

## ABSTRAK

Nirmalayanthi, Putu Berliana Olivia (2023), *Pengaruh burnout terhadap job satisfaction dimoderasi oleh emotional intelligence (studi kasus pada pegawai dinas pemberdayaan masyarakat dan desa pemerintah Kabupaten Buleleng)*. Tesis, Ilmu Manajemen, Program Pascasarjana, Universitas Pendidikan Ganesha.

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*Kata – kata kunci: Burnout, Emotional Intelligence, Job Satisfaction*

Penelitian ini bertujuan untuk mengetahui Pengaruh *Burnout* Terhadap *Job Satisfaction* dan pengaruh *Emotional Intelligence* dalam memoderasi hubungan *Burnout* Terhadap *Job Satisfaction* Pada Pegawai Dinas Pemberdayaan Masyarakat dan Desa Pemerintah Kabupaten Buleleng. Data dikumpulkan dengan menggunakan kuesioner. Populasi penelitian adalah seluruh Pegawai di Dinas Pemberdayaan Masyarakat dan Desa Pemerintah Kabupaten Buleleng. Sampel penelitian 72 responden diperoleh dengan metode *purposive sampling*. Teknik analisis yang digunakan adalah Analisis Regresi Linear Berganda dan *Moderated Regression Analysis* menggunakan SPSS *version 24 for Windows*. Hasil penelitian menunjukkan bahwa (1) *burnout* berpengaruh negatif terhadap *job satisfaction*. Temuan ini membuktikan *burnout* menyebabkan turunnya *job satisfaction* Pegawai Dinas Pemberdayaan Masyarakat dan Desa Pemerintah Kabupaten Buleleng; Hasil penelitian juga menemukan bahwa (2) *emotional intelligence* dapat memoderasi pengaruh *burnout* terhadap *job satisfaction*. Secara lebih spesifik tingkat *emotional intelligence* dapat memperlemah pengaruh *burnout* terhadap *satisfaction*. Hal ini menunjukkan semakin cerdas Pegawai Dinas Pemberdayaan Masyarakat dan Desa Pemerintah Kabupaten Buleleng maka semakin lemah pengaruh *burnout* terhadap *job satisfaction* yang dirasakan. Pegawai yang memiliki tingkat *emotional intelligence* sesuai kajian teori *emotional intelligence* cenderung dapat mengelola stress lebih baik dibandingkan dengan pegawai yang memiliki tingkat *emotional intelligence* lebih rendah



## **ABSTRACT**

Nirmalayanthi, Putu Berliana Olivia (2023), The effect of burnout on job satisfaction is moderated by emotional intelligence (case studies on community and village empowerment service employees of the Buleleng Regency government). Thesis, Management Science, Postgraduate Program, Ganesha University of Education.

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Key words: Burnout, Emotional Intelligence, Job Satisfaction

*This study aimed to examine the effect of Burnout on Job Satisfaction and the moderating effect of Emotional Intelligence on the relations of Burnout on Job Satisfaction at Community and Villages Empowerment Service in Buleleng Regency Government. Data was collected by questionnaire. The research population are employee of Community and Villages Empowerment Service in Buleleng Regency Government. Sample was 72 respondents obtained using purposive sampling method. Data were analysis using Simple Regression Analysis Method and Moderated Regression Analysis by SPSS software version 24 for Windows. Result shows that (1) burnout has negative effect on job satisfaction. This result verifies that burnout led decreased of job satisfaction Employee of Community and Villages Empowerment Service in Buleleng Regency Government; (2) Result also shows that emotional intelligence able to moderate the effect of burnout on job satisfaction. Specifically, emotional intelligence weakens effect of burnout to job satisfaction. This result verifies that more emotionally intelligence the Employee of Community and Villages Empowerment Service in Buleleng Regency Government the weaker effect burnout o job satisfaction. Employee who has high emotional intelligence as the emotional intelligence theory stated tend to manage their stress better than the employee who has lower emotional intelligence.*

