

## THE INFLUENCE OF RESILIENCE, SOCIAL SUPPORT AND DEMOGRAPHIC FACTORS ON EMPLOYMENT BURNOUT HEALTH IN THE COVID-19 PANDEMIC

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### ABSTRACT

This study aims to know the influence between resilience, social support, and demographic factors on burnout in health workers during the COVID-19 pandemic. This study used a quantitative approach with a regression analysis method and was conducted to 250 respondents from health workers between 18 - 60 years old from the JaBoDeTaBek area. The questionnaires used in this study were the MBI-Human Service Survey by Maslach dkk., (2001) to measure burnout in health workers, the Resilience Scale by Wagnild and Young, (1993) to measure resilience, and Multidimensional Scale of Perceived Social Support (MSPSS) by Zimet dkk., (1988) to measure social support. The researcher conducted a validity test on the items of the measuring instrument using a confirmatory factor analysis (CFA) technique using Lisrel 8.7. Then, perform multiple regression analysis to test research hypotheses using the 2016 SPSS program. The results of this study showed that resilience, social support, and demographic factors together significantly influenced burnout in health workers of 14.8%% and the remaining 85, 2%. influenced by other variables. In detail, the significant dimensions that influence burnout are equanimity, significant other support, and age. As for other dimensions such as perseverance, self-reliance, meaningfulness, existential aloneness, family support, friend support, and gender had no significant effect on burnout in health workers during the COVID-19 pandemic.

**Keywords:** Burnout, Resilience, Social Support, Demographic Factors.