

## DAFTAR ISI

|                                                    | Halaman |
|----------------------------------------------------|---------|
| PERNYATAAN ORISINALITAS .....                      | ii      |
| ABSTRAK .....                                      | iii     |
| ABSTRACT .....                                     | iv      |
| KATA PENGANTAR .....                               | v       |
| DAFTAR ISI .....                                   | vii     |
| DAFTAR TABEL.....                                  | ix      |
| DAFTAR GAMBAR .....                                | x       |
| DAFTAR LAMPIRAN .....                              | xi      |
| BAB I PENDAHULUAN .....                            | 1       |
| 1.1 Latar Belakang Masalah .....                   | 1       |
| 1.2 Rumusan Masalah .....                          | 9       |
| 1.3 Tujuan Penelitian.....                         | 10      |
| 1.4 Manfaat Penelitian.....                        | 10      |
| BAB II TELAAH PUSTAKA DAN PERUMUSAN HIPOTESIS..... | 12      |
| 2.1 Telaah Pustaka.....                            | 12      |
| 2.1.1 Stres kerja.....                             | 12      |
| 2.1.2 <i>Burnout</i> .....                         | 19      |
| 2.1.3 Beban Kerja.....                             | 24      |
| 2.1.4 Konflik Peran .....                          | 28      |
| 2.2 Kerangka Teoritik.....                         | 34      |
| 2.3 Review Penelitian Terdahulu .....              | 39      |
| 2.4 Perumusan hipotesis .....                      | 50      |
| BAB III METODE PENELITIAN .....                    | 51      |
| 3.1 Ruang Lingkup Penelitian.....                  | 51      |
| 3.2 Instrumen Penelitian .....                     | 54      |
| 3.3. Teknik Analisis Data .....                    | 62      |
| BAB IV HASIL PENELITIAN DAN PEMBAHASAN .....       | 70      |
| 4.1 Ruang Lingkup Penelitian.....                  | 70      |
| 4.2 Uji Instrumen.....                             | 74      |
| 4.3 Teknik Analisis Data.....                      | 80      |

|                                 |     |
|---------------------------------|-----|
| BAB V KESIMPULAN DAN SARAN..... | 117 |
| 5.1    Kesimpulan.....          | 117 |
| 5.2    Saran .....              | 118 |
| DAFTAR PUSTAKA .....            | 120 |

## DAFTAR TABEL

|                                                                                        | Halaman |
|----------------------------------------------------------------------------------------|---------|
| Tabel 2.1 Matriks Review Penelitian Terdahulu...                                       | 39      |
| Tabel 3.1 Kisi – Kisi Instrumen Variabel Stres Kerja.....                              | 55      |
| Tabel 3.2 Kisi – Kisi Instrumen Variabel <i>Burnout</i> .....                          | 56      |
| Tabel 3.3 Kisi – Kisi Instrumen Variabel Beban Kerja .....                             | 57      |
| Tabel 3.4 Kisi – Kisi Instrumen Variabel Konflik Peran .....                           | 59      |
| Tabel 4.1 Karakteristik Responden.....                                                 | 70      |
| Tabel 4.2 Hasil Uji Validitas Variabel Stres Kerja .....                               | 75      |
| Tabel 4.3 Hasil Uji Validitas Variabel <i>Burnout</i> .....                            | 76      |
| Tabel 4.4 Hasil Uji Validitas Variabel Beban Kerja.....                                | 77      |
| Tabel 4.5 Hasil Uji Validitas Variabel Konflik Peran .....                             | 78      |
| Tabel 4.6 Hasil Uji Reliabilitas Data .....                                            | 79      |
| Tabel 4.7 Interval Rata – Rata Skor.....                                               | 80      |
| Tabel 4.8 Penilaian Responden Pada Variabel Stres Kerja .....                          | 81      |
| Tabel 4.9 Penilaian Responden Pada Variabel <i>Burnout</i> .....                       | 83      |
| Tabel 4.10 Penilaian Responden Pada Variabel Beban Kerja.....                          | 84      |
| Tabel 4.11 Penilaian Responden Pada Variabel Konflik Peran .....                       | 86      |
| Tabel 4.12 <i>Convergent Validity</i> Stres Kerja .....                                | 88      |
| Tabel 4.13 <i>Convergent Validity Burnout</i> .....                                    | 90      |
| Tabel 4.14 <i>Convergent Validity</i> Beban Kerja .....                                | 91      |
| Tabel 4.15 <i>Convergent Validity</i> Konflik Peran .....                              | 93      |
| Tabel 4.16 <i>Discriminant Validity</i> Stres Kerja.....                               | 95      |
| Tabel 4.17 <i>Discriminant Validity Burnout</i> .....                                  | 96      |
| Tabel 4.18 <i>Discriminant Validity</i> Beban Kerja .....                              | 97      |
| Tabel 4.19 <i>Discriminant Validity</i> Konflik Peran.....                             | 98      |
| Tabel 4.20 <i>Composite reliability</i> dan <i>cronbach's alpha</i> Stres Kerja .....  | 99      |
| Tabel 4.21 <i>Composite reliability</i> dan <i>cronbach's alpha Burnout</i> .....      | 100     |
| Tabel 4.22 <i>Composite reliability</i> dan <i>cronbach's alpha</i> Beban Kerja.....   | 101     |
| Tabel 4.23 <i>Composite reliability</i> dan <i>cronbach's alpha</i> Konflik Peran..... | 102     |
| Tabel 4.24 <i>Model Fit and Quality Indices</i> .....                                  | 103     |
| Tabel 4.25 <i>Path coefficients</i> dan p-values.....                                  | 106     |

## DAFTAR GAMBAR

|                                                                    | Halaman |
|--------------------------------------------------------------------|---------|
| Gambar 1.1 <i>Engaging Employess Key to Reducing Burnout</i> ..... | 3       |
| Gambar 1.2 Data Kehadiran Karyawan tahun 2018.....                 | 6       |
| Gambar 2.1 <i>Transactional Theory of Stress</i> .....             | 37      |
| Gambar 2.2 <i>Examples of Strain</i> .....                         | 38      |
| Gambar 2.3 Kerangka Penelitian.....                                | 49      |
| Gambar 3.1 Diagram Jalur Penelitian .....                          | 67      |
| Gambar 4.1 Profil Responden Berdasarkan Jenis Kelamin.....         | 71      |
| Gambar 4.2 Profil Responden Berdasarkan Jenis Usia.....            | 72      |
| Gambar 4.3 Profil Responden Berdasarkan Pendidikan.....            | 73      |
| Gambar 4.4 Profil Responden Berdasarkan Masa Kerja.....            | 74      |
| Gambar 4.5 Nilai <i>Loading Factor</i> Stres Kerja.....            | 89      |
| Gambar 4.6 Nilai <i>Loading Factor</i> Burnout.....                | 91      |
| Gambar 4.7 Nilai <i>Loading Factor</i> Beban Kerja.....            | 92      |
| Gambar 4.8 Nilai <i>Loading Factor</i> Konflik Peran.....          | 94      |
| Gambar 4.9 Model Penelitian.....                                   | 105     |

## DAFTAR LAMPIRAN

|                           | Halaman   |
|---------------------------|-----------|
| Lampiran – Lampiran ..... | 128 - 198 |