

ABSTRACT

ULTARI ADDIE SYAHPUTRI. 2015. "Job Satisfaction Relationship with Employee Call Center Burnout (Study On Employee PT. Indosat Mega Media Jakarta)" (Supervised by Dra. Sulis Mariyanti, Psi, M.Si and Sri Handayani, SE, MM).

Call center employees have a high enough load and monotonous tasks, such as customers deal with the problem is almost the same, customers varied characters, each handling time limits and diverse types of complaints can affect behavior. The workload is likely vulnerable to dissatisfaction which can cause burnout.

This study is a quantitative correlation of non-experimental. The research sample 44 employees. The sampling technique using saturated sampling. Measuring instrument used is the scale of job satisfaction and burnout are based on the Likert scale. Test analysis using Pearson Product Moment validity and reliability test using Cronbach Alfa obtained R 0.945 on job satisfaction and burnout 0.909.

Data were analyzed using Pearson Product Moment correlation calculations obtained R -0.756 with sig 0.000 ($p < 0.05$) that there is a negative and significant relationship between job satisfaction and burnout call center. Dimensions of Burnout is most associated with Colleagues. Call centers that have high job satisfaction more than low. While burnout call center more low than high. Based on Chi-Square no burnout relationship with supporting data.

Keywords: Call Center, Job Satisfaction, Burnout.