

Chapter 1

INTRODUCTION

1.1 Research Background

During the New Order government, economic development was able to add a lot of new jobs in Indonesia, thereby reducing the national unemployment rate. However, the Asian Financial Crisis or “Krismon” that occurred in the late 1990s damaged Indonesia's economic development and caused the unemployment rate in Indonesia to increase by more than 20 percent and the number of workers who had to work below their ability levels underemployed also increased, while many people who wanted to have full time jobs, could only get part time jobs instead. Although Indonesia has experienced strong macroeconomic growth since the 2000s, this informal sector both in cities and villages, continues to play a large role in the Indonesian economy. Macroeconomic growth that has been strong for more than a decade has gradually been able to reduce unemployment in Indonesia. However, with around two million Indonesians who go into the workforce each year, it is a huge challenge because the numbers are growing, especially young unemployed that mostly those who have just graduated are one of the main concerns. With a total population of around 260 million people, Indonesia is the fourth most populous country in the world (after China, India and the United States). Furthermore, this country also has a young population because around half of Indonesia's total population is less than 30 years old.

Based on Badan Pusat Statistik (BPS, 2018) , shows a rapid open decline in

unemployment between 2006 and 2012 when Indonesia benefited when the 2000s commodities boom. At that time the Indonesian economy was growing rapidly so it produced many new jobs amid growing economic activity. As a result, Indonesia's unemployment rate fell. This trend was disrupted by the slowdown in the Indonesian economy in 2011 to 2015 when the commodity boom of the 2000s suddenly ended amid a global economic slowdown. Therefore, President Joko Widodo's efforts to reduce Indonesia's dependence on raw commodity exports are valued and must lead to a structurally stronger economy in the future. This should also have a positive impact on unemployment in Indonesia.

One of the characteristics of Indonesia is that the unemployment rate is quite high faced by young workers around 15-24 years old, far higher than the national average unemployment rate. Newly graduated students from university and vocational and secondary school students have difficulty finding work in the national job market. A good connection and a good strategy to see the opportunity is needed for those young graduates to find job. Even though the competitiveness is tough, some of the fresh graduates are capable enough to find job and be an employee. But problems are not only faced by them who are unemployed but also for them who are employed.

There are a lot of types of employees in Indonesia. This multifariousness is caused by a different background, experience, the variance in personality of the employees at the workplace. They all have their own way to compete at work to become the best and to maintain their job. Competition among the employees also can influence employee's efforts in doing their work. Competition that occurs in the workplace's

world today is becoming increasingly tight with the number of competitors, so that burnout cannot be avoided.

There are some factors that influence employee to experience burnout, namely organizational and personal factors. This study will focus on the personal factors, because in most cases, mental and behavioral symptoms were more prevalent than physical ones, which is organizational factors (Schaufeli et al, 1993). Finally, negative attitudes and behaviors bring more impact to individual suffering from burnout that result in a decrease in effectiveness and work performance. Burnout is a psychological term used to indicate work fatigue. Burnout also a psychological term used to describe feelings of failure and lethargy because it requires someone's freedom and ability (Wikipedia, accessed on 5 october 2019) . This condition was first introduced by Freudenberger (1974). Job burnout has three dimensions, including emotional exhaustion, depersonalization, and diminished personal accomplishment. Emotion exhaustion is the core feature of job burnout that mainly exhibits as physical and mental exhaustion. Depersonalization can only be perceived by others through specific behaviors, including the repelling of work and refusing to work or communicate at work. Diminished personal accomplishment refers to the individuals who cannot be satisfied and feel achievement in their careers (Maslach ,2001). It is related to lack of capacity and success of the individuals which are related to job (Zellars, Perrewe, & Hochwarter, 2000).

Maslach and Jackson (1981) found that several negative health and life issues can occur as a result of job burnout. These issues include increased reports of

personal distress, such as physical exhaustion, trouble sleeping, alcohol and drug use, and marital and family problems. Kahill (1988) suggested that an individual experiencing job burnout may show signs of depression, irritability, helplessness, a decrease in self-esteem, and an increase in level of anxiety. Other researchers have found a relationship between occupations with high levels of job-related stress and negative health consequences such as somatic diseases, exhaustion, and depression (Karasek & Theorell, 1990). And the most generation that frequently faced the burnout problems is the Millennial Generation. millennial generation is subjected to a greater degree of job burnout compared to other generations (Jiang, X. & Yang, H. 2016).

Millennial Generation members were born between 1980 and 2000. They have been called the Y-Generation, the Digital Generation, the Boomlets, and the DotCom Generation (Lee, 2004). The best known and most often referenced book on the Millennial was written by Neil Howard and William Strauss, entitled *Millennial Rising, The Next Great Generation* (Vintage Books, 2000). These authors describe the generation as being upbeat, confident, and positive. They are rule followers; they trust their parents, they are smart, and they are cooperative team players. Most of all, Howard and Strauss suggest that this generation will ultimately become the next greatest generation.

The most suitable prevention for Millennial Generation is to improve their optimism towards their job. Optimism is one of an important aspect that the millennial generation nowadays that can help to avoid a Job Burnout. Optimism is a concept that emerged with the rise of positive psychology (Jiang, X. & Yang, H.

2016). Scheier and Carver (1985) suggested that people tend to be either generally optimistic or generally pessimistic. Optimism, when viewed as a relatively stable personality characteristic, may account for the method by which individuals regulate their actions (Peterson, 2000; Scheier & Carver, 1985). If individuals take an optimistic approach to difficult situations, they may be better able to adjust and overcome challenges (Hayes, C., & Weathington, B. 2007).

The banking industry is suitable for the study because it is an industry related to finance and the core functions of banks related to money transactions. The employees are more susceptible to the adverse effects of stress because the nature of work requires that they are constantly dealing with money transactions. Bank employees need to give full attention and be very careful in every transaction to ensure accuracy. Working conditions like this can cause stress to employees.

Job burnout also often common in the jobs which they directly spend much time with their clients or directly have contacts with their customers. We can classify bank Millennial personnel's among those who are in a direct contact Job burnout since they spend a lot time talking with their customers. Also they face stresses and huge amount of psychological pressures. These factors could be a start for suffering from Job burnout tensions which in the end causes the falling of working quality and presenting services (Gorji,2011). Bank employees are obligated to maintain excellent work performance standards, due to the fact that work in the banking industry demands full attention and caution to ensure the accuracy of the transactions (Hooi & Ali, 2017), which will lead to tension or pressure (Ling, Bahron & Boroh, 2014). And this research will focus among the

millennial employee that works in Bank Indonesia Yogyakarta. Therefore, this research is trying to investigate this problem: How is the condition of Job burnout in Bank Indonesia ? Is there any relation between Job burnout and Optimism components towards the performance of the personnel's? This research will be done under the title **“The Impact Of Optimism Towards Job Burnout (A Case Of Millennial Generation Employees In Bank Indonesia Yogyakarta)”**.

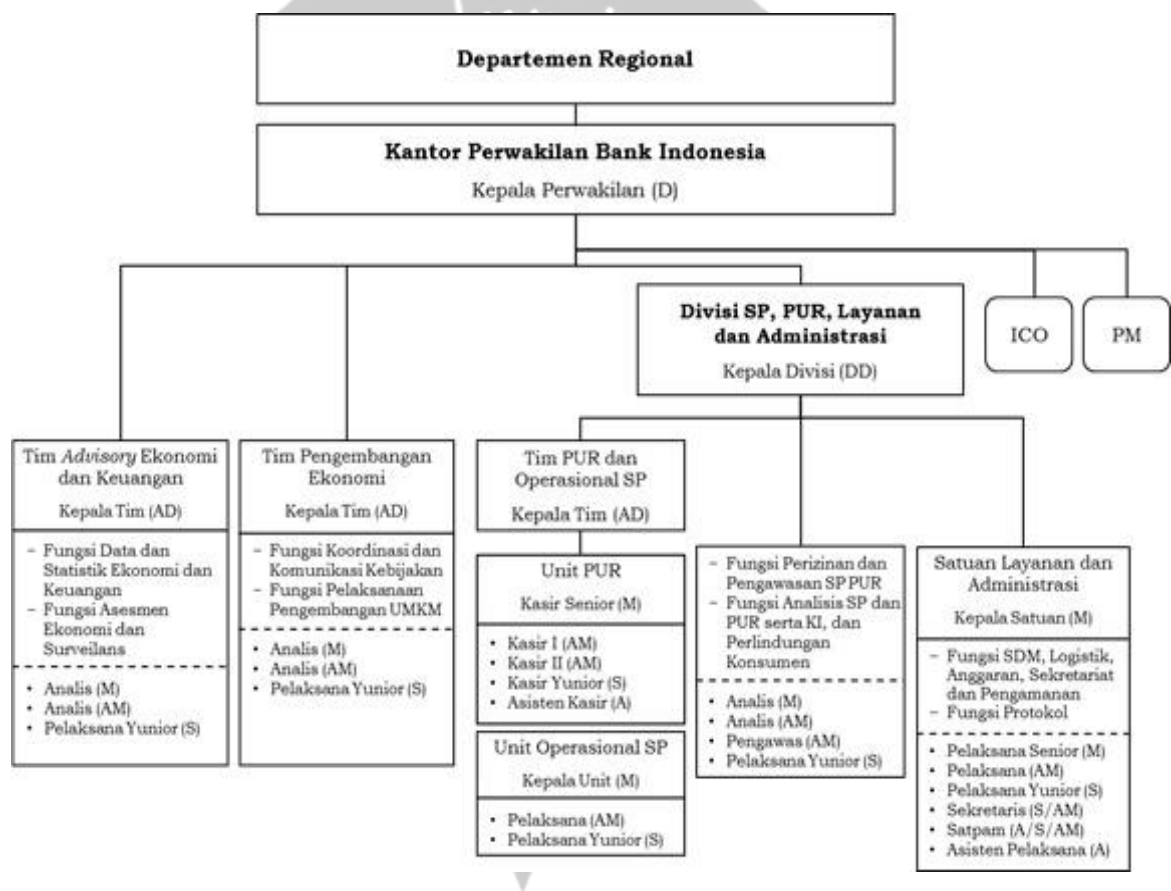


Figure 1.1

Bank Indonesia Organisation Structure

1.2 Research Problem

Based on the explanation and previous study mentioned in the introduction part above, this research problems are formulated as follows :

- 1) What is the impact of trait optimism has on job burnout among the individuals of the Millennial Generation employee in Bank Indonesia Yogyakarta ?
- 2) What is the impact of Trait optimism on emotional exhaustion among the individuals of the Millennial Generation employee in Bank Indonesia Yogyakarta?
- 3) What is the impact of Trait optimism on depersonalization among the individuals of the Millenials Generation employee in Bank Indonesia?
- 4) What is the impact of Trait optimism on diminished personal accomplishment among the individuals of the Millennial Generation employee in Bank Indonesia?
- 5) Whar is the impact of State optimism has a negative impact on job burnout among the individuals of the Millennial Generation employee in Bank Indonesia?
- 6) What is the impact of State optimism on emotional exhaustion among the individuals of the Millennial Generation employee in Bank Indonesia?
- 7) What is the impact State optimism on depersonalization among the individuals of the Millennial Generation employee in Bank Indonesia?
- 8) What is the impact State optimism on diminished personal accomplishment among the individuals of the Millennial Generation employee in Bank Indonesia?

1.3 Research Objectives

According to the research problem formulated above, this research objectives are :

- 1) To find out about the impact of trait optimism has on job burnout among the individuals of the Millennial Generation employee in Bank Indonesia Yogyakarta.
- 2) To find out about the impact of Trait optimism on emotional exhaustion among the individuals of the Millennial Generation employee in Bank Indonesia Yogyakarta.
- 3) To find out about the impact of Trait optimism on depersonalization among the individuals of the Millenials Generation employee in Bank Indonesia.
- 4) To find out about the impact of Trait optimism on diminished personal accomplishment among the individuals of the Millennial Generation employee in Bank Indonesia.
- 5) To find out about the impact of State optimism has a negative impact on job burnout among the individuals of the Millennial Generation employee in Bank Indonesia.
- 6) To find out about the impact of State optimism on emotional exhaustion among the individuals of the Millennial Generation employee in Bank Indonesia.
- 7) To find out about the impact State optimism on depersonalization among the individuals of the Millennial Generation employee in Bank Indonesia.

- 8) To find out about the impact State optimism on diminished personal accomplishment among the individuals of the Millennial Generation employee in Bank Indonesia.

1.4 Research Contributions

This research conducted with the expectation to contribute in some aspects based on the problem and objectives, there are :

- 1) For the Organization, the will know how to maximize the optimism among the Millenials employees to avoid the Job Burnout. And also how to do a right training and right support to improve the millenials employees optimism in doing their work.
- 2) For the Readers, as the provider of idea about how much optimism really affect the performace at the workplace. And how big the Job Burn out issues in the workplace nowadays.
- 3) For the Researcher, as a knowledge to prevent the job burnout for herself/himself in the future when facing the job envirointment. An to implement the optimistic thoughts in the future to avoid job burnout.

1.5 Writing Systematic

The research is going to be written with the systematic order as follows :

Chapter 1 Introduction

Consist of background of the research, the research problem, the research objectives, the research contribution and the research structure.

Chapter 2 Literature Review

Consist of the basic theory, the related previous research and study, definition and explanation of terms, the research framework and the hypothesis development.

Chapter 3 Research Design

Consist of the method explanation, the research sampling, the data sources, the variable, the data collection and the analysis method.

Chapter 4 Data Analysis & Discussion

Consist of the explanation of data analysis and the discussion of the research result.

Chapter 5 Conclusion and Suggestion

Consist of the conclusion, the limitation and the suggestion.