

ABSTRAK

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PENGARUH MOTIVASI KERJA DAN *SELF-EFFICACY* TERHADAP *BURNOUT* KARYAWAN BANK PADA PANDEMI COVID-19

(XV + 97) halaman: 3 gambar; 33 tabel; 8 lampiran)

Penelitian ini bertujuan untuk melihat pengaruh motivasi kerja dan *self-efficacy* terhadap *burnout* karyawan bank pada pandemi covid-19. Penelitian ini berangkat dari fenomena adanya pandemi Covid-19 yang berpengaruh ke sektor ekonomi salah satunya perbankan. Pada sektor perbankan, pemerintah memberikan keringanan kredit hal tersebut menyebabkan karyawan bank memiliki pekerjaan yang meningkat. Tidak hanya itu karyawan bank juga tidak bisa meninggalkan pekerjaannya begitu saja, dikarenakan tanggung jawab dan beban pekerjaan yang meningkat. Pemilihan sampel dilakukan dengan menggunakan *nonprobability sampling*, yaitu *purposive sampling*. Alatukur yang digunakan pada penelitian ini adalah *Work Extrinsic and Intrinsic Motivation*, *The General Self-efficacy*, dan *Copenhagen Burnout Inventory*. Adapun hasil yang didapatkan melalui penelitian ini adalah tidak terdapat pengaruh yang signifikan antara motivasi kerja terhadap *burnout*, terdapat pengaruh yang signifikan antara *self-efficacy* terhadap *burnout*. Tidak adanya pengaruh langsung antara motivasi kerja terhadap *burnout*, maka uji mediator tidak dapat dilakukan.

Kata kunci: *Self-efficacy*, motivasi kerja, mediator, *burnout*, karyawan bank.

Referensi: 55 (1997 – 2020)

ABSTRACT

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THE EFFECT OF WORK MOTIVATION AND SELF-EFFICACY ON BANK EMPLOYEES BURNOUTS ON THE COVID-19 PANDEMIC

(XV + 97) pages; 3 pictures; 33 tables; 8 attachments)

This study aims to see the effect of work motivation and self-efficacy on bank employee burnout during the Covid-19 pandemic. This research departs from the phenomenon of the Covid-19 pandemic which affects the economic sector, one of which is banking. In the banking sector, the government provides credit relief, which causes bank employees to have increased jobs. Not only that, but bank employees also cannot just leave their jobs, due to increased responsibilities and workloads. The sample selection was carried out using nonprobability sampling, namely purposive sampling. The instruments used in this study were the Work Extrinsic and Intrinsic Motivation, The General Self-efficacy, and the Copenhagen Burnout Inventory. The results obtained through this study are that there is no significant influence between work motivation on burnout, there is a significant effect between self-efficacy on burnout. There is no direct influence between work motivation and burnout, so the mediator test cannot be done.

Keywords: Self-efficacy, work motivation, mediator, burnout, bank employees.

Reference: 55 (1997 - 2020)