

Wassalamualaikum Warahmatullahi Wabarakatuh.

ABSTRAK

Latar Belakang: Tingkat kepuasan kerja radiografer di Indonesia rendah, sehingga berdampak negatif pada motivasi, kualitas layanan, kesehatan fisik, dan hubungan antar rekan kerja. Salah satu penyebab ketidakpuasan kerja adalah kelelahan akibat beban kerja tinggi dan jadwal kerja yang panjang. Resiliensi sebagai faktor protektif yang membantu individu menghadapi stres kerja. Radiografer dengan tingkat resiliensi tinggi cenderung lebih mampu mengelola tekanan dan mempertahankan produktivitas. Oleh karena itu, penting untuk memahami peran resiliensi dalam memoderasi pengaruh kelelahan terhadap kepuasan kerja.

Tujuan: Menganalisis hubungan antara kelelahan dan kepuasan kerja, hubungan kepuasan kerja dan resiliensi, serta peran resiliensi sebagai moderator dalam hubungan antara kelelahan dan kepuasan kerja pada radiografer.

Metode: Penelitian menggunakan desain *sequential explanatory* dengan pendekatan *mixed methods*. Tahapan pertama adalah kuantitatif pada 54 radiografer di RSUP Dr. Sardjito, dilanjutkan dengan tahap kualitatif berupa wawancara mendalam. Instrumen yang digunakan adalah *Job Satisfaction Scale*, *Maslach-Trisni Burnout Inventory*, dan CD-RISC 10 versi Bahasa Indonesia. Analisis data dilakukan menggunakan regresi moderasi untuk data kuantitatif dan analisis tematik untuk data kualitatif.

Hasil: Terdapat korelasi negatif yang signifikan antara kelelahan dan kepuasan kerja ($r = -0,462$), serta korelasi positif yang signifikan antara resiliensi dan kepuasan kerja ($r = 0,455$). Resiliensi memoderasi hubungan kelelahan terhadap kepuasan kerja ($\beta = 0,276$; $p = 0,041$). Data kualitatif mengungkapkan bahwa ketidakpuasan kerja dipicu oleh kurangnya apresiasi, ketimpangan gaji, minimnya APD, serta komunikasi yang buruk dengan atasan. Kelelahan muncul akibat shift panjang, peran ganda, dan tingginya target pasien yang tidak sebanding dengan jumlah SDM.

Kesimpulan: Terdapat hubungan negatif antara kepuasan kerja dan kelelahan, dan hubungan positif antara kepuasan kerja dan resiliensi. Resiliensi berperan sebagai moderator yang melemahkan hubungan antara kelelahan dan kepuasan kerja.

Kata Kunci : Resiliensi, kepuasan kerja, kelelahan, radiografer.

ABSTRACT

Background: In Indonesia, the level of job satisfaction of radiographers is low, which can lead to a negative impact on work motivation, service quality, physical health, and relationships between coworkers. One factor contributing to low job satisfaction is burnout due to high workloads and long work schedules. Resilience is known to serve as a protective factor that helps individuals cope with work stress. People with high levels of resilience tend to manage work pressure better and maintain productivity. Therefore, it is crucial to understand the moderating role of resilience in the relationship between job satisfaction and burnout.

Objectives: To analyze the association between burnout and job satisfaction, the association between job satisfaction and resilience, and the role of resilience as a moderator in the relationship between burnout and job satisfaction in radiographers.

Methods: This study used a sequential explanatory design with a mixed methods approach. The first stage was conducted quantitatively on 54 radiographers at Dr. Sardjito Hospital, followed by a qualitative stage in the form of in-depth interviews. The instruments used were the Job Satisfaction Scale, Maslach-Trisni Burnout Inventory, and CD-RISC 10 Indonesian version. Data analysis was performed using moderated regression for quantitative data and thematic analysis for qualitative data.

Results: There was a significant negative correlation between burnout and job satisfaction ($r = -0.462$) and a significant positive correlation between resilience and job satisfaction ($r = 0.455$). Resilience moderated the relationship between burnout and job satisfaction ($\beta = 0.276$; $p = 0.041$). Qualitative data showed that job dissatisfaction was caused by a lack of appreciation, low salaries, not enough protective equipment, and poor communication with supervisors. Burnout was caused by long shifts, having to handle multiple roles, and high patient targets managed by only a few radiographer.

Conclusion: There was a negative association between job satisfaction and burnout, and a positive association between job satisfaction and resilience. Resilience acted as a moderator that weakened the relationship between burnout and job satisfaction.

Keywords: Resilience, job satisfaction, burnout, radiographers.