



The influence of organizational climate, workload and role conflict on emotional exhaustion of teachers and employees of elementary schools in the village of Tanjung Paling Serumpun, Sungai Penuh City

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ABSTRACT

This study aims to see the effect of organizational climate on emotional exhaustion, workload on emotional exhaustion, (3) role conflict on emotional exhaustion and organizational climate, workload and role conflict jointly affect the emotional exhaustion of teachers and elementary school employees in Tanjung Paling Serumpun Village, Sungai Penuh City. The sample used in this study amounted to 39 people with the sampling technique, namely total sampling. Data analysis techniques used multiple linear regression. The results of this study indicate that organizational climate has a positive and significant effect on emotional exhaustion, workload has a positive and significant effect on emotional exhaustion, role conflict has a positive and significant effect on emotional exhaustion of teachers and elementary school employees in Tanjung Paling Serumpun Village, Sungai Penuh City and organizational climate, workload and role conflict together have a positive effect on emotional exhaustion of teachers and elementary school employees in Tanjung Paling Serumpun Village, Sungai Penuh City.

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1. INTRODUCTION

Education is a process of improving human resources in living life. Education is also said to be the basis for educating a nation and bringing the nation to broad knowledge and progress. In Indonesia, the importance of the role of education has been outlined in the fourth paragraph of the 1945 Constitution, which states that one of the national goals to be achieved by the Indonesian people is to educate the nation's life. Emotional exhaustion can be caused by the individual's own job, coworkers or superiors, conflicts in the household and community (Putu & Jana, 2018). Emotional exhaustion can also occur in individuals who perform work with little or no motivation. Burnout is a psychological term used to denote a state of job exhaustion that is often caused by work-related stress.

Employees who experience emotional exhaustion are more prone to boredom, depression, complaining, irritability, and withdrawal from work. According to (Houkes et

al., 2003), there are four dimensions that are believed to facilitate the measurement of emotional exhaustion, namely: 1). Workload, 2). Time Pressure, 3). Lack of Social Support, 4). Role Stress. Emotional exhaustion is a dimension of burnout defined as the exhaustion of one's emotions and feelings towards others. When workers are under high levels of stress and experience emotional exhaustion, it will lead to low job satisfaction (Parenta, 2020).

From the phenomenon that the author sees, there are problems related to emotional exhaustion experienced by teachers and employees of elementary schools in Tanjung Paling Serumpun Village, Sungai Penuh City, including too much work, doing work feels nervous and there are still those who procrastinate work. High levels of emotional exhaustion can result in impaired interpersonal relationships at work or in life in general. In addition, it also results in the emergence of clinical disorders in individuals, such as emotional exhaustion and ineffectiveness at work (Anastasi, 2020);(Nardo, 2022).

Organizational climate is thought to be one of the factors that can affect emotional exhaustion. A good organizational climate at work creates comfort, mutual respect and togetherness at work. A good organizational climate is the initial capital of an organization to be able to influence the behavior of organizational members and can form the characteristic value of an organization. Organizational climate is a description of the internal atmosphere of the organizational environment that is felt by members of the organization during their activities in order to achieve organizational goals. Organizational climate as something that needs to be measured in the work environment both directly and indirectly that affects employees and their work where the atmosphere in their workplace.

Organizational climate is an internal environment or organizational psychology can also be seen as influencing the behavior of members in it and the organizational climate is formed due to activities in an organization (Stephen P., 2016);(Nardo, 2024). Organizational climate influences the human resource practices and policies accepted by members of the organization. It should be noted that each organization will have a different organizational climate. The diversity of work designed by an organization or the characteristics of the individual members of the organization will illustrate these differences (Mangkunegara, 2006). The results of research conducted by (Marpaung et al., 2020);(Pandean et al., 2018);(Rudyarwaty et al., 2018) state that organizational climate has a positive and significant effect on emotional exhaustion. In addition to organizational climate, workload is also thought to be one of the factors that can affect emotional exhaustion.

Workload is a process or activity that must be completed by a worker within a certain period of time (A.R. Vanchapo, 2020);(Basbeth & Nardo, 2023). If a worker is able to complete and adjust to a number of tasks given, then it does not become a workload. However, if the worker is unsuccessful then the tasks and activities become a workload. Workload is the effort that a person must make based on a job request to be completed (Linda et al., 2014). Workload is the process a person does in completing the tasks of a job or a group of positions performed under normal circumstances within a certain period of time (Nardo, 2022). Research conducted by (Septyaningsih & Palupiningdyah, 2017);(Y Sundah et al., 2024);(Y Sundah et al., 2024);(Nardo & Hasymi, 2024) states that there is a positive and significant effect of workload on emotional exhaustion. In addition to organizational climate and workload. Role conflict is also thought to affect emotional exhaustion.

Conflict as a process that begins when one party has the perception that another party has negatively affected, or will negatively affect, something that the first party cares about and is interested in (Nardo, 2024). conflict is an opposition that occurs between what a person expects of himself, other people, organizations with the reality of what he expects (Sedarmayanti, 2014). Role conflict is a psychological symptom experienced by a person that can cause discomfort and can potentially reduce work motivation so that it can reduce overall performance. Role conflict arises because of the mismatch of expectations conveyed

to individuals within the organization with other people within the organization and outside the organization.

2. RESEARCH METHOD

This type of research uses a quantitative approach. This study examines and analyzes the direct influence between organizational climate, workload and performance conflict on emotional exhaustion. The population in this study were all elementary school teachers and employees in tanjung paling serumpun village, sungai penuh city. According to arikunto (Sekaran, 2016) population is the whole of the research subject. According to sugiyono (Sugiyono, 2016) the sample is part of the number and characteristics possessed by the population. The sampling technique used in this study was the total sampling technique. Total sampling is a sampling technique where the number of samples is the same as the population (Sugiyono, 2016). The goal of multiple linear regression analysis is to ascertain which way the independent variable affects the dependent variable and how much.

3. RESULTS AND DISCUSSIONS

Research Hypothesis Test

Multiple Linear Regression Analysis

In testing the hypothesis of this study, multiple linear regression tests were used, which aim to determine how much influence several independent variables have on the dependent variable. Multiple regression analysis is done by comparing tcount with ttable and sig value with $\alpha = 0.05$. In detail the results of multiple regression testing can be seen in Table 1;

Table 1. Multiple Regression Test Results

Model		Coefficients ^a			t	Sig.
		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta		
1	(Constant)	37.239	8.100		4.597	.000
	Organizational Climate	.346	.080	.036	4.286	.000
	Workload	.435	.151	.449	2.887	.007
	Role Conflict	.443	.148	.168	2.993	.005

a. Dependent Variable: emotional burnout

Source: Data processed, 2024

Based on Table 1, the estimation model can be analyzed as follows:

$$Y = 37.239 - 0.346 (X_1) + 0.435 (X_2) + 0.443 (X_3) \quad (1)$$

Based on the equation above, it can be explained that:

1. From the above equation it can be seen that there is a constant value of 37,239 which means that if the organizational climate, workload, role conflict is zero, then the value of the emotional exhaustion variable is at 37,239. This means that the variables of organizational climate, workload, role conflict contribute to the increase in elementary school emotional exhaustion in Tanjung Paling Serumpun Village, Sungai Penuh City.
2. The regression coefficient value of organizational climate is negative 0.346. This means that if the organizational climate increases by one unit, it will result in a decrease in elementary school emotional exhaustion in Tanjung Paling Serumpun Village, Sungai Penuh City by 0.346 units.
3. The workload regression coefficient value is positive, namely 0.435. This means that if the workload increases by one unit, it will result in an increase in the emotional

exhaustion of elementary school teachers and employees in Tanjung Paling Serumpun Village, Sungai Penuh City by 0.435 units.

4. The regression coefficient value of role conflict is positive, namely 0.443. This means that if the role conflict increases by one unit, it will result in an increase in elementary school emotional exhaustion in Tanjung Paling Serumpun Village, Sungai Penuh City by 0.443 units.

T-test Results

The T test is used to test the effect of each independent variable on the dependent variable, namely to test whether the variables of organizational climate (X1), workload (X2) and role conflict partially (individually) have a significant effect on emotional exhaustion. The t test has a significant effect if the calculation of the probability of error is less than 5% (significant <0.05). The following partial test results are as follows:

Table 2. Partial Test Results

Independent Variable	T Count	T Table	Sig	Significant Level	Description
Organizational Climate	4.286	1.686	.000	0,05	accepted
Workload	2.887	1.686	.000	0,05	accepted
Role Conflict	2.993	1.686	.007	0,05	accepted

Source: Data processed, 2024

The influence of organizational climate on emotional exhaustion

The first hypothesis states the effect of organizational climate on emotional exhaustion. Based on the calculation results, the tcount value for the organizational climate variable (X1) is 4,286 and the sig value is 0.000 > 0.05, so the first hypothesis is accepted. The test results can be concluded that the organizational climate has a positive and significant effect on emotional exhaustion in elementary school teachers and employees in Tanjung Paling Serumpun Village, Sungai Penuh City. This means that the first hypothesis is qualified and acceptable.

The effect of workload on emotional exhaustion

The second hypothesis states that workload (X2) has a positive and significant effect on emotional exhaustion (Y). Based on the calculation results, the tcount value for the workload variable (X2) is 2,887 and the sig value is 0.000 > 0.05, so the second hypothesis is accepted. The test results can be concluded that workload on emotional exhaustion of elementary school teachers and employees in Tanjung Paling Serumpun Village, Sungai Penuh City. This means that the second hypothesis is qualified and acceptable.

The effect of role conflict on emotional exhaustion

The third hypothesis states that role conflict (X3) has a positive and significant effect on emotional exhaustion (Y). Based on the calculation results, the tcount value for the role conflict variable (X3) is 2.993 and the sig value is 0.007 > 0.05, so the third hypothesis is accepted. The test results can be concluded that role conflict has a positive and significant effect on the emotional exhaustion of elementary school employees in Tanjung Paling Serumpun Village, Sungai Penuh City. This means that the third hypothesis is qualified and acceptable.

F-Test Results

The criteria for testing the hypothesis using the F statistic is if the significant value of F <0.05, then the alternative hypothesis is accepted, which states that all independent variables simultaneously and significantly affect the dependent variable (Sugiyono, 2005). The results of the F test analysis can be seen in the table below:

Table 3. F Test Results
ANOVA^a

Model	Sum of Squares	df	Mean Square	F	Sig.	
1	Regression	40.449	3	13.483	5.095	.000 ^b
	Residual	92.628	35	2.647		
	Total	133.077	38			

a. Dependent Variable: Y

b. Predictors: (Constant), X3, X2, X1

Source: Data processed, 2024

Based on the results of the f test, the f value of 5,095 is greater than the f table value of 2,845 with a significance level of 0.000 or <0.05, the test results can be concluded that the organizational climate (x1), workload (x2) and role conflict (x3) together have a positive and significant effect on emotional exhaustion (y) in teachers and employees of elementary schools in tanjung paling serumpun village, sungai penuh city. This means that the fourth hypothesis is qualified and can be accepted.

Test Results of the Coefficient of Determination (R Square)

The Coefficient of Determination aims to see or measure how far the model's ability to explain the variation in the independent variable, where the R square value is used for research with 2 variables and the Adjusted R Square value is used for research with more than 3 variables. The coefficient of determination in this study is taken from the Adjusted R Square value which can be seen in table 4.

Table 4. R Square Test Results
Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.851 ^a	.724	.704	1.62681

a. Predictors: (Constant), X3, X1, X2

b. Dependent Variable: Y

Source: Data processed, 2024

Based on the results of the R square analysis, it is 0.724, this means that 72.4% of emotional exhaustion is influenced by the independent variables of organizational climate, workload, role conflict. While the remaining 27.6% is influenced by other variables outside the model.

Discussion

The Effect of Organizational Climate on Emotional Fatigue of Elementary School in Tanjung Paling Serumpun Village, Sungai Penuh City

The results of this study indicate that organizational climate has a positive and significant influence on the emotional exhaustion of primary schools in Tanjung Paling Serumpun Village, Sungai Penuh City. This indicates that the organizational climate determines the emotional exhaustion of elementary schools in Tanjung Paling Serumpun Village, Sungai Penuh City. This means that the better and better the organizational climate in the agency, it will reduce the emotional exhaustion of teachers and employees. From the results of this study, it can be seen that the organizational climate variable has a coefficient of 0.346, which means that the organizational climate has a large influence. This indicates that organizational climate can play a role in reducing emotional exhaustion.

If the elementary school in Tanjung Paling Serumpun Village, Sungai Penuh City wants to reduce emotional exhaustion, it must create a good organizational climate in the agency.

The Effect of Workload on Emotional Fatigue of Elementary School in Tanjung Paling Serumpun Village, Sungai Penuh City

The results of this study indicate that workload has a significant positive effect on the emotional exhaustion of primary schools in Tanjung Paling Serumpun Village, Sungai Penuh City. This indicates that workload determines the emotional exhaustion of elementary schools in Tanjung Paling Serumpun Village, Sungai Penuh City. This means that the higher the workload in the agency, the higher the emotional exhaustion. From the results of this study, it can be seen that the workload variable has a coefficient of 0.435, which means that workload has a greater influence than other variables. This indicates that workload can play a role in increasing emotional exhaustion. If the primary school in Tanjung Paling Serumpun Village, Sungai Penuh City wants to reduce emotional exhaustion, it must reduce the workload of teachers and employees in their daily work.

The Influence of Role Conflict on Elementary School Emotional Fatigue in Tanjung Paling Serumpun Village, Sungai Penuh City

The results of this study indicate that role conflict has a significant positive effect on elementary school emotional exhaustion in Tanjung Paling Serumpun Village, Sungai Penuh City. This indicates that role conflict determines the emotional exhaustion of elementary schools in Tanjung Paling Serumpun Village, Sungai Penuh City. This means that the higher the role conflict that occurs in teachers and employees, it will increase the emotional exhaustion of these teachers and employees. From the results of this study, it can be seen that the role conflict variable has a coefficient of 0.443, which means that role conflict has a greater influence than other variables. This indicates that role conflict can play a role in increasing emotional exhaustion. If the elementary school in Tanjung Paling Serumpun Village, Sungai Penuh City wants to reduce emotional exhaustion, it must be able to reduce the role conflict that occurs in teachers and employees in the institution.

Effect of Organizational Climate, Workload, Role Conflict on Emotional Fatigue of Elementary School in Tanjung Paling Serumpun Village, Sungai Penuh City

The results of this study indicate that organizational climate, workload, role conflict together have a significant influence on the emotional exhaustion of elementary schools in Tanjung Paling Serumpun Village, Sungai Penuh City. This indicates that organizational climate, workload, role conflict determine the emotional exhaustion of elementary schools in Tanjung Paling Serumpun Village, Sungai Penuh City. This means that organizational climate, workload, role conflict, will increase emotional exhaustion.

4. CONCLUSION

Based on the test results, it can be concluded that the organizational climate, workload and role conflict of each variable have a positive and significant effect on the emotional exhaustion of elementary school teachers in Tanjung Paling Serumpun Village, Sungai Penuh City. This means that if the organizational climate, workload and role conflict in the elementary school environment in Tanjung Paling Serumpun Village, Sungai Penuh City are good, it will also have a good impact on emotional exhaustion, but if each variable is bad, it will also have a bad effect on high emotional exhaustion on teachers and employees in these elementary schools. apart from each variable, when viewed from the f test, together they also have a positive and significant effect on emotional exhaustion on employees and teachers. so that conditions in the school environment remain conducive, school management and the education office must pay attention to all aspects so that the learning process continues to run in accordance with the objectives. The author hopes that policy

holders in elementary schools in Tanjung Paling Serumpun Village, Sungai Penuh City will continue to maintain the organizational climate, workload and role conflict so that activities in schools continue to run optimally.

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