

Abstrak

Burnout merupakan kondisi kelelahan emosional yang umum dialami oleh konselor akibat beban kerja tinggi dan rendahnya dukungan sosial. Penelitian ini bertujuan untuk mengetahui pengaruh persepsi mengenai beban kerja dan dukungan sosial terhadap *burnout* pada konselor kesehatan mental di Kota Bandung. Penelitian menggunakan pendekatan kuantitatif korelasional. Subjek penelitian berjumlah 204 konselor yang diperoleh melalui teknik *accidental sampling*. Instrumen yang digunakan adalah *Maslach Burnout Inventory-Human Services Survey* (MBI-HSS), NASA-TLX, dan *Social Provisions Scale* (SPS). Hasil analisis menunjukkan bahwa persepsi beban kerja dan dukungan sosial secara simultan dan parsial berpengaruh signifikan terhadap *burnout*. Beban kerja memiliki pengaruh positif terhadap *burnout*, sedangkan dukungan sosial memiliki pengaruh negatif. Temuan ini menekankan pentingnya manajemen beban kerja dan peningkatan dukungan sosial dalam mencegah *burnout* pada konselor.

Kata Kunci : *beban kerja, dukungan sosial, burnout*

Abstract

Burnout is a condition of emotional exhaustion commonly experienced by counselors due to high workload and low social support. This study aims to determine the effect of perceived workload and social support on burnout among mental health counselors in Bandung City. The study used a correlational quantitative approach. A total of 204 counselors were selected through accidental sampling. The instruments used were the Maslach Burnout Inventory-Human Services Survey (MBI-HSS), NASA-Task Load Index (NASA-TLX), and the Social Provisions Scale (SPS). The analysis results showed that both of perceived workload and social support had a significant simultaneous and partial effect on burnout. Workload had a positive influence on burnout, while social support had a negative influence. These findings highlight the importance of workload management and the enhancement of social support to prevent burnout among counselors.

Keywords : *workload, social support, burnout*