

## ABSTRAK

Suryadi Tandiayuk, Pengaruh Persepsi Dukungan Organisasi dan *Psychological Capital* terhadap *Burnout* pada Karyawan PT. Jasa Marga (Persero) Tbk cabang Surabaya Gempol, *Tesis*, Fakultas Psikologi Universitas Airlangga Surabaya, 2015.

**x + 79, 9 lampiran**

Penelitian ini bertujuan untuk mengetahui pengaruh persepsi dukungan organisasi dan *psychological capital* terhadap *burnout*. Sampel dalam penelitian ini sebanyak 152 karyawan yang bekerja di PT. Jasa Marga (Persero) Tbk cabang Surabaya Gempol, dengan teknik *simple random sampling*. Pengumpulan data dilakukan menggunakan skala persepsi dukungan organisasi, skala *psychological capital*, dan skala *burnout* versi *human service*. Data penelitian ini dianalisis dengan menggunakan analisis jalur dengan bantuan program Lisrel 9.1 (*student version*).

Hasil analisis tersebut menunjukkan bahwa: (1) terdapat pengaruh positif antara persepsi dukungan organisasi terhadap *psychological capital* dibuktikan dengan nilai  $t_{hitung}$  sebesar 2,62 yang lebih besar daripada  $t_{tabel}$  (1,655). (2) Terdapat pengaruh negatif antara *psychological capital* dengan *burnout* dibuktikan dengan nilai  $t_{hitung}$  sebesar -3,21 yang lebih besar daripada  $t_{tabel}$  (1,655). (3) Tidak terdapat pengaruh langsung antara persepsi dukungan organisasi dengan *burnout* dibuktikan dengan nilai  $t_{hitung}$  -1,44 lebih kecil dari nilai  $t_{tabel}$  (1,655), dan (4) terdapat pengaruh tidak langsung persepsi dukungan organisasi terhadap *burnout* melainkan melalui *psychological capital* dengan nilai koefisien -0,053 dibuktikan dengan nilai P-values sebesar 1 dan RSMA 0,00.

**Kata kunci:** persepsi dukungan organisasi, *psychology capital*, *burnout*

**Referensi:** 36 (1989-2014)

## ABSTRACT

Suryadi Tandiayuk, Effect of Organizational Support Perception and Psychological Capital to Burnout on employee of PT. Jasa Marga (Persero) Tbk , Surabaya Gempol branch office, Thesis, Psychological Faculty Airlangga University, Surabaya, 2015.

**x + 79, 9 lampiran**

This study aims to determine the effect of organizational support perception and psychological capital on employee burnout. Samples in this study were 152 employees who are working at PT. Jasa Marga (Persero) Tbk, Surabaya Gempol branch office, with simple random sampling technique. Data were collected using perception of organizational support scale, psychological capital scale, and burnout scale. Data analyzed using path analysis with the help of the program lisrel 9.1 (student version).

The results of the analysis to show are: (1) there is a positive effect between organizational support perception with psychological capital that was evidenced by  $t_{\text{count}}$  of 2.62 greater than  $t_{\text{table}}$  (1.655). (2) There is a negative effect between psychological capital with burnout that was evidenced by  $t_{\text{count}}$  of -3.21 greater than  $t_{\text{table}}$  (1.655). (3) There is no direct effect between perceptions of organizational support with burnout that was evidenced by  $t_{\text{count}}$  -1.44 smaller than the value  $t_{\text{table}}$  (1.655), and (4) there is an indirect effect of organizational support percetion to burnout but through psychological capital with coefficient -0.053 was evidenced by the value of the P-values of 1 and RSMA 0.00.

**Keywords:** organizational support perception, psychological capital, burnout.

**Referensi:** 36 (1989-2014)