

THE EFFECT OF INTERNAL LOCUS OF CONTROL AND BURNOUT CONDITION ON EMPLOYEE PERFORMANCE OF PT BIO FARMA (PERSERO) BANDUNG

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Abstract

Employees with an internal locus of control tend to be more proactive, responsible, and believe that their efforts influence work outcomes, which is suspected to enhance performance, while burnout, often arising from prolonged work pressure, can reduce productivity, motivation, and job satisfaction, ultimately negatively impacting performance.. The purpose of this research is to ascertain whether internal locus of control influences something partially and simultaneously and burnout condition on performance at PT Biofarma (Persero) Bandung. Verifiable descriptive study using a quantitative approach is the methodology employed. Using random sampling techniques, the purposive sampling technique is used in the sample process. The primary and secondary data used were gathered directly from relevant sources and from PT. Biofarma (Persero) Bandung's official website and data collection techniques using questionnaires. The study's findings demonstrated that the Locus of Internal Control significantly and partially affected performance. The performance was not significantly affected by the burnout condition, nor did it have any influence. Employee performance is significantly impacted by both the burnout condition and the locus of internal control at the same time.

Keywords: *Locus of Control, Burnout Condition, Employee Performance.*

INTRODUCTION

Managing human resources effectively is essential to an organization's success. The main task of HR management involves handling the skills and expertise of employees, so this aspect is fundamental in achieving company goals. In addition, HR management has the responsibility to build conducive behavior in each employee, along with efforts to get the best performance. People, as the most important element in an organization, require continuous analysis and development. The time, energy, and ability of each individual can be optimally utilized, not only for organizational purposes, but also to meet individual needs. With this approach, HR management is able to create a productive work environment, each party in the team can contribute fully according to their potential and capabilities (Hariandja, 2002).

Performance, according to Jufrizen and Hadi (2021), is what each person does inside an organization in line with their duties and responsibilities in an attempt to meet organizational objectives. Performance is the result of efforts made to achieve an organizational goal within a certain time. To improve performance, individuals must have skills, skills, and responsibilities that employees have (Saripuddin and Handayani, 2017). Burnout condition is defined as a level of stress that is often experienced by individuals, arising as a result of various factors that can be detrimental to employee well-being. The genesis of this condition is often related to a lack of work motivation, where monotonous daily routines and a lack of challenge can reduce enthusiasm and interest in work. Other factors that can trigger burnout involve financial aspects, such as salaries that do not meet

expectations or financial dissatisfaction, which can affect employee performance (Prasetya, 2019).

The results of the analysis obtained by the researcher show that several previous studies validate the initial assumptions regarding the influence of locus of control and burnout condition. One of the studies that became the focus of attention was a study conducted by Evi in 2022. The study's findings consistently confirmed the researcher's hypotheses, according to which staff performance at Puskesmas Dinoyo Malang was significantly harmed by burnout. The correlation research between employee performance and locus of control also revealed an intriguing finding: locus of control was found to significantly improve employee performance. Therefore, the findings of Evi's research significantly advance our knowledge of how burnout and locus of control affect worker performance. These findings create an important basis for developing human resource management strategies and improving employee well-being in a health center environment.

PT Bio farma (Persero) stands out as a world-class life science company that plays a vital role in improving the quality of life by providing and developing international standard life science products. As the sole producer of human vaccines in Indonesia, the company has earned the title of the largest vaccine producer in Southeast Asia. The success of PT Bio farma (Persero) cannot be separated from its strong commitment to rely on the performance of professional, competent and highly dedicated employees. In running its business, the company emphasizes global standards and competitiveness at the international level, reflecting its determination to continue to contribute to improving access and availability of

essential lifesience products for the community. With a focus on innovation and quality, PT Bio farma (Persero) plays a strategic role in supporting public health, while upholding Indonesia's image on the global lifesience stage. To support the health of the Indonesian people, employees of PT Bio farma (Persero) must have optimal performance and good health for the employees themselves, both spiritually and physically.

However, research on the effect of internal Locus of Control and Burnout Condition on employee performance, especially at PT Bio farma (Persero), is still limited. Therefore, the researcher chose the research subject at PT Biofarma (Persero) Bandung which is engaged in the health sector. Based on the results of interviews with the company, information and data regarding employee performance in the last 3 years, starting from 2020 to 2022 The following data table shows the relationship between the company's annual achievements and the realization of the programs that have been implemented.

The persistence of the situation, as described, serves as a warning to the company and points to the need to find an appropriate solution. Taking encouragement from the context of the existing problem, the researcher feels interested in conducting a more detailed investigation related to the issue of internal locus of control and burnout conditions that may be faced by every employee at PT Bio farma (Persero) Bandung, as well as the extent to which these two factors have an impact on employee performance in the company. related. Therefore, the researcher chose to carry out a study entitled "The Effect of Internal Locus of Control and Burnout Condition on Employee Performance of PT Bio farma (Persero) Bandung" as the focus of this research.

LITERATUR REVIEW

Robbins (2018) defines an internal locus of control as an individual who perceives themselves as the determinant of their experiences. Individuals with this view feel they can manipulate their environment and effect changes according to their desires. Internal individual elements encompass job capability, personality traits, work-related behaviors influencing achievement, self-assurance, and personal failures. Individuals possessing an internal locus of control exhibit the following traits: a strong work ethic, high initiative, a persistent pursuit of solutions to challenges, a commitment to effective thinking, and the belief that success necessitates effort.

Davis and Newstrom (2018) define burnout as a condition characterized by chronic exhaustion, ennui, depression, and disengagement from work among employees. Employees experiencing burnout are more prone to express grievances, attribute issues to others, exhibit irritability, and develop cynicism regarding their professions. A prevalent reason for burnout is that an individual's energy reserves have been depleted due to extreme and persistent stress. The primary attributes of burnout include emotional tiredness, social isolation, and a sense of underachievement.

On the other hand, performance is determined by comparing an employee's work to predetermined standards (Robbins, 2018). Employee performance refers to the outcomes attained during work, encompassing both the quality and quantity of achievements delivered by employees within a specified timeframe while executing their given responsibilities. Performance is the degree of task completion resulting from an employee's efforts.

METHODOLOGY

This study's methodology opted for a quantitative approach. Quantitative research is a research approach that starts from an abstract concept focused on a theoretical basis, which then formulates a hypothesis to be tested so that it leads to concrete phenomena. In this context, the quantitative approach emphasizes the use of numbers, data, and statistics to analyze and measure the variables involved. This procedure contributes to the description and explanation of the relationship between these variables, establishing quantitative research as a strategy for approaching life phenomena in a measured and systematic manner. This research employs a quantitative method approach since the focus is on data with quantitative properties.

The population that is the subject of this research is employees who work in the field of information technology in Bandung, to be precise at PT Bio farma (Persero) Bandung, with a total of 1500 people. The researcher employed sampling to calculate the sample size, which consisted of 94 employees, based on the assumption that most studies should use a sample size of at least 30 and no more than 500 participants. 94 employees were chosen as the study's sample. Three methods of data collecting were employed in this study: questionnaires, literature reviews, and interviews. Data analysis using the SPSS 29 application, including multiple linear regression analysis.

RESULTS

Multiple Linear Regression Analysis

The link and influence between two independent factors, internal locus of control (X1) and burnout condition (X2), and one dependent variable, performance

(Y), are examined using multiple linear regression analysis. In this work, the sequential interval method (MSI) was used to convert the original ordinal-scale data into interval-scale data before doing multiple linear regression analysis. The following are the findings of the multiple linear regression analysis conducted for this study:

Table 1.
Multiple Linear Regression Analysis

<i>Coefficients^a</i>						
<i>Model</i>		<i>Unstandardized Coefficients</i>		<i>Standardized Coefficients</i>	<i>T</i>	<i>Sig.</i>
		<i>B</i>	<i>Std. Error</i>	<i>Beta</i>		
1	Constant	10.414	4.896		2.127	.036
	X1	.808	.079	.734	10.242	.000
	X2	-.021	.057	-.026	-.367	.714

a. Dependent Variable: Employee Performance

The regression equation shown above can be interpreted as follows:

1. The constant value of 10.414 indicates that the Employee Performance variable (Y) aligns with the independent variables of internal locus of control (X1) and burnout (X2), which are both zero.
2. The regression coefficient value for the internal locus of control variable (X1) is 0.808, this indicates that each one unit increase in internal locus of control will result in an increase of 0.808 in performance, assuming that all other factors remain. This suggests that a more positive internal locus of control will tend to improve performance.
3. The variable Burnout Condition (X2) has a regression coefficient value of -0.021, meaning that, under the assumption that all other variables stay constant, an increase in internal locus of control will result in a performance increase of -0.021.

T-test

The t-test is utilized in this study to ascertain if internal locus of control and

burnout condition, two independent variables, can each significantly affect the dependent variable. The tcount value and the ttable are compared to do this test. The following are the findings of this study's t test (partial test):

Table 2.
t-test results

<i>Coefficients^a</i>					
<i>Model</i>	<i>Unstandardized Coefficients</i>		<i>Standardized Coefficients</i>	<i>T</i>	<i>Sig.</i>
	<i>B</i>	<i>Std. Error</i>	<i>Beta</i>		
1 Constant	10.414	4.896		2.127	.036
X1	.808	.079	.734	10.242	.000
X2	-.021	.057	-.026	-.367	.714

a. Dependent Variable: Employee Performance

The internal locus of control variable (X1) and burnout condition (X2) have an affect on performance (Y), and the table shows the tcount value that was achieved to measure the significant level of that influence:

1. From the calculation, the results obtained $df = 91$, so the t-table value is 1.661771. The value of tcount > ttable when viewed from the table, where the value of tcount = 10.242. Similarly, the table's Sig level value of 0.000 indicates that the Sig level value is less than 0.05, indicating a strong impact of internal locus of control on worker performance.
2. From these calculations, the results obtained $df = 91$, so the ttable value is 1.661771. When viewed from the table the tcount value is -.367, then the tcount value < ttable. Similarly, the table's Sig level value of 0.714 indicates that the Sig level value is less than 0.05, indicating that there is no discernible impact of burnout on worker performance.

F-Test

In this study, the F test is used to evaluate whether the combined effects of the independent factors (burnout condition and internal locus of control) on the dependent variable (performance) are statistically significant.

Table 3.
F Test Results

<i>ANOVA^a</i>					
<i>Model</i>	<i>Sum of Squares</i>	<i>Df</i>	<i>Mean Square</i>	<i>F</i>	<i>Sig.</i>
Regression	4334.719	2	2167.359	54.484	.000 ^b
Residual	3619.975	91	39.780		
Total	7954.693	93			

a. Dependent Variable: Performance

b. Predictors: (Constant), *Locus Of Control*, *Burnout*

The value in the F column above indicates the Fcount value of 54.484, as can be seen from the table. In terms of the Ftable value itself, it is 3.10 and is determined by calculating $df1 = k - 1 = 3 - 1 = 2$ and $df2 = n - k = 94 - 3 = 91$. Therefore, based on this value, we can conclude that $54.484 > 3.10$ or that $F_{count} > F_{table}$. Similarly, the results indicate that the Sig value < 0.05 or the value of 0.000 < 0.05 when considered from the perspective of the Sig value. Thus, it can be said that both the internal locus of control and the state of burnout significantly affect worker performance at the same time.

Discussion

It is possible to draw the conclusion that internal locus of control has a partial impact on PT Bio farma employees' performance based on the findings of the partial t test (X1) between internal locus of control (X1) and employee performance (Y). This implies that employee performance levels increase in proportion to the improvement of the internal locus of

control. The study's findings make it abundantly evident that internal locus of control affects PT Bio farma employees' performance. The results of earlier research, such as Setyowati Subroto's (2017) study Analysis of the Effect of Internal Locus of Control, are consistent with observations of the impact of internal locus of control on performance. This research can also make an important contribution in strengthening our understanding of how Locus of Control affects employee performance. It is consistently a crucial factor in influencing employee performance in an effort to boost the business's credibility. It is possible to conclude that Burnout Condition has no partial influence on the performance of PT Bio farma employees based on the findings of the partial test or t test between Burnout Condition (X1) and employee performance (Y) in this study. The study's findings make it abundantly evident that PT Bio farma staff performance is unaffected by burnout. This can also be seen from the correlation test where Burnout Condition has no correlation with the performance of employees of PT Bio farma. The findings of earlier research, such as that of Genta et al. (2023) with the title The Effect of Burnout and Work Life Balance on Employee Performance of the Bengkulu Provincial Inspectorate, which concludes that burnout has no effect on employee performance, are consistent with observations regarding the impact of burnout condition on performance. The study's findings consistently show that employee performance is unaffected by the burnout condition. This study also sheds light on the fact that increasing staff workloads is unrelated to burnout.

It can be concluded that internal locus of control and burnout condition together have a significant impact on the

performance of employees of PT Bio farma based on the results of the f test (simultaneous) between internal locus of control (X1) and burnout condition (X2) on employee performance (Y) in this study. This suggests that enhancing employee performance involves both internal locus of control and burnout condition at the same time. The performance of PT Biofarma Persero employees may be significantly impacted if the internal locus of control and burnout condition are both present in large and growing numbers.

The findings of this study are also consistent with a number of earlier investigations, including one by Setyowati Subroto (2017) titled Analysis of the Effect of Locus of Control and Work Stress on Employee Performance, which discovered that internal variables related to locus of control and work stress were both influencing employee performance at the same time. The study's findings support the notion that internal loci of control and burnout state are significant factors in PT Biofarma employees' job performance. This indicates that internal Locus of Control and Burnout Condition greatly affect employee performance simultaneously.

CONCLUSION

The following conclusion may be drawn from the outcomes of the data analysis and discussion that have been conducted. Employee performance is positively and significantly impacted by internal locus of control. Workers who have a high internal locus of control typically think that their abilities and efforts will be able to influence the outcome of their work. This study also found that Burnout conditions have no influence on employee performance. Burnout characterized by emotional exhaustion, depersonalization, and decreased personal achievement can

reduce employee productivity and work quality. This condition requires special attention from management to prevent further performance decline. The results of the study demonstrate that internal locus of control and burnout condition have an impact on worker performance at the same time. Workers with strong internal loci of control typically perform better than those with low internal loci of control because they are better able to control and lessen the detrimental effects of burnout.

Some suggestions that can be conveyed are, the need for increased promotion of work-life balance. This is done in order to maintain the level of locus of control and overcome Burnout found in human resources in the company. Management should promote a healthy work-life balance policy. Furthermore, companies need to develop internal support systems. Building internal support systems such as mentoring and peer support groups can help employees deal with work pressure. Support from coworkers and superiors can provide a sense of solidarity and help employees feel more motivated. Finally, hold an HR quality improvement program / employee training, some of which can be in the form of seminars, training weeks, courses and also trainee periods for new employees who will later join the company PT Bio Farma Persero.

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