

Studi Eksplorasi: Emotional Exhaustion dan Burnout di Tempat Kerja Pada Generasi Z di Indonesia = Exploration Study of Emotional Exhaustion and Burnout in the Workplace in Generation Z in Indonesia

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Abstrak

Perusahaan dan manajemen perlu mempersiapkan diri dalam penyambutan pekerja generasi Z yang sudah mulai memasuki dunia kerja. Perlu untuk memahami perilaku dan karakteristik generasi Z yang belum diketahui dalam menunjang kesuksesan karir generasi Z. Di samping itu generasi Z ini mengantongi banyak sekali tantangan ke depannya, salah satunya isu Mental Health. Namun masih sedikit penelitian terkait isu tersebut pada pekerja generasi Z di Indonesia dan masih belum dipahami dengan jelas (not well understood). Berdasarkan hal tersebut penulisan ini menetapkan tujuan penelitian ingin mengeksplorasi mengapa para pekerja generasi Z di Indonesia mengalami Emotional Exhaustion dan Burnout di tempat kerja. Penelitian ini melibatkan langsung partisipasi dari pekerja yang masuk ke dalam kelompok generasi Z (tahun lahir 1995-2010) bekerja pada perusahaan Swasta dan BUMN. Data dikumpulkan dari in-depth-interview melibatkan 13 responden. Analisis dilakukan dengan menggunakan metode kualitatif melalui proses coding secara manual. Dari hasil penelitian, dijelaskan bahwa pekerja generasi Z ini mengalami emotional exhaustion dan burnout karena job related. Beberapa faktor seperti ekspektasi mereka yang tidak terpenuhi, beban kerja, work environment hingga gaya kepemimpinan di tempat kerja berdampak pada mental health pekerja generasi Z.

..... Companies and management need to prepare for the entry of z generation into the work force. It is necessary to understand unknown behavior and characteristics of Z generation in supporting their success career. In addition, Z generation will face so many challenges in the future, including mental health issues. However, there is still a few research on the issue of Z generation workers in Indonesia and it is still not well understood. According to that, the goal of this research is to explore why is the Z generation workers in Indonesia experiencing the Emotional Exhaustion and Burnout at workplace. This research directly involves the participation of Z generation workers group (born in 1995-2010) which are working on private companies and BUMN. The data is collected from in-depth-interview involving 13 respondents and the analysis is done by using qualitative methods through manual coding. From this research, we can conclude that Z generation workers are suffered the emotional exhaustion and burnout because of job related. Some factors such as their unfulfilled expectations, workloads, work environment, and also leadership styles are influencing Z generation workers' mental health.