ABSTRAK

LAILI FITRIATI. 2010. Gambaran *Stressor* Dan Stres Kerja Karyawan PT Centramedia Promosindo Jakarta Pusat (Dibimbing oleh Dra. Sulis Mariyanti, Msi.Psi dan Ir. Azis Luthfi.Msc).

Di dalam dunia kerja karyawan di tuntut untuk menyelesaikan pekerjaannya dengan sebaik mungkin, karena itu banyak karyawan yang menjadi tertekan/mengalami stres kerja. Stres kerja yang bersumber dari pekerjaan dapat berupa beban yang overload/berlebihan, relasi dengan atasan yang kurang baik, hubungan dengan teman sekantor yang tidak baik, ketidakjelasan karir dalam perusahaan. Besar kemungkinan hal itu menjadi sumber stres (*stressor)* bagi karyawan PT Centramedia Promosindo. Stres yang terlalu besar dapat mengancam kemampuan seseorang untuk menghadapi lingkungannya. Sebagai hasilnya, pada diri para karyawan berkembang berbagai macam gejala fisiologis, psikologis, dan perilaku yang akan menganggu pelaksanaan kerja mereka. Tujuan penelitian ini adalah untuk mengetahui tingkat stres kerja, mengetahui gambaran masing-masing dimensi *stressor* berdasarkan tingkat stres kerja dan untuk mengetahui *stressor* dan gejala stres yang paling dominan yang dialami karyawan PT Centramedia Promosindo Jakarta Pusat.

Penelitian ini termasuk dalam penelitian kuantitatif dengan menggunakan metode deskriptif. Sampel penelitian adalah semua karyawan PT Centramedia Promosindo. Teknik pengambilan sampelnya adalah sampling jenuh. Pengumpulan data dilakukan melalui alat ukur berupa kuesioner. Untuk mengetahui validitas dan reliabilitas alat ukur, maka telah dilakukan uji coba terhadap 30 karyawan. Uji validitas untuk instrument *stressor* diperoleh 50 item yang valid. Sedangkan dari instrument stres kerja diperoleh 59 item yang valid. Uji reliabilitas dengan menggunakan teknik *Cronbach Alpha*, diperoleh hasil bahwa nilai koefisien reliabilitas variabel *stressor* setelah uji coba sebesar 0,945 dan nilai koefisian variabel stres kerja setelah uji coba sebesar 0,949. jumlah subjek penelitian berjumlah 60 karyawan.

Gambaran umum stres kerja karyawan di peroleh hasil 14 karyawan yang mengalami stres kerja rendah (35,9%) dan 25 karyawan yang mengalami stres kerja tinggi (64,1%). Sedangkan Berdasarkan hasil analisis data penunjang dengan variabel stres kerja, diperoleh hasil bahwa karyawan yang cenderung mengalami stres kerja tinggi adalah berada pada usia dewasa awal dan dewasa madya, berjenis kelamin laki-laki, berpendidikan terakhir SMA SMP dan SD, dan telah menikah, telah bekerja 1 bulan-2 tahun, belum mempunyai anak memiliki anak 1 s/d 2 dan 2 s/d 4 , berada pada bagian produksi, mempunyai jabatan tenaga produksi manager HRD manager keuangan staff administrasi dan staff operasional, dan berpenghasilan perbulan sebesar 850.000 s/d 1.500.000. Selanjutnya gambaran masing-masing dimensi *stressor* berdasarkan stres kerja diperoleh hasil bahwa karyawan yang mengalami stres kerja tinggi dari *stressor* tuntutan tugas berjumlah 3 orang (50%), dari *stressor* tuntutan peran berjumlah 6 karyawan (46,2%), *stressor* tuntutan antar pribadi 5 karyawan (100%), *stressor* struktur organisasi 4 karyawan (57,1%), dan *stressor* dari kepemimpinan organisasi 7 karyawan (87,5%).

ABSTRACT

LAILI FITRIATI. 2010. The view of stressor and stress on PT Centramedia Promosindo's employees in Central-Jakarta (It's guided by Dra. Sulis Mariyani, Msi. Psi and Ir. Azis Luthfi. Msc).

In the work field, employee is demanded for making the best of their job, and in consequence many employees had experienced work stress. Work stress is original from the job is overload, relation with superior is unfavorable, relation with colleague is unfavorable and future carrier is unpredictable. Very likely, all mention above could be stress source (stressor) for PT Centramedia Promosindo's employees. The higher stress could endanger abilities of its employee to face their social-community. As a consequence, on their self rose various physiological signs, psychological signs and behavior that will discourage their work execution. The purpose of this research is to know about work stress level and stressor and stress signs are the most dominant of PT Centramedia Promosindo's Employee, Central-Jakarta.

This research is quantitative research by using descriptive method. The research samples are over all employee of PT Centramedia Promosindo. Sampling technique is total sampling. Data collection was done by instrument is typed questionnaire. In order to know validity and reliability of instrument, so it was done by 30 employees. Validity test for stressor instrument is obtained by 50 items are valid. While in stress instrument is obtained by 59 items are valid. Reliability test was done by using Cronbach-Alpha technique, is obtained result that reliability coefficient of stressor variable is 0,945 and coefficient score of work stress variable is 0,949. A number of research subjects are 60 employees.

The generally of view of employee's work stress is obtained the result as much as 14 employees had experienced work stress is low (35,9%) and 25 employees had experienced work stress is high (64,1%). While in analysis result of support data by work stress variable, is obtained the result that employee tend experienced work stress is high having the average age of early adult and middle adult, and have male-gender, have the higher education are General High School, Senior High School and Elementary School and they had married, they had work along between 1 month – 2 years, they are not yet having children and they having children 1 to 2 and 2 to 4, they work at production division, they having a position as production division, they are HRD manager, they are financial staff, administration staff and operational staff and they have income montly as much as 850.000 to 1.500.000. An the view of each stressor dimension on work stress-based is obtained the result that employee had experienced is high is caused by stressor related to task as much as 3 emplyee (50%), from stressor related to rules as much as 6 employee (46,2%), stressor related to relationships as much as 5 employee (100%), stressor related to organizational structure as much as 4 employee (57,1%) and stressor related to leadership as much as 7 employee (87.5%).