

RINGKASAN

Penelitian ini bertujuan untuk menganalisis pengaruh beban kerja dan pengaruh iklim organisasi terhadap kinerja karyawan, menganalisis pengaruh beban dan iklim organisasi terhadap *burnout* karyawan, menganalisis pengaruh *burnout* terhadap kinerja karyawan, menganalisis pengaruh *burnout* dalam memediasi beban kerja terhadap kinerja karyawan, serta menganalisis pengaruh *burnout* memediasi hubungan iklim organisasi terhadap kinerja karyawan di PT. Xtra Mendahulukan Layanan Tronik.

Penelitian ini menggunakan data primer yang dianalisis menggunakan regresi linear berganda dengan menggunakan variabel *burnout* sebagai variabel yang diduga memediasi variabel beban kerja dan iklim organisasi terhadap kinerja karyawan. Sampel yang digunakan pada penelitian ini sebanyak 40 orang.

Hasil penelitian menunjukkan bahwa beban kerja berpengaruh negatif signifikan terhadap kinerja karyawan, iklim organisasi berpengaruh positif signifikan terhadap kinerja karyawan. Beban kerja berpengaruh positif signifikan terhadap *burnout* sedangkan iklim organisasi berpengaruh negatif signifikan terhadap *burnout*. *Burnout* berpengaruh negatif signifikan terhadap kinerja karyawan. *Burnout* juga memediasi pengaruh beban kerja dan iklim organisasi terhadap kinerja karyawan.

Kata Kunci: Kinerja Karyawan, Lingkungan Kerja, Beban Kerja, dan Burnout

SUMMARY

This study aims to analyze the effect of workload and organizational climate on employee performance, analyze the effect of workload and organizational climate on employee burnout, analyze the effect of burnout on employee performance, analyze the effect of burnout in mediating workload on employee performance, and analyze the effect of burnout mediating the relationship between organizational climate and employee performance on PT. Xtra Mendahulukan Layanan Tronik.

This study uses primary data analyzed using multiple linear regression using the burnout variable as a variable that is suspected of mediating the workload and organizational climate variables on employee performance. The sample used in this study was 40 people.

The results showed that workload had a significant negative effect on employee performance, organizational climate had a significant positive effect on employee performance. Workload had a significant positive effect on burnout while organizational climate had a significant negative effect on burnout. Burnout had a significant negative effect on employee performance. Burnout also mediates the effect of workload and organizational climate on employee performance.

Keywords: Employee Performance, Work Environment, Workload, and Burnout