

ABSTRAK

Rachma Aries Maqfirroh 2026. Pengaruh *Organizational Support* Dan *Job Satisfaction* terhadap *Job Burnout* dengan *Psychological Capital* sebagai Variabel Mediasi pada Tenaga Kesehatan Puskesmas Ngujung. Skripsi, Program Studi Manajemen, Fakultas Ekonomi dan Bisnis, Universitas PGRI Madiun. Pembimbing (I) Dr. Karuniawati Hasanah, S.E., M.M. (II) Metik Asmike, S.E., M.M

Tenaga kesehatan di puskesmas rentan mengalami *Job Burnout* akibat tingginya tuntutan pekerjaan. Penelitian ini bertujuan membuktikan pengaruh *Organizational Support* dan *Job Satisfaction* terhadap *Job Burnout* dengan *Psychological Capital* sebagai variabel mediasi pada tenaga kesehatan Puskesmas Ngujung. Penelitian menggunakan pendekatan kuantitatif dengan desain *cross-sectional* terhadap 46 tenaga kesehatan melalui teknik *sampling jenuh*. Data dikumpulkan menggunakan kuesioner dan dianalisis dengan *Partial Least Squares Structural Equation Modeling* (PLS-SEM) menggunakan SmartPLS 4.0. Hasil penelitian menunjukkan bahwa *Organizational Support* dan *Job Satisfaction* berpengaruh positif terhadap *Psychological Capital* serta berpengaruh negatif terhadap *Job Burnout*. *Psychological Capital* juga berpengaruh negatif terhadap *Job Burnout* serta memediasi pengaruh *Organizational Support* dan *Job Satisfaction* terhadap *Job Burnout*. Temuan ini menunjukkan bahwa peningkatan dukungan organisasi dan kepuasan kerja dapat menurunkan *Job Burnout* melalui peningkatan *Psychological Capital*.

Kata Kunci: *Organizational Support, Job Satisfaction, Psychological Capital, Job Burnout,*

ABSTRACT

Rachma Aries Maqfirroh 2026. *The Effect of Organizational Support and Job Satisfaction on Job Burnout with Psychological Capital as a Mediating Variable among Healthcare Workers at Puskesmas Ngujung*. Undergraduate Thesis. Management Study Program, Faculty of Economics and Business, Universitas PGRI Madiun. Supervisor (I) Dr. Karuniawati Hasanah, S.E., M.M. (II) Metik Asmike, S.E., M.M

Healthcare workers in community health centers are vulnerable to experiencing Job Burnout due to high job demands. This study aims to examine the influence of Organizational Support and Job Satisfaction on Job Burnout with Psychological Capital as a mediating variable among healthcare workers at Puskesmas Ngujung. This study employed a quantitative approach with a cross-sectional design involving 46 healthcare workers selected using a saturated sampling technique. Data were collected through questionnaires and analyzed using Partial Least Squares Structural Equation Modeling (PLS-SEM) with SmartPLS 4.0. The results showed that Organizational Support and Job Satisfaction had a positive effect on Psychological Capital and a negative effect on Job Burnout. Psychological Capital also had a negative effect on Job Burnout and mediated the effects of Organizational Support and Job Satisfaction on Job Burnout. These findings indicate that increasing organizational support and job satisfaction can reduce Job Burnout through increased Psychological Capital.

Keywords: *Organizational Support, Job Satisfaction, Psychological Capital, Job Burnout*