

Analisis Faktor-Faktor Risiko Stres Kerja : Studi Kasus Pada Pegawai Salah Satu Perusahaan Jasa Pengujian, Inspeksi, dan Sertifikasi PT X di Jawa Tengah = Analysis of Work Stress Risk Factors: Case Study of Employees of One of the PT X Testing, Inspection and Certification Services Companies in Central Java

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Abstrak

Stres kerja sebagai salahsatu bagian dari bahaya psikososial telah menjadi perhatian tidak hanya di negara maju namun juga di negara berkembang. Namun belum banyak penelitian yang membahas faktor penyebab stres di industri jasa khususnya jasa pengujian, inspeksi dan sertifikasi. Penelitian ini berfokus untuk mengungkap hubungan faktor pekerjaan, faktor individu dan lingkungan dengan stres kerja. Faktor pekerjaan meliputi jadwal kerja, beban kerja, gaji/ pendapatan, pengembangan karir, budaya organisasi, kontrol pekerjaan dan hubungan interpersonal. Faktor individu meliputi usia, pendidikan, jabatan, status kepegawaian, status pernikahan dan kebiasaan merokok. Sedangkan faktor lingkungan meliputi dukungan orang terdekat, olahraga/ hoby dan kontak sosial dengan kegiatan . Penelitian dilakukan di perusahaan jasa pengujian, inspeksi, dan sertifikasi di Wilayah Jawa Tengah yang meliputi Cabang Semarang, Unit Pelayanan Kudus, Unit Pelayanan Surakarta, dan Cabang Cilacap, dengan jumlah 123 dari 172 populasi. Penelitian ini menggunakan pendekatan cross sectional dengan kuesioner yang diadaptasi dari kuesioner Perceived Stress Scale (PSS-10) dan NIOSH Generic Job Stress Questionnaire yang dimodifikasi sesuai kebutuhan peneliti. Kuesioner dibagikan kepada responden di Wilayah Jawa Tengah secara daring dan dihasilkan bahwa sebanyak 34,1% pegawai mengalami stres kerja rendah dan 65% mengalami stres kerja sedang-tinggi. Penelitian menjelaskan bahwa beban kerja, kebiasaan merokok, dukungan orang terdekat dan kontak dengan kegiatan memiliki hubungan dengan stres kerja di PT X. Sedangkan usia, pendidikan, masa kerja, jabatan, status kepegawaian, status pernikahan, jadwal kerja, gaji/ pendapatan, budaya organisasi, pengembangan karir, kontrol pekerjaan, hubungan interpersonal dan olahraga tidak memiliki hubungan dengan stres kerja. Berdasarkan hasil penelitian ini maka perusahaan perlu melakukan tindakan yang dapat menurunkan risiko stres kerja seperti pengaturan beban kerja dan family gathering

.....Work stress as a part of psychosocial hazards has become a concern not only in developed countries but also in developing countries. However, there is not much research that discusses the factors that cause stress in the service industry, especially testing, inspection, and certification services. This research focuses on uncovering the relationship between work factors, individual factors, and environmental factors with work stress. Job factors include work schedule, workload, salary/income, career development, organizational culture, job control, and interpersonal relationships. Individual factors include age, education, position, employment status, marital status, and smoking habits. Meanwhile, environmental factors include support from people closest to you, sports/hobbies, and social contact with activities. The research was conducted at testing, inspection, and certification service companies in the Central Java Region which included the Semarang Branch, Kudus Service Unit, Surakarta Service Unit, and Cilacap Branch, with a total of 123 out of 172 populations. This research used a cross-sectional approach with a questionnaire adapted from the Perceived Stress Scale (PSS-10) questionnaire and the NIOSH Generic Job Stress Questionnaire which was

modified according to the researcher's needs. Questionnaires were distributed to respondents in the Central Java Region online and it was found that 34.1% of employees experienced low work stress and 65% experienced moderate-high work stress. Research explains that workload, smoking habits, support from those closest to you and contact with activities are related to work stress at PT X. Meanwhile, age, education, length of service, position, employment status, marital status, work schedule, salary/income, organizational culture, career development, job control, interpersonal relationships, and sports have no relationship with work stress. Based on the results of this research, companies need to take actions that can reduce the risk of work stress, such as managing workloads and family gatherings