

Pengaruh burnout, counterproductive work behavior, job involvement, dan organizational identification terhadap work performance: analisis pada pengemudi ojek motor online = The influence of burnout, counterproductive work behavior, job involvement, and organizational identification on work performance: analysis on online motorcycle taxi drivers

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Abstrak

Tesis ini menguji model yang berkaitan dengan burnout, counterproductive work behavior, job involvement, dan organizational identification terhadap work performance dalam konteks pengemudi ojek online. Penelitian ini bersifat kuantitatif yang menggunakan metode survei dengan menyebarkan kuesioner yang berisi sejumlah pertanyaan tertutup terhadap 261 responden. Penulis menggunakan SPSS 23 untuk menganalisis data demografi responden dan menggunakan LISREL 8.7 untuk menguji model penelitian. Penelitian ini menunjukkan burnout berpengaruh positif signifikan terhadap counterproductive work behavior, counterproductive work behavior berpengaruh negatif tidak signifikan terhadap work performance, job involvement memiliki signifikansi positif terhadap organizational identification, dan organizational identification memiliki pengaruh positif yang signifikan terhadap work performance.

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The objective of this research is to examine model that is related to burnout, counterproductive work behavior, job involvement, and organizational identification toward work performance in the context of online motorcycle taxi drivers. This research is quantitative study using a survey method by distributing questionnaires containing a number of enclosed questions to 261 respondents. The author utilize IBM SPSS 23 to analyze the demographic data of respondents and utilize LISREL 8.7 to examine the research model. This research shows that burnout has a significant positive influence on counterproductive work behavior, counterproductive work behavior has a non- significant negative influence on work performance, job involvement has a significant positive influence on organizational identification, and organizational identification has a significant positive influence on work performance.