

# Pengaruh Persepsi Dukungan Organisasi dan Sindrom Burnout Terhadap Kepuasan Kerja Konselor Adiksi Melalui Lingkungan Kerja Fisik Sebagai Variabel Mediator Di Fasilitas Layanan Rehabilitasi BNN RI = Effect of Perceived Organizational Support and Burnout Syndrome on Job Satisfaction of Addiction Counselors through the Physical Work Environment as a Mediator Variable at BNN's Rehabilitation Centre

Vallendiah Ayuningtiyas, author

Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=9999920524644&lokasi=lokal>

---

## Abstrak

Badan Narkotika Nasional (BNN) RI merupakan leading institution dalam menangani salah satu bentuk ancaman nir-militer, yaitu penyalahgunaan narkotika di Indonesia. Melalui strategi soft power approach, BNN menyediakan layanan rehabilitasi bagi penyalahguna narkotika. Konselor adiksi, merupakan tenaga profesional yang berperan penting dalam melaksanakan layanan rehabilitasi kepada penyalahguna narkotika. Kepuasan kerja konselor adiksi dalam melaksanakan tugas pokoknya, menjadi indikator terhadap kualitas, kapabilitas layanan, dan kredibilitas organisasi BNN dalam melaksanakan tugas P4GN. Penelitian ini bertujuan untuk mengetahui faktor yang memengaruhi kepuasan kerja konselor adiksi. Faktor tersebut yaitu: persepsi dukungan organisasi, sindrom burnout kerja, serta lingkungan kerja fisik. Penelitian ini menggunakan desain mix-method eksplanatori, dengan melibatkan 130 orang konselor adiksi yang bekerja di fasilitas layanan rehabilitasi rawat jalan dan rawat inap BNN RI. Metode analisis yang digunakan adalah SEM-PLS dalam mengukur persepsi dukungan organisasi dan sindrom burnout terhadap kepuasan kerja melalui lingkungan kerja fisik sebagai variabel mediator. Hasilnya, sebesar 95.4% konselor adiksi memiliki kesesuaian persepsi dukungan organisasi. Kemudian, 86.9% konselor adiksi berada pada level burnout rendah karena memiliki strategi coping stres yang sesuai. Konselor adiksi yang bekerja dengan lingkungan kerja fisik yang sesuai sebesar 96.9%, dan konselor adiksi yang merasa puas dengan pekerjaannya sebesar 96.2%. Lingkungan kerja fisik konselor adiksi, memiliki pengaruh langsung (direct) dan tidak langsung (indirect) antara persepsi dukungan organisasi terhadap kepuasan kerja. Sedangkan lingkungan kerja fisik tidak memiliki pengaruh yang signifikan antara sindrom burnout kerja terhadap kepuasan kerja. Penelitian ini dapat digunakan oleh organisasi BNN RI dalam memaksimalkan kepuasan kerja konselor adiksi melalui optimalisasi dukungan organisasi, lingkungan kerja fisik, dan upaya pencegahan serta penanganan sindrom burnout kerja.

.....BNN RI is a leading institution in dealing with one form of non-military threat, namely narcotics abuse in Indonesia. Through a soft power approach strategy, BNN provides rehabilitation services for drug abusers. Addiction counselors are professionals who play an important role in carrying out rehabilitation services for drug abusers. The job satisfaction of addiction counselors in carrying out their main duties is an indicator of the quality, service capability, and credibility of the BNN organization in carrying out P4GN tasks. This research aims to determine the factors that affect the job satisfaction of addiction counselors, such as: perception of organizational support, burnout syndrome, and physical work environment. This study used an explanatory mix-method design, involving 130 addiction counselors who worked in BNN RI's outpatient and inpatient rehabilitation service facilities. The analysis method used is SEM-PLS in measuring the perception of organizational support and burnout syndrome on job satisfaction through the physical work

environment as a mediator variable. As a result, 95.4% of addiction counselors have a suitable perception of organizational support. Then, 86.9% of addiction counselors are at low burnout levels because they have appropriate stress coping strategies. Addiction counselors who work with an appropriate physical work environment are 96.9%, and addiction counselors who are satisfied with their work are 96.2%. The physical work environment of addiction counselors has a direct and indirect influence between perceptions of organizational support and job satisfaction. While the physical work environment does not have a significant influence between job burnout syndrome and job satisfaction. While the physical work environment does not have a significant influence between job burnout syndrome and job satisfaction. This research can be used by BNN RI organizations in maximizing job satisfaction of addiction counselors through optimizing organizational support, physical work environment, and efforts to prevent and treat work burnout syndrome.