

THE RELATIONSHIP OF VERBAL ABUSE EXPERIENCE WITH BURNOUT IN DEPARTMENT EMPLOYEES CTB AT PT. CLI INDONESIA

Mila Nurhasanah¹, Anindita Eka Putri² & Zahra Amelia³

email : Millmill2597@gmail.com¹, anin.ditaetr@gmail.com² & zahraamelia39@gmail.com³

Faculty of Psychology

Program Study Masters of Psychology

Persada Indonesia University Y.A.I. Jakarta INDONESIA

ABSTRACT

Someone who works tends to experience stress because they are burdened by excessive work and in the long term this can cause burnout. One of the things that can influence burnout is verbal abuse that has been received. The purpose of this research is to find out whether there is a relationship between verbal abuse and burnout in CTB department employees at PT. CLI Indonesia. Verbal abuse is emotional violence by using inappropriate sentences without physical touch. Sentences that are offensive, threatening, intimidating, insulting, exaggerating other people's mistakes. Burnout is a condition where individuals feel tired and lose mental and physical strength. Usually burnout is manifested by a constant feeling of fatigue in the body, mentality and emotions. This research is quantitative research with a correlation research design. The data collection technique was carried out by collecting questionnaires. Respondents in this study were 153 people (15 men and 138 women). The side technique used is the side technique of non-probability sampling with purposive sampling. Data analysis was carried out using descriptive data which showed mean, range, standard deviation, F test, correlation test. The results of this research show that the Spearman correlation test obtained a significance value of 0.001 (<0.05) with a correlation coefficient value of 0.265 in the mild category. So it can be concluded that verbal abuse has a significant relationship with burnout in CTB department employees at PT. CLI Indonesia, the hypothesis proposed can be accepted.