

ABSTRAK

Tujuan diadakan penelitian ini yakni guna mengidentifikasi dan menganalisis dampak *social support* terhadap suasana hati melalui *burnout* pada karyawan Matahari Department Store Tunjungan Plaza Surabaya. Metode kuantitatif digunakan dalam penelitian ini dimana populasi adalah karyawan Matahari Department Store Tunjungan Plaza Surabaya 110 sampel responden. Metode *propotional random sampling* dipakai untuk menganalisis sampel. *Structural equation modeling* (SEM) dipakai sebagai teknik analisis data dengan *software* Amos. Penelitian menghasilkan: 1) *Social Support* berpengaruh signifikan dan positif terhadap *burnout* pada karyawan Matahari Department Store Tunjungan Plaza Surabaya. 2) *Social Support* memiliki pengaruh positif yang besar terhadap suasana hati (*mood*) karyawan Matahari Department Store Tunjungan Plaza Surabaya. 3) *Burnout* berpengaruh penting dan positif terhadap suasana hati (*mood*) karyawan Matahari Department Store Tunjungan Plaza Surabaya.

Kata Kunci : *Social Support, Suasana Hati, Burnout.*

ABSTRACT

The aim of the study is to identify and analyze the effect of social support on mood through burnout of Matahari Department Store Tunjungan Plaza Surabaya employees. Quantitative approach is used to analyze the population of the Matahari Department Store Tunjungan Plaza Surabaya employee with a sample of 110 respondents. The sampling method used is the proportional random sampling method. The data analysis technique used is structural equation modeling (SEM) using Amos software. The results showed that: 1) Social support had a significant and positive effect on burnout for employees of the Matahari Department Store Tunjungan Plaza Surabaya. 2) Social support has a large positive influence on the mood of Matahari Department Store Tunjungan Plaza Surabaya employees. 3) Burnout has an important and positive effect on the mood of Matahari Department Store Tunjungan Plaza Surabaya employees.

Keywords : *Social Support, Mood , Burnout.*