

Analisis Hubungan Antara Dukungan Sosial dan Risiko Burnout Pada Pekerja Kantor Di PT X Tahun 2026

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Abstrak

<div style="text-align: justify;">Burnout merupakan masalah kesehatan kerja yang semakin umum di kalangan pekerja kantor akibat tuntutan kerja tinggi, beban kerja berlebih, dan kurangnya keseimbangan kerja-hidup. Penelitian ini bertujuan untuk menganalisis hubungan antara tingkat dukungan sosial dengan risiko burnout pada pekerja kantor di PT X tahun 2026. Penelitian menggunakan desain cross-sectional dengan sampel sebanyak 141 responden pekerja kantor (PKWTT) yang bekerja secara dominan di lingkungan perkantoran kantor pusat PT X Jakarta, dipilih dengan metode convenience sampling sesuai kriteria inklusi. Instrumen pengumpulan data berupa kuesioner Caplan Social Support Scale (CSSS) untuk mengukur dukungan sosial dan Burnout Assessment Tool (BAT) untuk mengukur risiko burnout. Data dianalisis secara univariat, bivariat dengan uji Chi-Square, dan dilakukan uji validitas, reliabilitas, serta normalitas. Hasil penelitian menunjukkan terdapat hubungan yang signifikan secara statistik antara dukungan sosial dan risiko burnout (Pearson Chi-Square = 23,593; df = 4; p-value < 0,001). Hubungan bersifat negatif, di mana semakin tinggi dukungan sosial yang dirasakan responden, semakin rendah risiko burnout yang dialami. Mayoritas responden memiliki dukungan sosial sedang (67,1%) dan risiko burnout sedang (65,9%). Temuan ini memperkuat peran dukungan sosial sebagai faktor protektif terhadap burnout. Kesimpulan penelitian ini adalah terdapat hubungan signifikan negatif antara dukungan sosial dan burnout pada pekerja kantor PT X. Direkomendasikan agar perusahaan meningkatkan dukungan sosial di tempat kerja melalui program intervensi psikososial untuk mencegah burnout dan meningkatkan kesejahteraan karyawan.</div>

<hr /><div style="text-align: justify;">Burnout is an increasingly common occupational health issue among office workers due to high job demands, excessive workload, and poor work-life balance. This study aimed to analyze the relationship between social support and burnout risk among office workers at PT X in 2026. A cross-sectional design was employed with a sample of 141 office workers (permanent employees) primarily working in the office environment at PT X headquarters in Jakarta, selected through convenience sampling based on inclusion criteria. Data were collected using the Caplan Social Support Scale (CSSS) to measure social support and the Burnout Assessment Tool (BAT) to measure burnout risk. Data were analyzed univariately and bivariately using the Chi-Square test, along with validity, reliability, and normality tests. The results revealed a statistically significant relationship between social support and burnout (Pearson Chi-Square = 23.593; df = 4; p-value < 0.001). The relationship was negative, indicating that higher perceived social support was associated with lower burnout levels. Most respondents reported moderate social support (67.1%) and moderate burnout risk (65.9%). These findings reinforce the role of social support as a protective factor against burnout. In conclusion, there is a significant negative relationship between social support and burnout among office workers at PT X. It is recommended that the company enhance workplace social support through psychosocial intervention programs to prevent burnout and improve employee well-being.</div>