

Analisis pengaruh job stress, organizational identification, dan psychological capital terhadap employee job satisfaction pada teller dan customer service di kcp bank bumh area Jakarta Timur = Analysis of job stress organizational identification and psychological capital affecting employee s job satisfaction among teller and customer service in sub branch offices of state owned banks in East Jakarta area

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Abstrak

Penelitian ini bertujuan untuk menguji pengaruh job stress dan organizational identification terhadap employee job satisfaction, baik secara langsung, maupun secara tidak langsung dengan mediasi psychological capital pada jenis pekerjaan yang memiliki tingkat job stress cukup tinggi di sektor perbankan, seperti frontliner (teller dan customer service). Data penelitian ini diambil dari 196 sampel dengan menggunakan kuesioner pada teller dan customer service yang bekerja di bank BUMH area Jakarta Timur. Data yang diperoleh diolah dengan menggunakan analisis jalur atau path analysis dengan metode regresi linier berganda, dan menggunakan software Statistical Package for Social Science (SPSS) 20.0.

Hasil yang diperoleh menjelaskan bahwa job stress yang dirasakan oleh teller dan customer service sebagai responden dalam penelitian ini, secara signifikan berpengaruh negatif terhadap job satisfaction, baik secara langsung maupun secara tidak langsung melalui mediasi psychological capital. Sedangkan organizational identification tidak memiliki pengaruh pada job satisfaction, baik secara langsung maupun secara tidak langsung melalui mediasi psychological capital.

<hr>This study aims to examine the effect of job stress and organizational identification with employee's job satisfaction, either directly or indirectly mediated by psychological capital, on the type of job that has a high enough level of job stress in banking sector, such as frontliner (teller and customer service). The research data was taken from 196 samples using a questionnaire on teller and customer service working in state-owned banks in East Jakarta area. The data obtained were processed using path analysis with multiple linear regression method, and using Statistical Package for Social Science (SPSS) 20.0.

The results explain that job stress which is perceived by teller and customer service as respondents in this study, has significantly negative effect on job satisfaction, either directly or indirectly through the mediation of psychological capital. While organizational identification has no impact on job satisfaction, either directly or indirectly through the mediation of psychological capital.