

ABSTRAK

**PENGARUH BEBAN KERJA DAN DUKUNGAN ORGANISASI
TERHADAP KEPUASAN KERJA OPERATOR ALAT BERAT
PERTAMBAHAN DENGAN BURNOUT SEBAGAI VARIABEL
MEDIASI**

(Studi pada Karyawan Operator Alat Berat PT Servindo Jaya Utama Site Taliabu)

Eitriana Virginia Uwarubun
Prodi Manajemen, Fakultas Bisnis dan Ekonomi
Universitas Sanata Dharma
Yogyakarta
2026

Penelitian ini bertujuan untuk mengetahui: (1) pengaruh negatif beban kerja terhadap kepuasan kerja, (2) pengaruh positif dukungan organisasi terhadap kepuasan kerja, (3) pengaruh beban kerja terhadap *burnout*, (4) pengaruh dukungan organisasi terhadap *burnout*, (5) pengaruh *burnout* terhadap kepuasan kerja, (6) peran *burnout* dalam memediasi pengaruh beban kerja terhadap kepuasan kerja, dan (7) peran *burnout* dalam memediasi pengaruh dukungan organisasi terhadap kepuasan kerja operator alat berat pada PT Servindo Jaya Utama Site Taliabu. Penelitian ini menggunakan pendekatan kuantitatif dengan teknik *non-probability sampling* melalui metode sampling jenuh (*sensus*). Populasi penelitian berjumlah 61 operator alat berat yang seluruhnya dijadikan sebagai sampel penelitian. Data dianalisis menggunakan metode *Partial Least Squares-Structural Equation Modeling* (PLS-SEM) dengan bantuan perangkat lunak SmartPLS 4.0. Hasil penelitian menunjukkan bahwa: (1) beban kerja berpengaruh positif terhadap kepuasan kerja, (2) dukungan organisasi berpengaruh positif terhadap kepuasan kerja, (3) beban kerja berpengaruh positif terhadap *burnout*, (4) dukungan organisasi berpengaruh positif terhadap *burnout*, (5) *burnout* berpengaruh positif terhadap kepuasan kerja, (6) *burnout* memediasi secara parsial komplementer (*complementary partial mediation*) pengaruh beban kerja terhadap kepuasan kerja, dan (7) *burnout* memediasi secara parsial komplementer (*complementary partial mediation*) pengaruh dukungan organisasi terhadap kepuasan kerja.

Kata kunci: Beban Kerja, Dukungan Organisasi, *Burnout*, Kepuasan Kerja, Operator Alat Berat.

ABSTRACT

THE EFFECT OF WORKLOAD AND ORGANIZATIONAL SUPPORT ON JOB SATISFACTION OF MINING HEAVY EQUIPMENT OPERATORS WITH BURNOUT AS A MEDIATING VARIABLE

(Study on Heavy Equipment Operator Employees of PT Servindo Jaya Utama, Taliabu Site)

Eitriana Virginia Uwarubun
Management Study Program, Faculty of Business and Economics
Sanata Dharma University
Yogyakarta
2026

This study aims to determine: (1) the negative effect of workload on job satisfaction, (2) the positive effect of perceived organizational support on job satisfaction, (3) the effect of workload on burnout, (4) the effect of perceived organizational support on burnout, (5) the effect of burnout on job satisfaction, (6) the mediating role of burnout in the relationship between workload and job satisfaction, and (7) the mediating role of burnout in the relationship between perceived organizational support and job satisfaction among heavy equipment operators at PT Servindo Jaya Utama Site Taliabu. This study employed a quantitative approach using a non-probability sampling technique with a saturated sampling (census) method. The population consisted of 61 heavy equipment operators, all of whom were selected as the research sample. The data were analyzed using Partial Least Squares–Structural Equation Modeling (PLS-SEM) with the assistance of SmartPLS 4.0 software. The results showed that: (1) workload has a positive effect on job satisfaction, (2) perceived organizational support has a positive effect on job satisfaction, (3) workload has a positive effect on burnout, (4) perceived organizational support has a positive effect on burnout, (5) burnout has a positive effect on job satisfaction, (6) burnout plays a complementary partial mediating role in the relationship between workload and job satisfaction, and (7) burnout plays a complementary partial mediating role in the relationship between perceived organizational support and job satisfaction.

Keywords: Workload, Perceived Organizational Support, Burnout, Job Satisfaction, Heavy Equipment Operators.