

Pengaruh Burnout dan Quality of Work Life terhadap Job Performance dengan Kepuasan Kerja sebagai Variabel Mediasi pada Perusahaan Jasa Keuangan dan Fintech = Analyzing the Influence of Burnout and Quality of Work Life on Job Performance Through Job Satisfaction in Fintech Company Employee Management

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Abstrak

Tingginya persaingan antara Perusahaan Fintech mengharuskan manajemen Perusahaan mampu menjaga job performance. Job performance dapat dicapai Perusahaan melalui kepuasan kerja karyawan. Quality of work life dapat menunjang ketercapaian kinerja serta job performance karyawan, akan tetapi burnout bisa mengurangi kinerja para karyawan Perusahaan. Penelitian ini bertujuan untuk mengetahui apakah (1) Menganalisis pengaruh burnout terhadap job performance karyawan, (2) Menganalisis pengaruh quality of work life terhadap job performance, (3) Menganalisis pengaruh kepuasan kerja terhadap job performance, (4) Menganalisis pengaruh tidak langsung burnout terhadap job performance melalui kepuasan kerja, dan (5) Menganalisis pengaruh tidak langsung quality of work life terhadap job performance melalui kepuasan kerja, Penelitian ini dilakukan pada Perusahaan Fintech di Indonesia dengan rancangan penelitian kuantitatif. Data dikumpulkan melalui penyebaran kuesioner menggunakan skala Likert. Metode analisis secara kuantitatif dengan menggunakan analisis SEM PLS. Hasil penelitian menunjukkan: (1) Burnout memiliki pengaruh negatif dan signifikan terhadap variabel Job performance. (2) Quality Work of Life memiliki pengaruh positif dan signifikan terhadap Job performance. (3) Kepuasan kerja memiliki pengaruh positif dan signifikan terhadap Job performance. (4) Pengaruh tidak langsung antara Burnout terhadap Job performance melalui Kepuasan kerja adalah signifikan. (5) Pengaruh tidak langsung antara Quality Work of Life terhadap Job performance melalui Kepuasan kerja adalah signifikan.

.....The intense competition among Fintech companies requires management to maintain job performance. Job performance can be achieved through employee job satisfaction. Quality of work life can support the achievement of performance and employee performance, but burnout can reduce the performance of company employees. This study aims to analyze (1) the influence of burnout on employee job performance, (2) the influence of quality of work life on job performance, (3) the influence of job satisfaction on job performance, (4) the indirect influence of burnout on job performance through job satisfaction, and (5) the indirect influence of quality of work life on job performance through job satisfaction. This research was conducted at Fintech companies in Indonesia using a quantitative research design. Data were collected through questionnaires employing the Likert scale. The quantitative analysis method used was SEM PLS analysis. The results showed that (1) burnout has a negative and significant influence on job performance, (2) quality work of life has a positive and significant influence on job performance, (3) job satisfaction has a positive and significant influence on job performance, (4) the indirect influence of burnout on job performance through job satisfaction is significant, and (5) the indirect influence of quality work of life on job performance through job satisfaction is significant.