

ABSTRAK

**PENGARUH KONFLIK PERAN GANDA TERHADAP STRES KERJA
PERAWAT WANITA DI PROVINSI BANTEN**

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Salah satu tenaga kesehatan yang memegang peranan penting kualitas pelayanan adalah perawat. Tuntutan kerja tinggi menimbulkan stres kerja bagi perawat. Mayoritas perawat Indonesia adalah wanita yang memiliki dua peran, Ketidakcocokan peran pekerja dengan peran ibu menimbulkan konflik peran ganda. Tujuan penelitian ini untuk mengetahui pengaruh konflik peran ganda terhadap stres kerja perawat wanita di Provinsi Banten. Rancangan penelitian ini kuantitatif kausal komparatif dengan teknik purposive sampling, sampel sebanyak 267 perawat wanita yang sudah menikah dan masa kerja minimal satu tahun. Alat ukur konflik peran ganda berjumlah 20 aitem valid dengan reliabilitas $\alpha = 0,889$, dan alat ukur stres kerja berjumlah 19 aitem valid dengan reliabilitas $\alpha = 0,854$. Hasil menunjukkan terdapat pengaruh positif konflik peran ganda terhadap stres kerja perawat dengan Sig. (p)=0,000 dan $Y = 6.142 + 0.891X$, artinya hipotesis diterima. Konflik peran ganda mempengaruhi stres kerja sebesar 76,5%. Mayoritas responden memiliki konflik peran ganda tinggi (54,3%) dan stres kerja tinggi (53,6%). Berdasarkan data penunjang faktor lingkungan, perawat yang tinggal di Kota Serang memiliki stres tinggi (70,8%). Pada faktor organisasional, responden memiliki stres tinggi pada jabatan kepala perawat (54,5%), dan masa kerja >10 tahun (60,0%). Pada faktor pribadi, perawat memiliki stres rendah adalah yang tidak memiliki anak (58,1%), dan yang berpendapatan >Rp.8.000.000 (56,5%).

Kata kunci: Konflik Peran Ganda, Stres Kerja, Perawat Wanita

ABSTRACT

THE EFFECT OF MULTIPLE ROLE CONFLICT ON THE OCCUPATIONAL STRESS OF WOMEN NURSES IN BANTEN PROVINCE

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One of the health workers who plays an important role in service quality is the nurse. High work demands cause work stress for nurses. The majority of Indonesian nurses are women who have two roles. The incompatibility of the worker's role with the mother's role creates dual role conflict. The aim of this research is to determine the effect of dual role conflict on the work stress of female nurses in Banten Province. This research design was quantitative causal comparative with a purposive sampling technique, a sample of 267 female nurses who were married and had worked for at least one year. The dual role conflict measuring tool has 20 valid items with a reliability of $\alpha=0.889$, and the work stress measuring tool has 19 valid items with a reliability of $\alpha=0.854$. The results show that there is a positive influence of dual role conflict on nurses' work stress with Sig. (p)=0.000 and $Y=6.142+0.891X$, meaning the hypothesis is accepted. Multiple role conflict affects work stress by 76.5%. The majority of respondents had high dual role conflict (54.3%) and high work stress (53.6%). Based on data supporting environmental factors, nurses living in Serang City have high stress (70.8%). Regarding organizational factors, respondents had high stress in the position of head nurse (54.5%), and a work period of >10 years (60.0%). In terms of personal factors, nurses who have low stress are those who do not have children (58.1%), and those who earn >Rp. 8,000,000 (56.5%).

Keywords: Multiple Role Conflict, Work Stress, Female Nurse