



# The Effect of Coping on Burnout with Self-compassion on People who Work from Home

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## ABSTRACT

This study aims to determine the effect of coping stress strategy on burnout and determine the effect of moderating self-compassion on coping stress strategy with burnout. The hypothesis of this study is that stress coping strategies affect burnout and self-compassion strengthen the effect of stress coping strategies on burnout. The subjects in this study were people who did Work from Home (WFH). The technique used for sampling is the Accidental Sampling technique. Data collection in this study was carried out using 3 scales, namely the burnout scale, the COPE Brief scale and the Self-compassion scale. In this study, the data analysis method used the Moderated Regression Analysis (MRA) analysis technique using the IBM SPSS ver.22 for Windows computer program with the test results obtained, namely stress coping strategies affect burnout and self-compassion to strengthen the effect of stress coping strategies on burnout. In this study it is known that emotion-focused coping is the strategy most widely used by people who carry out WFH. This type of coping also involves self-compassion so that the tendency for burnout to be experienced is moderate.

**Keywords:** Burnout; Coping; Self-compassion; WFH

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## INTRODUCTION

Work from Home (WFH) as the impact of the COVID-19 pandemic has a psychological impact on workers. The time and workload that increases while doing WFH are believed to be the factors that underlie the stress on workers who are doing WFH. Workers who do activities from home should be more productive because they work longer hours and are more flexible. However, the burnout experienced by workers who did WFH actually resulted in decreased productivity. A person with stressful working conditions needs to adopt the right coping strategy. There are other factors that can strengthen the influence of coping strategies with burnout syndrome, these factors are self-compassion. Self-compassion affects the efficacy of the stress coping strategy used. This in turn can prevent the tendency of burnout syndrome due to prolonged stress. The purpose of this study was to determine the effect of coping stress on burnout and to determine the moderating effect of self-compassion on coping stress with burnout. By conducting this research, it is hoped that workers who carry out WFH can use the right coping strategy by always being kind to themselves and aware of the emotional situation at hand so that the occurrence of stress and burnout can be suppressed.

Maslach and Jackson (1986) in Barros (2017), is defined as a fatigue syndrome which has three dimensions, which are emotional exhaustion, depersonalization, and personal achievement, which occurs in individuals who work in contact with customers and users. Burnout has 3 main dimensions, namely, emotional exhaustion, depersonalization and personal accomplishment. Lazarus and Folkman (1984) in Maryam (2017) a coping strategy is an effort by someone that aims to overcome situations

and demands that are deemed challenging, pressurizing, burdensome and exceed other resources to cover their inability with their own internal resources. The coping strategy concept developed by Carver (1997) is based on the theory of Lazarus and Folkman (1984). This concept divides the coping mechanism into 14 subscales of coping mechanisms. Of the 14 subscales, they are grouped into coping categories, namely (1) problem focused coping consisting of active coping, planning, use instrumental support, (2) emotional focused coping including religion, reframing positive, use emotional support, denial, acceptance. , (3) dysfunctional coping includes humor, self distraction, venting, behavioral disengagement, self blame, and substance use subscales (Carver, Scheier & Weintraub, 1989). Self-compassion means seeing one's experiences as ordinary human experiences, recognizing that suffering, failure, and feelings of inadequacy are part of the average human condition, and that all people including ourselves deserve mercy (Neff, 2003). Neff (2003) in Neff & Dahm (2015) has operationalized self-compassion as consisting of three main dimensions: kindness, common humanity, and mindfulness. The hypothesis of this study is that coping stress strategies affect burnout and self-compassion strengthens the effect of coping stress strategies on burnout.

## METHOD

### Research Variables

The variables in this study were burnout as the dependent variable (Y), stress coping strategy as an independent variable (X1), self-compassion as a moderator variable (X2). Burnout is used to describe the condition of physical, mental and emotional exhaustion caused by prolonged or prolonged stress so that individuals will feel low self-esteem and affect professionalism and productivity at work. A stress coping strategy is an attempt to process a problem cognitively and behaviorally that determines how individuals respond to stressful and stressful events that are influenced by their resources. Self-compassion is a behavior that is carried out proactively in dealing with pressure and stress by accepting and opening up everything that happens to oneself in order to create a welfare of life.

### Subject

The population in this study are people who are doing Work from Home or working at home in the city of Surabaya. The sampling technique used in this study is a non-probability technique using accidental sampling method. The research sample has been determined as many as 100 samples with calculations using the Lemeshow formula (1997) for samples whose numbers cannot be known and can be said to be infinite.

### Measurement

Data collection was carried out by distributing questionnaires to respondents. This research was conducted by distributing 3 scales, including the burnout scale, the COPE Brief scale and the Self-compassion scale. The validity and reliability of the burnout scale have been tested with the value of the index corrected item total correlation that moves from 0.350 to 0.679 with the Cornbach's Alpha reliability coefficient of  $0.879 > 0.8$ . The COPE Brief Scale has also been proven to be valid and reliable based on the calculation of confirmatory factor analysis (CFI = 0.94, NFI = 0.92) and Cornbach's Alpha results for all subscales moving from 0.53 to 0.82. While the validity and reliability of the Self-Compassion Scale using confirmatory factor analysis, it was found that NNFI = 0.92 & CFI = 0.93 with the calculation of the test-retest correlation which resulted in a reliability coefficient of 0.93 (Neff, 2003).

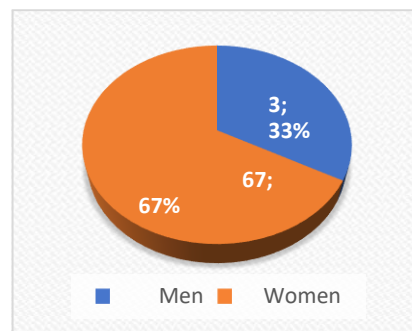


## RESULT

### 1. Descriptive Data

#### a. Sample Frequency Distribution

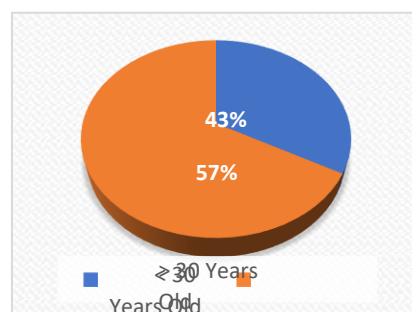
##### 1. Distribution of Sample Frequency Based on Gender



**Figure 1** Distribution of Sample Frequency Based on Gender

Based on the pie chart above, it can be seen that from the 100 samples studied, 33(33%) were male and 67 (67%) were female.

##### 2. Frequency Distribution by Age



**Figure 2** Sample Frequency Distribution by Age

The pie chart above shows the age distribution of the sample. It can be seen that the sample who is under 30 years old is 43 people (43%) and over 30 years old is 57 people (57%).

#### a. Burnout

##### 1. Categorization Burnout

**Table 1** Burnout Category Frequency Table

Category	Score	Frequency	Percentage
<b>Vey High</b>	> 70	4	4 %
<b>High</b>	58 – 69	26	1 %
<b>Medium</b>	46 – 57	46	71 %
<b>Low</b>	34 – 45	20	20 %
<b>Very Low</b>	0 – 33	4	4 %
<b>Total</b>		100	100 %

Researchers have calculated categorization to determine the burnout tendency of the samples studied. Based on the table above, it is known that the highest frequency of burnout experienced by people who do WFH in the moderate category is 46 people (46%). This means that the level of burnout tendency in people who do WFH is classified as moderate.

## 2. Differences in Burnout Based on Gender

**Table 2** Burnout Tendency Based on Gender

		Burnout Category					Total
		Very Low	Low	Medium	High	Very High	
Gender	Men	3	4	15	9	2	33
	Women	1	16	31	17	2	67
Total		4	20	46	26	4	100

Researchers have conducted an analysis to reveal the tendency of burnout in each sex. Based on the table above, it can be seen that the burnout category with the highest frequency in the male gender is in the moderate category as many as 15 respondents. While the burnout category with the highest frequency was female, it was also in the moderate category with 31 respondents.

### b. Coping

#### a) Categorization of Each Indicator

##### 1. Categorization Problem-focused Coping

**Table 3** Frequency of Problem-focused Coping Categories

Category	Score	Frequency	Percentage
Very High	> 21	5	5 %
High	18 – 20	31	31 %
Medium	16 – 17	32	32 %
Low	13 – 15	28	28 %
Very Low	0 – 12	4	4 %
<b>Total</b>		100	100 %

The table above shows as many as 32 people (32%) in the medium category who apply problem-focused coping in the face of pressure. These results indicate that the level of implementation of problem-focused coping in the community who practice WFH is moderate.



## 2. Emotion-focused Coping Categorization

**Table 4** Frequency of Emotion-focused Coping Categories

Category	Score	Frequency	Percentage
<b>Vey High</b>	> 33	8	8 %
<b>High</b>	30 – 32	18	18 %
<b>Medium</b>	26 – 29	50	50 %
<b>Low</b>	23 – 25	15	15 %
<b>Very Low</b>	0 – 22	9	9 %
<b>Total</b>		100	100 %

The table presented shows 50 people (50%) of the 100 research samples applying emotion-focused coping who are classified as being able to deal with the stress they are experiencing. This means that the level of people's tendency to use emotion-focused coping when facing stress is fairly moderate.

## 3. Categorization of Dysfunctional Coping

**Table 5** Dysfunctional Coping Frequency

Category	Score	Frequency	Percentage
<b>Vey High</b>	> 34	5	5 %
<b>High</b>	28– 33	25	25 %
<b>Medium</b>	22 – 27	51	51 %
<b>Low</b>	20 – 21	11	11 %
<b>Very Low</b>	0 – 19	8	8 %
<b>Total</b>		100	100 %

The table presented above shows that the most frequent application of dysfunctional coping is in the moderate category, namely 50 people (50%) of the 100 research samples. This proves that the level of application of dysfunctional coping by people who do WFH in dealing with stress is moderate.

### *b) Persubscale Analysis*

Researchers also analyzed each subscale of the existing indicators. This is done to see in more depth the description of the priority subscales of the stress coping strategies carried out by the sample.

**Table 6** Analysis of Persubscale Stress Coping Strategy

<b>Subscale</b>	<b>Mean</b>
<i>Active coping</i>	5,16
<i>Use of Instrumental Support</i>	5,79
<i>Planning</i>	5,77
<i>Acceptance</i>	5,78
<i>Positive Reframing</i>	6,25
<i>Religion</i>	6,95
<i>Denial</i>	3,53
<i>Use of Emotional Support</i>	5,04
<i>Humor</i>	5,61
<i>Self Distraction</i>	5,09
<i>Venting</i>	4,72
<i>Behavioral Disengagement</i>	2,89
<i>Self Blame</i>	4,73
<i>Substance Use</i>	2,37

Based on the table above, it can be seen that the highest mean value is on the religion subscale of 6.69, while the lowest mean value is on the substance use subscale of 2.37.

*c. Self-compassion*

**Table 7** Frequency of Self-compassion Categories

<b>Category</b>	<b>Score</b>	<b>Frequency</b>	<b>Percentage</b>
<b>Vey High</b>	> 118	3	3 %
<b>High</b>	97 – 117	28	28 %
<b>Medium</b>	75 – 96	46	46 %
<b>Low</b>	54 – 74	18	18 %
<b>Very Low</b>	0 – 53	5	5 %
<b>Total</b>		100	100 %

The table above shows the highest number of people who are on self-compassion with the medium category, namely 46 people (46%) out of 100 samples. This indicates that the level of self-compassion owned by the community who conducts WFH is moderate.



## 2. Quantitative Data

### a. Effect of Coping Stress Strategy on Burnout

**Table 8** Simple Regression Test Table

Regression	<i>R</i> <sup>2</sup>	p-value	Information	Conclusion
Simple	0,042	0,042	< 0,05	There is a significant effect

The MRA test that has been carried out in the simple regression analysis shows the *R*<sup>2</sup> value of 0.042, which means that 4.2% of burnout is influenced by stress coping strategies, while the rest is influenced by other factors. Meanwhile, the significance value was obtained  $p = 0.042 < 0.05$ . This shows that the stress coping strategy has a significant effect on the burnout experienced by people who carry out WFH in Surabaya.

### b. The Effect of Coping Stress Strategy on Burnout with Self-compassion as Moderator

**Table 9** Multiple Regression Test Table

Regression	<i>R</i> <sup>2</sup>	p-value	Information	Conclusion
Multiple	0,119	0,006	< 0,05	There is a significant effect

The MRA test carried out on multiple regression analysis shows the value of *R*<sup>2</sup> is 0.119, or it can be said that 11.9% of the effect of self-compassion on the relationship between coping stress and burnout strategies experienced by people who practice WFH in Surabaya. Meanwhile, the significance was obtained  $p = 0.006 < 0.05$ . This means that there is a significant relationship between self-compassion and coping strategies for stress and burnout. The increase in the value of *R*<sup>2</sup> in the multiple regression analysis to 0.119 or 11.9% indicates that self-compassion strengthens the effect of coping stress strategies on burnout experienced by people who practice WFH in Surabaya.

## DISCUSSION

### 1. Descriptive Data Analysis

Based on the results of the descriptive categorization test on the burnout variable, it can be concluded that the level of burnout experienced by the community is in the medium category. The analysis conducted on each sex also had similar results, where both male and female sex showed the highest frequency in the moderate category. This indicates that people who do WFH in Surabaya tend not to be affected by feelings of boredom, boredom and stress while working at home. Burnout is a syndrome that a person experiences in the form of a negative emotional reaction when a person is unable to cope with stress that has happened to him for a long time.

According to Maslach & Leiter (2017) there are two types of factors that underlie the burnout condition of a worker. The first factor is individual / internal factors such as age, gender, gender roles and marital status. While the second factor is situational / external factors such as rewards

received, motivation at work, social work environment and workload given. Maslach & Leiter (2017) stated that individual / internal factors do not have as much relationship as situational / external factors, so it can be said that burnout is more of a social symptom than an individual. Situational factors such as rewards in the form of salaries and steady work seem to influence the burnout conditions and the chosen stress coping strategy. The uniform situation experienced by other workers who have been affected by the COVID-19 pandemic has made the social work environment more stable because of the same suffering that most workers feel about the conditions that occur. The factors that have been previously described then become the motivation for workers who carry out WFH in Surabaya.

The results showed that each of the dimensions of problem-focused coping, emotion-focused coping and dysfunctional coping applied by the community who carried out WFH in Surabaya was classified as moderate. However, if we observe the dimensions of emotion-focused coping and dysfunctional coping, it is the dimensions of emotion-focused coping and dysfunctional coping that have the most frequencies, namely 50% and 51%. These findings prove that people who do WFH in Surabaya tend to use emotion-focused coping and dysfunctional coping more often in dealing with some of the pressures they experience. The highest position in the emotion-focused coping dimension is on the religion subscale with a mean value of 6.95. Religion is carried out by giving up, increasing worship and praying to God so that the pandemic situation can quickly recover. The previous explanation was supported by research by Supradewi (2019) on high school teachers which proved that there was a significant relationship between religious coping and the burnout conditions experienced ( $p = 0.000 < 0.05$ ).

The explanation above shows that environmental factors that underlie burnout in people who do WFH in Surabaya such as regular salaries and jobs, a supportive social environment and motivation regarding existing conditions seem to have an influence on the choice of coping strategies used. So the emotion-focused coping strategy approach tends to be more widely applied. Emotion-focused coping strategy is carried out when a person makes several efforts with the aim of modifying emotional functions without trying to change the cause of stress (stressor) directly (Maryam, 2017).

The results of the descriptive test show that the level of self-compassion of the people who do WFH is classified as moderate. Self-compassion is a proactive behavior towards oneself that is carried out by someone in dealing with stress by accepting and opening up everything that happens to oneself in order to create a welfare of life (Neff, 2011). Self-compassion also affects a person in overcoming bad emotional experiences (Neff & Dahm, 2015). This shows that self-compassion can facilitate someone in coping with the emotional distress they experience. The emotion-focused coping used seems to have a bigger effect on the burnout experienced by the people who practice WFH in Surabaya. Emotion-focused coping is an effort that involves self-compassion in its application because there is an emotional process to achieve a psychological balance.

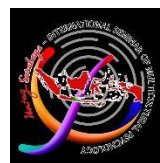
Differences in professions also make the workload felt different. As a result, the level of burnout experienced can also vary. Researchers found that there were limitations to this study, namely the researchers did not reveal data about the type of profession in each research sample. These limitations make the tendency for burnout experienced in certain types of professions to be less explored and discussed in more depth.

## **2. Hypothesis Test Analysis**

The results of this study prove that the stress coping strategy has a significant effect on the burnout experienced by people who practice WFH in Surabaya. On the other hand, self-compassion

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strengthens the influence of stress coping strategies on burnout experienced by people who carry out WFH in Surabaya. A person who does WFH is faced with a new situation, where a person is limited in his / her space and social environment, such as limited communication with colleagues and a fear of an attacking virus. Pressure from the environment can cause symptoms of stress. If these symptoms occur continuously, it can eventually lead to more severe conditions such as burnout. However, these stress symptoms can also be reduced depending on how the person is dealing with the situation. Lazarus and Folkman (1984) in Gaol (2016) state stress is the result of transactions between individuals and their environment. The transaction is then evaluated as a demand in dealing with stressful situations. The pressure from the environment provides an opportunity for someone to do appraisal and coping.

The assessment process or appraisal consists of two stages, namely primary appraisals and secondary appraisals. Primary appraisals are assessments made when a person begins to experience a stressful situation. In the primary appraisal, a person considers the possibility of what demands must be overcome. Secondary appraisals is the stage where a person determines what type of coping strategy should be done. Lazarus (1993) in Gaol (2016) states that the stress coping strategy that is carried out depends on an assessment of what actions can be taken to overcome existing stressful situations. In this study, the most widely used coping strategies are emotion-focused coping (religion) and dysfunctional coping (humor). This type of stress coping strategy is applied when a person feels that nothing can be done to cope with the perceived pressure (Lazarus, 1993 in Gaol, 2016).

Coping religion itself is a part of coping which involves the element of hope and seeking comfort through praying to God. A person with a high religion will accept the conditions he is experiencing right now because he thinks that this is a destiny from God. So that someone will be able to develop self-compassion in oneself, namely by being kind and understanding one's condition in dealing with various stressful emotional situations by assuming that all these difficulties are part of life to live.

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