

ABSTRAK

Burnout merupakan kondisi kelelahan fisik, emosional, dan mental akibat stres kerja yang berlangsung secara terus-menerus, ditandai dengan tiga aspek utama yaitu *emotional exhaustion*, *depersonalization*, dan *reduced personal accomplishment*. Generasi Z yang tumbuh di era digital memiliki karakteristik adaptif terhadap teknologi, namun rentan mengalami tekanan kerja akibat tuntutan produktivitas, multitasking, serta ekspektasi kerja yang tinggi sehingga berpotensi menimbulkan *burnout*. Penelitian ini bertujuan untuk mengetahui tingkatan *burnout* pada pekerja Generasi Z di Kantor Cabang Mandiri Kota Yogyakarta serta hubungannya dengan karakteristik demografi dan pekerjaan. Penelitian ini menggunakan metode kuantitatif dengan desain deskriptif analitik dan pendekatan *cross sectional*. Populasi penelitian adalah seluruh pekerja Generasi Z di Kantor Cabang Mandiri Kota Yogyakarta. Sampel berjumlah 97 responden yang diperoleh melalui teknik purposive sampling. Instrumen yang digunakan adalah *Maslach Burnout Inventory* (MBI) yang terdiri dari 22 item pernyataan. Analisis data dilakukan secara univariat dan bivariat menggunakan uji *Chi-Square*. Hasil penelitian menunjukkan bahwa sebagian besar responden mengalami *burnout* kategori sedang sebanyak 56 responden (57,7%), sedangkan 41 responden (42,3%) berada pada kategori rendah, dan tidak ditemukan responden dengan *burnout* kategori tinggi. Hasil analisis bivariat menunjukkan tidak terdapat hubungan signifikan antara usia dengan tingkat *burnout* ($p=0,435$). Sebaliknya, terdapat hubungan signifikan antara tingkat pendidikan dengan *burnout* ($p=0,021$), di mana pekerja berpendidikan Sarjana/Diploma cenderung mengalami *burnout* sedang lebih tinggi. Selain itu, terdapat hubungan signifikan antara lama bekerja dengan *burnout* ($p=0,043$), yang menunjukkan bahwa semakin lama masa kerja, kecenderungan *burnout* sedang semakin meningkat. Disimpulkan bahwa pekerja Generasi Z di Kantor Cabang Mandiri Kota Yogyakarta masih berada pada tahap *burnout* yang dapat dikelola, namun pekerja dengan pendidikan lebih tinggi dan masa kerja lebih lama memerlukan perhatian khusus.

Kata Kunci: *Burnout*, Generasi Z, Pekerja, *Work-Life Balance*, *Maslach Burnout Inventory*

ABSTRACT

Burnout is a condition of physical, emotional, and mental exhaustion resulting from prolonged work-related stress, characterized by three main aspects: emotional exhaustion, depersonalization, and reduced personal accomplishment. Generation Z, having grown up in the digital age, is technologically adaptable but vulnerable to work-related stress due to demands for productivity, multitasking, and high job expectations, which can potentially lead to burnout. This study aims to determine the levels of burnout among Generation Z employees at the Mandiri Branch Office in Yogyakarta and its relationship with demographic and job characteristics. This study employs a quantitative method with a descriptive-analytical design and a cross-sectional approach. The study population consists of all Generation Z employees at the Mandiri Branch Office in Yogyakarta. The sample comprises 97 respondents selected through purposive sampling. The instrument used was the Maslach Burnout Inventory (MBI), consisting of 22 statements. Data analysis was performed using univariate and bivariate methods with the Chi-Square test. The results of the study indicate that the majority of respondents experienced moderate burnout (56 respondents, or 57.7%), while 41 respondents (42.3%) fell into the low category; no respondents were found to have high-level burnout. The results of the bivariate analysis showed no significant relationship between age and burnout levels ($p=0.435$). Conversely, there was a significant relationship between educational level and burnout ($p=0.021$), where workers with a Bachelor's degree or diploma tended to experience higher levels of moderate burnout. Additionally, there was a significant association between length of service and burnout ($p=0.043$), indicating that the longer the tenure, the higher the tendency for moderate burnout. It is concluded that Generation Z employees at the Mandiri Branch Office in Yogyakarta are still at a manageable stage of burnout; however, employees with higher education and longer tenure require special attention.

Keywords: *burnout, Generation Z, employees, work-life balance, Maslach Burnout Inventory.*