The Influence Of Self-Efficacy And Social Support On Job Burnout In Employees Of PT. Global Systech Medika In Central Jakarta City

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Abstract: *This study aims to see the effect of self-efficacy and social support on job burnout in employees of PT Global Systech Medika, both partially and simultaneously. The study made use of a questionnaire as a data collecting tool, and 104 employees were used as respondents. The data analysis method employed was simple and multiple regression analysis. The findings show that self-efficacy has a positive and significant impact on job burnout. This is indicated by the calculated t value of 3.260 (positive sign) and the significance level of p value which is 0.002 <0.050. In addition, organizational commitment has a positive and significant effect on job burnout with a calculated t value of 5.683 (positive sign) and a significance level of p value of 0.000 <0.050. Simultaneously, self-efficacy and social support have a positive and significant effect on job burnout. This is corroborated by the results of the F test which shows a significance value of 0.000 <0.050. These findings indicate that the level of job burnout in employees of PT Global Systech Medika is influenced by self-efficacy and social support.*

Keywords: *Self-Efficacy, Social Support, Job Burnout*

INTRODUCTION

Research Background

A company is an organisation established by a person or group of people as a place of production and distribution to meet human economic needs. In a company, all factors of production come together, ranging from labour, capital, natural resources and entrepreneurship. A company is established by building a vision and mission to achieve the goals that have been made.

An importing company is a company that carries out import activities or a company that brings trade products from abroad for sale in the domestic market, where imported goods can be in the form of production materials or finished products that are ready for distribution.

The high level of imports of medical devices is one of the problems in the world of health in Indonesia. To overcome this, importing companies rely on all the assets they have to sell medical device products in order to achieve maximum sales targets. One of the strong foundations and assets as the main capital for the development of a company is human resources (HR).

Research Objectives

Based on the formulation of the problem, the objectives of this study are;

1. To test and analyze the effect of self-efficacy on job burnout among employees of PT Global Systech Medika in Central Jakarta City partially.
2. To partially test and analyze the effect of social support on job burnout among employees of PT Global Systech Medika in Central Jakarta City.
3. To test and analyze the effect of self-efficacy and social support on job burnout in employees of PT Global Systech Medika in Central Jakarta City simultaneously.

LITERACY STUDIES

Management

Management is a process to realise the desired goal. Management, as a science, is also universal and uses a systematic scientific framework. Management science can be applied in all human organisations, companies, government, education, social, religious, and others.

Etymologically, the word management is taken from ancient French, namely "Management", which means the art of organising and implementing. Management can also be defined as planning, coordinating, organising and controlling resources to achieve goals efficiently and effectively.

According to Sarinah & Mardalena (2017: 7), management is a process to achieve goals by working together through people and other organisational resources.

Human Resource Management

The definition of human resource management, according to Dessler translated by Sutrisno (2016: 5), states that human resource management can be defined as a policy and practice needed by someone who runs the "people" or human resources aspect of a management position, including recruitment, screening, reward training and assessment.

According to Samsudin (in Supomo & Nurhayati, 2018: 7), human resource management is a management activity involving the utilisation, development, assessment and provision of compensation for employees within a company.

As stated by Hamali (2018: 2), HR management is a strategic approach to skills, motivation, development, and organisational resource management. Meanwhile, Ricardianto (2018: 15) states that HR management is a science or a way of regulating the relationship and role of resources (labour) owned by individuals efficiently and effectively, which can be optimally used so that (goals) with the company, employees, and society are maximised.

According to Hasibuan (2020: 10), human resource management is the science and art of managing the relationship and role of labour so that it is effective and efficient in helping to realize the goals of the company, employees and society.

Self-Efficacy

According to Bandura (1997, in Harnida, 2015), self-efficacy is a generative ability that individuals possess, including cognitive, social and emotional abilities. Individual abilities must be effectively trained and regulated to achieve employee goals. This ability will affect the feelings, thoughts and actions of employees.

According to Kurniyawati (in Sari & Khairunnisa, 2022), self-efficacy is an individual belief that they are capable of performing their job well. Self-efficacy is also able to enable individuals to have the strength to assess themselves in order to produce the desired effect.

Social Support

According to Rook (in Andarini & Fatma, 2013), social support is a function of social ties, and these social ties describe the general quality level of interpersonal relationships. Bonding and friendship with others are considered aspects that provide emotional satisfaction in an individual's life.

Sarafino (in Meilianawati, 2015) says social support is the degree of support provided to individuals, especially when required by people who have a close emotional relationship with that person. Social support can refer to comfort, care, self-esteem, or any form of assistance that individuals receive from other people or groups.

Meanwhile, social support according to Leavy (in Aziz & Noviekayati, 2016), is a relationship in which assistance is provided and the relationship has a positive value for the recipient of the assistance.

Job Burnout

According to Freundenberger (in Eliyana, 2015), burnout is a state of fatigue or frustration that occurs because someone works too hard to achieve their expectations without paying attention to their own needs.

According to Santi et al. (2020), burnout is defined as negative behaviours and feelings that arise in employees as a response to work due to prolonged exposure to various emotional stressors.

Based on the opinions of the experts above, it can be concluded that job burnout is a state of fatigue or frustration that arises from within the employee as a response to work because they work too hard for a long time against various emotional stressors.

METHOD

Type of Research

According to Sugiyono (2019: 3), the research method is essentially a scientific approach to obtaining valid data with the objective of discovering, proving, and developing knowledge so that the outcomes can be utilised to comprehend, solve, and anticipate issues.

This type of research is associative quantitative since the analytical methods employed are statistical techniques, and research data comes in the form of numbers, with a descriptive approach to describe the objects and outcomes of the study. According to Sugiyono (2019: 17), quantitative research methods are research methods based on the philosophy of positivism, used to research certain populations or samples. Data collection is carried out using research instruments, and data analysis is quantitative or statistical, aimed at testing the hypothesis set.

According to Sugiyono (2019: 65), associative research is a formulation of research problems that enquires about the relationship between two or more variables. This study uses quantitative research and an associative approach with an observation method to observe what actually happens to the object. A questionnaire with a Likert scale will be used as a tool for measurement, and it will be distributed to all employees who work at PT Global Systech Medika in Central Jakarta City.

Operational Research Variables

A research variable is an attribute, trait or value of people, objects or activities that have certain variations set by researchers to study and draw conclusions (Sugiyono, 2019: 68). Variable operations are a description of the concepts and indicators for each research variable which aim to break the variable into the smallest parts so that its size is known.

According to Sugiyono (2016: 39), independent variables are often known as predictor variables or independent variables. This independent variable is a factor that causes changes in a dependent variable. In this study, there are two independent variables, namely Self-Efficacy (X1) and Social Support (X2). Meanwhile, the dependent variable is a variable that is influenced or bound by the independent variable (Sugiyono, 2019). In this study, the dependent variable is Job Burnout (Y) as a variable that is influenced by the independent variable. Of the three variables, both the independent variable and the dependent variable each has indicators that will be measured on a Likert scale.

Data Analysis Technique

After the data that the author needs is collected, the next step is to analyse the data. Data analysis is an effort to systematically search and arrange records of observations, interviews, and others to improve research understanding of the case under study and present it as findings for others. The data analysis that the author uses in this study employs quantitative analysis. Data analysis techniques in quantitative research use statistics. In this study, the data analysis techniques used are as follows:

1. Research Instrument Test
   a. Validity Test

   According to Sugiyono (2019: 16), a valid instrument means that the measuring instrument used to obtain data (measure) is valid. Valid means that the instrument can be used to measure what should be measured. A valid metre can be used to measure length accurately because the metre is indeed a tool for measuring length. The metre becomes invalid if it is used to measure weight.

   b. Reliability Test

   Reliability is a tool to test the consistency of respondents' answers to questions in the questionnaire. A questionnaire is said to be reliable if someone's answer to a question is consistent or stable over time (Ghozali, 2017: 47).

   This test aims to determine the extent to which measuring data provides relatively consistent results when re-measured on the same subject. The function of the reliability test is to determine the extent to which the state of the measuring instrument or questionnaire is reliable.

2. Classical Assumption Test
   a. Normality Test

   The data normality test is carried out to determine whether the data under study is normally distributed or not. According to Ghozali (2018: 161), the normality test is a test that aims to determine whether the independent and dependent variables have a normal distribution or not. A good regression model is one with a normal or near-normal distribution. Meanwhile, according to Sugiyono (2019: 161), the normality test is conducted to see whether the residuals obtained have a normal distribution. Researchers use SPSS Version 24 software to calculate with the one-sample Kolmogorov-Smirnov test. The basis for making decisions on this test is as follows:
   1) If the test results have a probability value > 0.05, then the data is declared as normally distributed.
   2) If the test result has a probability value <0.05 then the data are declared not normally distributed.

   b. Autocorrelation Test

   According to Ghozali (2017: 110) argues that the autocorrelation test aims to test whether in the linear regression model there is a correlation between period t confounding errors and confounding errors in period t-1. The autocorrelation test is used to see if there is a correlation between a period t and the previous period (t-10). In simple terms, regression analysis is to see the effect between the independent variable and the dependent variable, so there should be no correlation between observations and previous observation data. To detect autocorrelation, it can be done with the Durbin Watson (DW) test. The Durbin Watson value is then compared to the d-table value. The comparison results will produce conclusions such as the following criteria:
   1) If d < dl, then there is positive autocorrelation.
   2) If d > (4 - dl), then there is negative autocorrelation.
   3) If du < d < (4 - dl), there is no autocorrelation..
   4) If dl < d < du or (4 - du), then it is inconclusive.

   c. Multicollinearity Test

Multicollinearity is a condition where there is a linear relationship or high correlation between each independent variable in a multiple linear regression model. According to Ghozali (2017: 105) argues that the multicollinearity test aims to test whether the regression model found a correlation between independent variables. Multicollinearity usually occurs when most of the variables used are interrelated in a regression model.

d. Heteroscedasticity Test

According to Ghozali (2017: 139) the heteroscedasticity test occurs to test whether in a regression model there is an inequality of variation from residuals in one observation to another, if the variation is different it is called heteroscedasticity.

A prerequisite that must be met in the regression model is the absence of heteroscedasticity symptoms. To detect the presence of heteroscedasticity by comparing the t-table value with the t-count, namely:

1) If the t-table value ≤ t-count ≤ t-table, there is no heteroscedasticity.
2) If the t-count> t-table or t-count < t-table, there is heteroscedasticity.

3. Statistics Test

a. Simple Linear Regression Analysis Test

Simple linear regression analysis is an approach to modelling the relationship between one dependent variable and independent variables. In simple regression analysis, the relationship between variables is linear, where changes in variable X will be followed by changes in variable Y in a fixed manner..

b. Multiple Linear Regression Analysis Test

According to Sugiyono (2019: 277) multiple linear regression is used to predict how the value of the dependent variable changes if the value of the independent variable is increased / decreased.

The number of independent variables studied is more than one, so it is said to be multiple regression. The relationship between these variables can be characterised through a mathematical model called a regression model. Multiple regression models are carried out to determine whether there is a significant effect of the variables studied. Multiple linear regression analysis in this study was carried out to determine whether there was a significant effect of the variables studied. Multiple linear regression analysis in this study was conducted to determine the relationship between variables X1 (Self-Efficacy) and X2 (Social Support) and Y (Job Burnout). The formula used is:

$$Y = a + \beta 1\, X1 + \beta 2 X2$$

With :
Y = Dependent Variable (*Job Burnout*)
a = Constanta
β = Regression coefficient
X1 = Self Efficacy
X2 = Social Support

c. Determination Coefficient Test

This analysis aims to determine how much influence the variable (X) and the variable (Y) has and shows the amount of the strength of the relationship between two or more variables in the form of percentages (showing how much percentage) the variable (X) can contribute to the variable (Y). A coefficient called the coefficient of determination can be calculated, using the following formula:

$$KD = r^2 \text{ x } 100\text{ \%}$$

With:
KD   = Determination Coefficient
r^2 = Correlation Coefficient X1, X2, dan Y
100 % = Multiplication presented

d. Correlation Coefficient Test

According to Sugiyono (2019: 184) correlation is a number that shows the direction and strength of the relationship between two or more variables. The method used is by means of item analysis. Where each value in each question item is correlated with the total value of all question items for a variable using the empirical trial correlation formula using Product Moment correlation which is done manually using computer aids. As an interpretation of the correlation coefficient found to be large or small, the following guidelines and provisions can be used:

Correlation Coefficient Value Interval	Relationship Level
0,00-0,199	Very Low
0,20-0,399	Low
0,40-0,599	Medium
0,60-0,799	Strong
0,80-1,00	Very Strong

Source: Sugiyono (2019:184)

Table 3.4
Correlation Coefficient Interpretation

4. Hypothesis Test
   a. Partial Hypothesis Test (t-Test)

   According to Sugiyono (2019: 69) states that "The t-test is a temporary answer to the problem formulation, which asks about the relationship between two or more variables". This test is conducted to determine the significance of the partial role between the independent variable and the dependent variable by assuming that other independent variables are considered constant. The t-test formula is as follows :

$$t = \frac{r\sqrt{(n-2)}}{\sqrt{(1-r^2)}}$$

With :
r = partial correlation found
n = number of samples
t = $thitung$ which is then consulted with $ttabel$.

   b. Simultaneous Hypothesis Test (F-Test)

   According to Gani and Amalia (2015: 143) that, F-test or Goodnes of Fit Test is testing the feasibility of the model. Hypothesis testing using the simultaneous test with the F-test aims to determine the joint effect of the independent variables on the dependent variable. A feasible model is a model that can be used to estimate the population. The regression model is said to be feasible if the F value of a model meets the predetermined criteria. The hypothesis put forward can be described as follows:

$H0 : \beta1\beta2 = 0$: There is no influence between self-efficacy ($X1$) and social support ($X2$), on job burnout (Y) at employees of PT Global Systech Medika in Central Jakarta.

H1 : $\beta1\beta2 \neq 0$: There is an influence between self-efficacy ($X1$) and social support ($X2$), on job burnout (Y) at employees of PT Global Systech Medika in Central Jakarta.

RESULT AND DISCUSSION

Result

1. Respondent Characteristics

   The characteristics of respondents in this study include gender, age, latest education, position, length of work, and marital status. Respondent characteristics provide an understanding of the respondent's profile.

   a) Respondent characteristics based on gender

   The respondents of this study totalled 104 people with the distribution of groups based on gender as follows:

Table 4.1

Respondent Characteristics Based on Gender

Information	Frequency	Percent
Male	68	65.4%
Female	36	34.6%
Total	**104**	**100.0%**

Source: PT. Global Systech Medika, 2022

Based on table 4.1, it can be seen that this study was dominated by male respondents, namely 68 people or 65.4%. Meanwhile, female respondents were 36 people or 34.6%. Thus, the respondents in this study were dominated by male respondents.

b) Respondent characteristics based on age

The characteristics of respondents based on age are presented in the following table:

Table 4.2

Respondent Characteristics Based on Age

Information	Frequency	Percent
<25 Old	11	10.6%
25-35 Old	40	38.5%
>35 Old	53	51%
Total	**104**	**100.0%**

Source: PT. Global Systech Medika, 2022

Based on the table above, it can be seen that respondents aged <25 years were 11 people or 10.6%, respondents aged 25-35 years were 40 people or 38.5%, and respondents aged> 35 years were 53 people or 51% of the total number of respondents. This means that the respondents in the study were dominated by respondents aged more than 30 years.

c) Characteristics of respondents based on last education

In terms of the latest education, the characteristics of the respondents in this study are as follows:

Table 4.3

Characteristics of Respondents Based on Last Education

Information	Frequency	Percent
SD	2	1.9%
SMP	3	2.9%
SMA/Sederajat	25	24%
Diploma/D1/D2/D3	15	14.4%
D4/S1/Sederajat	59	56.7%
Total	**104**	**100.0%**

Source: PT. Global Systech Medika, 2022

Based on Table 4.3, it is known that respondents with the latest elementary school education are 2 people or 1.9%, junior high school is 3 people or 2.9%, high school / equivalent is known as many as 25 people or 24%. Respondents with the latest Diploma / D1 / D2 / D3 education were 15 people or 14.4%. Meanwhile, respondents with the latest education D4 / S1 / equivalent were 59 people, or 56.7%. This shows that the respondents in this study were dominated by D4 / S1 / Equivalent graduates.

2. Classical Assumption Test

a) Normality Test

The normality test is a prerequisite test in the regression model. A good regression model is a normally distributed model, so the normality test needs to be

done to ensure that the data used is normally distributed or not. The normality test is carried out to be able to see the regression model of the independent or independent variable and the dependent or dependent variable whether it has normally distributed data or not. The normality test in this study uses Kolmogorov-Smirnov parameters If the Kolmogorov-Smirnov significance value is <0.050, then the data is declared not normally distributed. Meanwhile, if the significance value of Kolmogorov-Smirnov> 0.050, then the data is normally distributed. The normality test results for the variables of self-efficacy, social support, and job burnout are as follows:

Table 4.15
Normality Test Results

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		104
Normal Parameters[a,b]	Mean	.0000000
	Std. Deviation	2.83097745
Most Extreme Differences	Absolute	.055
	Positive	.039
	Negative	-.055
Test Statistic		.055
Asymp. Sig. (2-tailed)		.200[c,d]

a. Test distribution is Normal.
b. Calculated from data.
c. Lilliefors Significance Correction.
d. This is a lower bound of the true significance.
Source: Primary data processed by SPSS, 2022

Based on table 4.15, it can be seen that the Kolmogorov-Smirnov significance value for the variables of self-efficacy, social support, and job burnout is known to have a significance value of 0.200> 0.050. This means that all variable data in this study can be declared normally distributed.

b) Multicollinearity Test

According to Ghozali (2017: 105) the multicollinearity test aims to test whether the regression model found a correlation between independent variables. The multicollinearity test can be seen from: tolerance value and its opposite, and Variance Inflation Factor (VIF). If the tolerance value is greater than 0.1 or the VIF value is less than 10, it can be concluded that there is no multicollinearity in the data to be processed. The multicollinearity test results are presented as follows:

Table 4.16
Multicollinearity Test Results

Coefficients[a]							
		Unstandardized Coefficients	Standardized Coefficients			Collinearity Statistics	
Model		B	Std. Error	Beta	t	Sig.	Tolerance	VIF
1	(Constant)	17.575	3.948		4.452	.000		
	Efikasi Diri	.244	.075	.278	3.260	.002	.761	1.314
	Dukungan Sosial	.448	.079	.484	5.683	.000	.761	1.314

a. Dependent Variable: Job Burnout

Source: Primary data processed by SPSS, 2022

It can be explained that in table 4.16 that the existing data does not occur multicollinearity between each independent variable, namely by looking at the tolerance value and Variance Inflation Factor (VIF) and obtained a tolerance value of 0.761 and a Variance Inflation Factor (VIF) value of 1.314, it shows that the tolerance value is greater than 0.001 and the VIF value is smaller than 10, so such a situation proves that there is no multicollinearity.

c) Autocorrelation Test

According to Ghozali (2017: 93) this autocorrelation test serves to test whether in a linear regression there is a correlation between confounding errors (residuals) in period t with errors in period t-1 (previous). If there is a correlation, there is an autocorrelation problem. So that the regression model is considered good if it is free from autocorrelation. To detect whether the data has autocorrelation, it can be done in several ways, one of which is using the Durbin Watson method.

The criteria for the Darbin-Watson Test (DW Test) guidelines that are the reference are as follows:

Table 4.17
Autocorrelation Test Guidelines with Durbin Watson

Criteria	Information
<1,000	There is Autocorrelation
1,100-1,550	No Conclusion
1,550-2,460	No Autocorrelation
2,460-2,900	No Conclusion
>2,900	There is Autocorrelation Disorder

Source: Sugiyono (2019)

d) Heteroscedasticity Test

The heteroscedasticity test aims to test whether in the regression model there is an inequality of variance from the residuals of one observation to another. If the variance of the residuals of one observation is constant, it is called homoscedasticity and if it is different it is called heteroscedasticity. Detection of the presence or absence of heteroscedasticity can be done by looking at the presence or absence of certain patterns on the scatterplot graph between SRESID and ZPRED where the Y axis is the predicted and the X axis is the residual (Y predicted - actual) that has been standardised. The scatterplot graph is presented as follows:

Table 4. 19
Heteroscedasticity Test Results

Coefficients[a]					
	Unstandardized Coefficients		Standardized Coefficients		
Model	B	Std. Error	Beta	t	Sig.
1 (Constant)	8.948	2.180		4.105	.000
Efikasi Diri	-.033	.041	-.086	-.793	.430
Dukungan Sosial	-.098	.044	-.246	-2.256	.026
a. Dependent Variable: RES2					

Source: Primary data processed by SPSS, 2022

		B	Std. Error	Beta		
1	(Constant)	29.949	3.764		7.957	.000
	Efikasi Diri	.452	.075	.514	6.057	.000
a. Dependent Variable: Job Burnout						

Source: Primary data processed by SPSS, 2022

Based on the results of the regression calculation in table 4.19, the regression Y = 29.949 + 0.452X1 can be obtained. From this equation, it can be concluded as follows:

1) The constant value of 29.949 means that if the self-efficacy variable (X1) does not change, then there is a job burnout value (Y) of 29.949 points.
2) The self-efficacy coefficient value (X1) of 0.452 means that if the constant remains and there is no change in the social support variable (X2), then each one unit change in the self-efficacy variable (X1) will result in a change in job burnout (Y) of 0.452 points.

e) Multiple Linear Regression Analysis Test

Multiple linear regression test intends to find the relationship of two or more variables where one variable depends on the other. Multiple linear regression analysis is used to prove the extent of the relationship between self-efficacy and social support on employee job burnout. The following multiple linear regression analysis test results are presented:

Tabel 4.22
Multiple Linear Regression Analysis Test Results

Coefficients[a]					
	Unstandardized Coefficients		Standardized Coefficients		
Model	B	Std. Error	Beta	t	Sig.
1 (Constant)	17.575	3.948		4.452	.000
Efikasi Diri	.244	.075	.278	3.260	.002
Dukungan Sosial	.448	.079	.484	5.683	.000
a. Dependent Variable: Job Burnout					

f) Correlation Coefficient Test

The correlation coefficient test is a form of correlation used to see the relationship between three or more variables (two or more independent variables and one dependent variable). Decision making in the correlation coefficient test is by comparing the value of α = 0.05 (5%) with the Sig probability value or by assessing how strong the effect is seen from the R value. The following are presented interpretation guidelines in table 4.23 below:

Table 4.23
Correlation Coefficient Interpretation Guidelines

Correlation Coefficient Interval	Relationship Level
0,00-0,199	Very Low
0,20-0,399	Low
0,40-0,599	Medium
0,60-0,799	Strong
0,80-1,00	Very Strong

Source: Sugiyono (2019:184)

g) Determination Coefficient Test

The coefficient of determination is a value that describes how much change or variation in the dependent variable can be explained by changes or variations in the independent variable. The higher the coefficient of determination, the better the ability of the independent variable to explain the dependent variable. The higher the coefficient of determination, the better the ability of the independent variable to explain the dependent variable. The coefficient of determination test is seen from the magnitude of the Adjusted R Square value. The following is presented in the form of a table testing the coefficient of determination:

Table 4.27
Partial Determination Coefficient Test Results Between Self-Efficacy Variables (X1) on Job Burnout (Y)

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.514[a]	.265	.257	3.268

a. Predictors: (Constant), Efikasi Diri

Source: SPSS processed data, 2022

Based on table 4.27, it is known that the coefficient of determination (R Square) is 0.265 (26.5%). This shows that by using the regression model obtained where the Self-Efficacy variable (X1) has an influence on Job Burnout (Y) by 26.5%. While the rest is the contribution of other variables not included in this study..

3. Hypothesis Test
   a) Partial Test (T-test)
   Partial test (t test) aims to test whether there is a partial or individual influence of each independent variable on the dependent variable. In this study, what was tested was how far the influence of each independent variable separately or partially on the dependent variable. This t test test with a significance (alpha) of 5% or 0.05 by comparing the value of t count with t table, namely with the following criteria:
   1) If the value of tcount < t table: means H0 is accepted and H1 is rejected.
   2) If the value of tcount> ttable: means H0 is rejected and H1 is accepted.

Table 4.30
Hypothesis Test Results (t Test) Variable Self-Efficacy (X1) Against Employee Job Burnout (Y)

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	17.575	3.948		4.452	.000
	Efikasi Diri	.244	.075	.278	3.260	.002
	Dukungan Sosial	.448	.079	.484	5.683	.000
a. Dependent Variable: Job Burnout						

Source: Data processed by SPSS, 2022

Based on the test results in the table above, the t value> t table or (3.260> 1.98350) This is also reinforced by the ρ value < Sig.0.050 or (0.002 < 0.050). Thus, H1 is accepted, this shows that there is a significant influence between self-efficacy (X1) on employee job burnout (Y) at PT Global Systech Medika in Central Jakarta.

b) Simultaneous Test (F-test)

The simultaneous test aims to test the regression model for the effect of all independent variables simultaneously on the dependent variable. The test is to determine the conclusion with a significance level of 5% or 0.05, namely by comparing the calculated F value with the F table with the following conditions:
1) If the calculated F value < F table: means H0 is accepted and H3 is rejected.
2) If the value of F count > F table: means H0 is rejected and H3 is accepted.

Table 4.32
Simultaneous Test Results (F-Test)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	655.735	2	327.867	40.115	.000[b]
	Residual	825.487	101	8.173		
	Total	1481.221	103			
a. Dependent Variable: Job Burnout						
b. Predictors: (Constant), Dukungan Sosial, Efikasi Diri						

Source: Data processed by SPSS, 2022

Based on the table on the test results above, the value of F count> F table or (40.115> 2.696), this is also reinforced by ρ value < Sig.0.050 or (0.000 < 0.050). Thus, H0 is rejected and H3 is accepted, namely the third hypothesis which states that there is a positive and significant influence together between the variables of self-efficacy and social support on employee job burnout at PT Global Systech Medika in Central Jakarta can be accepted.

CONCLUSION

Based on the results and discussion of the research that has been done, several things can be concluded in this study, namely:

1. Self-efficacy has a positive and significant effect on employee job burnout is accepted. This is indicated by the calculated t value of 3.260 (positive sign) and the significance level of p value which is 0.002 <0.050. The positive effect indicates that the higher the level of self-efficacy, the higher the level of employee job burnout. Vice versa, the lower the level of self-efficacy, the lower the level of employee job burnout. This explains that if employees have a strong level of belief and confidence in their competence, they will believe that they are able to perform the tasks assigned to them. However, the employee's confidence does not make the employee avoid job burnout. Employees who feel confident at work will be assigned more difficult and more tasks, even to the point of experiencing excess working hours until they need to work overtime almost every day. This is what causes employees to experience job burnout..

2. Social support has a positive and significant effect on employee job burnout is accepted. The results reported a t value of 5.683 (positive sign) with a significance value of 0.000 <0.050. The positive effect indicates that the higher the social support, the higher the employee job burnout. Vice versa, the lower the social support, the lower the employee job burnout. This explains that social support among employees of PT Global Systech Medika is considered good. However, those who provide support to their colleagues do not necessarily intend to support their colleagues' careers. Support provided such as advice, good competency assessment, accepting other employees in the work environment, and direct support in the form of financial or employment does not guarantee that the assisted employee will avoid job burnout. The weaknesses of employees who need help are used as a tool to hinder employees' careers. Therefore, employees at PT Global Systech Medika are vulnerable to job burnout..

3. Self-efficacy and social support simultaneously have a positive and significant effect on employee job burnout is accepted. This is corroborated by the results of the F test which shows a significance value of 0.000 <0.050. This indicates that self-efficacy and social support are able to influence the level of job burnout in employees at PT Global Systech Medika. This shows that high levels of self-efficacy in each employee and social support received among employees do not guarantee that employees avoid job burnout. The high level of difficulty of the tasks given to employees and employees who put each other down make the level of job burnout in employees increase as well. This will cause employees to feel uncomfortable about their work environment, causing the absenteeism rate to worsen and the turnover rate to continue to increase.

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