

## ABSTRAK

**Latar Belakang:** Jam kerja panjang, postur kerja monoton, dan tingginya kunjungan pasien merupakan tantangan bagi dokter gigi yang dapat memicu stres kerja hingga *burnout*. Keseimbangan antara tuntutan pekerjaan dan kemampuan mengelolanya penting untuk mencegah *burnout*. Studi pendahuluan menunjukkan bahwa dokter gigi puskesmas bertanggung jawab atas multi-tugas yang meningkatkan beban kerja hingga memicu *burnout*. Penelitian ini bertujuan mengeksplorasi pengalaman *burnout*, faktor *areas of work-life* yang berkontribusi, serta strategi *coping* dokter gigi puskesmas di Kota Yogyakarta.

**Metode:** Penelitian ini menggunakan pendekatan kualitatif dengan desain fenomenologi. Informan utama adalah dokter gigi puskesmas dan data dikumpulkan melalui wawancara mendalam, observasi, dan studi dokumen.

**Hasil:** *Burnout* pada dokter gigi bersifat insidental dan masih dapat ditangani karena adanya resiliensi dan kepuasan kerja. Kelelahan emosional muncul akibat tingginya beban kerja, keterbatasan kontrol sedangkan depersonalisasi tidak ditemukan karena terbangunnya komunikasi empatik terjaga. Penurunan pencapaian pribadi berkaitan dengan rasa kurang puas terhadap hasil kerja, hambatan karir, dan minimnya pengembangan profesional. Beban kerja menjadi faktor dominan pemicu *burnout*, sementara dukungan komunitas, dan kesesuaian nilai berperan sebagai faktor protektif. Strategi *coping* didominasi oleh *emotion-focused coping*. Manajemen tempat kerja mencegah stres kerja melalui intervensi kebijakan dan penyelenggaraan program kesehatan kerja.

**Kesimpulan:** *Burnout* pada dokter gigi tidak muncul secara eksplisit, namun diidentifikasi melalui dimensi kelelahan emosional, depersonalisasi, dan penurunan pencapaian pribadi. Faktor pekerjaan berkontribusi terhadap *burnout*, sementara strategi *coping* dan intervensi manajemen berperan dalam menjaga kesejahteraan kerja.

**Kata Kunci:** dokter gigi, puskesmas, *burnout*, *areas of work-life*, strategi *coping*, stres kerja

## ABSTRACT

**Background:** Long working hours, monotonous postures, and a high volume of patients visits are challenges for dentists that may trigger work-related stress and burnout. Balancing job demands with the ability to manage them is essential to prevent burnout. Preliminary studies show that community health center (puskesmas) dentists are responsible for multitasking, which increases workload and may leads to burnout. This study aims to explore experiences of burnout, contributing factors from areas of work-life, and coping strategies among puskesmas dentists in Yogyakarta City.

**Method:** This study employed a qualitative approach with a phenomenological design. The main informants were puskesmas dentists, and data were collected through in-depth interviews, observations, and document analysis.

**Result:** Burnout among dentists was incidental and manageable due to resilience and job satisfaction. Emotional exhaustion was triggered by high workload and limited control, while depersonalization was not identified because empathic communication remained intact. Reduces personal accomplishment was associated with dissatisfaction with work outcomes, career barriers, and limited professional development. Workload was the dominant predictor of burnout, whereas community support and value congruence served as protective factors. Coping strategies were predominantly emotion-focused coping. Workplace management contributed by implementing policy interventions and occupational health programs.

**Conclusion:** Burnout among Puskesmas dentists was not explicitly manifested but was identified through emotional exhaustion, depersonalization, and reduced personal accomplishment. Areas of work-life domain contributed to burnout, while coping strategies and managerial interventions played role in maintaining job stress effectively.

**Keywords:** dentists, community health centers, burnout, areas of work-life, coping strategies, work stress