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## DETERMINATION OF EMPLOYEE BURNOUT ON EMPLOYEE WELL BEING WITH ARTIFICIAL INTELLIGENCE AS MODERATION FOR INDONESIAN SHARIA BANK EMPLOYEES

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### ABSTRACT

Syariah Banks were established without mentioning ordinary banking because the parent bank is Sharia Commercial Banks, which has now established 12 banks in its development. With the merger of bank employees, it takes some time to adapt to the new system so that employees experience burnout. Artificial Intelligence is the study of how computers perform intelligent tasks that previously could only be done by humans. Burnout as an inhibiting factor in the variable employee well-being and artificial intelligence is a supporting factor in achieving employee welfare. The purpose of this research is to find out: (1) Determinants of Employee Burnout on Employee Well Being at Bank Syariah Indonesia Employees, (2) Determinants of Employee Burnout on Employee Well Being with Artificial Intelligence as Moderation for Indonesian Sharia Bank Employees. The findings support the mediating role of artificial intelligence in the relationship between burnout and employee well-being. The results in this study Use Information from Conservation and Resource Allocation. Theoretically, this study not only examines the direct relationship between perceived talent identification and burnout, but also provides insight into why identifying perceived talent makes a difference in employee outcomes. The practical implication in this research is that it provides management views that must pay attention to the process of developing mobile Internet, which has led to more and more application scenarios that can be considered as to the impact of improving employee well-being.

**Keywords:** Employee Burnout; Employee Well-Being; Sharia Bank

### INTRODUCTION

PT Syariah Bank Indonesia Tbk (hereinafter referred to as BSI) officially operates on February 1, 2021. BSI is the largest Islamic bank in Indonesia after the merger of three Islamic banks belonging to the Association of State Owned Banks (Himbara), namely: PT BRI Bank Syariah (BRIS) ), PT Bank Syariah Mandiri (BSM) and PT BNI Syariah Bank (BNIS). One of the visions carried out by BSI is to become a sharia bank with a global reach, precisely the target is to be in the top 10 of global Islamic banks with a large capitalization value by 2025. The growth and development of Islamic banking in Indonesia is increasing. The increasing growth of Sharia Banking is evidenced by the establishment of Sharia-based businesses, where Sharia Banking includes Sharia Commercial Banks (BUS), Sharia Business Unit (UUS) and Sharia Banking People's Fund (BPRS). Sharia Banks were established without mentioning ordinary banking because the parent bank is Sharia Commercial Banks, which has now established 12 banks in its development.

With the merger of bank employees, it takes some time to adapt to the new system so that employees experience burnout. Burnout is a symptom of physical, emotional, thought, and behavioral exhaustion, feelings of dissatisfaction and disbelief in one's own abilities, and a lack of options for self-fulfillment, to chronic stress, a response to conditions that accompany a person and is a response to work relational stress. Violence can have a negative impact on people and organizations, such as decreased employee well-being (McDougall et al., 2018). Based on the idea of measuring employee burnout, the signs used are (1) physical burnout and (2) emotional burnout (Sijbom et al., 2019). employee well being can be interpreted as a multidimensional construct encompassing people's positive and negative experiences about (disappointment) and health at work, with job satisfaction, employee engagement, and health reflecting various aspects of well-

being.(Walsh & Arnold, 2020). Artificial Intelligence is the study of how computers perform intelligent tasks that previously could only be done by humans(Brailsford, 2015). In recent years, AI has developed rapidly and changed the way people live(Issues et al., 2019). Based on the description above, the authors get the formulation of the problem, namely: (1) How are Employee Burnout Determinants of Employee Well in Indonesian Sharia Bank Employees? (2) How employee burnout determinants against employee well-being with Artificial Intelligence as Moderation for Indonesian Sharia Bank Employees?

Research purposes is to find out: (1) Determinants of Employee Burnout on Employee Well Being at Bank Syariah Indonesia Employees, (2) Determinants of Employee Burnout on Employee Well Being with Artificial Intelligence as Moderation for Employees of Bank Syariah Indonesia. Based on the description above, the urgency of the research or the reasons for the importance of this research can be briefly described as follows: (1) employee well being at Bank Syariah Indonesia employees has not been maximized, it is necessary to examine the root of the problem, then look for any factors that have contributed to the effort to increase employee well being, (2) Burnout as an inhibiting factor in the variable employee well being and artificial intelligence is a supporting factor in achieving employee welfare.

## LITERATURE REVIEW

### Burnout

Burnout is a psychological response to chronic work stress that is often defined by its dimensions (Way et al., 2020); emotional exhaustion (depletion of emotional resources), depersonalization (perceiving people as objects), and depersonalization (no longer feeling productive at work). COR theory (Eissa, 2020) suggests that burnout is a consequence of the loss of resources, where resources represent whatever individuals perceive to be helpful in achieving their goals (Kibirige & Berberoglu, 2020). Burnout is a psychological syndrome associated with a persistent response to chronic work stress (Haapakangas et al., 2018). Therefore, burnout studies follow a bottom-up approach, focusing on the practical implications of burnout symptoms into three aspects: excessive fatigue, decreased personal performance and feelings of skepticism (Sijbom et al., 2019). In addition, burnout symptoms can manifest at the individual or relationship level: the personal level refers to feelings of diminished personal accomplishment, such as feelings of incompetence and productivity, while the relationship level refers to feelings of alienation from the organization and other members. Employees who suffer from burnout symptoms tend to show lower levels of job involvement (Kilroy et al., 2020) and defend their opinion on the organization's policies and activities (Kim et al., 2021).

### Artificial Intelligence

AI (Artificial Intelligence) refers to "intelligently acting computer agents" (Brailsford, 2015) designed to imitate human abilities while surpassing their actual abilities (Issues et al., 2019). This is achieved by modeling biological and natural intelligence using a set of algorithmic models (Tafvelin et al., 2020). AI technologies powered by data analytics are increasingly being adopted by businesses to cope with constant margin pressures, shorter strategy cycles and rising employee expectations. In particular, AI advancements have the potential to improve the employee experience by increasing business knowledge of these preferences. Thanks to recent advances in computer engineering and information and communication technology (ICT) (Vinueza et al., 2020). Artificial Intelligence has undergone a long process of development, with a history of more than 70 years. The development process can be divided into several stages: In 1956, the Dartmouth conference was held and this concept of Artificial Intelligence was the birth of Artificial Intelligence. During this period, the trend of Artificial Intelligence research by the international academic community was increasing, and academic exchanges took place regularly. By the 1960s, the associated and conformist styles were no longer in use, and

smart technology was in decline. Research on back-propagation algorithms began in the 1970s, and the cost and computing power of computers gradually increased, making it difficult to research and implement expert systems. During the 1980s, the functionality of computer hardware has increased significantly, and the Development of the Internet has reduced the development of Artificial Intelligence. In the first decade of the 21st century, the development of the mobile Internet has led to more and more application scenarios of Artificial Intelligence (Dwivedi et al., 2021).

### **Employee Well Being**

Employee Well Being is a state in which a person is satisfied and happy with his life and where their professional, family, mental and emotional life is considered balanced (Inceoglu et al., 2018). In the workplace, Employee Well Being facilitates the stable and efficient operation of the organization. In addition, employee happiness in terms of relationships is correlated with organizational performance (Arian et al., 2018). Therefore, there are ethical reasons to increase workplace happiness and profits for the company (Kilroy et al., 2020) Employee Well Being is very valuable for organizations because it predicts job performance (Autin et al., 2020). According to organizational support theory (Ineson et al., 2013) the level of support generated through positive organizational actions can stimulate favorable employee evaluations of the organization. which has benefits for employee well-being and organizational performance.

## **RESEARCH METHOD**

### **Research Stages**

This research was conducted at Bank Syariah Indonesia in Surabaya with the title Determinants of Employee Burnout Against Employee Well Being with Artificial Intelligence as Moderation for Employees of Bank Syariah Indonesia. In this study the approach used is a quantitative approach. The population of this research is the employees of Bank Syariah Indonesia in Surabaya as many as 534 people. Regarding the minimum sample size in SEM analysis according to (Pawirosumarto et al., 2017) the minimum is between 100 – 300 observations. The indicators in this study were 20 indicators, the minimum sample size was 10 x 20 or 200 samples, so the sample in this study amounted to 200 people. In general, the SEM procedure according to (Dhir et al., 2020) contains the following stages: Model specifications (model specifications) This stage is related to the formation of the initial structural equation model before the estimation is carried out. This initial model is formulated based on a theory or previous research; Identification (identification), This stage is related to the study of the possibility of obtaining a unique value for each parameter in the model and the possibility that simultaneous equations have no solution; Estimation (estimation), This stage is related to the estimation of the model to generate parameter values by using one of the available estimation methods. The selection of the estimation method used is often determined based on the characteristics of the analyzed variables; Test Fit (testing fit), This stage is related to testing the fit between the model and the data. Several criteria of fit or Goodness of Fit (GOF) can be used to carry out this step; Specification (respecification), This stage is concerned with specifying the model based on the results of the previous stage's suitability test.

## **RESULTS**

The results of the validity test (Table 1) state that the values of convergent validity and discriminant validity Variables Employee Burnout, Artificial Intelligence, Employee Well Being are declared valid. This is because the result of outer loading is more than 0.70. Average Variance Extracted (AVE) is also more than 0.50.

**Table 1. Discriminant Validity**

	Average Variance Extracted (AVE)
Artificial Intelligence	0.782
Employee Burnout	0.794
Employee Well Being	0.756

Source: Smart PLS Program Output, 2022

**Table 2. Composite Reliability and Cronbach's Alpha**

	Cronbach's Alpha	Composite Reliability
Artificial Intelligence	0.936	0.947
Employee Burnout	0.962	0.968
Employee Well Being	0.952	0.961

Source: Smart PLS Program Output, 2022

**Table 3. R-Square**

	R Square	R Square Adjusted
Artificial Intelligence (Z)	0.046	0.037
Employee Well Being (Y)	0.492	0.482

Source: Smart PLS Program Output, 2022

The results of the reliability test (Table 2) stated that the Composite Reliability and Cronbach's Alpha values on the variable Employee Burnout, Artificial Intelligence, Employee Well Being above 0.70 which means Reliable.

To find out how far the influence of the relationship between the independent variable and the dependent variable is carried out through the R-Square test. The R-Square value on the employee burnout variable (X) against the Artificial Intelligence (Z) variable is said to be weak because R square Adjusted  $0.037 < 0.50$ , while the employee burnout (X) variable on employee well-being (Y) is said to be weak because the R square value adjusted  $0.482 < 0.50$ .

**Mediation Test**

The mediation test consists of 3 categories, namely full mediation, partial mediation, and non-mediation. It is said to be full mediation if the exogenous and endogenous variables are negative, and the mediating variable is positive. It is said to be partial mediation if the exogenous, endogenous, and mediating variables are all positive. It is said to be non-mediation if the endogenous exogenous variable is positive, but the mediating variable is negative. If the P Values on the Specific Indirect Effect  $< 0.05$  then the result will be positive and vice versa.

In the Path Coefficient variable, Artificial Intelligence Employee wellbeing shows a negative relationship because the P Value is  $0.155 > 0.05$  (Table 4). The Path Coefficient of Employee Burnout on Artificial Intelligence shows a positive relationship because the P Value is  $0.032 < 0.05$ . In the Path Coefficient variable Employee Burnout on Employee Well Being shows a positive relationship because P Value  $0.000 < 0.05$ .

On the Specific Indirect Effect Variable Employee Burnout on Employee Well Being mediated Artificial Intelligence shows a negative relationship because P Value  $0.223 > 0.05$  (Table 5). In the Path Coefficient variable Employee Burnout on Employee Well Being shows a positive relationship because P Value  $0.000 < 0.05$ . and on the Specific Indirect Effect Variable Employee Burnout on Employee Well Being mediated Artificial Intelligence shows a negative relationship because P Value  $0.223 > 0.05$ . It can be concluded that this relationship is said to be non-mediation.

**Table 4. Path Coefficient**

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics ( O/STDEV )	P Values
Artificial Intelligence -> Employee Well Being	0.123	0.118	0.086	1,423	<b>0.155</b>
Employee Burnout -> Artificial Intelligence	0.214	0.233	0.099	2.156	<b>0.032</b>

Source: Smart PLS Program Output, 2022

**Table 5 Specific Indirect Effect**

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics ( O/STDEV )	P Values
Employee Burnout -> Artificial Intelligence -> Employee Well Being	0.026	0.026	0.022	1,220	<b>0.223</b>

Source: Smart PLS Program Output, 2022

**Table 6. Hypothesis Test Path Coefficient Table**

	Original Sample (O)	Sample Mean (M)	T Statistics ( O/STDEV )	P Values	Sig/No Sig
Artificial Intelligence -> Employee Well Being	0.123	0.118	1,423	<b>0.155</b>	No Sig
Employee Burnout -> Artificial Intelligence	0.214	0.233	2.156	<b>0.032</b>	Sig
Employee Burnout -> Employee Well Being	0.665	0.668	11,338	<b>0.000</b>	Sig

Source: Smart PLS Program Output, 2022

**The Effect of Artificial Intelligence on Employee Well Being**

In the Artificial Intelligence variable on Employee Well Being, the Original Sample (Coefficient) value is 0.123 > 0.000 with T-statistics < T-table (1,423 < 1.65) and P-value 0.155 < 0.05 (Table 6), meaning that the Artificial Intelligence variable does not have a positive and insignificant effect. Against Employee Well Being.

**The Effect of Employee Burnout on Artificial Intelligence**

In the Employee Burnout variable on Artificial Intelligence, the Original Sample value (Coefficient) is 0.214 > 0.000 with T-statistics > T-table (2.156 > 1.65) and P-value 0.032 < 0.05 (Table 6), meaning that the Employee Burnout variable has a positive and significant influence. Against Artificial Intelligence.

**The Effect of Employee Burnout on Employee Well Being**

In the Employee Burnout variable against Employee Well Being, the Original Sample value (Coefficient) is 0.665 > 0.000 with T-statistics > T-table (11.338 > 1.65) and P-value 0.000 < 0.05 (Table 6), meaning that the Employee Burnout variable has a positive and significant influence. Against Employee Well Being.

**CONCLUSION**

Based on the results of this study, there are several conclusions, including: Artificial Intelligence does not have a positive and insignificant effect Against Employee Well Being in Bank Syariah Indonesia employees, the Employee Burnout variable has a positive and significant influence Against Artificial Intelligence in Bank Syariah Indonesia employees and Employee Burnout variables have a positive and significant influence Against Employee Well Being at Indonesian Islamic Banks.

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