

ABSTRAK

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PENGARUH STRESS KERJA, BEBAN KERJA, DAN MOTIVASI KERJA KARYAWAN DIVISI INVESTMENT BANKING PT XYZ SELAMA PENERAPAN WORK FROM HOME TERHADAP TURNOVER INTENTION

(xiv + 87 halaman; 7 gambar; 22 tabel; 8 lampiran)

Penelitian ini bertujuan untuk mengetahui pengaruh stress kerja, beban kerja, dan motivasi kerja karyawan divisi investment banking PT XYZ selama penerapan *work from home* terhadap *turnover intention*. Penelitian ini dilakukan di Jakarta dengan melibatkan 48 karyawan divisi investment banking PT. XYZ. Pengumpulan data dilakukan dengan menyebarkan kuesioner berisi 41 pertanyaan dengan memberikan jawaban alternatif dengan skala likert 1 – 5, adapun penyebaran kuesioner dilakukan melalui *google form*. Data yang diperoleh melalui selanjutnya dianalisis dengan menggunakan metode SEM berbasis PLS.

Hasil penelitian ini menyatakan bahwa *work from home* berpengaruh positif dan signifikan terhadap stress kerja, *work from home* berpengaruh positif dan signifikan terhadap beban kerja, *work from home* berpengaruh positif dan signifikan terhadap motivasi kerja, stress kerja berpengaruh positif dan signifikan terhadap *turnover intention*, beban kerja berpengaruh positif dan signifikan terhadap *turnover intention* dan motivasi kerja berpengaruh negatif dan signifikan terhadap *turnover intention*. Selain itu, hasil indirect effect menunjukkan bahwa stress kerja, motivasi kerja dan beban kerja secara tidak langsung mempengaruhi pengaruh penerapan WFH terhadap *turnover intention*. Untuk itu disarankan kepada pihak manajemen PT XYZ agar dapat memperhatikan tingkat efektifitas penerapan *work from home* dengan memperhatikan tingkat stress kerja dan beban kerja yang diberikan. Selain itu memberikan motivasi kepada karyawan, sehingga dapat meminimalisir tingkat *turnover intention*. Untuk penelitian selanjutnya diharapkan dapat menambahkan variabel lain yang diduga mempengaruhi *turnover intention*.

Referensi : 58 (2008-2021)

Kata kunci : Stres Kerja, Beban Kerja, Motivasi Kerja, Work from Home, dan Turnover Intention

ABSTRACT

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THE EFFECT OF WORK STRESS, WORKLOAD, AND WORK MOTIVATION OF PT XYZ INVESTMENT BANKING DIVISION EMPLOYEES DURING THE IMPLEMENTATION OF WORK FROM HOME TO GROWING INTENTION

(xiv + 87 pages; 7 pictures; 22 tables; 8 attachments)

This study aims to determine the effect of work stress, workload, and work motivation of employees of the investment banking division of PT XYZ during the implementation of work from home on turnover intention. This research was conducted in Jakarta involving 48 employees of the investment banking division of PT. XYZ. Data collection was carried out by distributing a questionnaire containing 41 questions by providing alternative answers with a scale such as 1 – 5, while the questionnaire was distributed via Google from. The data obtained were then analyzed using the PLS-based SEM method.

The results of this study state that work from home has a positive and significant effect on work stress, work from home has a positive and significant effect on workload, work from home has a positive and significant effect on work motivation, work stress has a positive and significant effect on turnover intention, workload positive and significant effect on turnover intention and work motivation has a negative and significant effect on turnover intention. In addition, the results of the indirect effect show that work stress, work motivation and workload indirectly affect the effect of implementing WFH on turnover intention. For this reason, the management of PT XYZ should pay attention to the level of effectiveness of the application of the form of homework by paying attention to the level of work stress and the workload given. In addition, it provides motivation to employees, so as to minimize the level of turnover intention. For further research, it is expected to add other variables that are thought to affect the intention to move.

Refernce : 58 (2008-2021)

Keywords : Work Stress, Workload, Work Motivation, Work from Home, and Turnover Intention