

ABSTRACT

This study aims to examine the influence of burnout components which consist of exhaustion, cynicism and reduced professional efficacy toward affective commitment and turnover intention on the study of supporting division employees in PT. XYZ. This research uses quantitative research design with survey method and use questionnaire as research instrument. Multiple linear regression method is used to test the hypothesis in this research. The results show that although the burnout components of cynicism and reduced professional efficacy have significant and negative effect on affective commitment, the exhaustion component has no effect on affective commitment. The results also proved that exhaustion, cynicism and reduced professional efficacy have significant and positive effect on turnover intention.

Key: Burnout, Exhaustion, Cynicism, Reduced Professional Efficacy, Affective Commitment, Turnover Intention

INTISARI

Penelitian ini bertujuan untuk menguji pengaruh komponen *burnout* yang terdiri dari *exhaustion*, *cynicism* and *reduced professional efficacy* terhadap *affective commitment* and *turnover intention* dalam studi pada karyawan divisi *supporting* di PT. XYZ. Penelitian ini menggunakan desain penelitian kuantitatif dengan metode survey dan menggunakan instrumen penelitian berupa kuesioner. Metode analisis data menggunakan metode regresi linear berganda untuk menguji seluruh hipotesis dalam penelitian ini. Hasil penelitian membuktikan bahwa meskipun *burnout* komponen dari *cynicism* and *reduced professional efficacy* secara signifikan berpengaruh negatif terhadap *affective commitment*, komponen *exhaustion* tidak memengaruhi *affective commitment*. Hasil penelitian juga membuktikan bahwa *exhaustion*, *cynicism* and *reduced professional efficacy* secara signifikan berpengaruh positif terhadap *turnover intention*.

Key: Burnout, Exhaustion, Cynicism, Reduced Professional Efficacy, Affective Commitment, Turnover Intention