

## ABSTRAK

**Azmi Kusumastuti Utomo, 111511133154, Pengaruh Job Burnout dan Iklim Organisasi terhadap Workplace Incivility pada Perawat, Skripsi, Fakultas Psikologi Universitas Airlangga Surabaya, 2019.**  
**xviii + 100 halaman, 49 lampiran**

*Penelitian ini bertujuan untuk mengetahui apakah terdapat pengaruh antara job burnout dan iklim organisasi terhadap workplace incivility pada perawat. Job burnout merupakan sindrom kelelahan emosional dan cynicism yang sering terjadi pada pekerja di bidang pelayanan masyarakat (Maslach & Jackson, 1981). Iklim organisasi merupakan seperangkat kualitas lingkungan kerja yang dapat diukur, dipersepsikan secara langsung atau tidak langsung oleh anggota yang tinggal dan bekerja pada lingkungan tersebut, dan dapat mempengaruhi motivasi serta perilaku mereka (Litwin & Stringer, 1968 dalam Toulson & Smith, 1994). Workplace incivility adalah perilaku menyimpang berintensitas rendah yang disertai keambiguan niat membahayakan target, melanggar norma di tempat kerja, dan tidak menghormati orang lain (Andersson & Pearson, 1999).*

*Penelitian dilakukan pada perawat dengan jumlah subjek 156 perawat dan menggunakan metode non-probability sampling yaitu accidental sampling. Alat pengumpul data berupa kuesioner MBI-HSS (22 aitem) oleh Maslach, Leiter, & Schaufeli (2001) untuk variabel job burnout, Organizational Climate Questionnaire (18 aitem) oleh Stringer (2002) untuk variabel iklim organisasi dan IIBS (28 aitem) oleh Handoyo, dkk. (2018) untuk variabel workplace incivility. Analisis data dilakukan dengan teknik regresi linear berganda dengan bantuan program SPSS 23.0 for Windows.*

*Hasil penelitian ini menunjukkan bahwa terdapat pengaruh yang signifikan antara job burnout dan iklim organisasi terhadap workplace incivility pada perawat ( $p = 0,000$ ;  $R^2 = 0,400$ ). Job burnout berpengaruh secara positif ( $p = 0,000$ ;  $R^2 = 0,264$ ) sedangkan iklim organisasi berpengaruh secara negatif ( $p = 0,000$ ;  $R^2 = 0,245$ ).*

**Kata kunci:** *job burnout, iklim organisasi, workplace incivility*  
 Daftar Pustaka, 55 (1974 - 2018)

## ABSTRACT

**Azmi Kusumastuti Utomo, 111511133154, The Effect of Job Burnout and Organizational Climate on Workplace Incivility among Nurses, Undergraduate Thesis, Faculty of Psychology Universitas Airlangga Surabaya, 2019.  
xviii + 100 pages, 49 attachments**

*This study aims to discover whether there is an effect of job burnout and organizational climate on workplace incivility among nurses. Job burnout is a syndrome of emotional exhaustion and cynicism that occurs frequently among individuals who do “people-work” of some kind (Maslach & Jackson, 1981). Organizational climate is a set of measurable properties of the work environment, perceived directly or indirectly by the people who live and work in this environment and assumed to influence their motivation and behaviour (Litwin & Stringer, 1968 in Toulson & Smith, 1994). Workplace incivility is low-intensity deviant behavior with ambiguous intent to harm the target, in violation of workplace norms for mutual respect (Andersson & Pearson, 1999).*

*Research was carried out on nurses with the total number of subject of 156 nurses, using non-probability sampling with accidental sampling technique. Measuring tools used in this research is questionnaire, MBI-HSS (22 items) by Maslach, Leiter, & Schaufeli (2001) for job burnout variable, Organizational Climate Questionnaire (18 items) by Stringer (2002) for organizational climate variable, and IIBS (28 items) by Handoyo, et. al (2018) for workplace incivility variable. Data analysis that was used in this research is multiple linear regression using SPSS 23.0 for Windows.*

*The results show that there is an effect of job burnout and organizational climate on workplace incivility among nurses ( $p= 0,000$ ;  $R^2= 0,400$ ). Job burnout has a positive effect ( $p= 0,000$ ;  $R^2= 0,264$ ) while organizational climate has a negative effect ( $p= 0,000$ ;  $R^2= 0,245$ ).*

**Keywords:** *job burnout, organizational climate, workplace incivility*  
References, 55 (1974 - 2018)