

# Hubungan stres kerja terhadap kepuasan kerja karyawan bagian marketing dan sales representative perusahaan farmasi PT. X di Jakarta = The relationship between work stress and job satisfaction on marketing and sales representative at X pharmaceutical company in Jakarta

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## Abstrak

Latar Belakang: Stresor psikososial pada pekerja dapat menimbulkan berbagai gangguan kesehatan antara lain stres kerja, depresi dan penyakit kronik lainnya, yang pada akhirnya berdampak pada performa dan kepuasan kerja pekerja. Tujuan penelitian mengetahui tingkat kepuasan kerja, hubungan stres kerja terhadap kepuasan kerja, hubungan usia, jenis kelamin, jabatan, masa kerja, stresor diluar tempat kerja terhadap kepuasan kerja karyawan bagian marketing dan sales representative perusahaan farmasi PT.X di Jakarta.

Metode: Penelitian ini menggunakan desain potong lintang. Dengan sampel 71 orang pekerja dari 112 pekerja bagian marketing dan sales. Menggunakan kuesioner SDS, kepuasan kerja, serta penyebab dan tingkat stressor metode Holmes dan Rahe.

Hasil: Prevalensi kepuasan kerja sebesar 66.2 . Tingkat stres sedang paling banyak ditemukan pada stresor beban pekerjaan kualitatif berlebih sebanyak 85.9 . Berdasarkan karakteristik stresor-stresor kerja tidak memiliki hubungan yang bermakna terhadap kepuasan kerja dengan nilai  $p > 0.05$ .

Kesimpulan: Tingkat kepuasan kerja karyawan bagian marketing dan sales representative perusahaan farmasi PT.X di Jakarta sebesar 66.2 . Tidak didapatkan hubungan antara stres kerja dengan kepuasan kerja. Hipotesis penelitian tidak terbukti. Hubungan antara usia, jenis kelamin, jabatan, masa kerja, dan stresor diluar pekerjaan tidak memiliki hubungan yang bermakna terhadap kepuasan kerja.

.....Background: Psychosocial stressors on workers can cause various health problems such as work stress, depression and other chronic diseases, which impact on work performance and job satisfaction. The purpose of the study to know the level of job satisfaction, the relationship of work stress to job satisfaction, age, gender, position, employment, stress outside the workplace to job satisfaction on marketing and sales representative at x pharmaceutical company in Jakarta.

Methods: Analytical study with comparative cross sectional design is used for this research. 71 samples of 112 workers at marketing and sales. Use questionnaire SDS, job satisfaction, and the measurement of cause and level of stressor with Holmes and Rahe methods.

Result: Every job stressor has medium stress level. The level of stress is most commonly found in overload qualitative stressors which is amounting to 85.9 . Prevalence of job satisfaction is 66.2. Distribution of respondents based on the characteristics of work stressors has no significant relationship to job satisfaction

with p value 0.05.

Conclusion: Job satisfaction level for employees who work on marketing and sales representative department at x pharmaceutical company in Jakarta is 66.2. There is no relationship between work stress and job satisfaction. The research hypothesis is not proven. While age, gender, position, years of service, and stressor out of the job have no significant relationship to job satisfaction.