

ABSTRAK

Job burnout merupakan fenomena yang sering terjadi di lingkungan kerja. *Job burnout* dapat timbul apabila karyawan mengalami stres kerja dalam kurun waktu yang lama. Stres kerja ini tergantung oleh tingkatan *self efficacy* yang dimiliki oleh karyawan. Semakin tinggi *self efficacy* karyawan maka akan semakin rendah potensi karyawan tersebut untuk mengalami stres kerja, sehingga potensi karyawan untuk mengalami *job burnout* juga semakin rendah. Penelitian ini bertujuan untuk mengetahui pengaruh *self efficacy* dan stres kerja terhadap *job burnout* pada karyawan di PT Albea Rigid Packaging Surabaya.

Penelitian ini merupakan jenis penelitian observasional analitik dengan pendekatan *cross-sectional study*. Responden penelitian ini adalah karyawan di bagian produksi PT Albea Rigid Packaging Surabaya berjumlah 99 karyawan. Kuesioner merupakan alat yang digunakan untuk mendapatkan data diri responden meliputi: usia, jenis kelamin, masa kerja, pendidikan dan status pernikahan. Instrumen pengukuran *self efficacy* menggunakan *Occupational Self Efficacy Questionnaires*, stres kerja diukur menggunakan *HSE Management Standards Indicator Tool*, dan *job burnout* diukur menggunakan *Maslach Burnout Inventory* (MBI).

Hasil penelitian ini menunjukkan bahwa faktor individu meliputi: usia, jenis kelamin, masa kerja, pendidikan dan status pernikahan tidak mempengaruhi stres kerja, *self efficacy* maupun *job burnout*. *Self efficacy* terbukti signifikan mempengaruhi stres kerja ($p = 0,020$). *Self efficacy* tidak mempengaruhi *job burnout* aspek kelelahan emosional dan depersonalisasi, namun *self efficacy* terbukti signifikan mempengaruhi *job burnout* aspek penurunan pencapaian diri ($p = 0,000$). Stres kerja terbukti signifikan mempengaruhi *job burnout* baik pada aspek kelelahan emosional, depersonalisasi maupun penurunan pencapaian diri ($p = 0,000$). Secara simultan, *self efficacy* dan stres kerja mempengaruhi *job burnout* ($p = 0,008$).

Kesimpulan dari penelitian ini yaitu: faktor individu tidak mempengaruhi stres kerja, *self efficacy* maupun *job burnout*. Stres kerja responden mempengaruhi *job burnout* (kelelahan emosional, depersonalisasi dan penurunan pencapaian diri). *Self efficacy* hanya mempengaruhi *job burnout* aspek penurunan pencapaian diri. *Self efficacy* yang semakin tinggi juga dapat menurunkan stres kerja responden. Saran yang dapat diberikan yaitu melaksanakan kegiatan yang dapat meningkatkan religiusitas karyawan sehingga karyawan mampu menghadapi setiap tuntutan maupun masalah di dalam pekerjaan dengan penuh kesabaran dan rasa syukur. Selain itu, aktivitas peregangan otot sebelum memulai pekerjaan dan di sela-sela waktu kerja mampu menurunkan potensi stres kerja maupun *job burnout*.

Kata kunci : *self efficacy*, stres kerja, *job burnout*.

ABSTRACT

Job burnout was a phenomenon that often occurs in the workplace because of experienced to job stress for a long time. Job stress depended on the employees' self efficacy. The higher level of employees' self efficacy will lower probability of job stress that experienced by workers, so that the potential of employees' job burnout is also getting lower. This research aimed to identify the influence of self efficacy and job stress against to job burnout in PT Albea Rigid Packaging Surabaya.

This research was an analytical observational research with a cross-sectional approach. The respondents of this research were workers in the production site of PT Albea Rigid Packaging Surabaya, as many as 99 workers. Questionnaires as the tools that used to obtain the respondents' data including: age, gender, employment, education, marital status, self efficacy, job stress and job burnout.

The results of this study showed that individual factors include: age, gender, employment, education and marital status did not influence either the job stress, self efficacy or job burnout. Self efficacy proved to significantly influence job stress ($p = 0,020$). This study proved that self efficacy did not influence job burnout aspects of emotional exhaustion and depersonalization, but self efficacy proved to significantly influenced the job burnout aspect of reduced personal accomplishment ($p = 0,000$). Job stress proved to significantly affected the job burnout on the aspect of emotional fatigue, depersonalization as well as decreased self-achievement ($P = 0.000$). Simultaneously, self efficacy and job stress against job burnout proved that self efficacy the increasingly high and decreases job stress was able to lower the job burnout experienced by the respondent ($P = 0.008$). Job stress proved to significantly influence job burnout either aspect of emotional exhaustion, depersonalization or reduced personal accomplishment ($p = 0,000$).

The conclusion of the study was: individual factors did not influence either work stress, self efficacy or job burnout. Job stress influenced to the job burnout (emotional fatigue, depersonalization and decreased self-achievement). Self efficacy only did influence job burnout aspect of reduced personal accomplishment. The higher self efficacy encouraged the lower job stress of respondents. The advice that can be given was to carry out activities that can increase the religiosity of employees so that employees are able to conduct every demand or problem in the workplace with full-patience and gratitude. In addition, muscle stretching activities before starting the work and in the sidelines of working time could make lower the potential job stress and job burnout.

Keywords : self efficacy, job stress, job burnout.