

**THE EFFECT OF BURNOUT ON WORK PRODUCTIVITY AMONG
LIBRARIANS AT SANATA DHARMA UNIVERSITY LIBRARY
YOGYAKARTA**

A GRADUATION PAPER

Submitted in Partial Fulfilment of the Requirements for Gaining
the Bachelor's Degree in Library Science



By:

Alin Divasetya

20101040053

**LIBRARY SCIENCE STUDY PROGRAM
FACULTY OF ADAB AND CULTURAL SCIENCES
STATE ISLAMIC UNIVERSITY OF SUNAN KALIJAGA
YOGYAKARTA**

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HALAMAN PENGESAHAN



KEMENTERIAN AGAMA
UNIVERSITAS ISLAM NEGERI SUNAN KALIJAGA
FAKULTAS ADAB DAN ILMU BUDAYA
Jl. Marsda Adisucipto Telp. (0274) 513949 Fax. (0274) 552883 Yogyakarta 55281

PENGESAHAN TUGAS AKHIR

Nomor : B-1503/Un.02/DA/PP.00.9/08/2024

Tugas Akhir dengan judul : THE EFFECT OF BURNOUT ON WORK PRODUCTIVITY AMONG LIBRARIANS
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YOGYAKARTA

yang dipersiapkan dan disusun oleh:

Nama : ALIN DIVASETYA
Nomor Induk Mahasiswa : 20101040053
Telah diujikan pada : Selasa, 30 Juli 2024
Nilai ujian Tugas Akhir : A

dinyatakan telah diterima oleh Fakultas Adab dan Ilmu Budaya UIN Sunan Kalijaga Yogyakarta

TIM UJIAN TUGAS AKHIR



Ketua Sidang

Faisal Syarifudin, S.Ag. S.S. M.Si.
SIGNED

Valid ID: 66bad129392bc



Penguji I

Muhammad Solihin Arianto, S.Ag., S.S.,
M.LIS.
SIGNED

Valid ID: 66c0131670cd7



Penguji II

Amalia Azka Rahmayani, M.Sc.
SIGNED

Valid ID: 66b49bad7073e



Yogyakarta, 30 Juli 2024
UIN Sunan Kalijaga
Dekan Fakultas Adab dan Ilmu Budaya

Prof. Dr. Muhammad Wildan, M.A.
SIGNED

Valid ID: 66bf0251a7737

FINAL PROJECT STATEMENT

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Assalamu'alaikum Wr. Wb.

I am the undersigned:

Name : Alin Divasetya
NIM : 20101040053
Study Program : Library Science
Faculty : Adab and Cultural Sciences

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The Writer,



Alin Divasetya

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SUNAN KALIJAGA
YOGYAKARTA

NOTA DINAS

NOTA DINAS

Faisal Syarifudin, S.Ag. S.S. M.Si.
Dosen Program Studi Ilmu Perpustakaan
Fakultas Adab dan Ilmu Budaya
Universitas Islam Negeri Sunan Kalijaga Yogyakarta
NOTA DINAS

Hal : Skripsi Sdr. Alin Divasetya
Lamp. : 1 (satu) eksemplar
Kepada Yth.
Dekan Fakultas Adab dan Ilmu Budaya
UIN Sunan Kalijaga Yogyakarta
di Yogyakarta

Assalamu'alaikum Wr.Wb.

Setelah membaca, mengoreksi dan mengadakan perbaikan seperlunya terhadap skripsi saudara:

Nama : Alin Divasetya
NIM : 20101040053
Prodi : Ilmu Perpustakaan
Judul : "The Effect of Burnout on Work Productivity Among Librarians at Sanata Dharma University Library Yogyakarta"

dengan ini saya berpendapat bahwa skripsi ini dapat diajukan sebagai salah satu syarat untuk memperoleh gelar sarjana pada Program Studi Ilmu Perpustakaan Fakultas Adab dan Ilmu Budaya Universitas Islam Negeri Sunan Kalijaga Yogyakarta.

Berkenaan dengan hal ini, saya berharap agar mahasiswa yang bersangkutan segera dipanggil untuk mempertahankan skripsinya dalam sidang munaqosah. Untuk itu saya ucapkan terima kasih.

Wassalamu'alaikum Wr.Wb.

Yogyakarta, 17 Juli 2024

Dosen Pembimbing

STATE ISLAMIC UNIVERSITY
SUNAN KALIJAGA
YOGYAKARTA

Faisal Syarifudin, S.Ag. S.S. M.Si.
NIP. 19750614 200112 1 004

ABSTRACT

THE EFFECT OF BURNOUT ON WORK PRODUCTIVITY AMONG

LIBRARIANS AT SANATA DHARMA UNIVERSITY LIBRARY

YOGYAKARTA

Alin Divasetya

20101040053

This study aims to determine the level of burnout affecting the work productivity of librarians at Sanata Dharma University Library. This research employed the quantitative method with an associative descriptive approach, using burnout as an independent variable and work productivity as the dependent variable. This study includes a population of all 18 Sanata Dharma University librarians. The sampling technique used was saturated sampling. The data collection methods used were participant observation and questionnaires. Data was collected using a questionnaire with a likert scale of 4 alternative answers. The descriptive analysis uses mean and grand mean assessment, and then the score for the assessment category uses an interval scale. The data analysis method uses simple linear regression, processed using the IBM SPSS Statistic Version 25 program. This can be seen from the study results, which show the influence of burnout conditions on librarian productivity at Sanata Dharma University Library. Data analysis shows that burnout is very low, with a grand mean of 1,65, while productivity, with a grand mean of 3,28, is high. This reveals a significant negative relationship between burnout and productivity; lower burnout is associated with higher productivity. The regression equation $Y = 77,517 - 0,361X$ confirms that productivity declines as burnout increases. The R-squared value of 0,275 indicates that burnout explains 27,5% of the variance in productivity, with the remaining 72,5% due to other factors.

Keywords: burnout, work productivity, librarian

MOTTO

“I don't think anyone is genuinely fearless, completely fearless. But the word *fearless* can be separated into *fear* and *less*. But if you work towards it and admit your fears, you can learn to be less afraid.”

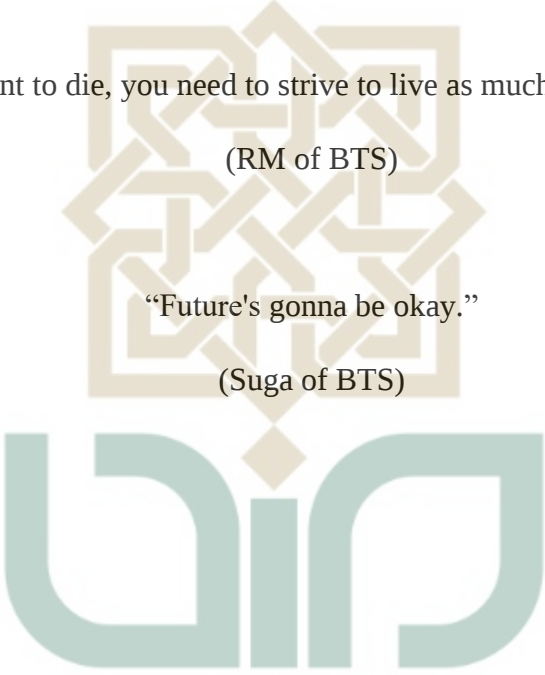
(Yunjin of Le Sserafim)

"When you want to die, you need to strive to live as much as you want to die."

(RM of BTS)

“Future's gonna be okay.”

(Suga of BTS)



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DEDICATION

The researcher dedicates this graduating paper to:

My beloved parents, Mr. Supriyanto and Mrs. Sunaryati

My dearest brother Achmad Zamroni

All friends of the Library Science class of 2020, Faculty of Adab and Cultural
Sciences, UIN Sunan Kalijaga

The members of Tomorrow X Together and BTS



PREFACE

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Yogyakarta, 09 March 2024



Alin Divasetya
NIM. 20101040053

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CHAPTER I

INTRODUCTION

1.1 Background of Study

Working has become one of the parts of human life that aim to obtain appropriate rewards to meet their needs (Utami, 2018, p. 1). Every job certainly has its challenges, obstacles, and difficulties. These often become factors that cause someone feel tired and unable to perform their job well while also taking up much time (Prianto & Bachtar, 2020, p. 172). Routine activities carried out at work sometimes become the cause of a person experiencing burnout.

The term burnout first appeared in an article by Herbert Freudenberger and Sigmund Ginsburg published in 1974. Herbert Freudenberger and Sigmund Ginsburg systematically explained and analyzed the mental conditions he and his co-workers experienced. Therefore, burnout can describe the mental condition experienced during work (V. Heinemann & Heinemann, 2017, p. 2). Herbert Freudenberger describes the condition of burnout as becoming exhausted due to excessive use of energy, strength, or resources (Freudenberger, 1974, p. 159, in V. Heinemann & Heinemann, 2017, p. 2).

After a few years, Herbert Freudenberger created the term burnout popular and was featured in several follow-up articles. In the 1970s, Maslach was one of the pioneers in burnout research and is still one of the leading scholars in this field. In contrast to Freudenberger's qualitative, almost autobiographical report, social psychologist Maslach focused on measuring burnout. Based on three dimensions, burnout consists of exhaustion, cynicism, and inefficacy. Maslach developed the

Maslach Burnout Inventory (MBI) which is still the most widely used questionnaire to measure job burnout today (Maslach & Jackson, 1981 in Edú-Valsania, Laguía, & Moriano, 2022, p. 3).

The World Health Organization (WHO) (2019) defines burnout as a syndrome that arises from chronic workplace stress that is not successfully managed. Pines & Aronson (1988) in Hartanti, Supriyanto, & Ulfatin (2018, p. 348) describe burnout as physical, mental, and emotional exhaustion that results from extended periods of demanding activity. Ismayanti (2020) in Safitri & Frianto (2021, p. 3) notes that burnout can cause a person to struggle to meet work standards, produce lower-quality work, make errors, lack precision, and have difficulty problem-solving. Burnout research often focuses on professions such as teaching, medicine, nursing, public service, and librarianship (Prianto & Bachtiar, 2020, p. 132). According to Huprich (2007), in Fatmawati (2018, p. 104) the article *"Burnout in Academic Libraries"* states that prolonged stress can lead to burnout in library staff, ultimately harming the individual and their interests.

According to Nurhaliza (2019, p. 2) librarians who perform routine tasks are at risk of burnout. Interruptions from library users, colleagues, and leaders can create stressful work situations. For instance, librarians in the service department who assist library users may be particularly susceptible. Additionally, administrative duties such as procuring and processing library materials, conducting inventory, weeding, stock opname, classification, and maintaining library materials can contribute to burnout in the profession. Librarians may experience burnout due to various factors, such as repetitive tasks, interactions with colleagues and library

staff, lack of recognition or appreciation from supervisors, insufficient positive feedback from clients or colleagues, and unsatisfactory working conditions. The usual outcome of burnout is reduced dedication to the organization and reduced work productivity (Togia, 2005, in Fatmawati, 2018, p. 104).

Achieving organizational goals is heavily reliant on productivity. High levels of productivity facilitate efficient and effective goal attainment. Work enthusiasm plays a crucial role in the productivity of skilled employees. As such, human resources serve as the main driving force behind success, which is vital in ensuring smooth operations within the company (Latief & Wilanda, 2019, p. 1).

According to the *Dewan Nasional* of Productivity of RI in 1983 in Wahyuni (2016, p. 2) the definition of productivity can be formulated as a mindset focused on continuous improvement, driving individuals to seek better outcomes and enhance well-being. It involves comparing results with resources used, emphasizing efficiency. Labour productivity measures explicitly how effectively labour is utilized by comparing outcomes with the effort and time invested, serving as a key indicator of economic and organizational efficiency.

As the previous explanation explained, libraries' success heavily relies on their librarians' performance. A librarian's productivity is crucial as it impacts its ability to cater to its users' information needs (Wahyuni, 2016, p. 2). Some factors contributing to a librarian's productivity in a library include a supportive work environment, adequate compensation, high motivation, and competence. Meeting these supportive factors can significantly increase work productivity (Wahyuni, 2016, p. 3). However, librarians may sometimes need help with optimal

productivity, such as lack of self-confidence, inadequate skills, and dependence on structural patterns. These factors can negatively impact their work productivity and ultimately affect the library's progress (Wahyuni, 2016, p. 3).

Related to the explanation above, the researcher conducted Field Experience Practice (PPL) at the Sanata Dharma Library, interacting for approximately two months, from October to December 2023. This period provides an opportunity to interact intensively, and researchers can learn about the situation and conditions of the library more deeply. Further observations were made on January 26, 2024, when two librarians, identified by the initials S and H, reported that the recent change in the head librarian led to policy changes. Consequently, the staff members have been assigned additional responsibilities, leading to an increased workload and necessitating a longer adaptation period.

Additionally, the workload of the Sanata Dharma Library differs among its staff members. As a result, some employees are required to manage multiple tasks simultaneously, which can lead to an increased workload for them. Furthermore, services continue until closing time without a formal break schedule. The library operates from Monday to Saturday, with 7:30 AM to 7:00 PM service hours. After 3:30 PM, only one staff member will be present, taking turns to stay alert with student staff. Special for Saturday, Sanata Dharma Library opens service hours from 07.30 AM to 12:30 PM.

Based on the observations, the researcher has chosen to conduct this study on burnout at the Sanata Dharma University Library. This is because the librarians at this location may be experiencing burnout. The study was conducted at Campus

Library II in Affandi, Mrican, Caturtunggal, and Campus Library III in Kepuhsari, Krodan, Maguwoharjo. The researcher aim to delve deeper into burnout's effect on library work productivity at this institution.

1.2 Research Question

Based on the background of the above problems, this study's research question is: how does burnout affect work productivity at the Sanata Dharma University Library?

1.3 Purpose and Benefits of Research

Based on the formulated problem statement, this research aims to determine the level of burnout affecting work productivity among library professionals at the University Library of Sanata Dharma. The benefits expected from this research include providing information and references for future researchers, thereby contributing to the advancement of knowledge.

Additionally, the results of this study will benefit the library by providing a reference for anticipating burnout conditions among librarians and emphasizing the importance of librarian work productivity, which impacts the library's operational processes.

1.4 Hypothesis

In this study, the hypothesis used was:

H_a: There is a significant effect of librarian burnout on work productivity at Sanata Dharma University Library Yogyakarta.

H₀: There is no significant effect between librarian burnout and work productivity at the Sanata Dharma University Library Yogyakarta.

1.5 Systematics of Research

CHAPTER I, INTRODUCTION, discusses the introduction, which consists of the background of the problems to be studied by the researchers, the formula of the issues used as guidelines in preparing the discussion, the purpose of the research, the benefits of research, hypotheses, and the systematics of debate.

CHAPTER II, LITERATURE REVIEW AND THEORETICAL FRAMEWORK, discusses the review of literature and theory. In the library review, we will discuss the chapter on the foundation of theory. Some similar research has been done, and in the theoretical foundation, we will deal with the theories that are the foundation and guidelines in this research.

CHAPTER III, RESEARCH METHODS, discusses the research methods used by researchers in conducting research, the location and time of research, research objects, populations and samples, research variables, research instruments, validity and reliability tests, and data analysis methods

CHAPTER IV, RESEARCH FINDINGS AND DISCUSSION provides a general overview of the results of the analyses.

CHAPTER V, CONCLUSION, discusses the conclusions of research findings and recommendations.

CHAPTER V

CONCLUSION

5.1 Conclusion

Based on the results of the research and discussion previously described, the researcher can draw the following conclusions:

Data analysis shows that the grand mean for the burnout variable is 1,65, indicating very low levels of burnout among respondents, while the grand mean for the work productivity variable is 3,28, reflecting high productivity levels. This indicates a significant negative relationship between burnout and productivity; as burnout decreases, work productivity increases. The regression equation $Y = 77,517 - 0,361X$ also indicates that work productivity will decline as burnout increases. The null hypothesis (H_0) is rejected, and the alternative hypothesis (H_a) is accepted, with an R-squared value of 0,275, which means that the effect of the independent variable (burnout) on the dependent variable (work productivity) is 27.5%. In comparison, other variables influence the remaining 72,5%.

5.2 Suggestion

Based on the above conclusions, the researcher provides some suggestions that might be useful for the library, namely as follows:

The Rector of Sanata Dharma University needs to pay more attention to the well-being of librarians to overcome emotional drain, physical fatigue, boredom, and feelings of frustration because working as a service provider, feeling life and career unchanged and unable to control emotions are serious problems that must be overcome. To resolve these problems, the Rector and the Head Librarian must

collaborate to raise awareness about the importance of mental and physical well-being, providing open communication channels and distributing the workload evenly. Additional support, such as stress management training, regular counselling sessions, and recognition for hard work, is also necessary. In addition, career development opportunities and out-of-hours fellowship activities can help boost motivation and morale, allowing librarians to work more productively and happily.



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