

ABSTRAK

NURDAENI. 2024. Analisis Implikasi Burnout terhadap Subjective Well Being Karyawan di PT Bank Rakyat Indonesia (Persero) Tbk. KCP Unit Tanete Riaja Kabupaten Barru. Skripsi. Jurusan Manajemen Fakultas Ekonomi dan Bisnis Universitas Muhammadiyah Makassar.

Dibimbing oleh: Muh. Nur R dan Hj. Nurinaya

Penelitian ini merupakan jenis penelitian bersifat kualitatif dengan tujuan untuk mengetahui secara pasti implikasi *burnout* terhadap *subjective well-being* pada karyawan di PT Bank Rakyat Indonesia (Persero) Tbk. KCP Unit Tanete Riaja Kabupaten Barru. Adapun jenis data yang digunakan adalah deskriptif kualitatif dengan pengumpulan data melalui observasi dan wawancara. Hasil penelitian yang dapat ditulis menunjukkan bahwa karyawan di PT Bank Rakyat Indonesia (Persero) Tbk. KCP Unit Tanete Riaja Kabupaten Barru mengalami kondisi *Burnout* yang mempengaruhi kondisi *Subjective Well Being* yang tergolong sedang ketika dalam bekerja. Dikatakan sedang karena dilihat dari dimensi *Burnout*, peneliti menemukan ada tiga indikasi yang dapat mempengaruhinya yaitu lembur Sabtu dan Minggu, waktu bersama keluarga kurang dan terdapat aspek pekerjaan yang menegangkan. Meskipun karyawan mengalami kondisi *burnout* yang tergolong sedang, mereka tetap mengedepankan prioritas nasabah dengan memberikan layanan prima.

Kata kunci : *Burnout, Subjective Well Being*, Indikasi yang mempengaruhi *Burnout* terhadap *Subjective Well Being*.

ABSTRACT

NURDAENI. 2024. Analysis of the Implications of Burnout on the Subjective Well Being of Employees at PT Bank Rakyat Indonesia (Persero) Tbk. KCP Tanete Riaja Unit, Barru Regency. Thesis, Management Department, Faculty of Economics and Business, Muhammadiyah University of Makassar. Supervised by: Main Supervisor Muh. Nur R and Co-Supervisor Hj. Nurinaya

This research is a type of qualitative research with the aim of knowing exactly the implications of burnout on subjective well-being among employees at PT Bank Rakyat Indonesia (Persero) Tbk. KCP Tanete Riaja Unit, Barru Regency. The type of data used is descriptive qualitative with data collection through observation and interviews. The research results that can be written show that employees at PT Bank Rakyat Indonesia (Persero) Tbk. The Tanete Riaja KCP Unit, Barru Regency experienced a Burnout condition which affected the Subjective Well Being condition which was classified as moderate when working. Looking at the Burnout dimensions, researchers found that there are three indications that can influence it, namely overtime on Saturdays and Sundays, less time with family and stressful work aspects. Even though employees are experiencing burnout, they still prioritize customer priorities by providing excellent service.

Keywords: *Burnout, Subjective Well Being, Indications that influence Burnout on Subjective Well Being.*