

ABSTRACT

THE INFLUENCE OF JOB STRESS AND BURNOUT ON ORGANIZATIONAL COMMITMENT IN GENERATION Z EMPLOYEES *(Case Study at a Coffee Shop in Tasikmalaya City)*

By:

Imel Biani Saga

NIM 223402208

Guide I : Dian Kurniawan
Guide II : Juniar Alisa

This study aims to determine and analyze the effect of Job Stress and Burnout on Organizational Commitment in Generation Z Employees (case study in coffee shops in Tasikmalaya City). This study uses a quantitative approach with a survey method using a Likert scale questionnaire. The sampling technique was carried out by purposive sampling, namely a sample determination technique by determining the desired sample criteria. The sample of this study was generation Z employees who worked in coffee shops in Tasikmalaya City who had worked for more than 6 months, totaling 150 respondents. The data analysis tool used was path analysis using SPSS version 27 software. The results showed that Job Stress had no effect on Organizational Commitment. Burnout had an effect on Organizational Commitment. In other words, Job Stress has not been able to have an impact on decreasing employee Organizational Commitment, while the higher the level of Burnout felt by employees, the lower the level of organizational commitment owned by generation Z employees who worked in coffee shops in Tasikmalaya City.

Keywords: Job stress, Burnout, Organizational Commitment