

ABSTRACT

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Neuroticism and Dysfunctional Leadership Disposition as Predictor of Burnout among Marketing Employee at Insurance Company; P. Tommy Yudha S. Suyasa, M. Si., Psi. Program Studi S-1 Psikologi, Universitas Tarumanagara.

This study aims to describe burnout, neuroticism, and dysfunctional leadership disposition among marketing employee, and see which variable have more ability to predict burnout among marketing employee. The participants of this study are 60 marketing employee ranging from 21 to 52 years old and marketing employee leaders ranging from 30 to 56 years old. The term of “burnout” in this study is based on Maslach definition. The instruments that used in this study is Maslach Burnout Inventory from Maslach, Neuroticism scale from McCrae Costa, and Hogan Development Survey to measures dysfunctional leadership disposition from Hogan. The results indicate that marketing employee in this study have a low level in burnout and neuroticism, and marketing employee leader have a high level in dysfunctional leadership disposition (especially in themes or subdimensions diligent). This study also find that neuroticism has more ability to predict burnout than dysfunctional leadership disposition (especially in themes or subdimensions cautious).

Keywords: burnout, neuroticism, marketing, and dysfunctional leadership disposition.