

Efek dukungan sosial terhadap relasi antara tuntutan kerja kuantitatif dan ketegangan psikologis = The effect of social support on the relationship between quantitative job demands and psychological strain

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Abstrak

Tingginya tuntutan pekerjaan dapat menyebabkan terjadinya ketegangan psikologis pada pekerja. Meski demikian, model teori Job Demand-Resources JD-R mengasumsikan bahwa dukungan sosial yang berperan sebagai moderator, mampu mengurangi ketegangan psikologis akibat tuntutan kerja. Untuk membuktikan asumsi tersebut, peneliti melakukan survei penelitian dengan mengambil data 321 pekerja dari bidang manufaktur dan konstruksi di Indonesia, dengan menggunakan bantuan kuesioner. Ada dua hal penting yang dapat diketahui dari hasil pengolahan data, yakni pertama, tuntutan kerja memiliki hubungan positif yang kuat dan signifikan terhadap ketegangan psikologis $r = 0,579$, $p < 0,01$. Kedua, dukungan sosial belum mampu menjadi moderator karena tidak ada hubungan signifikan antara dukungan sosial dan ketegangan psikologis $p > 0,01$.

.....The high job demand can lead to psychological strain in workers. However, the Job Demand Resources JD R theory model assume that social support may acts as moderator which reduce the psychological strain caused by job demand. To prove this assumptions, researchers conduct a research survey by taking data from 321 workers of manufactures and construction in Indonesia using the questionnaires. There are two important things that can be known from the data processing, namely, first, the job demand has a strong positive relationship and significant to psychological strain $r 0,579$, $p 0,01$. Second, it is known that social support has not been able to be a moderator since there is no significant relationship between social support and psychological strain $p 0,01$.