

**GREONY SARAH WONGKAR. (00000027449). PENGARUH STRES KERJA DAN *WORK-FAMILY CONFLICT* TERHADAP KINERJA KARYAWAN PT. MATAHARI *DEPARTMENT STORE CITY OF TOMORROW* SURABAYA.** Skripsi. Sarjana Strata 1. Surabaya: Fakultas Psikologi Universitas Pelita Harapan Kampus Surabaya (2019)

## **ABSTRAK**

Pelayanan yang diberikan perusahaan ritel untuk konsumen menjadi salah satu faktor penting dalam penjualan dan pengembangan perusahaan. Memberikan pelayanan yang baik merupakan peran dari seorang pramuniaga. Untuk mencegah terjadinya stres kerja dan *work-family conflict* yang dapat membuat kinerja karyawan menurun perusahaan harus mampu mengelola dan memperhatikan masalah yang terjadi pada karyawan. Penelitian ini bertujuan untuk mengetahui pengaruh stress kerja dan *work family conflict* terhadap kinerja karyawan di PT. Matahari Department Store City of Tomorrow. Pengambilan sampel menggunakan teknik *purposive sampling* melalui penyebaran kuesioner kepada 60 orang karyawan yang sudah menikah dan bekerja sebagai pramuniaga di PT. Matahari Department Store. Penelitian kuantitatif ini dianalisis dengan menggunakan teknik analisis *multiple regression*. Hasil penelitian ini menunjukkan bahwa stres kerja berpengaruh signifikan terhadap kinerja karyawan sebesar 18% ( $p = 0,001$ ). *Work-family conflict* memiliki pengaruh signifikan terhadap kinerja karyawan sebesar 12,4% ( $p = 0.006$ ). Stres kerja dan *work-family conflict* berpengaruh signifikan secara simultan sebesar 21,6% terhadap kinerja pramuniaga. Ada faktor-faktor lainnya yang memengaruhi kinerja pramuniaga di PT. Matahari Department Store City of Tomorrow Surabaya. Pramuniaga diharapkan untuk bisa terus mempertahankan sikap pengelolaan stres dan konflik yang baik sehingga kinerja yang baik pun dapat terus dipertahankan.

**Kata kunci:** Stres Kerja, *Work-Family Conflict*, Kinerja Karyawan, Retail

**GREONY SARAH WONGKAR. (00000027449). THE EFFECT OF WORK STRES AND WORK-FAMILY CONFLICT ON EMPLOYEE PERFORMANCE PT. MATAHARI DEPARTMENT STORE CITY OF TOMORROW SURABAYA.** Thesis. Bachelor Degree. Surabaya: Faculty of Psychology, University of Pelita Harapan, Surabaya Campus (2019)

### **ABSTRACT**

*The service provided by retail companies to consumers is one of the important factors in the company's sales and development. Providing good service is the role of a saleswoman. To prevent work stress and work-family conflict that can reduce employee performance, the company must be able to manage and pay attention to problems that occur to employees. This study aims to determine the effect of work stress and work family conflict on employee performance at PT. Matahari Department Store City of Tomorrow. Sampling uses a purposive sampling technique through the distribution of questionnaires to 60 employees who are married and work as salespeople at PT. Matahari Department Store. This quantitative research was analyzed using multiple regression analysis techniques. The results of this study indicate that work stress has a significant effect on employee performance by 18% ( $p = 0.001$ ). Work-family conflict has a significant effect on employee performance by 12.4% ( $p = 0.006$ ). Job stress and work-family conflict have a significant simultaneous effect of 21.6% on the performance of the saleswoman. There are other factors that affect the performance of the saleswoman at PT. Matahari Department Store City of Tomorrow Surabaya. Salespeople are expected to be able to continue to maintain good stress and conflict management attitudes so that even good performance can be maintained.*

**Keywords: Work Stress, Work-Family Conflict, Employee Performance, Retail**