

ABSTRAK

Kevin Antonio Situmeang

Faktor – Faktor Yang Berhubungan dengan Stress Kerja Pada Petugas Call Center Nomor Tunggal Panggilan Darurat (NTPD) Jakarta Siaga 112 di Badan Penanggulangan Bencana Daerah DKI Jakarta Tahun 2021.

Stres kerja karyawan dapat merugikan diri sendiri dan perusahaan. Tujuan penelitian ini adalah untuk mengetahui faktor-faktor yang berhubungan dengan stres kerja pada petugas call center Jakarta Emergency Call 112 (NTPD). Desain penelitian menggunakan cross sectional dengan pendekatan kuantitatif. Penelitian dilakukan pada bulan April 2021 – Agustus 2021. Sampel berjumlah 40 orang yang dipilih dengan metode total sampling. Data dianalisis secara univariat dan uji bivariat menggunakan uji statistik chi-square dengan $\alpha = 0,05$. Hasil penelitian menunjukkan petugas call center dengan jenis kelamin perempuan 21 orang (52,5%), Perguruan Tinggi 33 orang (82,5%), tidak stress kerja 23 orang (54,7%), beban kerja sedang 21 orang (52,5%), iklim kerja positif 24 orang (60,0%). Berdasarkan analisa bivariat diperoleh hasil bahwa ada hubungan antara stress kerja petugas call center dengan pendidikan (p value = 0,029, PR = 2,571). Diharapkan manajemen perusahaan membuat kegiatan pelatihan kegawatdaruratan dan pelatihan komunikasi secara berkala untuk membantu petugas yang berpendidikan rendah bisa lebih siap dalam melayani masyarakat. Selain itu manajemen menyediakan kegiatan konseling manajemen stress serta menyediakan fasilitas olahraga dan kegiatan liburan untuk relaksasi petugas.

Kata Kunci : stress kerja, jenis kelamin, pendidikan, beban kerja, iklim kerja, waktu kerja

Pustaka : 77 (1988 – 2020)

ABSTRAK

Kevin Antonio Situmeang

Factors Relating to Work Stress on Call Center Officers with Single Number Emergency Calls (NTPD) Jakarta Alert 112 at the DKI Jakarta Regional Disaster Management Agency in 2021..

Employees work stress can harm themselves and the company. The purpose of this study was to determine the factors associated with work stress on the call center officer of the Jakarta Emergency Call 112 (NTPD). Research design used cross sectional with quantitative approach. The study was conducted in April 2021 - August 2021. Sample were 40 participant that selected with total sampling method. Data was analyze in univariate and bivariate tests using the chi-square statistical test with $\alpha = 0.05$. The results showed call center officers with female sex 21 people (52.5%), College 33 people (82.5%), no work stress 23 orang (54,7%), moderate workload 21 people (52.5 %), positive work climate 24 people (60.0%). Based on bivariate analysis, it was found that there was a relationship between work stress of call center officers and education (p value = 0.029, PR = 2.571). Based on bivariate analysis, it was found that there was a relationship between work stress of call center officers and education (p value = 0.029, PR = 2.571). It is hoped that the company's management will conduct emergency training and communication training on a regular basis to help officers with low education be better prepared to serve the community. In addition, management provides stress management counseling activities and provides sports facilities and vacation activities for staff relaxation.

Keywords : work stress, gender, education, workload, work climate, working time

Bibliography : 77 (1988 – 2020)