

## Stres kerja dan resiliensi account representative pada kantor pelayanan pajak pratama di Wilayah Riau dan Kepulauan Riau = Job stress and resilience of account representative at tax office in Riau and Riau Islands region

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### Abstrak

Penelitian ini membahas stres kerja dan resiliensi Account Representative pada Kantor Pelayanan Pajak di Wilayah Riau dan Kepulauan Riau. Penelitian ini menggunakan pendekatan kualitatif dengan metode qualitative content analysis. Responden yang terlibat dalam penelitian ini yaitu pegawai jabatan Account Representative pada 9 Kantor Pelayanan Pajak yang tersebar di wilayah Riau dan Kepulauan Riau. Responden yang terlibat sebanyak 154 orang Account Representative. Berdasarkan analisis data dengan qualitative content analysis, terdapat dua tema besar yaitu faktor stres kerja dan faktor resiliensi. Tema faktor stres kerja terdiri dari dua kategori, yaitu kategori faktor penyebab stres dari pekerjaan dan faktor penyebab stres dari luar pekerjaan. Sedangkan tema faktor resiliensi terdiri dari kategori faktor protektif internal dan faktor protektif eksternal. Hasil perhitungan qualitative content analysis didapatkan bahwa faktor penyebab stres karena pekerjaan tertinggi ada pada faktor subkategori intrinsic to job yaitu faktor beban kerja berlebihan. Sedangkan faktor penyebab stres dari luar pekerjaan terbesar adalah faktor ekstra-organisasi yang ditunjukkan nilai terbesar adalah faktor masalah keluarga. Faktor religiusitas dan spiritualitas dengan sikap pasrah menjadi faktor protektif internal tertinggi sedangkan faktor dukungan dari orang lain dengan cara diskusi menjadi faktor protektif eksternal tertinggi.

.....This study focused on job stress and employee resilience of Account Representative at Tax Offices in Riau and Riau Islands region. This research used qualitative approach with qualitative content analysis method. Respondents that were involved in this study were Account Representative from 9 Tax Office in Riau and Riau Islands. 154 Account Representatives were involved in this study. Based on data analysis with qualitative content analysis method, there were two major themes. Those were job stress factor and resilience factor. The theme of job stress consisted of two categories, namely the categories of factors causing stress due to work and causes of stress beside of work. The theme of resilience factors consisted of internal protective factor category and external protective factor category. The results of the calculation of qualitative content analysis found that the factors of job stressor was the highest factor that caused stress in Account Representative, with the highest value was on intrinsic to job subcategory factor which high value on work overload factor while the factors causing stress from outside which the largest job was an extra organizational factor that indicated the greatest value was on family problems factor. The factor of religiosity and spirituality with surrender factor became the highest internal protective factor while the support factor of others by way of discussion became the highest external protective factor.