

# Pengaruh Persepsi Dukungan Sosial Terhadap Work Engagement: Peran Mediasi Work Life Balance, Burnout dan Job Stressor Selama Masa Pandemi Covid-19 = The Effect of Social Support on Work Engagement: The Role of Work Life Balance, Burnout and Job Stressor during Covid-19 Pandemic

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## Abstrak

Pandemi Covid-19 telah memberikan perubahan bagi tatanan kehidupan masyarakat. Adanya pembatasan sosial yang menimbulkan perubahan besar terhadap metode komunikasi dan metode kerja bagi karyawan dengan pemberlakuan sistem gabungan kerja secara working from home dan working form office. Bekerja secara daring tanpa didampingi keseimbangan peranan work life balance dapat menimbulkan efek buruk pada kesehatan mental dan fisik karyawan. Penelitian ini bertujuan untuk menguji beberapa faktor yang berkaitan dengan work engagement seperti work life balance, burnout, job stressor, supervisor support, coworker support dan family support. Data terkumpul dari 633 responden yang merupakan pekerja dari berbagai sektor usaha di Indonesia dengan masa kerja di tempat kerja saat ini minimal satu tahun dan memiliki atasan langsung dan rekan kerja, namun hanya 603 responden yang memenuhi kriteria sampel. Data tersebut diolah dengan metode Structural Equation Modelling (SEM) menggunakan aplikasi AMOS. Hasil SEM menunjukkan bahwa work life balance memediasi hubungan antara supervisor support, coworker support dan family support dengan work engagement. Selain itu work life balance berpengaruh signifikan negatif terhadap job stressor dan burnout. Variabel burnout berpengaruh signifikan negatif terhadap work engagement. Dengan demikian, perusahaan perlu memperhatikan kualitas hidup kehidupan kerja karyawan dengan sehingga dapat meningkatkan work engagement karyawan terhadap perusahaan.

.....The COVID-19 pandemic has changed the way people live. Social restrictions caused major changes to communication methods and work methods for employees. Hybrid system as combination of working from home and working form office. Working online without being accompanied by a work-life balance can have a negative effect on the mental and physical health of employees. This study aims to examine several factors related to work engagement such as work life balance, burnout, job stressors, supervisor support, coworker support and family support. Data were collected from 633 respondents who are workers from various business sectors in Indonesia with a minimum of one year of service in the current workplace and have direct supervisors and coworkers, but only 603 respondents met the sample criteria. The data was processed using the Structural Equation Modeling (SEM) method using the AMOS application. SEM results show that work life balance mediates the relationship between supervisor support, coworker support and family support with work engagement. In addition, work life balance has a significant negative effect on job stressors and burnout. The burnout variable has a significant negative effect on work engagement. Thus, companies need to pay attention to the quality of life of employees' work lives so that they can increase work engagement with the company.