

## The Role of Humor on Burnout in Call Center Operator

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**Abstract.** Burnout syndrome is a long-term effect of stress that causes an employee to be emotionally exhausted, tends to disengage from his job, and has a sense of powerlessness to do work. One sector of work that is vulnerable to burnout is the call center operator sector, where they must keep their emotions stable while interacting with customers. In various studies, humor is believed to be one of the variables that have a positive role in the scope of work. This study wants to examine how humor can play a role in reducing burnout tendencies in call center operator employees. A total of 207 participants were involved in this study. Data analysis shows that coping humor does not play a role in burnout, while when analyzing the dimensions of humor climate on burnout, there are contradictory results. In the analysis of the climate dimension, positive humor climate has a negative role on burnout, negative humor climate and outgroup has a positive role on burnout, while supervisor support has no role.

**Keywords:** *burnout; humor coping; humor climate*

**Abstrak.** Sindrom burnout merupakan efek jangka panjang dari stress yang menyebabkan seorang karyawan kelelahan secara emosional, cenderung melepaskan diri dari pekerjaan, dan memiliki rasa tidak berdaya untuk melakukan pekerjaan. Salah satu sektor pekerjaan yang rentan terhadap *burnout* adalah sektor *call center operator*, dimana mereka harus menjaga emosi mereka tetap stabil selama berinteraksi dengan pelanggan. Penelitian ini ingin meneliti bagaimana humor dapat berperan terhadap tendensi burnout di karyawan *call center operator*. Sebanyak 207 partisipan terlibat dalam penelitian ini. Analisis data menunjukkan bahwa koping humor tidak berperan terhadap burnout, sedangkan ketika menganalisis dimensi iklim humor terhadap burnout, terdapat hasil yang berkontradiksi. Pada analisis terhadap dimensi iklim, iklim humor positif berperan negatif terhadap burnout, iklim humor negatif dan outgroup berperan positif terhadap burnout, sedangkan dukungan supervisor tidak berperan.

**Keywords:** *burnout; koping humor; iklim humor*