

# Pengaruh Mental Health Dan Job Insecurity Terhadap job Performance Dengan Psychological Resilience Sebagai Moderator Pada Karyawan Generasi Z E-Commerce = The Influence Of Mental Health And Job Insecurity On Job Performance With Psychological Resilience As Moderator On Employees Of Generation Z E-Commerce

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## Abstrak

Pekerja E-commerce rentan mengalami stress, kecemasan, ketidakamanan kerja hingga depresi karena tekanan pekerjaan dan fenomena pemutusan hubungan kerja yang tinggi. Penelitian ini bertujuan untuk menganalisis peran moderasi resilience terhadap job insecurity dan mental health terhadap kinerja karyawan gen z di Indonesia. Kuesioner diberikan kepada 290 responden karyawan 5 besar e-commerce di Indonesia. Analisis dilakukan dengan menggunakan alat ukur SRQ-20 (Self-Reporting Questionnaire -20), IPWQ (Individual Performance Work Questionnaire) dan menganalisis pengaruhnya menggunakan PLS SEM. Hasil penelitian menunjukkan adanya pengaruh positif dari mental health yang baik pada kinerja karyawan dengan moderasi dari resilience yang baik memperkuat pengaruh positif dari mental health. Sedangkan job insecurity berpengaruh negatif terhadap kinerja karyawan tetapi bila karyawan tersebut memiliki resilience yang tinggi maka akan menurunkan pengaruh negatif job insecurity terhadap kinerja karyawan. Selanjutnya, landasan manajerial yang dihasilkan dari penelitian ini dapat di pertimbangkan sebagai solusi untuk meningkatkan kinerja karyawan dengan memperhatikan kemampuan resilience, tingkat kesehatan mental dan job insecurity karyawan.

.....E-commerce workers are prone to experiencing stress, anxiety, job insecurity and depression due to high work pressure and mass layoffs. This study aims to analyze the moderating role of resilience on job insecurity and mental health on job performance gen z employees in Indonesia. Questionnaires were given to 290 employees of the top 5 E-commerce respondents in Indonesia. The analysis was carried out using the SRQ-20 (Self-Reporting Questionnaire -20), IPWQ (Individual Performance Work Questionnaire) measuring instruments and analyzed their effect using PLS SEM. The results showed that there was a positive effect of good mental health on employee performance with the moderation of good resilience increasing the positive effect of mental health. Meanwhile, job insecurity has a negative effect on employee performance, but if the employee has high resilience, it will reduce the negative effect of job insecurity on employee performance. Furthermore, the managerial foundation generated from this research can be considered as a solution to improve employee performance by paying attention to resilience abilities, mental health, levels and employee job insecurity.