

Relationship of Resilience and Social Support with Burnout on Intelmob

Novarida Maulidya, IGAA Noviekayati, Dyan Evita Santi
Fakultas Psikologi, Universitas 17 Agustus 1945 Surabaya

ABSTRACT

This study aims to determine the relationship between resilience and social support with burnout in Intelmob, as well as analyze between each independent variable (resilience and social support) and *burnout* in Intelmob. This study uses a quantitative approach with a correlational design, on 86 East Java Intelmob personnel who were selected through a saturation sampling technique. The data was gathered by use of a Likert scale.. The study tools included a burnout scale, a resilience scale, and a social support scale, all of which were evaluated for validity and reliability using SPSS 27.0 for Windows software. The data was then evaluated by multiple linear regression analysis. The results showed that resilience and social support had a significant negative relationship with *burnout* in Intelmob personnel. Which indicates that the higher the resilience and social support, the lower the burnout rate experienced. Where resilience helps individuals manage work stress, while social support plays a role in emotional protection. These two factors together account for 28.7% of the variability in *burnout*, whereas the remainder is affected by other variables. Intelmob employees' resilience and social support systems are key to lowering burnout rates; as a result, the company needs better policies and procedures to help employees' mental health and boost their productivity.

Keywords: *Burnout, Resilience, Social Support, Intelmob*

Corresponding author

Name: Novarida Maulidya

Email: 1522200007@surel.untag-sby.ac.id

INTRODUCTION

In today's era, all professions have high job demands. Especially in professions related to public services such as security and order, health, logistics and transportation. One of the agencies is the National Police of the Republic of Indonesia, the National Police of the Republic of Indonesia is under the President and is led by the National Police Chief who in carrying out his duties is responsible to the President in accordance with laws and regulations. The National Police of the Republic of Indonesia has an important role in society because of its main tasks that can create national stability, namely as a guide, protector, and community service. This is listed in Pasal 13 Undang-Undang Nomor 2 Tahun 2002 tentang Kepolisian Negara Republik Indonesia contained in Lembaran Negara Nomor 2 tahun 2002. The primary responsibilities of the National Police of the Republic of Indonesia

include: a. Preserving public security and order; b. Enforcing the law; and c. Offering protection and services to the community.

Brigade Mobil (Brimob) have duties and responsibilities set forth in Peraturan Kapolri No.17 Tahun 2011 tentang Pembentukan dan Pengembangan Satuan Tugas Kepolisian. In this regulation, the Brimob is designated as a unit that can be deployed to carry out special tasks in maintaining security stability, including in conditions of disasters or greater threats such as terrorism or riots. Brimob has a very strategic function in various police operations that require the involvement of trained troops to carry out quick and precise actions. The Brimob also has a role in securing vital state objects and eradicating major crimes such as terrorism. The specific tasks of the Brimob are also influenced by police policies and the changing situation on the ground, but within the legal framework, the Brimob is under the coordination of the National Police and is directly responsible to the National Police Chief.

The main tasks of Intelligence (Intel) in the Brimob are regulated in several related laws and regulations that explain the roles and responsibilities of this unit in the context of maintaining public security and order. Peraturan Kapolri Nomor 22 Tahun 2010 tentang sistem manajemen keamanan, dalam sistem manajemen ini, Intelligence in the Brimob has a major role in detecting threats, analyzing information related to potential security disturbances, and supporting operational decision-making by the National Police leadership. Intelligence in the Brimob has a very vital function in supporting the smooth running of the operational tasks of the Brimob unit which focuses on countering major threats, including terrorism and mass riots. This data collection is essential for planning and executing security operations. The main tasks of intelligence in the Brimob include collecting intelligence information, analyzing and evaluating threats, monitoring and supervision, preparing security strategies, and coordinating with other units. Without accurate and timely intelligence support, these operations can face serious obstacles. Therefore, the role of intelligence in the Brimob is very strategic in facing various security challenges faced by the state. Intelligence in the Brimob ensures that every step taken by the unit is based on valid data and information, so that the decision-making process in each operation becomes more effective and efficient.

Profession as a member Intelijen Mobile Brigade (Intelmob) The National Police is one of the most demanding in the police, both physically and mentally. Intelmob has a strategic role in maintaining national security through the collection and analysis of intelligence data, including dealing with threats that are confidential and dangerous (Peraturan Kapolri No. 22 Tahun 2010). These tasks require personnel to work under high pressure, face great risks, and often be away from family or supportive environments. This creates working conditions that are prone to burnout, which can degrade performance, increase the risk of operational errors, and threaten national security if not handled properly. Therefore, it is important to understand protective factors, such as resilience and social support, that can prevent burnout in Intelmob members. This kind of condition can increase the risk of psychological burnout, which is one of the mental health problems in a high-pressure work environment.

When carrying out their activities in the field, such as early detection of large and small threats, Intelmob members require energy, thoughts, and one of the most important is operational funds. In their daily activities, Intelmob members have their own budgets. However, seeing the many problems that exist, the budgeted funds are still insufficient for activities in the field. Therefore, Intelmob members use personal funds to support their activities in the field. This makes individuals less comfortable at work. Some members of Intelmob are married and have families. The reduction of basic salary for activities in the field is one of the reasons for burnout.

Intelmob also has strategic responsibilities in information gathering, situation analysis, and quick decision-making in the field. High work pressure, long working hours, and a large burden of responsibility make this profession prone to burnout. Burnout can reduce the quality of work, hinder the effectiveness of decision-making, and jeopardize work safety, both individuals and teams.

Burnout is a physical and emotional condition that often occurs in individuals who experience prolonged stress, such as those often experienced by members of the police force, including intelmob. Police officers are vulnerable to burnout due to the high demands and continual dangers of the job (Muarif and Adiyanti 2020). This condition is marked by symptoms such as emotional tiredness, depersonalization, and decreasing personal accomplishment. This is particularly relevant in the context of the tasks faced by intelmob, which involves a very strategic role in maintaining security and order, often with exposure to high-risk situations. In the long run, uncontrolled burnout can cause great losses, both personally and institutionally for intelmob members in terms of the effectiveness of police operations. Therefore, this research is important to provide comprehensive advice.

Intelmob has a unique responsibility that involves gathering information in often dangerous or stressful situations. This task, coupled with high expectations and limited resources, makes intelmob members more vulnerable to burnout. Studies in similar professions show that social support and resilience are important factors in reducing the risk of burnout (Maslach and Leiter 2016). Burnout is a syndrome that involves emotional exhaustion, depersonalization, and decreased personal achievement that occurs due to chronic stress at work (Maslach and Leiter 2016).

Burnout, in the context of intelmob, can manifest in the form of decreased work motivation, chronic physical fatigue, and feelings of incompetence or ineffectiveness in carrying out tasks. Research by (Muarif and Adiyanti 2020) shows that burnout among police officers in Indonesia is quite high, with factors such as workload, lack of social support, and emotional demands as the main contributors. This is in line with the findings (Maslach and Leiter (2016) which states that professions with high expectations and heavy emotional stress, such as the police, are more prone to burnout.

In an intelmob environment, burnout not only impacts the well-being of individuals but also on operational effectiveness. Members who experience burnout often show decreased work, mistakes in decision-making, and increased interpersonal conflict. Research by (Sahrani, Dewi, and Kirana 2024) Demonstrate that burnout can reduce personnel's capacity to work effectively within a team, which is critical in intelligence

operations. This condition can worsen the team's workload, creating an increasingly heavy cycle of work pressure.

Resilience, or the ability to bounce back from pressure and challenges, is also an important factor in managing burnout. (Connor and Davidson 2003) defines resilience as the capacity to adapt well in the face of stress, trauma, or adversity. In high-risk jobs like intelmob, resilience helps individuals stay focused, maintain emotional stability, and recover quickly from traumatic experiences. Research by Rahmadani (2022) found that high resilience was associated with a better ability to manage work stress, which ultimately reduced the risk of burnout.

On the other hand, social support has proven to be one of the protective factors against burnout. Social support includes various forms of help, such as emotional, instrumental, informational, and rewarding support, provided by a boss, co-worker, family, or community. In the context of intelmob, social support can be in the form of effective communication with superiors, stress management training, or recognition of work achievements. Researchers Sarafino and Smith (2014) found that those who had strong social networks reported lower levels of chronic stress and reported feeling more capable of handling stress at work. Research by Rahmadani (2022) It also shows that social support from family and co-workers has a significant role in reducing the burnout rate in police officers.

Based on these findings, the management of burnout among intelmob personnel requires a holistic approach. Structured social support programs and training to increase resilience can be a strategic step to prevent and reduce burnout. This also needs to be supported by institutional policies that pay attention to the mental well-being of personnel, such as the provision of psychological counseling, coping skills training, and recognition of their contributions in maintaining state security. Thus, these efforts not only improve the welfare of individuals but also strengthen the operational capacity of intelmob as a whole.

This study is significant because to the substantial workloads and elevated pressures encountered by Intelmob, since there is a paucity of studies particularly examining the correlation between resilience, social support, and burnout within this environment. The results of this study are expected to make a significant contribution to the development of intervention or training programs that focus on improving resilience and social support for Intelmob. In addition, the findings of this study can also help related institutions in designing effective policies or strategies to improve the mental well-being and work productivity of Intelmob personnel.

METHOD

This research employs a quantitative correlational design to determine the degree of association between various variables (Sugiyono 2017). This study focuses on analyzing resilience, social support, burnout. The sample of this study is 86 male personnel and 85 female personnel. This data collection method uses a survey method with a Likert scale. With five alternative answers, each contains a statement that is considered positive and supports the indicators of the variable being measured, while an unfavorable statement is

a statement that is considered negative and does not support the indicators of the variable to be measured (Sugiyono 2017).

Instruments The measuring tool in this study in the form of variable burnout will be measured using an item based on aspects and indicators of (Schaufeli and Buunk 2002). The resilience variable will be measured using an item based on the aspects and indicators of the (Connor and Davidson 2003). Social support variables will be measured using items based on aspects and indicators (Sarafino and Smith 2014). Then the results will be tested using SPSS 27.0 for windows software. A measuring tool can be said to be valid if the measuring tool is able to measure what should be measured or is able to reveal what should be revealed (Sugiyono 2017). The proof of validity carried out in this study was carried out using the validity of the internal structure of the test, which is based on an assessment of the relationship between items and the relationship between test components in accordance with the measured construct (Santi et al. 2020). The validity evidence related to the internal structure of the measuring instrument in this study was obtained from the results of the item discrimination test, which is a validity test for all items in a variable carried out by finding the differentiating power of each item's score. The assumption is that a good or valid item is an item that can distinguish the research subject into a group of subjects who are in the high category and subjects who are in the low category, which is described from their possession index corrected total correlation (CITC) $\geq 0,3$ (Azwar 2013).

Correlation analysis was used to analyze the data in SPSS version 27. After making sure that the findings of the necessary tests—which included checks for distribution normality, relationship linearity, multicollinearity, and heteroscedasticity—met the requirements for utilizing parametric analytic methods, the data in this research was analyzed using Multiple Regression analytic.

FINDING AND DISCUSSION

RESEARCH RESULT

First Hypothesis

An examination of the first study hypothesis is carried out using simultaneous regression analysis. This hypothesis proposes that burnout may be influenced by both resilience and social support. The study shows that there is statistical significance with a F coefficient of 16.743 and a p-value of 0.001 ($p < 0.05$). Based on these results, it seems that burnout, social support, and resilience are all strongly correlated. That being the case, the study's initial hypothesis was correct.

Table 1: Results of Simultaneous Regression Analysis

F	p	Information
16,743	0,001	Significan ($p < 0,05$)

Source: Output SPSS 27.0 version

Second Hypothesis

In order to verify the second study hypothesis that resilience is negatively correlated with burnout particular regression analysis is performed. The t-value from the partial regression analysis is -3.862, and the p-value is 0.001 ($p < 0.05$), according to the findings. So, the second hypothesis of this study is accepted. The direction of the relationship of this research hypothesis shows a negative direction, where the higher the resilience, the lower the burnout and vice versa, the lower the resilience, the higher the burnout.

Table 2: Results of Partial Regression Analysis

Variable	t	p	Information
Resilience-Burnout	-3,862	0,001	Significant ($p < 0,05$)

Source: Output SPSS 27.0 version

Third Hypothesis

The final hypothesis in the study, that social support might reduce the likelihood of burnout, was tested using partial regression analysis. The results of the partial regression analysis suggested a t-value of -3.530 and a p-value of 0.001 (which is less than 0.05). This proves the third hypothesis of the investigation. According to this study's null hypothesis, those who have more social support experience less burnout, and vice versa: those who have less social support experience more burnout.

Table 3: Results of Partial Regression Analysis

Variabel	t	p	Information
Resilience-Burnout	-3,862	0,001	Significant ($p < 0,05$)

Source: Output SPSS 27.0 version

Regression Line Equation

The regression line equations produced in this study are:

$$y = \beta_0 + \beta_1 X_1 + \beta_2 X_2 \text{ with coefficients } \beta_0 = 262,977; \beta_1 = -0,205 \text{ dan } \beta_2 = -0,198$$

Hence, the following is the full form of the regression line equation:

$$y = 262,977.X_0 + (-0,205).X_1 + (-0,198).X_2$$

Information:

- y = Burnout
- β_0 = Constant
- β_1 = Regression Coefficient X_1
- β_2 = Regression Coefficient X_2
- X_1 = Resilience

X₂ = Social Support

Meaning:

- Without resilience and social support, burnout has a score of 262,977.
- Every additional 1 resilience score will decrease the *burnout* score by 0.205.
- Every additional 1 social support score will reduce the *burnout* score by 0.198.

Effective Contribution of Each Variable

The results of the multiple regression analysis showed that there were two distinct kinds of effective contributions: the total effective contribution resulting from the combination of the two independent variables and the individual effective contributions resulting from each independent variable. Check out Table 4 down below for the correlation and regression analysis results:

Tabel 4. Komponen Sumbangan Efektif Tiap Variabel terhadap Variabel Terikat

Variable	Coefficient β	Cross Product	Regression (Sum of Squares)	SE Total (R ²)
Resilience-Burnout	-0,205	46442,535		0,287
Social Support-Burnout	-0,198	-276362,860	9240,064	(28,7%)

Sumber: Output SPSS 27.0 version

According to Table 4, the two independent variables, resilience and social support, have a minor but noticeable influence on burnout (R² = 0.287), accounting for just around 28.7 percent. You can find out how much of an impact each independent variable has on the dependent variable by using this formula:

$$SE X_1 = \left(\frac{bxi. Cross Product. R2}{Regression} \right) X 100\%$$

The resilience variable's actual influence on the burnout variable is:

$$SE X_1 = \left(\frac{-0,205.46442,535.0,287}{9240,064} \right) X 100\%$$

$$SE X_1 = 0,295 = 29,5\%$$

The social support variable's actual influence on the burnout variable is:

$$SE X_2 = \left(\frac{bxi. Cross Product. R2}{Regression} \right) X 100\%$$

$$SE X_2 = \left(\frac{-0,198. -276362,860.0,287}{9240,064} \right) X 100\%$$

$$SE X_2 = 1,699 = 169,96\%$$

By plugging in the relevant data, we can get the total effective contribution (SE):

$$SE_{(Total)} = SE (X1) + SE (X2)$$

$$SE_{(Total)} = 29,5\% + 169,96\%$$

$$SE_{(Total)} = 199,46\%$$

It is clear from the computation using this method that resilience contributes 29.5% effectively to burnout as a dependent variable, and social support contributes 169.96% effectively to burnout as an independent variable. The total effective contribution of both independent variables, resilience and social support, to burnout is 199.46%.

Results of Descriptive Analysis

The descriptive analysis in this study was carried out by comparing the empiric mean and hypothetical mean values of each research variable, namely resilience, social support, and burnout.

Tabel 5. Results of Empirical Mean and Hypothetical Mean Values

Variable	Mean Empirik	Mean Hipotetic	Information
Burnout	141,67	228	Low Burnout
Resilience	102,70	108	Low Resilience
Social Support	187,29	96	High Social Support

The *burnout* variable has an empirical mean of 141.67 and a *hypothetical mean value of 228*, so the *empirical mean value is smaller than the* hypothetical mean. This means that intelmob has a *low tendency* to burnout.

DISCUSSION

This study aims to determine the relationship between resilience and social support and burnout in intelmob using as many as 86 research subjects. The data for this research was collected by Kasubsi Analisis Siintel Satbrimob Polda Jatim using WhatsApp groups by sending links to Google forms where individuals may fill out measures of resilience, social support, and burnout.

The phenomenon that occurred in this study is burnout in intelmob, becoming an intelmob is not easy. When other members get a day off, intelmob still works. Intelmob is usually said to be the ear and eye of the leadership, which means that before others know the information, the intelmob must already know and convey to the leadership to set a strategy that must be carried out to prevent large-scale and small-scale crimes. This study's approval of the first hypothesis asserts a correlation between intelmob fatigue, social support, and resilience; moreover, it indicates that this correlation is very significant. This

means that if intelmob has high resilience and high social support, then the burnout owned by intelmob is low.

Research by Redityani and Susilawati (2021) lends credence to the first theory by showing that medical students' resilience and social support networks significantly reduced burnout rates. Research found that those who are resilient are better equipped to handle the stresses of school, and that having social support from their community also helps. These results reinforce that the combination of internal skills, namely resilience, and external factors, namely social support, can provide effective protection against burnout, including in high-pressure professions such as Intelmob.

Resilience is the ability of individuals to adapt and recover from stressful or stressful situations. In intelmob, members who have high resilience tend to be able to manage work pressure that comes from the demands of high-risk tasks. Resilience allows intelmob members to remain calm, focused, and productive despite difficult situations, such as operational assignments that require high concentration and courage in the face of threats. Social support, both from co-workers, superiors, and family, has also proven to have an important role in reducing burnout in intelmob members. In a stressful work environment, social support provides a sense of connectedness and care that helps members feel valued and supported emotionally. Internal social support from fellow intelmob team members helps individuals feel not alone in facing challenges. This support provides a sense of security, increases motivation, and becomes a source of mental energy to cope with heavy work pressure.

The results of this study's second hypothesis test demonstrated that resilience was negatively correlated with burnout. As a result, the incidence of burnout decreases as resilience increases. The inverse is also true: burnout is more common among those with poorer resilience. Resilience is the ability of individuals to adapt and recover from stress, stress, or adversity. Those who are resilient are less likely to suffer from burnout because they are better able to handle stress on the job. Burnout itself is characterized by emotional exhaustion, depersonalization, and decreased personal achievement due to prolonged work stress.

Dharmeswari, Hardika, and Ayuningtias (2023) found that resilience was negatively correlated with burnout in nurses at Bali Royal Hospital. Nurses with high resilience showed lower rates of burnout, despite working in high-pressure environments. This study shows that resilience and social support together have an effective contribution of 28.7% of burnout variability. This suggests that although resilience and social support are statistically significant, the effect on burnout is relatively small, so there are other factors that also contribute to burnout.

Mawaddah and Mandagi (2024) In a literature review study, it was found that burnout in hospital nurses was greatly influenced by three main dimensions, namely emotional fatigue, depersonalization, and decreased personal achievement. The study also identified that high workloads, lack of social support, and a less conducive work environment were significant factors contributing to burnout syndrome in nurses.

In this study, it was found that the third hypothesis shows that the higher the social support received, the lower the burnout rate experienced, on the other hand, if the lower the social support received, the higher the burnout rate experienced. Social support, both from co-workers, employers, and family, plays an important role in reducing burnout rates. In the subject of intelmob, support from teammates and superiors can provide a sense of connection, boost morale, and provide resources to help individuals feel valued and understood, so that they can cope with work stress more effectively. The double regression analysis showed that resilience and social support made an effective contribution of 28.7% to burnout. While all of these variables are important, the chart reveals that other factors account for 71.3% of the variability in burnout. Another factor that can affect the burnout rate in intelmob members is workload.

Penelitian yang dilakukan oleh (Hadriansyah 2021) aims to analyze the effect of workload and emotional intelligence on burnout and personnel performance at the South Barito Police, Buntok. The result of the study is that workload has a positive and significant influence on work fatigue. This means that an increase in workload tends to increase the level of personnel fatigue. The performance of employees is unaffected by workload. It seems that changes in workload do not have a direct impact on how well individuals perform. Meanwhile, emotional intelligence did not have a significant effect on work fatigue. Therefore, the level of emotional intelligence of personnel does not directly affect the level of work fatigue experienced.

Burnout may manifest in several ways found by Schaufeli, Desart, and De Witte in the year 2020 An individual's capacity to adapt and recover from work-related stress and difficulties is closely related to their level of exhaustion, mental distance, cognitive impairment, and emotional impairment. In the aspect of exhaustion, resilience helps individuals deal with physical and mental fatigue that arises due to work pressure. Individuals with high resilience tend to be able to manage their energy more effectively, maintain enthusiasm to start new tasks, and are not easily drained after work activities. The ability to prioritize tasks and make optimal use of rest time makes Intelmob more resilient in the face of chronic fatigue. In the aspect of mental distance, resilience plays a role in maintaining an individual's emotional and mental involvement with work. Resilient individuals are more likely to have strong intrinsic motivation, so they are able to see meaning in work and develop a positive attitude despite pressure. With high resilience, Intelmob can avoid cynicism, indifference, or unwillingness to work, which is a symptom of mental distance.

In the aspect of cognitive impairment, resilience contributes to improving an individual's cognitive ability in dealing with stressful situations. Resilient individuals have a better capacity to stay focused, maintain concentration, and think clearly despite being under pressure. They are also better able to learn new things in the workplace and manage complex tasks without feeling dazed or forgetful. In emotional impairment, resilience plays an important role in managing intense emotional reactions to fatigue. Individuals with high resilience tend to be able to control their emotions, so they are less likely to feel frustrated, angry, or overreact to stressful situations. Intelmob is also better able to deal with

emotional distress by staying calm, maintaining emotional stability, and reducing the negative impact of emotional impairment.

Social support has an important role in preventing or reducing the impact of burnout on individuals, as described in the four aspects of burnout according to Schaufeli et al. (2020) i.e. social support exhaustion helps individuals manage physical and mental fatigue caused by the demands of work. When individuals receive support from their social environment, they feel valued and have a place to share emotional burdens, which can reduce feelings of burnout after work. Concrete support, such as help in getting work done or recognition for the effort that has been put in, can help individuals regain their energy and reduce chronic fatigue. In mental distance, social support plays a role in increasing an individual's emotional and mental involvement in their work. When individuals feel supported by colleagues or superiors, they tend to have a greater sense of connection with their team and work, thus reducing cynicism, indifference, or unwillingness to work. Social support also creates a sense of solidarity and togetherness, which can encourage individuals to remain committed and enthusiastic about their work.

In cognitive impairment, social support helps individuals maintain optimal cognitive performance under work stress. Support from colleagues or supervisors can provide guidance or direction that helps individuals stay focused, think clearly, and manage tasks better. It also helps individuals reduce confusion, hesitation, or difficulty in learning new things in the workplace. With social support, an individual's ability to concentrate and remember can be better maintained even in stressful situations. In emotional impairment, social support has a significant role in helping individuals manage intense emotional reactions due to work stress. Emotional support from coworkers provides a sense of security and comfort that helps individuals cope with frustration, anger, or sadness. With this support, individuals feel less alone in the face of stress, so they are better able to control their emotions and reduce the likelihood of excessive emotional reactions at work.

This study has demographic data including gender, age and rank. The data is used to find out the respondent's profile. From the data, it is known that respondents come from various age groups, with a fairly diverse age distribution ranging from 20 years to 57 years. The most age groups were 30 years old and 31 years old, each with 9 people (10.47%). Another age group that is quite dominant is 45 years old, with 7 people (8.14%). The youngest age was 20 years old (1 person, 1.16%) and the oldest age was 57 years old (1 person, 1.16%). Most of the respondents are in the productive age range (30-50 years), indicating that the respondents are individuals who are active and mature in their careers.

In this study, the majority of respondents were men, as many as 85 people (98.84%). There was only 1 female respondent (1.16%). This reflects that Intelmob's work is dominated by men, in accordance with the characteristics of a profession that demands intense physical and mental involvement in the field. Meanwhile, from rank, respondents consist of various ranks. The highest rank is Brigpol (26 people, 30.23%), followed by Bripka (19 people, 22.09%) and Bripda (14 people, 16.28%). Another rank that is quite significant is Aipda (11 people, 12.79%). The highest rank in the respondents of this study was Kompol

(1 person, 1.16%). This shows that most of the respondents are at the middle to lower rank level, who are usually directly involved in field operational tasks.

From the demographic data obtained in this study, demographic characteristics such as age, gender, and rank can be used as interesting variables for further research in relation to burnout. Previous research by Dewi (2013) showed that demographic characteristics such as age, gender, and length of service did not make a significant difference to the burnout rate in inclusive State Elementary School (SDN) teachers in Surabaya. Based on data analysis, there was no significant difference in burnout rates between early adulthood (18-39 years) and middle-aged (40-60 years) age groups. This shows that the age factor does not directly affect the burnout rate in teachers.

Research results by Dewi (2013) It was also found that there was no significant difference in the rate of burnout by gender, both in female and male teachers. Thus, gender is not a variable that affects vulnerability to burnout in the context of the study. In addition, there was no significant difference in burnout rates based on length of employment. It can be concluded that age, gender, and length of service are not the main factors contributing to the burnout rate. Conversely, other factors outside of demographic characteristics have a greater influence on teacher burnout, such as workload, work environment, role demands, and social support.

CONCLUSION

This study aims to test the relationship between resilience, social support, and burnout in intelmob personnel. The findings demonstrated a strong inverse correlation between burnout and both resilience and social support. This indicates that the higher the level of resilience and social support that personnel have, the lower the rate of burnout experienced. Conversely, low resilience and social support can increase the risk of burnout.

Resilience plays a role as an internal factor that allows individuals to face and recover from the stress of heavy work. Personnel with high resilience tend to have more adaptive coping strategies, so they are able to better manage stress and work pressure. Social support, which involves interaction with co-workers, superiors, and family, serves as an emotional safeguard that helps individuals feel valued and accepted, thereby reducing the level of emotional exhaustion which is one of the main dimensions of burnout.

In addition, the analysis of effective contributions showed that resilience and social support simultaneously contributed 28.7% to burnout variability. Although this contribution is significant, there is still about 71.3% variability of burnout explained by other factors outside of this study. These factors can include workload, tenure, leadership style, work-life balance, and work environment conditions. This emphasizes that burnout is a complex and multidimensional condition, so it requires a holistic approach in its prevention efforts.

The study also revealed that while social support and resilience have an important role, interventions to deal with burnout should consider other, broader factors. Overall, this study provides empirical evidence on the importance of strengthening individual resilience and increasing social support in stressful work environments, such as in intelmob personnel, to prevent burnout and improve their overall well-being. By understanding the complexity

of the factors that affect burnout, institutions can design more effective programs and policies to maintain mental health and improve personnel performance

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