

ABSTRAK

Efektivitas Konseling *Cognitive Behavioral* dengan Teknik *Mindfulness* dalam Menangani Kejenuhan dan Keterikatan Kerja pada Karyawan Agensi Kapal Pesiar

Program Studi Bimbingan Konseling, Universitas Pendidikan Ganesha, Singaraja, Indonesia

sinta.pratiwi@student.undiksha.ac.id, Iketut.dharsana@undiksha.ac.id,
niketut.suarni@undiksha.ac.id

Penelitian ini bertujuan menguji efektivitas konseling *Cognitive Behavioral* dengan teknik *Mindfulness* dalam mengurangi kejenuhan kerja (*burnout*) dan meningkatkan keterikatan kerja (*work engagement*) pada karyawan agensi kapal pesiar. Penelitian dilatarbelakangi oleh tingginya tuntutan pekerjaan, tekanan operasional, dan beban emosional yang berpotensi meningkatkan *burnout* serta menurunkan *work engagement*. Penelitian menggunakan pendekatan kuantitatif dengan metode eksperimen desain *pretest-posttest* terhadap 15 karyawan yang berasal dari divisi rekrutmen, dokumen, *customer service*, dan manajemen. Data dikumpulkan menggunakan skala *Maslach Burnout Inventory* (MBI) dan *Utrecht Work Engagement Scale* (UWES) yang telah memenuhi uji validitas dan reliabilitas. Intervensi diberikan melalui enam sesi konseling *Cognitive Behavioral* dengan teknik *Mindfulness*. Data dianalisis menggunakan statistik deskriptif dan *paired sample t-test*.

Hasil penelitian menunjukkan bahwa intervensi efektif menurunkan tingkat *burnout* dan meningkatkan *work engagement*. Selain itu, peserta menunjukkan peningkatan kesadaran diri, regulasi emosi, dan kemampuan menghadapi tekanan kerja secara lebih adaptif. Temuan ini diharapkan menjadi rekomendasi intervensi psikologis bagi perusahaan dalam mendukung kesehatan mental karyawan serta pengembangan layanan bimbingan dan konseling di bidang dunia kerja. rekomendasi intervensi psikologis bagi perusahaan dalam mendukung kesehatan mental karyawan serta pengembangan layanan bimbingan dan konseling di bidang dunia kerja.

Kata kunci: kejenuhan kerja, keterikatan kerja, karyawan agensi kapal pesiar, konseling *cognitive behavioral* dengan teknik *mindfulness*.

ABSTRACT

The Effectiveness of Cognitive Behavioral Counseling with Mindfulness Techniques in Managing Burnout and Work Engagement among Cruise Ship Agency Employees

Guidance and Counseling Study Program, Ganesha University of Education,
Singaraja, Indonesia

sinta.pratiwi@student.undiksha.ac.id, Iketut.dharsana@undiksha.ac.id,
niketut.suarni@undiksha.ac.id

This study aimed to examine the effectiveness of Cognitive Behavioral Counseling with Mindfulness techniques in reducing burnout and increasing work engagement among cruise agency employees. The study was motivated by high job demands, operational pressures, and emotional burdens that may increase burnout and reduce work engagement. A quantitative approach with a pretest–posttest experimental design was employed involving 15 employees from the recruitment, documentation, customer service, and management divisions. Data were collected using the Maslach Burnout Inventory (MBI) and the Utrecht Work Engagement Scale (UWES), both of which met validity and reliability requirements. The intervention consisted of six sessions of Cognitive Behavioral Counseling Incorporating Mindfulness techniques.

Data were analyzed using descriptive statistics and a paired-samples *t*-test. The results indicated that the intervention effectively reduced burnout and increased work engagement. In addition, participants demonstrated improved self-awareness, emotional regulation, and adaptive coping with work-related pressures. These findings suggest that Cognitive Behavioral Counseling with Mindfulness techniques can serve as a psychological intervention to support employees' mental health and contribute to the development of guidance and counseling services in workplace settings.

Keywords: burnout, cognitive behavioral counseling with mindfulness techniques, cruise ship agency employees, work engagement.