



HOW TO MANAGE EXCESSIVE WORKLOAD AND BURNOUT

¹Mila Hariani, ²Muhammad Khairi

¹Universitas Mayjen Sungkono Mojokerto, Indonesia ²Universiti Tun Hussein Onn Malaysia

correspondence: milamasroni@gmail.com

Abstract

Workplace overload and burnout are two phenomena that significantly impact employee well-being and organizational productivity. This study identifies and analyzes the impact of excessive workload and the factors that cause burnout in the work environment. The research method involves a qualitative analysis of workload and burnout, taking into account task complexity, impact on health, and variability of work routines. The study results show that excessive workload can cause physical and mental stress, while boredom is closely related to monotony and lack of variety in work. The study also explored effective management strategies for reducing workload and managing burnout in the workplace, including task adjustments, stress management, and increased social support. In addition, the practical implications of this study provide insight for organizations in developing policies and practices that support employee well-being and increase productivity. An emphasis on improving workload balance and job diversity can help create a healthier work environment and contribute positively to organizational performance.

Keywords: workload, workplace burnout, employee well-being, organizational productivity, stress management, social support, work routines, work-life balance.

Introduction

Work carries with it obligations and responsibilities that require dedication and commitment from every individual involved in it. Every employee is expected to carry out their duties with full integrity and professionalism. However, in reality, workers often face challenges that come in the form of overload and boredom in carrying out their duties.

Workload refers to the number of tasks, responsibilities, or activities that a person must carry out in their work. Workload can involve quantitative (amount of work to be completed) and qualitative (level of difficulty and complexity of work) aspects. A workload that suits a person's abilities and skills can increase productivity and job satisfaction. However, if the workload is too high or too low, it can affect employees' mental and physical well-being (Bartram et al., 2023). Overload often arises from work demands that are too high, perhaps in terms of the number of tasks that must be completed or the level of complexity of the work faced. In some cases, excessive workload can result in mental and physical stress, and can even have a negative impact on workers' health.

Workplace burnout is also a common problem, especially when workers experience monotonous routines and a lack of variety in their work. Burnout is a chronic condition of work stress characterized by emotional exhaustion, depersonalization (an indifferent attitude towards work or other individuals), and feelings of inferiority related to work. Burnout can have a serious impact on a person's mental and physical health, and can interfere with performance and productivity at work. It is important to identify signs of burnout and take preventive steps, such as stress management, social support, and workload management, to maintain employee well-being (Lilly et al., 2019). Burnout generally appears as a response to excessive work pressure and an inability to cope with these demands. Factors such as excessive workload, lack of social support, and lack of control over work can trigger burnout.

These factors can create an unhealthy work environment, result in decreased productivity, and can even contribute to increased worker turnover rates (Retnowati et al., 2023). Therefore, it is important for organizations to recognize the importance of balancing workload and mental well-being of workers. Stevens (2008) states that an effective management system and support for work-life balance can help prevent

overload and burnout (Abdullah et al., 2021). Providing space for the development of creativity, increasing worker involvement, and building an inclusive work culture can be a solution to creating a healthy, productive and sustainable work environment (Rojak & Munir, 2023).

Further studies are needed to investigate and explore the phenomenon of burnout in the work environment, as well as effective strategies for managing excessive workload. Burnout in the workplace is a complex aspect and is related to various factors, such as monotonous work routines, lack of variety in tasks, and an imbalance between assigned responsibilities and available resources.

This study will explore the forms of burnout that may be experienced by workers from various sectors and backgrounds. This study will identify key variables that contribute to the emergence of burnout, including organizational factors, work environment, and worker characteristics. In addition, this study will also focus attention on effective strategies for managing excessive workload. This involves identifying best practices in distributing tasks, providing psychosocial support to workers, and creating a work environment that supports mental wellbeing. It is hoped that this study will provide in-depth insight into how companies and organizations can implement policies and practices that support a balance between productivity and worker welfare.

The main aim of this research is to contribute to our understanding of the complexity of workplace dynamics, as well as to develop practical recommendations for organizations to create healthy, productive and sustainable work environments. Thus, it is hoped that this study will provide valuable guidance for stakeholders in designing and implementing effective management strategies in overcoming the challenges of burnout and workload overload in the contemporary work environment.

Method

This study adopted a qualitative analysis approach to understand the impact of workload overload and burnout in the workplace. A focus on narrative will help illustrate the complexity of the phenomenon of workload and burnout. Additionally there is a thorough literature review to understand the theoretical and empirical context of workload, burnout, and its impact on employee well-being.

From literature studies and qualitative analysis, this study will provide practical implications by offering concrete views and recommendations for organizations. This will then be integrated with existing knowledge to assist organizations in developing policies and practices that support employee wellbeing.

Result and Discussion

Identify Excessive Workload

Work overload refers to a condition where workers experience pressure and demands that exceed their capacity to complete their job responsibilities well. Workers feel pressure mentally, and actually bear a burden that includes a number of tasks, responsibilities, or projects that must be completed within a certain time limit. This phenomenon can include quantitative aspects, such as the amount of work that must be completed, as well as qualitative aspects, such as the level of complexity and difficulty of the work. On a quantitative level, workload overload can be reflected in the volume of work that workers must undertake, perhaps exceeding healthy productivity standards.

On the other hand, the qualitative aspect of workload involves the complexity and mental or emotional demands inherent in job responsibilities. Workers feel pressure directly in carrying out their tasks, and this can include situations where they have to be completely frustrated to meet expectations that may not match the resources they have (Leiter & Maslach, 2016).

To detect excessive workload, a quantitative approach is taken by monitoring performance and analyzing working hours. Performance monitoring by observing productivity levels, number of tasks, and time spent completing each task can provide an indication of workload. Analyze working hours by assessing the duration of daily, weekly or monthly working hours to find out whether workers have a workload that exceeds standards or recommendations.

To detect excessive workload using a qualitative approach, there are two ways, namely worker feedback and evaluation of work quality. Employee feedback by involving workers in interviews or surveys to obtain their views on the level of difficulty, complexity, and level of stress they experience in carrying out tasks. Evaluate work quality by assessing the

quality of work results, level of accuracy, and level of worker satisfaction with their work (Retnowati & Darmawan, 2023).

Excessive workload can also create an imbalance between work and personal life, resulting in stress and burnout that can impact overall well-being (Wilson, 2016). This may involve workers in continuous efforts to meet high targets or expectations, thereby creating an unbalanced and unsustainable environment (Chasanah et al., 2021).

Therefore, understanding excessive workload includes aspects of psychological pressure and the concrete burden that workers must carry. This involves observing the number of tasks to be completed, the level of complexity of the work, and the impact on the worker's physical and mental well-being. By broadening this perspective, companies can develop more complete strategies to manage and reduce excessive workload, as well as create a more balanced and sustainable work environment (Putra et al., 2022). There are several impacts that excessive workloads have on workers' well-being, such as stress and mental health, physical fatigue, and decreased quality of life.

Excessive workload will create high levels of stress, and have serious consequences for workers' mental well-being. High levels of stress caused by excessive workload can trigger various mental health problems, such as emotional exhaustion, anxiety and depression.

When workers are continually faced with demands and responsibilities that exceed their capacity, the impact can be broader than just stress (Watson et al., 2018). Excessive workload may result in mental fatigue, where workers feel they run out of energy and motivation to carry out daily tasks (Irfan et al., 2023). In addition, constant pressure can interfere with workers' concentration, focus and clarity of thought, triggering a decline in cognitive performance.

In the long term, excessive workload can also be a trigger for more serious mental health problems. Workers who consistently experience high levels of stress may be at risk of experiencing burnout, a chronic condition of work stress characterized by profound emotional exhaustion, indifference towards work, and feelings of work-related inferiority (Baeriswyl et al., 2017). The mental health impacts of excessive workload affect individuals personally, and impact overall workplace performance and productivity.

If workload exceeds physical capacity, workers can experience impacts that go beyond just physical fatigue, spanning multiple aspects of their well-being. Physical fatigue that arises from excessive work demands can pose a risk of physical injury, reduce body resistance, and increase the tendency to disease. Workers who consistently experience physical fatigue may experience decreased physical and mental performance, which in turn can impact their productivity and quality of work.

Additionally, ongoing physical fatigue can be a risk factor for long-term health problems, such as sleep disorders, digestive disorders, and metabolic disorders. On a more serious level, excessive workload can lead to an increased risk of cardiovascular disease, musculoskeletal disease, and other chronic health problems. Physical fatigue needs to be considered, as well as its impact on overall physical health. Excessive workload is detrimental in terms of daily physical fatigue, and is a potential trigger for serious health problems in the long term.

According to Rupert et al. (2015), high workload creates an impact on worker performance in a professional environment, and spills over into other aspects of life, forming a complex network of impacts. One of the most striking impacts is on overall quality of life, which includes aspects of social relationships and personal life.

According to Avanzi et al. (2018), socially, a high workload can cause workers to experience limited time and energy to interact with friends, family or the community. Being constantly busy can take a toll on interpersonal relationships, reduce quality time with those closest to you, and increase the risk of social isolation. Workers who feel trapped in a continuous cycle of workload may experience difficulty in maintaining a balance between work and social life (Retnowati & Darmawan, 2022).

This impact can also extend to personal life, where workers who are constantly exposed to high workloads may experience a decline in their daily quality of life. Lack of time for rest and recreation can impact overall physical and mental health, worsen stress levels, and reduce general life satisfaction.

It is important for organizations and related stakeholders to understand and manage workload wisely in order to maintain worker welfare and productivity (Chasanah & Mardikaningsih, 2023). In an effort to achieve balance between professional and personal life, effective

prevention strategies need to be implemented (Greenglass et al., 2003; Masnawati & Hariani, 2023). These steps involve rearranging tasks, drawing up a rational work schedule, and promoting a healthy lifestyle. Positive changes in the structure of tasks and work schedules can be a solution to reduce the negative impact of excessive workload on workers' physical health.

In addition to individual benefits, handling excessive workloads also has positive implications for overall business strategy. Efforts to identify, manage and reduce excessive workload are related to worker well-being, and are a smart move in business. By creating a work environment that supports mental health and promotes optimal performance, organizations can increase productivity, reduce turnover rates, and achieve business goals more efficiently (Xiaoming et al., 2014; Mardikaningsih & Darmawan, 2022; Bangsu et al., 2023). Therefore, handling excessive workload is a social responsibility, and is a sustainable strategic investment for business sustainability (Portoghese et al., 2014; Retnowati et al., 2023).

There are several actions that can be taken to overcome excessive workload in the work environment. First, workload adjustments are made by identifying and reducing tasks that can be transferred or adjusted. This step aims to reduce unnecessary workload and provide space to focus on main tasks. Furthermore, implementing a stress management program is an important step, where the organization organizes the program to help workers overcome the pressure that comes from workload (Taormina & Law, 2000). The program includes a variety of strategies to improve workers' mental and emotional well-being.

Apart from that, evaluating resource requirements is also a key aspect in overcoming excessive workload. This involves assessing the availability of resources that workers have to handle their tasks efficiently. By evaluating resource needs, organizations can identify areas where increases or redistribution of resources are needed. Thus, it is hoped that this action can help create a more balanced work environment and support worker welfare in facing the existing workload.

Analysis of Burnout in the Workplace

Efforts to observe the phenomenon of burnout by focusing on monotonous work routines involve an in-depth study of certain aspects

that trigger feelings of boredom and boredom in the workplace. This phenomenon often occurs when workers face repetitive tasks and a lack of variety in their work environment. Certain factors can play a role in contributing to the emergence of boredom, such as work routines that are too monotonous, work itself and environmental factors, lack of social support, and individual factors.

Monotonous work routines can be directed at in-depth observation of types of work that show a tendency to become repetitive and less challenging. This phenomenon has been found to trigger feelings of boredom and boredom in workers, requiring a deeper understanding of its impact on well-being and performance in the workplace.

In the analysis of monotonous work routines, it can take the form of identifying jobs that have consistent work patterns and lack variation in daily tasks. Such work can create a less stimulative work environment and result in burnout, which in turn can negatively affect worker motivation and satisfaction. In addition, observations can also pay attention to specific factors that cause monotonous work routines, including task structures that are too simple or a lack of challenge in the job. These observations help identify the variables that play a key role in the emergence of burnout in the workplace, thereby detailing effective strategies in overcoming or preventing the negative impacts of monotonous work routines.

With this understanding, strategic steps can be determined to increase task variety, encourage creativity, and provide challenges that are appropriate to individual abilities. This can be identified as a solution to reduce the tendency to burn out in the workplace. This is to create a more dynamic and motivating work environment, which can ultimately improve worker welfare and productivity (Mumenthaler et al., 2021).

Job variables can contribute to burnout. These variables involve an assessment of the level of task complexity, the degree of creativity required, and the level of challenge present in daily work routines.

This job variable analysis will include observations of the complexity of various job tasks, both in terms of structure and variety. Understanding the extent to which work requires critical thinking, creativity, and problem-solving abilities will be an integral part of an analysis of burnout. It will also provide an evaluation of the extent to which the level of challenge in the job plays a role in causing or alleviating burnout.

By identifying the job variables involved, observations will explore ways to improve or change those aspects to reduce the potential for burnout in the workplace.

Burnout at work can be caused by environmental factors. Aspects of the work environment that were the focus of observation, such as noise, lighting and work atmosphere, were identified as factors that might influence the level of worker burnout. An uncomfortable work environment can increase the risk of burnout, considering its effect on worker well-being and motivation.

The results of the observations become material for a comprehensive evaluation of the conditions of the work environment, taking into account factors that may have been overlooked and are not optimal. Observations will include analysis of noise levels that may interfere with concentration, lighting that can affect atmosphere and mood, as well as other aspects such as cleanliness and comfort of the work space. These variables will be measured and related to the level of boredom perceived by workers.

By understanding these environmental factors, it will contribute to efforts to create a work environment that is more supportive of mental well-being and employee satisfaction. This is a practical recommendation for improving the work environment which can reduce the risk of burnout.

Social support in the work environment has a crucial role in managing and preventing burnout. This factor involves aspects of the availability of social interaction and support provided by colleagues and superiors (Gani, 2022). A work environment that is less interactive or has minimal social support can be a significant contributor to the emergence of burnout among workers.

Social interactions in the workplace can include various forms, such as collaboration within teams, discussion of ideas, or even just collective presence in social activities (Van Droogenbroeck et al., 2014). The existence of support from colleagues and superiors is also an important element, especially in providing encouragement, understanding and a sense of trust in workers. Conversely, an imbalance in this aspect of social support can create a work environment that is less friendly and supportive, increasing the possibility of burnout among employees (Arifin & Mardikaningsih, 2021).

Therefore, efforts to manage burnout in the workplace are related to job characteristics, and involve aspects of social relations in the work environment. Creating an environment that supports positive interactions and provides adequate support can be an effective strategy in maintaining mental well-being and reducing the risk of burnout among workers.

Individual variables, such as personality and level of motivation, play a key role in determining how a person responds to monotonous work routines. Workers with low intrinsic motivation or lack of interest in a particular job may be more susceptible to burnout. These factors can interact with individual experiences, influence perceptions of repetitive work, and ultimately, shape the level of burnout experienced by workers.

Individual personality can also be a significant determinant, where someone who has a tendency to seek variety and challenge in work may have more difficulty handling monotonous work routines. Therefore, in designing burnout management strategies, it is necessary to pay attention to these individual aspects. Establishing a match between individual characteristics and type of work, as well as providing appropriate motivation, can help reduce the potential for burnout and improve workers' mental well-being.

By exploring and analyzing the variables previously mentioned, it will contribute to the development of more effective management strategies in the work environment.

Thus, overall, dealing with excessive workload and burnout in the workplace has a significant impact on employee efficiency and well-being, as well as the overall performance of the company (Darmawan et al., 2020). First of all, effective workload management is key to maintaining employee productivity and motivation. By redesigning jobs and setting task priorities, organizations can create an environment that allows employees to work efficiently without feeling unnecessary stress.

Increased social support in the workplace also plays an important role in addressing workload and burnout. Solid team building and communication skills training help create a supportive work atmosphere, where employees can provide support to each other. Varying work and developing creativity are other strategies that can be taken to overcome monotonous work routines. This prevents burnout and stimulates creativity and interest in work.

Stress management and attention to employee mental well-being are other important steps. Stress management programs and easy access to mental health services help employees manage the stress of excessive workloads, while supporting their mental health (Pinto et al., 2014). Education and skills development, as well as a work flexibility approach, provide opportunities for employees to continue to develop and achieve balance between work and personal life.

Regular evaluation and feedback on working conditions, along with good welfare policies, are important in creating a positive work environment. Through this policy, organizations can demonstrate their commitment to employee welfare and create a culture that supports professional and personal development (Al Hakim & Hariani, 2021). With these strategic actions, human resource management plays an important role in maintaining employee satisfaction, increasing productivity, and stimulating positive growth in the organization.

Conclusion

Workplace overload and burnout are two significant aspects of the world of work, requiring in-depth understanding and effective solutions to ensure employee well-being and organizational productivity. Workload, which includes the number of tasks, responsibilities and activities a worker must undertake, has a major impact on physical and mental well-being. Understanding workload involves identifying quantitative and qualitative aspects, including the complexity of the job and its impact on the individual. Excessive workload can cause mental and physical stress, and can even have a negative impact on workers' health. Workplace burnout is also a concern, especially when workers face monotonous routines and a lack of variety in their work. Burnout, a chronic condition of work stress, can arise as a response to excessive workload and an inability to cope with these demands. Both of these phenomena can create unhealthy work environments, cause decreased productivity, and contribute to increased worker turnover rates.

Further studies are needed to investigate the phenomenon of burnout in the work environment and effective strategies for managing excessive workload. Identification of excessive workload involves quantitative and qualitative analysis, monitoring performance and

analyzing working hours. Workplace burnout needs to be observed through analysis of monotonous work routines and the factors that contribute to feelings of boredom. Variables such as task complexity, social support, and environmental factors also need to be evaluated to understand their impact on burnout. Managing workload and burnout requires effective action, involving task adjustments, stress management, and increasing social support in the work environment.

Strategies for dealing with workload overload include task adjustments, stress management programs, and evaluating resource needs. Managing burnout in the workplace involves changes in work routines, increasing social interaction, and providing adequate support. Individual factors, such as personality and motivation, also play an important role in responding to monotonous work routines. Therefore, companies need to implement policies and practices that support a balance between employee productivity and well-being. With these strategic actions, human resource management can play a key role in maintaining employee satisfaction, increasing productivity, and stimulating positive growth in the organization.

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