

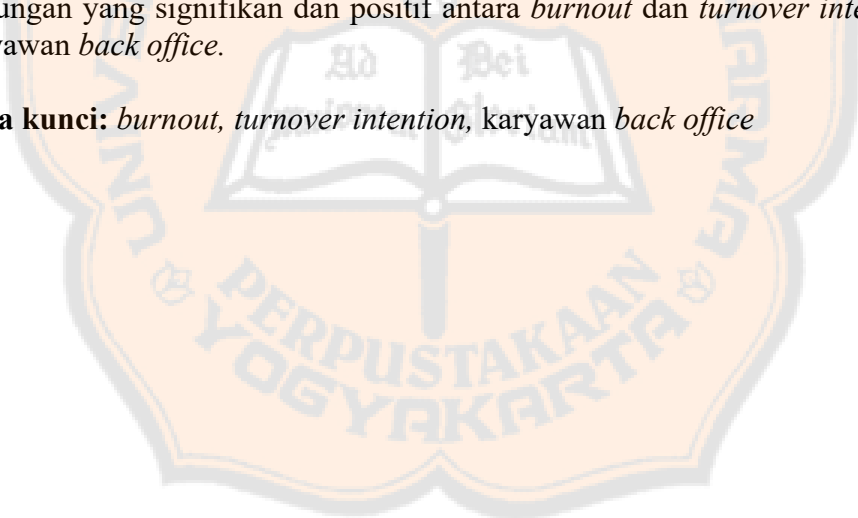
**HUBUNGAN ANTARA *BURNOUT* DAN *TURNOVER INTENTION*
PADA KARYAWAN *BACK OFFICE***

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ABSTRAK

Penelitian ini bertujuan untuk mengetahui hubungan antara *burnout* terhadap *turnover intention* pada karyawan *back office*. Hipotesis yang diajukan adalah terdapat hubungan antara *burnout* dan *turnover intention* pada karyawan *back office*. Responden dalam penelitian ini adalah 181 karyawan *back office* yang berusia 19-60 tahun dan sedang bekerja. Penelitian ini merupakan penelitian kuantitatif dengan teknik pengambilan sampel *non-probability sampling*. Metode pengumpulan data yang digunakan adalah *Maslach Burnout Inventory – General Survey* (MBI-GS) dan *Turnover Intention Scale 3 Items* (TIS-3) yang diadaptasi ke dalam bahasa Indonesia. Skala MBI-GS dianalisis menggunakan perhitungan alpha berstrata dan menghasilkan reliabilitas sebesar 0,930. Skala TIS-3 dianalisis menggunakan *Cronbach's Alpha* dan menghasilkan koefisien reliabilitas sebesar 0,764. Data dalam penelitian ini dianalisis menggunakan teknik korelasi *Spearman-Rho Correlation* karena kedua data tidak berdistribusi normal. Hasil uji korelasi menunjukkan taraf signifikansi sebesar 0,000 ($p < 0,05$) dan taraf koefisien korelasi sebesar 0,550. Berdasarkan hasil tersebut, dapat disimpulkan bahwa terdapat hubungan yang signifikan dan positif antara *burnout* dan *turnover intention* pada karyawan *back office*.

Kata kunci: *burnout, turnover intention, karyawan back office*



***CORRELATION BETWEEN BURNOUT AND TURNOVER INTENTION
AMONG BACK OFFICE EMPLOYEES***

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ABSTRACT

This research aimed to determine the correlation between burnout and turnover intention among back office employees. The hypothesis proposed that there was a correlation between burnout and turnover intention among back office employees. Respondents in this research were 181 back office employees aged 19-60 years and currently working. This research was a quantitative research with non-probability sampling technique. The data collection methods used are Maslach Burnout Inventory - General Survey (MBI-GS) and Turnover Intention Scale 3 Items (TIS-3) which were adapted to Indonesian. The MBI-GS scale was analyzed using stratified alpha calculations and produced a reliability of 0.930. The TIS-3 scale was analyzed using Cronbach's Alpha and produced a reliability coefficient of 0.764. The data in this research were analyzed using Spearman-Rho Correlation technique because the data weren't normally distributed. The results of the correlation test showed a significance value of 0.000 ($p < 0.05$) and a correlation coefficient value of 0.550. Based on these results it can be concluded that there is a significant and positive correlation between burnout and turnover intention among back office employees.

Keywords: *burnout, turnover intention, back office employee*

