

ABSTRAK

Peran Regulasi Emosi dan Iklim Organisasi Terhadap *Burnout*

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Penelitian ini dilakukan untuk melihat peran strategi regulasi emosi dan iklim organisasi terhadap tingkat *burnout* karyawan, khususnya *salesperson* untuk produk otomotif. Regulasi emosi sebagai variabel bebas memiliki dua model strategi, yaitu *cognitive appraisal* dan *expressive suppression*. Iklim organisasi sebagai variabel bebas kedua dalam penelitian ini memiliki empat belas dimensi sebagai elemen pengukuran yang merupakan pengembangan dari teori dasar. Pada variabel terikat, *burnout* memiliki tiga dimensi, yaitu kelelahan emosional (*emotional exhaustion*), depersonalisasi, dan penurunan nilai pribadi (*reduced feeling of personal accomplishment*). Partisipan penelitian ini adalah karyawan *salesperson* dari lima perusahaan otomotif ($n = 114$), yang diambil melalui teknik populasi sasaran. Metode penelitian yang digunakan adalah *non* eksperimental, dengan metode analisis regresi linear. Hasil penelitian menunjukkan bahwa tidak terdapat peran yang signifikan dari strategi regulasi emosi secara keseluruhan terhadap *burnout*, namun terdapat peran yang signifikan dari dimensi *expressive suppression* sebesar 4.5% ($r = -0.212$, $R^2 = 0.045$, $p = 0.024 < 0.05$) terhadap dimensi *reduced feeling of personal achievement*. Selain itu, iklim organisasi terhadap *burnout* ($r = -0.407$, $R^2 = 0.166$, $p = 0.000 < 0.05$). Untuk mengurangi tingkat *burnout* pada karyawan *salesperson* dibutuhkan intervensi yang tepat pada setiap dimensi variabel bebas yang terbukti secara signifikan paling berperan terhadap *burnout*.

Kata Kunci: *Maslach Burnout Inventory*, *Regulasi Emosi*, *Iklim Organisasi*

ABSTRACT

Role of Emotional Regulation and Organizational Climate Towards Burnout

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This research was conducted to look at the role of emotion regulation strategies and organizational climate toward the level of employee burnout, especially salesperson for automotive products. Emotion regulation as the first independent variable has two models of strategy, namely cognitive appraisal and expressive suppression. Organizational climate as the second independent variable in this research has fourteen dimensions as the measuring element, which are the development result of the basic theory. Burnout as dependent variable has three dimensions, namely emotional exhaustion (emotional exhaustion), depersonalization, and personal impairment (reduced sense of personal accomplishment). Participants of this research were salespersons of five automotive companies ($n = 114$), which is drawn through the technique of the targeted population. The method used is non-experimental, with a linear regression. The results showed that there was no significant role of emotion regulation strategies as a whole towards burnout level, but there is a significant role of the expressive dimensions of suppression of 4.5% ($r = -0.212$, $R^2 = 0.045$, $p = 0.024 > 0.05$) towards reduced feeling of personal achievement. In addition, the organizational climate has a significant role towards burnout ($r = -0.407$, $R^2 = 0.166$, $p = 0.000 < 0.05$). To reduce the level of burnout in salesperson, it takes appropriate interventions at each independent variable dimensions that proved most significantly contribute to burnout.

Keywords : *Maslach Burnout Inventory, Emotional Regulation, Organizational Climate*