

Development of lecturer capacity in higher education: solution reduces burn out by design E-Tri-Angle

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Abstract. The purpose of this paper is to develop a Design E-Tri-Angle to measure whether lecturers experience stress, burnout, and low self-esteem on their college performance and practical solutions to reduce the condition. The method used to develop the E-Tri-Angle design is the method of program development in the form of software (mobile phone/android) or website system. The E-Tri-Angle design can be used quickly, anytime, anywhere to personally identify his or her condition and practical solutions to reduce or overcome them. It is done to assist the lecturers in order to perform their performance in the quality management of universities in accordance with the expected objectives. The design development is done to follow up the previous research which shows that many lecturers are less able to control themselves or their inability to balance their thoughts, feelings, and willingness to respond to a situation. The result of E-Tri-Angle design development can assist in developing the capacity of lecturers in universities. The development of lecturer capacity is intended to be a continuous learning activity in improving the ability to maintain or control themselves so that lecturer performance becomes better in all academic and non-academic aspects.

1. Introduction

Capacity building at the level of lecturer aims to improve the competence of the faculty for the performance of lecturers in the university's quality management implementation in accordance with the expected goals. Increased competence is a process or continuous learning activities to build capacity, skills of lecturers to control themselves in order to get better performance in all aspects. Academic aspects may include management development curriculum and learning, research and community service, increasing the competence and professionalism of lecturers through further studies, seminars, workshops, and others. While the non-academic aspects may include the administration and development of its resources to meet the needs of one of the existing human resources in college is a lecturer.

Development of management or human resource management in a college should also pay attention to the psychology of its human resources by providing motivation to improve its performance. Therefore, in the management of human resources at the planning stage, the lecturer development plan (Renbangdos) in addition to the increase of knowledge, skills are also more focused on attitudes and behavior, the motivation to improve its performance. Understanding the psychological condition of the lecturers should also get attention by understanding the change of attitude and behavior, so it can help to find a solution to overcome them. Changes in attitudes and behavior that are not good will result in a decrease in the performance of the lecturers in carrying out the task as an educator and as a scientist.



The duties of lecturers in universities besides implementing Tri Dharma Perguruan Tinggi consisting of education, research and community service, are also required to improve their competence and professionalism. Each lecturer should be able to write scientific papers published in reputable journals at national and international level, able to arrange syllabus, plan of learning program or lecture, carry out learning as planned, plan and conduct evaluation. Increased competence and professionalism is done through further study, attending seminars or workshops as participants and as speakers, attending the skills training instructional, following Applied Approach training, technology guidance. It is also required to have and improve the academic office, pass the certification of lecturers, and if it is certified then must make the employment contract and report the workload for each semester.

Taking into account the lecturer's duties described above, shows that the lecturer's job is very hard to implement if the lecturer is not able to balance between competence and ability with job demands. If the lecturers are able to balance between their ability with the demands of work then they will not feel heavy in carrying out its duties, so that its performance will be better. The imbalance is caused by mental resilience and psychological condition of poor lecturers, but if the ability to defend themselves or the ability to control themselves well then there will be no such imbalance, so that the lecturer will not feel heavy in carrying out his duties.

Results of research show that many lecturers are less able to control themselves or their inability to balance their thoughts, feelings, and willingness to respond to a situation. His inability will result in him experiencing stress, a tendency to burnout easily, experiencing burnout. The condition will continue to behave towards itself as seen from lack of confidence in itself or Low Self Esteem caused by an inability to control their emotions [1]. This is in line with the findings of research results showed that the workload affect the work fatigue [2].

These conditions are not felt or not known by the lecturers that he experienced it, so there is a need to develop a formula that can be used to find out personally whether he experienced these conditions. The formula developed is the E-Tri-Angle design is a questionnaire to measure personally whether he or she is experiencing stress, burnout, and low self-esteem on their performance in college and practical solutions to reduce the condition. The E-Tri-Angle design was developed based on the findings of previous research on measurement dimensions to determine whether a person experiences burnout, namely the emotional exhaustion (emotional exhaustion) dimension and the dimension of error in responding (Cognitive Distortion). While the dimensions of measurement to determine whether a lecturer has self-esteem (self-esteem), namely the dimensions of self-confidence and dimension of confidence.

2. Literature review

Capacity building can be described as the process of helping implementers of education in this faculty to obtain and use information relevant to the implementation of policies towards success. Access to information and understand how to use the information defined as "knowledge" [3]. Capacity building seeks to find better and more efficient ways for educational implementers with different conditions to access and use knowledge in the context of local education to achieve the desired outcomes.

Capacity building of lecturers aims to improve lecturer's performance in order to be better on all academic and non-academic aspects. Improved performance can be achieved through continuous learning process in improving ability, skill, and expertise owned by individual to maintain or control themselves in the midst of change [4]. The skills to control oneself from emotional states are self-control, characterized by ability or skill in the face of stress [5]. The ability to defend oneself is an aspect of adjustment or adaptation to changes in the environment or the conditions in which he works.

The ability to control oneself from emotional states and the ability to defend themselves against environmental changes, it is expected that the lecturers first need to understand or realize that he is experiencing stress conditions, burnout conditions, Low Self Esteem. To help the lecturers to know whether they are experiencing stress, burnout, and low self-esteem on their performance in college, the E-Tri-Angle design formula is developed as a practical solution to prevent and cope with these conditions. The method used to design E-Tri-Angle is a program development method in the form of

software (Mobile phone / Android) or system in the form of website. The E-Tri-Angle design can be used quickly, anytime, anywhere to personally identify his or her condition and practical solutions to reduce or overcome them.

Design E-Tri-Angle is a questionnaire using Mobile phone / Android designed using Google Docs. Google Docs is one of the applications that Google developed for file server needs. Especially office applications. Starting from word processors, spreadsheets and presentation processors. Google Docs can also be used to process (store, create, edit) office application programs online.

3. Methods

The research was conducted in five major universities in Indonesia, namely Universitas Wijaya Kusuma Surabaya, Universitas Negeri Surabaya, Imam Bonjol University, Gajah Mada University, and Sepuluh Nopember Institute of Technology. In the realm of the higher education world wants the establishment of a competitive university both nationally and internationally it is necessary an effort to improve the performance of the educators of lecturers to shape the quality of higher education to be better, integrated and competent both internally and externally. Based on this, the researcher wishes to improve the performance level of the lecturers from some of the biggest universities in Indonesia by knowing first whether the lecturer experiences stress, burnout, and low self-esteem so that affect their performance in college, by using questionnaire. The research method used in this research to obtain data or information related to the problem are: (1). Field studies, Research is done directly to the lecturers in each University by giving questionnaires in the form of online to get the data. (2). Literature Study, in completing this study the author searches and collects literature related to the problem under study. (3). Laboratory Studies, in this activity researchers will examine the causes and effects that occur, and develop an application that can overcome the problems faced by the lecturers is by creating an online questionnaire application called E-Tri-Angle Questionnaire.

3.1. Conceptual design

There are several advantages of Google Docs include: easy to use, not pay (free), avoid lost data due to damage to hard drive, support and complete documentation, using a simple WYSIWYG (What You See Is What You Get) editor to format documents, spell checking, and so forth.

To know the lecturers experiencing stress, burnout, and low self-esteem against its performance in college, then developed the E-Tri-Angle design formula Questionnaire which is a technique of collecting information or a list of questions that must be answered or done by respondents (lecturers) who want to be investigated. Procedures that have been done and already running is by way of questionnaires made, printed and then distributed to the lecturers as prospective respondents. After the respondents (lecturers) fill out the questionnaire, all the questionnaires are collected back to then the results diinputkan data processing applications such as excel until finally data processing can be done. In the development of the procedure can be simplified by memanfaatkan existing technology, precisely internet technology and mobile phone / android is by way of the questionnaire is distributed online to the lecturers as respondents. As for the steps to create an online questionnaire using Google Doc: (1). Type in the browser address of the site address: <http://docs.google.com>; (2). Fill out google Account (email and password) if you already have one (e.g. Gmail emailed account); (3). If you do not have a google account, please click the Getting Started button to create a new account. When account creation is complete, log back in to <http://docs.google.com> and fill out google Account (email and password); (4). To create an online survey, click on "form" (Figure 1).

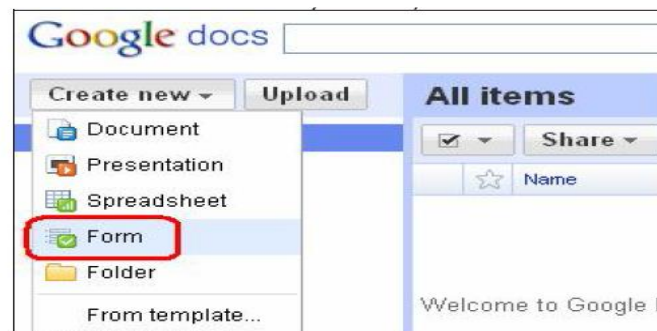


Figure 1. Form Google Doc.

(5). Type the title of your survey / questionnaire form, eg "RESEARCH QUESTION"; (6). Type the information / objectives of your form, for example "Please read your research questionnaire about" Analysis of Service Quality Influence on Customer Satisfaction and Loyalty of Bank Muamalat ". Thank you for your attention; (7). Type the desired question, for example about Gender. On the Question Title field enter "Gender". In the Question Type select one (there are several options: text, paragraph text, multiple choice, checkbox, choose from a list, scale, and grid). For example gender question items have "Choose from a list". Type the options: Male, Female. Then put a check / checklist; (8). In the Make this a required question section. Then end with the click "Done" (Figure 2).

 A screenshot of the Google Forms editor interface. The form title is 'KUISIONER PENELITIAN'. The description text is: 'Mohon kesediaan Bapak/Ibu untuk mengisi kuisisioner penelitian saya mengenai "Analisis Pengaruh Kualitas Layanan Terhadap Kepuasan dan Loyalitas Nasabah Bank Muamalat". Atas perhatiannya saya ucapkan terima kasih.' The 'Question Title' field contains 'Jenis Kelamin'. The 'Question Type' is set to 'Choose from a list'. The options are 'Laki-laki' and 'Perempuan'. The 'Make this a required question' checkbox is checked. The 'Done' button is visible at the bottom left.

Figure 2. Form online questionnaires.

Create a second question. Repeat the steps as above. For example in Question Title type "How attitudes of officers in serving customers". In the Question Type select one such as "Multiple choiche". Type the options, for example: "Very good, good, ordinary, bad, most bad". Click on the "add other" link to add an answer selection column. Then do not forget to check/checklist in the Make this a required question. Then end with the click "Done".

4. Results and discussion

E-Triangle Components Questionnaire, the indicators for the emotional exhaustion dimension consist of: (1) feelings of frustration or disappointment, (2) feelings of despair, (3) feelings of sadness, (4) feelings of helplessness (lack of power) (5) feelings of shackling by tasks, (6) feelings of irritability, (7) complaining (feeling distressed, (8) feeling depressed, (9) apathy (indifferent, ignoring, lethargic) relentlessly, (10) angry for no reason.

Moderate indicators of self-distortion Cognitive distortion consists of: (1) hasty in making conclusions/decisions, (2) thinking is not objective (feeling), (3) seeking reason or justification, (4) dishonest, (5) passionate/incapable (6) ego, ie selfish or zero tolerant people, (7) irresponsible as not doing duties, working casually, always blaming people, (8) not committed too late send duties. (9) not committed to delaying duties, (10) self-esteem such as the desire to always be praised by others or the leader that he is smart when not in accordance with his abilities.

The indicator for the self-esteem dimension consists of: (1) being satisfied with himself, (2) being proud of himself, (3) thinking constructively, (4) being positive about himself, (5) feel useful. The low self esteem indicator (1) is not satisfied with himself, (2) not proud of himself, (3) thinking not building, (4) being negative against himself, (5) felt himself less appreciated.

If the lecturers experience the condition it will interfere with its performance, therefore need to develop a formula to measure it and practical solutions to reduce the condition. Tri-angle or in other words Tri-sakti (creation/thought, feeling and intention/desire/will). Burnout is a chronic psychological syndrome experienced by a person in his interaction with the work environment, as a result of the inability to balance trisakti (creation/thought, feeling and intention/desire/will) in response to a stimulus. Low self esteem is an individual's negative attitude toward himself that appears to be a decrease in self-confidence or lack of self-confidence caused by his inability to control his emotions.

5. Conclusions

Based on the research on the design of the E-Tri-Angle questionnaire was conducted at five universities in Indonesia, the authors conclude that the system is designed to provide services and information quickly and precisely target the respondents desired by the researchers to determine the data on the level of stress, burnout, and low self-esteem of the respondents well. The late submission and filling the questionnaire to and by respondents who previously often can be minimized. In addition, the E-Tri-Angle Kuisisioner system has been able to streamline the work of admin and researchers, because without face to face, researchers can submit a questionnaire to the respondents and can directly see the development of respondents' inputs on display output database output of respondents without having to do work using media sheets of questionnaire papers that could have been lost. If any, should be placed before the references section without numbering.

References

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