

ABSTRAK

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PENGARUH KONFLIK PERAN DAN AMBIGUITAS PERAN TERHADAP STRES KERJA DAN KINERJA KARYAWAN DIVISI BISKUIT PT XYZ

Penelitian ini bertujuan untuk mengetahui pengaruh konflik peran terhadap stres kerja, ambiguitas peran terhadap stres kerja, konflik peran terhadap kinerja karyawan, ambiguitas peran terhadap kinerja karyawan, stres kerja dengan kinerja karyawan pada PT XYZ. Penelitian yang dilakukan merupakan penelitian kuantitatif yang dilakukan di PT XYZ yang berada di Jayanti, Kab. Tangerang, Banten dengan responden karyawan tetap pada Divisi Biskuit PT XYZ. Alat ukur kuesioner menggunakan skala *likert* 1 sampai 5 dengan metode analisis data menggunakan *Structural Equation Model (SEM)* dengan *software SmartPLS*. Konflik peran memiliki pengaruh positif terhadap stres kerja, sedangkan ambiguitas peran memiliki pengaruh negatif terhadap stres kerja. Konflik peran dan ambiguitas peran memiliki pengaruh positif terhadap kinerja karyawan, stres kerja memiliki pengaruh negatif terhadap kinerja karyawan. Hasil penelitian juga menunjukkan bahwa stress kerja mampu memediasi pengaruh konflik peran dan ambiguitas peran terhadap kinerja karyawan.

Kata kunci: Konflik peran, ambiguitas peran, stres kerja, kinerja karyawan.

ABSTRACT

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THE EFFECT OF ROLE CONFLICT AND ROLE AMBIGUITY ON WORK STRESS AND EMPLOYEES PERFORMANCE BISCUIT DEPARTMENT PT XYZ

This study aims to determine the effect of role conflict on job stress, role ambiguity on job stress, role conflict on employee performance, role ambiguity on employee performance, job stress on employee performance at PT XYZ. This research is a quantitative research conducted at PT XYZ which is located in Jayanti, Kab. Tangerang, Banten with permanent employees as respondents in the Biscuits Division of PT XYZ. The questionnaire measuring instrument uses a Likert scale of 1 to 5 with the data analysis method using the Structural Equation Model (SEM) with SmartPLS software. Role conflict has a positive effect on work stress, while role ambiguity has a negative effect on work stress. Role conflict and role ambiguity have a positive effect on employee performance. Work stress has a negative effect on employee performance. The results also show that job stress is able to mediate the effect of role conflict and role ambiguity on employee performance.

Keywords: Role conflict, role ambiguity, job stress, employee performance.

