

## ***Burnout pada Karyawan: Tinjauan Iklim Organisasi dan Tipe Kepribadian Karyawan***

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**Abstract.** *Employees who work in the service sector are prone to burnout. This is due to the design of the work that relates to many people so that workers can feel negative emotions directly from service recipients. This study aims to examine the effect of organizational climate on employee burnout and the moderator role of big five personality factors on the relationship between organizational climate and employee burnout who work in the service sector at Poltekkes Kemenkes Padang. Participants in this study were 65 (27 male, 38 female) and had worked for at least one year. This study uses a survey method with three scales, namely Maslach Burnout Inventory ( $\alpha=0.92$ ), Climate Organizational Scale ( $\alpha=0.929$ ), and Big Five Inventory ( $\alpha=0.716-0.863$ ). This study indicates that organizational climate can contribute 7,4% to reducing burnout and big five personality factors, including extraversion, agreeableness, conscientiousness, neuroticism, and openness, cannot moderate the relationship between organizational climate and burnout. Other findings from this study are the large role of working hours & work life balance as an organizational climate's aspects toward employee burnout.*

**Keywords:** *burnout, organizational climate, big five personality*

**Abstrak.** Karyawan yang bekerja di bidang pelayanan rentan mengalami *burnout*. Hal ini disebabkan oleh desain pekerjaan yang berhubungan dengan banyak orang, sehingga pekerja dapat merasakan emosi negatif secara langsung dari penerima layanan. Penelitian ini bertujuan untuk melihat pengaruh iklim organisasi terhadap terjadinya *burnout* karyawan dan peran moderator dari faktor kepribadian *big five personality* terhadap hubungan iklim organisasi dan *burnout* karyawan yang bekerja di bidang pelayanan di Poltekkes Kemenkes Padang. Partisipan dalam penelitian ini berjumlah 65 orang (27 laki-laki, 38 perempuan) dan sudah bekerja minimal 1 tahun. Penelitian ini menggunakan metode survei dengan tiga skala, yaitu *Maslach Burnout Inventory* ( $\alpha=0,92$ ), *Climate Organizational Scale* ( $\alpha=0,929$ ), dan *Big Five Inventory* ( $\alpha=0,716-0,863$ ). Hasil analisis dalam penelitian ini menunjukkan bahwa iklim organisasi yang kondusif berperan dalam penurunan *burnout* sebesar 7,4% dan faktor kepribadian *big five personality*, baik *extraversion*, *agreeableness*, *conscientiousness*, *neuroticism*, maupun *openness* tidak dapat memoderasi hubungan iklim organisasi dan *burnout*. Temuan lain dalam penelitian ini adalah besarnya peranan aspek jam kerja & *work life balance* dari iklim organisasi terhadap *burnout* karyawan.

**Kata kunci:** *burnout, iklim organisasi, big five personality*