

## ABSTRACT

*The COVID-19 pandemic had an impact on various aspects such as physical and psychological. To deal with the psychological impact of COVID-19, resilience is needed for each individual, resilience has various factors, one of which is great hope. This study aims to determine the relationship between hope and resilience at Bank Mandiri frontliners in the Greenville Area, West Jakarta who have been exposed to the Covid-19 virus. This research is a quantitative research with correlational research type. The data collection technique was carried out by collecting online questionnaires. Respondents in this study were 101 people. The results of the Spearman correlation test obtained a sig value of 0.000 ( $P < 0.05$ ) with a positive correlation coefficient of 0.882 meaning that it is strongly correlated, so that in this study there is a relationship between hope and resilience on the frontliners of Bank Mandiri in the Greenville area of West Jakarta who have been exposed to the Covid-19 virus.*

*Keywords: Covid-19, Hope, Resilience, Bank*



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## ABSTRAK

Pandemi Covid-19 memberikan dampak dalam berbagai aspek seperti fisik dan psikis. Untuk menghadapi dampak psikis akibat covid – 19 diperlukan resiliensi bagi setiap individu, resiliensi memiliki berbagai faktor salah satunya harapan yang besar. Penelitian ini bertujuan untuk mengetahui hubungan *hope* dan resiliensi pada *frontliner* Bank Mandiri Area Greenville Jakarta Barat yang pernah terpapar virus Covid-19. Penelitian ini merupakan penelitian kuantitatif dengan jenis peneltiann korelasional. Teknik pengumpulan data dilakukan dengan pengumpulan kuesioner online. Responden dalam penelitian ini sebanyak 101 orang. Hasil uji korelasi Spearman diperoleh nilai sig 0.000 ( $P < 0,05$ ) dengan koefisien korelasi bernilai positif sebesar 0.882 artinya berkorelasi kuat, sehingga dalam penelitian ini ada hubungan antara *hope* dan resiliensi pada *frontliner* Bank Mandiri Area Greenville Jakarta Barat yang pernah terpapar virus Covid-19.

Kata Kunci : Covid-19, Hope, Resiliensi, Bank



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