researcher is interested in researching undertitle "The Relationship between Interpersonal Communication and Burnout on Employees at PT. Prima Kencana Adv".

B. The Identification of Problems

The identification of problem in this research is employees who experience burnout due to poor interpersonal communication. A warm smile that is always given when working as a fatigue reliever during work. When everything has been done well, it

does not occur to him to expect a reward from others, because when job satisfaction comes first, all tasks, both big and small, must be completed carefully, on time and well.

C. The Limitation of Study

The limitation of the problem in this study focuses on the relationship between interpersonal communication and burnout on employees at PT. Prima Kencana Adv to find out how much interpersonal communication affects employees' burnout.

D. The Formulation of Study

Based on the background above, the formulation of the research problem is: "Is there a relationship between interpersonal communication and burnout on employees at PT. Prima Kencana Adv?".

E. The Aim of Study

1. Theoretical Benefits

This research can be used as an effort to understand the relationship between interpersonal communication and burnout on employees at PT. Prima Kencana Adv, and contribute to the development of psychology, especially in the field of Industrial and Organizational Psychology in managing human resources with higher quality.

2. Practical benefits

The results of this study are expected to increase experience in analyzing and solving case problems in the field of human resources, can provide information and descriptions on the organization, to determine the relationship between interpersonal communication and Burnout on employees at PT. Prima Kencana Adv.

CHAPTER II

LITERATURE REVIEW

A. Employees

In the new law on employment, namely Law Number 13 of 2003 concerning employment, it also provides an understanding of employment as contained in Article 1 Number 2 that labor is anyone who is able to do work to produce goods and/or services either to meet their own and community needs. The definition of labor in Law Number 13 of 2003 concerning employment has perfected the notion of labor in Law no. 14 of 1969 concerning the Basic Provisions of Employment.

According to Rivai and Basri (2005) employees are basically determined by three things, namely: ability, desire, environment. Therefore, to have a good performance, an employee must have a high desire, individual ability or skill, and a good environment to do his job. An employee is every person who works by selling his labor (physical and mental) to a company and getting remuneration in accordance with the agreement (Hasibuan, 2007). According to Subri (2002) an employee is every resident who enters working age (aged in the range of 15 to 64 years), or the total number of people in a country that produces goods and services if there is a demand for the labor they produce, and if there is a demand for the labor they produce, they want to be involved / participate in the activity.

Employees are the driving force of the organization in realizing its existence or potential which is an asset and functions as non-material capital in a business organization that can be realized into real potential physically and non-physically in realizing the existence of the organization (Nawawi, 2011). Employees are resources that are used to mobilize and synergize other resources to achieve organizational goals.

Without human resources, other resources are idle and less useful in achieving organizational goals (Abdullah, 2014).

Based on the description above, it can be concluded that an employee is anyone who works by giving his labor (physically and mentally) to a company and getting remuneration in accordance with the agreement.

B. Burnout

1. Definition of Burnout

Burnout causes a person to have no goals and not be able to meet the needs at work. According to Pines and Aronson (cited in Kusumawati, 2005), burnout is a form of tension or psychological pressure associated with chronic stress experienced by a person from day to day which is characterized by physical, mental, and emotional exhaustion.

This is also explained by Leatz and Stolar (cited in Kusumawati, 2005), that problems will arise when stress occurs in the long term with high enough intensity. This situation is called burnout, which is physical, mental, and emotional exhaustion that occurs due to long-term stress, in situations that require a high level of emotional involvement.

Riggio (cited in Kusumawati, 2005), explains that if individuals face unresolved personal conflicts, will experience confusion over duties and responsibilities, excessive work but lack of appropriate rewards, or the occurrence of inappropriate punishments can be the cause of someone experiencing burnout. a process that can reduce their commitment to the work done and make them resign from their duties. This process of resignation is in response to increasing tardiness and absenteeism, as well as a decrease in the quality of work.

According to Setyawati (cited in Widanti, 2010), that in general burnout is a condition experienced by the workforce that can result in a decrease in vitality and work productivity. Burnout is a fatigue syndrome, both physically and mentally which includes developing a negative self-concept, lack of concentration and negative work behavior (Pines & Maslach, cited in Efa, 2011). This situation makes the atmosphere in the work cold, unpleasant, dedication and commitment is reduced, performance, and employee performance is not optimal. This also makes workers keep their distance, not wanting to be involved with their environment. Burnout is also affected by a mismatch between effort and what is earned from work.

According to Pines and Aronson (in Efa, 2011), burnout is physical, emotional, and mental exhaustion caused by long-term involvement in situations that are full of emotional demands. Schaufelli (in Efa, 2011), defines burnout as a psychological syndrome consisting of three dimensions, namely emotional exhaustion, depersonalization, and decreased personal achievement. Furthermore, several studies see burnout as part of stress (Luthans, 2011).

Cherniss (2017) also argues that burnout (work fatigue) is a transactional process that includes three stages. The first stage is stress which is the perception of the imbalance between individual sources (resources) and demands (demand) aimed at the individual concerned. These demands come from within the individual as well as from the environment. The second stage is strain, which is a momentary emotional response to imbalance, characterized by feelings of anxiety, tension and fatigue. The third stage is coping, which includes changes in individual attitudes and behavior such as the tendency to distance themselves and be cynical.

Based on this definition, it can be concluded that burnout is a condition where individuals experience a condition of emotional exhaustion that occurs for a long time and causes changes in negative attitudes and behavior.

2. Factors that Influence Burnout

Green and Suma'mur (2014) from the proceedings stated that there are two factors that affect fatigue, namely:

a. Internal factors

Internal factors include: somatic factors or physical factors, nutrition, gender, age, knowledge and attitudes or lifestyle.

b. External factors

Which includes external factors are the physical conditions of the work environment (noise, temperature, lighting, chemical factors (toxic substances), biological factors (bacteria, fungi), ergonomic factors, job categories, nature of work, discipline or company regulations, wages, social relations and work position or position.

According to Maslach (2001) the factors that affect burnout are:

a. Situational Factors

Situational factors are temporary conditions that arise at a certain place and time, which include job characteristics, type of work, and organization.

b. Locus of Control Factor

The locus of control factor is an impulse that comes from the individual both from within and from outside, including personality characteristics and attitudes towards work.

Levy (2006) states several causes that influence burnout among others:

a. Lack of social support

Gold and Roth (2003) explain that lack of social support has been found to increase burnout in several studies. There are six functions of social support, namely: listening, professional support, professional challenge, emotional support, emotional challenge, and sharing social reality. Furthermore, listening in the sense of giving advice or making judgments. In addition, emotional support is interpreted as having someone who always accompanies and appreciates what is being done. This is the most important function to reduce burnout. From this statement it can be concluded that the importance of social support and emotional support so as to minimize the burnout experienced.

b. Demographic factors

Research has consistently reported that burnout is more likely in men than women and in single individuals (Gold & Roth, 1993). Furthermore, looking at the findings of this study, it can be concluded that men are more prone to burnout than women. Men need more social support and assistance. Lack of social support for men can lead to feelings of alienation and disappointment, leading to burnout if not identified and preventive measures taken. Individuals who are single also experience higher burnout rates. Individuals who are single often lack social support at home and spend long hours in activities outside the home. When the expected rewards are inconsistent with the effort put in, feelings of disappointment, loneliness and even anger can result. Rewards are not perceived as worth the effort, so the result is extreme dissatisfaction. The need for social support and interaction with other people is very important for those who are still single.

c. Role conflict and role ambiguity

Individuals have a sense of conflict when inappropriate, incompatible, and inconsistent roles and demands are placed on them. When two or more of these

inconsistent role behaviors are experienced by an individual, the result is role conflict. When individuals cannot reconcile inconsistencies between expected role behaviors, they experience conflict. While role ambiguity is when individuals do not have consistent information about their goals, responsibilities, rights, and obligations and how they can carry them out well.

d. Interpersonal communication

The existence of effective interpersonal communication in the process of forming and strengthening relationships in forming burnout. Interpersonal communication is said to be effective if the communication is fun for both side.

From the description above it can be concluded that the factors that cause burnout are: interpersonal communication, organizational design including roles in work, physical demands and task demands, individual roles in organizations, career development, relationships at work, organizational structure and climate, demands from outside the organization , locus of control , work environment and characteristics.

3. Aspects of Burnout

Aspects of burnout according to Schuler and Jackson (1999) are as follows:

a. Emotional Fatigue

An emotionally exhausted worker when asked to describe how he felt would say he felt exhausted, and physically exhausted. Waking up early may be accompanied by a feeling of dread that he will have a tough day at work.

b. Depersonalization Attitude

Workers who have reached the most extreme stage on the depersonalization continuum feel that they have become unjust and begin to become cynical about the people they serve.

c. Feelings of Inadequacy

Many professionals in the field of human service work begin their careers with high hopes that they will be able to improve the human condition through their work. After one to two years of work they begin to realize they cannot live up to those expectations.

These aspects are not much different from the opinion conveyed by Pines and Aronso (2009) which states that the burnout aspects are:

a. Physical fatigue This fatigue is physical and physical energy. Physical fatigue is characterized by pain in body parts such as back pain, tension in the neck and shoulder muscles, severe aches and fatigue, headaches, frequent fevers and flu, insomnia, and changes in eating patterns. As for physical energy fatigue, it is characterized by a decrease in energy to low and continuous fatigue until the energy sinks.

b. Emotional exhaustion Fatigue related to feelings of self characterized as cynicism and irritability to others, angry and sad easily, feel restless, depressed and helpless, besides that it is easy to feel bored.

c. Mental fatigue is characterized by behaviors related to self-esteem such as low self-concept, feeling worthless, hopeless and lack of motivation to live. This also has an impact in the environment such as always being negative towards others and more often not caring or indifferent to their environment. In addition, it is easy to feel incapable and dissatisfied in the face of work.

The next aspect according to Rosyid (2009) five aspects of burnout are:

- a. Physical fatigue, characterized by attacks of headache, nausea, insomnia, lack of appetite, and the individual feels the presence of aching limbs.
- b. Emotional exhaustion, characterized by depression, feeling trapped in work, irritable, and easily offended.
- c. Mental Fatigue, characterized by being cynical towards others, being negative, tending to harm oneself, work, being able to organize.
- d. Low self-esteem, characterized by individuals who are never satisfied with the results of their own work, and feel that they have never done anything and are beneficial for themselves and others.
- e. Depersonalization, characterized by the individual away from the social environment, apathy, and do not care about the environment and the people around him.

Based on this description, it can be concluded that work fatigue is in the form of physical fatigue, emotional exhaustion, mental fatigue, low self-esteem, and depersonalization. This research is measured by aspects of burnout according to Schuler and Jackson (1999).

4. Characteristics of Burnout

Jerald Greenberg (2017) mentions several characteristics of burnout:

- a. Physical exhaustion, employees feel their energy decreases and are very tired, and experience physical disorders such as headaches, lack of sleep, and changes in eating habits.
- b. Emotional exhaustion, employees feel depressed, helpless, and feel trapped in work.
- c. Mental exhaustion, employees become cynical with others, behave negatively, and tend to have no respect for themselves, their work, the organization, and even their lives as a whole.

d. Low personal accomplishment, employees feel they have not achieved great achievements in the past, and assume that they will not be successful in the future.

According to Pines & Aronson (2009) general characteristics of burnout, namely:

a. Physical pain is characterized by headaches, fever, backache, tension in the neck and shoulder muscles, frequent colds, insomnia, chronic fatigue

b. Emotional exhaustion is characterized as boredom, irritability, cynicism, anger, anxiety, hopelessness, sadness, depression, helplessness.

c. Mental fatigue is characterized as indifferent to the environment, negative attitudes towards others, low self-concept, despair with the way of life, feeling worthless.

The characteristics and characteristics of burnout according to Robins (2009) are:

a. Feeling weak and emotionally exhausted, running out of energy, having trouble coping with work problems. Physical symptoms that also accompany usually include abdominal pain or digestive problems.

b. Tend to isolate themselves from activities at work. People who experience burnout usually feel that the work is too much so that it is stressful and frustrating. This causes him to become indifferent to his environment and co-workers and it becomes difficult to socialize with those around him. In the worst situation he can feel very frustrated and feel that he is fed up with his work.

c. Performance decreases. Work stress can affect work results and make them unproductive. Usually people who experience stress at work will be very sensitive if asked about his work, difficult to concentrate, and become disoriented at work.

Based on the description above, it can be concluded that the characteristics of burnout are: physical pain, emotional exhaustion, mental fatigue, employees who feel unable to achieve success.

C. Interpersonal Communication

1. Definition of Interpersonal Communication

Interpersonal communication is the process of exchanging information between a person and at least another person or usually between two people who can be directly identified (Muhammad, 2005). Effendy (2003) Interpersonal communication is communication between people face to face, which allows each participant to capture the reactions of others directly, either verbally or nonverbally.

Interpersonal communication is communication that only two people, such as husband and wife, two colleagues, two close friends, teacher-student and so on (Mulyana, 2000). According to Effendi, essentially interpersonal communication is communication between communicators and communicants, this type of communication is considered the most effective in an effort to change a person's attitude, opinion or behavior, because of its dialogical nature in the form of conversation. The backflow is direct, the communicator knows the communicant's response at that time. When communication is launched, the communicator knows for sure whether the communication is positive or negative or successful or not. If he can provide an opportunity for the communicant to ask as widely as possible (Sunarto, 2003). Contextually, interpersonal communication is described as a communication between two individuals or a few individuals, which interact with each other, giving each other feedback. However, providing a contextual definition alone is not enough to describe interpersonal communication because every interaction between one individual and another is different.

Arni Muhammad (2005) states that "interpersonal communication is the process of exchanging information between a person and at least another person or usually between two people who can immediately know the feedback". Mulyana (2000) states

that "interpersonal communication is communication that only two people, such as husband and wife, two colleagues, two close friends, teacher-student and so on".

It can be concluded that interpersonal communication is communication that involves at least two people face-to-face (employees and boss), which allows each participant to capture the reactions of others directly either verbally (information, thoughts, ideas, etc.) or non-verbally.

2. Aspects of Interpersonal Communication

De Vito (2007) states that in order for interpersonal communication to take place effectively, there are several aspects that must be considered by the actors of interpersonal communication, namely:

a. Openness

Openness can be understood as the desire to open up in order to interact with other people. The quality of openness refers to at least three aspects of interpersonal communication, namely:

- 1) communicators must be open to the communicant and vice versa
- 2) willingness of communicators to react honestly to incoming stimuli
- 3) and acknowledge feelings, thoughts and take responsibility for them.

b. Empathy

Empathy is defined by Henry Backrack (1996) as the ability to feel the things that other people feel. This is one of the ways to understand other people.

c. Supportive attitude (supportiveness)

Support includes three things. Firstly, descriptiveness, understood as an environment that is not evaluated, makes people free to express their feelings, not

defensive so that people are not ashamed to express their feelings and people will not feel that they are being continuously criticized.

Secondly, spontaneity is understood as a person's ability to communicate spontaneously and have an oriented view forward, who has an open attitude in expressing their thoughts. Thirdly, provisionalism is understood as the ability to think openly.

d. Positive Attitude (positiveness)

A positive attitude in interpersonal communication means that a person's ability to view himself positively and respect others. A positive attitude cannot be separated from efforts to encourage respect for the existence and importance of others.

e. Equality

Not two people will ever be equal in all respects. Interpersonal communication will be effective if the atmosphere is equal. This means that there must be an acknowledgment from both parties that they are equally valuable and that there is something to be contributed.

Rakhmat (2008) states that in interpersonal communication apart from involving two people face to face, there are several important aspects that support the success of interpersonal communication, namely:

a. Trust

This trust makes other people open in expressing their thoughts and feelings towards the individual, so that a close and deep relationship will be established.

b. Supportive Attitude

This attitude is communicating a desire to work together to find solutions to problems.

c. Open Attitude

An open attitude is very influential in effective communication.

According to Lunandi (2004), there are four aspects that affect interpersonal communication, namely: self-image, the image of the other party, the physical environment, and the social environment.

a. Self-image. Every human being has a certain picture of himself, his social status, advantages and disadvantages. That picture is what determines what he sees, hears, how he evaluates everything that goes on around him.

b. The image of the other side (The image of the others). In addition to self-image, the image of the other party also determines the way and ability of people to communicate. The other party, namely the person who is invited to communicate, has a unique image for himself. Sometimes with the same person communication is smooth, clear, calm.

c. Physical environment. This factor has an influence on communication. However, people who like to shout when they are at home, they whisper more in places of worship. Even if the people invited to communicate are the same (eg their own children).

d. Social environment. The social environment is a communication process that occurs in a situation or person, if the situation or person is different, it will cause a different communication process.

Based on the descriptions above, it can be concluded that the aspects that exist in interpersonal communication, are based on an open attitude, empathy, mutual support, positive attitude, and similarities between the parties involved, interpersonal communication is also largely formed by self-image, the image of the other (the image of the other), the physical environment, and the social environment which ultimately lead to a person's attractiveness in communicating as well as a positive attitude and preference for other people to communicate, which is better known as interpersonal attraction. This study uses the Aspects of Interpersonal Communication according to De Vito (2007).

3. Factors that Influence Interpersonal Communication

According to Lunandi (2014) there are six factors that influence interpersonal communication. These factors are:

a. Self Image

Every human being is a certain picture of himself, his social status, advantages and disadvantages. In other words, self-image determines people's expressions and perceptions. Humans learn to create self-image through their relationships with other people, especially other humans who are important to themselves.

b. The Image of The Others

The image of the other party also determines the way and ability of people to communicate. On the other hand, the person who is invited to communicate has a unique image for himself. Sometimes with one person communicative smoothly, calmly, clearly with other people suddenly become nervous and confused. It turns out that when communicating, it is felt that the interference of self-image and the image of the other side is felt.

c. Physical Environment

Human behavior differs from place to place, because every place has its own norms that must be adhered to. Besides that, a place or called the physical environment of course has something to do with the two factors above.

d. Social environment

As the environment, namely physical and social affect behavior and communication, behavior and communication affect the atmosphere of the environment, everyone must have sensitivity to the environment in which they are located, have the ability to distinguish one environment from another.

e. Condition

Physical conditions have an influence on communication that is sick less careful in choosing words. Emotional conditions that are less stable, communication is also less stable, because communication takes place reciprocally. These conditions not only affect the communication delivery is also a receiver. Communication means venting something, what matters most is easing regrets which can help put things in more reasonable proportions.

f. Body Language

Communication is not only sent through spoken words. The body is also a medium of communication which can sometimes be very effective, sometimes it can be vague. However, in relationships between people in a work environment the body can be interpreted generally as language or statements.

According to Rakhmat (2009), there are several factors that can lead to interpersonal communication, including:

a. Interpersonal Perception

Some experiences about events or relationships are obtained by inferring information and interpreting messages to distinguish that humans are not objects but as objects of perception.

b. Self concept

Self-concept is an individual's views and feelings about himself.

c. Interpersonal Attraction

Interpersonal attraction is obtained by knowing who is attracted to whom or who avoids whom, then individuals can predict the flow of interpersonal communication that will occur.

Devito (2013) suggests that there are 8 (eight) factors that influence interpersonal communication including:

a. Self-disclosure

Self-disclosure is a type of communication in which individuals convey information about themselves that is usually hidden or not told to others.

b. Empathy

Empathy is the ability to feel what other people feel and can do something tangible to realize our concern for what other people are experiencing.

c. Positive Attitude

A positive attitude is a person's tendency to be able to act based on good judgment without feeling excessive guilt, accept oneself as a person who is needed (important) and valuable to other individuals, has an attitude of confidence or belief in one's abilities to overcome problems that occur, is sensitive to the needs of others, and social habits that have been accepted, and can give and receive praise without any pretense when giving or receiving gifts without feeling guilty.

d. Supportive Attitude

Supportive attitude is often interpreted as an attitude of supporting others when doing social interaction and communication. Support is a cognitive or verbal introduction but only about a person or person, not an action can be in the form of praise, assessment, views and others (Suciati, 2017).

e. Equality

Interpersonal communication will be more effective if the atmosphere is equal, meaning that there must be a hidden acknowledgment that both parties are equally valuable and valuable and that each party has something most important to contribute.

f. Self concept

Self-concept as a picture of the individual himself.

g. Self-awareness

Self-awareness is the ability of an individual to know himself. This self-awareness can develop when an individual has understood the self-concept that is within him. In this self-awareness which will then lead to an open attitude in the process of delivering information about himself, which involves behavior, attitudes, feelings, desires, motivations, and ideas.

h. Pride

Self-esteem is meant here is when a person feels good about himself, and is able to tell and express his potential to other individuals openly. Someone who has good self-esteem will tend to be easy to act for success even in a slump, and freely able to share information about failures experienced and give a good impression when communicating with others.

i. Equality

Equality is an attitude of agreeing and accepting others with positive acceptance. Interpersonal communication will be successful if the individuals who communicate are in an equal atmosphere and situation, thus meaning that individuals involved in communication are scored and respected as individuals who have something important to give to others.

It can be concluded that the factors that occur in interpersonal communication within oneself and the other person are interpersonal perceptions, self-concept, interpersonal attraction, and self-confidence, professionalism, empathy, and openness. This is what affects interpersonal communication factors.

d. The Relationship between Interpersonal Communication and Burnout

Ema (2004) states that burnout is a condition that is squeezed out and loses psychic and physical energy. This is usually caused by a work situation that is not supportive and does not match the needs and expectations. Burnout is usually experienced in the form of intense physical, mental, and emotional exhaustion. Because psychobiological traits (psychological burden shifts to physical appearance, for example easy to get dizzy, unable to concentrate, and get sick easily) are usually cumulative, sometimes the problem is not easy to solve. In fact, like a spiral, it can widen further, impairing performance and in turn can cause additional stress for other workers.

Cherniss (2007) also argues, burnout (work fatigue) is a transactional which includes three stages. The first stage is stress, which is an imbalance between individual sources (resources) and demands (demand) aimed at the individual concerned. These demands come from within the individual as well as from the environment. The second stage is strain (tension) which is a momentary emotional response to an imbalance, characterized by emotional feelings of tension and fatigue. The third stage is coping, which includes changes in individual attitudes and behavior such as the tendency to distance themselves and be cynical. Burnout conditions will trigger negative behavior in the form of fatalism, boredom, displeasure, cynicism, inadequacy, failure, overwork, rudeness, dissatisfaction and running away as a result of the accumulation of problems that occur in the workplace caused by work stress in the long term. long.

Levy (2006), explains that one of the factors that influence the onset of burnout is social relations at work. These social relationships include relationships with superiors, relationships with co-workers, and relationships between superiors and subordinates. The nurse's social relationship with superiors and co-workers can be a barrier to burnout, if the social relationship is constructive and contains support. However, if the social

relationship is destructive, it will actually increase the burden and pressure on the nurses community in their work environment. In forming good social relationships, effective interpersonal communication is needed in the process of forming and strengthening these social relationships (Rakhmat, 2013). Interpersonal communication is said to be effective if the communication is fun for both parties. To achieve effective communication, both parties, both communicants and communicators, must reach the same understanding (Andayani, 2009).

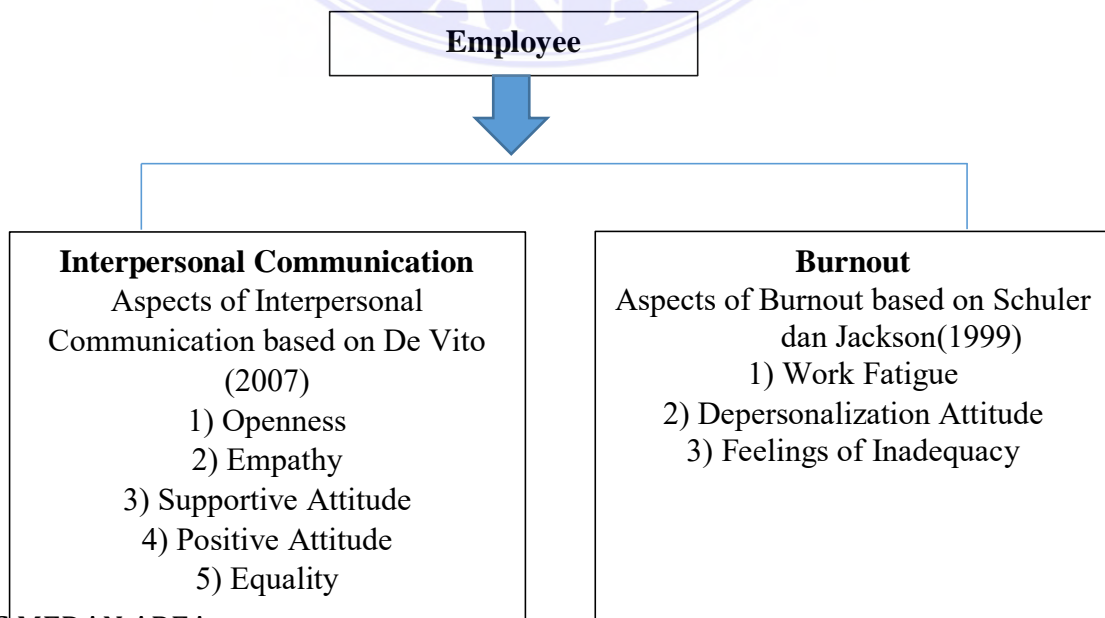
The previous research: the relationship between effective interpersonal communication with burnout. The population of this study is an inpatient installation nurse. Levy (2006), explaining that one of the factors that influence the onset of burnout is social relations at work. The nurse's social relationship with superiors and co-workers can be a barrier to burnout, if the social relationship is constructive and contains support. However, if the social relationship is destructive, it will actually increase the burden and pressure on nurses in their work environment. In forming good social relationships, effective interpersonal communication is needed in the process of forming and strengthening these social relationships (Rakhmat, 2013).

Interpersonal communication is stated to be effective if the communication is fun for both parties. To achieve effective communication, both parties, both the communicant and communicators must reach the same understanding (Andayani, 2009). So in this study, the researcher wants to see further how effective interpersonal communication in the work environment at PT Prima Kencana Adv which can affect burnout. This study aims to determine the relationship between interpersonal communication and employees' burnout, and to determine the effective contribution of interpersonal communication to employees' burnout. Poor working conditions have the potential to cause employees to fall ill easily, get tired easily, have difficulty concentrating and decrease work

productivity. In achieving workplace comfort, among others, it can be done by maintaining physical infrastructure such as cleanliness that is always maintained, adequate lighting, air ventilation, sound music and a comfortable office layout. Because the work environment can create a bonding working relationship between people in the environment (Nitisemito 2002).

There were total of 181 nurses. The number of research samples amounted to 119 nurses who were selected using cluster sampling. The data collection method used two psychological scales, namely the burnout scale and the interpersonal communication scale. The data analysis method used was simple linear regression analysis. The results of data analysis showed a correlation coefficient (r_{xy}) of -0.705 with a significant level of correlation $p = 0.000$ ($p < 0.01$), which indicated that there was a significant negative relationship between interpersonal communication and burnout in inpatient nurses. The higher the effectiveness of interpersonal communication, the lower the burnout was. Interpersonal communication contributed 49.7% to burnout, the rest of 50.3% was determined by other factors which did not measured by this study (Fauziah, 2016).

2.3.6 Conceptual Framework



F. Hypothesis

From the theoretical review above and based on the description of the problems explained, the following research hypothesis is proposed: There is a negative relationship between interpersonal communication and burnout. It is assumed that the better the interpersonal communication, the lower the burnout level or vice versa, the worse the interpersonal communication, the higher the burnout level.



CHAPTER III

RESEARCH METHOD

A. Research Type

The type of research used in this study was a quantitative approach. According to Azwar (2017) research using a quantitative approach emphasizes the analysis on numerical data (numbers) that are processed by statistical methods. This research was included in non-experimental research, where the researcher did not give treatment to the research subject.

This research can be said as correlational research when viewed from the research title. Correlational research is research that has the use of looking for a relationship between two variables that will be sought for a relationship, so that the direction and strength of the relationship between two or more variables are studied (Sugiyono, 2003).

B. The Identification of Research Variables

To test the research hypothesis, the variables in this study were identified, namely:

1. Dependent Variable: Burnout
2. Independent Variable: Interpersonal Communication

C. Definition of Operational Variables

The operational definition of research variables is intended so that the measurement of research variables can be directed according to the prepared measurement method. The operational definitions of the research variables were as follows:

1. Burnout

Burnout is a condition where employees experience a condition of emotional exhaustion that occurs for a long time and causes changes in negative attitudes and behavior. Burnout in this study was measured based on aspects according to Jackson (2009), namely: Emotional Fatigue, Depersonalization Attitude, and Feelings of Inadequacy.

2. Interpersonal Communication

Interpersonal communication is communication that involves at least two people face-to-face (employees and superiors), which allows each participant to capture the reactions of others directly, either verbally (information, thoughts, ideas, etc.) or non-verbally. Interpersonal communication in this study was measured based on the Aspects of Interpersonal Communication according to De Vito (2007), namely: Openness, Empathy, Supportive Attitude, Positive Attitude, and Equality.

D. Research Subject

1. Population

In every study, the problem of population and the sample used is one of the important factors that must be considered. Hadi (2004) states that the population is individuals who are usually subject to generalizations from the facts obtained from the research sample. Meanwhile, according to Arikunto (2006) the population is the entire research subject. The population in this study were 70 employees.

2. Sample

According to Sugiyono (2003) the sample is part of the number and characteristics possessed by the population. Recognizing the breadth of the entire

population and the limitations of the researcher, the selected research subjects are part of the entire population, which is called the sample.

To determine the sample, a sampling technique is needed. Sampling technique is a sampling technique, to determine the sample to be used in research (Sugiyono, 2003).

3. Sampling Technique

According to Hadi (2001) the sample is part of the individual being investigated. Although only some individuals were taken in this study, it is hoped that generalizations can be drawn and reflect the population that can represent the sample. Sampling used a total sampling technique, which can be interpreted according to Supranto (2008) taking samples from the entire population. The samples in this study were 70 employees at PT Prima Kencana Adv who were taken from 130 employees.

3.5 Data Collection Method

In determining the results of this study, a data collection methodology was conducted using the burnout and interpersonal communication scale.

a. Burnout Scale

The method used in this research was the scale method, which was a scale that measures burnout aspects according to Schuler and Jackson (1999) as follows:

- 1) Emotional Fatigue
- 2) Depersonalization Attitude
- 3) Feelings of Inadequacy

b. Interpersonal Communication Scale

This scale was measured based on aspects of Interpersonal Communication according to De Vito (2017), namely:

- 1) Openness
- 2) Empathy
- 3) Supportive Attitude
- 4) Positive Attitude
- 5) Equality

The two scales above used a Likert scale with 4 answer options, namely Strongly Agree, Agree, Disagree and Strongly Disagree. Statement arranged according to favorable and unfavorable forms. The research given for favourable answers, namely Strongly Agree (SA) was given a score of 4, Agree answers (A) were given a score of 3, Disagree answers (DA) were given a score of 2, and Strongly Disagree (SDA) answers were given a score of 1. An unfavorable item, then the assessment given for the answer Strongly Agree (SA) is given a score of 1, the answer Agree (A) is given a score of 2, the answer Disagree (DA) is given a score of 3 and the answer Strongly Disagree (SDA) is given a score of 4.

Based on the method, the scale that would be used in this study included direct and closed types of scale. The scale was given directly and the subject was asked to choose one of the alternative answers that had been provided. The items from the scale were presented in the form of statements that were favorable and unfavorable.

F. Validity and Reliability Measurement

According to Arikunto (1997) the data in this study can have the highest position, because it is a description of the variables studied, and serves as a means of proving the hypothesis. Therefore, whether the data is correct or not, depends on whether or not the

data collection instrument is good. A good instrument must meet two important requirements, namely valid and reliable.

1. Validity

Arikunto (1997) states that a measuring instrument is said to be valid if it is able to measure what is desired. An instrument is said to be valid if it can reveal data from the variables studied appropriately. The high and low validity of the instrument shows the extent to which the data collected does not deviate from the description of the intended validity. The technique used to test the validity of the measuring instrument (scale) is the product moment correlation technique from Karl Perason, as follows:

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$$r_{xy} = \frac{N(\sum xy) - (\sum x)(\sum y)}{\sqrt{\{N(\sum X^2) - (\sum X)^2\} \{(\sum Y^2) - (\sum Y)^2\}}}$$

Description :

r_{xy} = correlation coefficient between variable X (subject score of each item) and Y (total score of the subject of all items).

$\sum XY$ = sum of the product of each X and each Y,

$\sum X$ = the total score of each item of each subject,

$\sum Y$ = the total score of each subject,

$\sum X^2$ = sum of squared scores X

$\sum Y^2$ = sum of squares of scores Y

N = number of subjects

The score of the validity of each item (Pearson's coefficient of r product moment) actually still needs to be corrected due to excess score. This excess score occurs because the corrected item score with the total score is included as a component of the total score, and this causes the r coefficient to be larger (Hadi, 1990). The formula for cleaning excess score is the Whole formula.

$$r_{bt} = \frac{(r_{xy})(SD_y) - (SD_x)}{\sqrt{\{(SD_x)^2 + (SD_y) - 2(r_{xy})(SD_x)(SD_y)\}}}$$

Description:

r_{bt} : coefficient r after corrected

r_{xy} : coefficient r before corrected

SD_x : item score standard deviation

SD_y : total score standard deviation

2. Reliability

The reliability of measuring instruments is to find and find out how far the measurement results can be trusted. Reliable can also be said to be trust, constancy, stability, consistency and so on. The measurement results can be trusted if in several times the measurement of the same group of subjects obtained relatively the same results

as long as the subject being measured has not changed (Azwar, 1997). Scores to be estimated reliability in the same amount. To determine the reliability of the measuring instrument, the Alpha coefficient formula is used as follows:

$$\alpha = \frac{[1 - S1^2 = S2^2]}{[SX^2]}$$

Description:

$S1^2$ and $S2^2$: cleavage score variance 1 and cleavage score variance 2

S_x : scale score variance

G. Data Analysis Method

The data analysis method used in this study is the product moment of Karl Pearson. The reason for using this correlation technique is because this study aims to see the relationship between an independent variable (interpersonal communication) and one dependent variable (burnout).

$$r_{xy} = \frac{\sum xy - (\sum x)(\sum y)}{\sqrt{\left\{ \left(\sum x^2 \right) - \frac{(\sum x)^2}{N} \right\} \left\{ \left(\sum Y^2 \right) - \frac{(\sum Y)^2}{N} \right\}}}$$

Description :

r_{xy} = correlation coefficient between variable X and Y

$\sum XY$ = sum of the product of each X and each Y,

$\sum X$ = the total score of each item of each subject,

$\sum Y$ = the total score of each subject,

$\sum X^2$ = sum of squared scores X

$\sum Y^2$ = sum of squares of scores Y

N = number of subjects



CHAPTER V

CONCLUSION AND SUGGESTION

5.1 Conclusion

Based on the results obtained in this study, the conclusions that can be drawn are as follows:

1. Based on the results of the analysis, there was a relationship between interpersonal communication and burnout, with the results of $r_{xy} = -0.610$, this indicated that the value was > 0.05 . This meant that the proposed hypothesis was accepted.
2. The determinant coefficient (r^2) of the relationship between the independent variable X and the dependent variable Y was $r^2 = 0.372$. This result showed that interpersonal communication contributed to burnout by 37.2%. while the remaining 62.8% was explained by other factors that influenced burnout.
3. Based on the description above, it could be concluded that interpersonal communication was classified as moderate with a hypothetical mean value of 95 and an empirical mean of 90.99. Burnout was classified as high because the hypothetical mean was 70 and the empirical mean was 86.27.

5.2 Suggestion

In line with the conclusions that have been made, the following can be given some suggestions, including:

1. Suggestions to Research Subjects

Proving that interpersonal communication and burnout at PT. Prima Kencana Adv is classified as moderate, it is recommended to all subjects of this study to be able

to maintain relationships by good communication between co-workers and bosses so that burnout can be resolved.

2. Advice to the Company

The importance of company relationships to improve the quality of employee work in order to reduce the burnout value of employees. This is expected for the company to be able to form employees to have a commitment to work, punctuality, and cooperation in the workplace, so that they can continue to operate in a good work environment and greatly affect the work results of employees.

3. Next Researcher's Suggestion

Realizing that this study has various shortcomings, it is recommended for further researchers to improve the methods related to the sample, and filling out the scale. In addition, it is also recommended to consider other factors that influence burnout.

