

## Gambaran Faktor Organisasional Penyebab Burnout pada Pekerja Garis Depan di Puskesmas = The Overview of Organizational Factors as The Cause of Burnouts to Front-Line Workers at Primary Health Center

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### Abstrak

Skripsi ini membahas gambaran faktor organisasional penyebab burnout pada pekerja garis depan di Puskesmas. Penelitian dilaksanakan di Puskesmas X di wilayah Jakarta. Penelitian ini merupakan penelitian kualitatif dengan jenis penelitian deskriptif. Hasil penelitian menunjukkan bahwa hanya beberapa faktor organisasional penyebab burnout ditemukan diantara pekerja garis depan di Puskesmas X. Namun, apabila tindakan preventif tidak segera dilaksanakan, faktor-faktor organisasional yang lain akan berkembang dan menghambat kemampuan puskesmas dalam memberikan layanan-layanan kesehatan.

.....This undergraduate thesis discusses an overview of organizational factors as the cause of burnouts to front-line workers at primary health center. This research is conducted at a primary health center located in Jakarta. This research uses a qualitative method with a descriptive design. The results of this study shows only a few of these factors have been found among front-line workers. However, if preventive measures aren't implemented, other factors will grow and hinder public health center's ability to provide healthcare services.