

Penelusuran Terhadap Faktor-Faktor Penentu Tingkat Kepuasan dan Ketidakpuasan Individu dalam Bekerja: Studi Empiris pada Pekerja Perempuan di Indonesia = Explaining Factors that Determine Individual Satisfaction and Dissatisfaction Level at Work: Empirical Study on Working Women in Indonesia

Maureen Olivia, author

Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=20521601&lokasi=lokal>

Abstrak

Penelitian ini bertujuan untuk mengkaji faktor-faktor penentu kepuasan dan ketidakpuasan individu dalam bekerja yang terdiri workload, role conflict, dan supervisor support terhadap job satisfaction, life satisfaction, anxiety, dan depression dengan work-life balance sebagai mediator. Objek utama dalam penelitian ini adalah pekerja perempuan di wilayah Jabodetabek dengan masa kerja minimal satu tahun, dan memiliki atasan langsung. Data penelitian dikumpulkan dengan menggunakan kuesioner daring dan didapatkan 743 pekerja perempuan menjadi sampel penelitian. Namun data yang dapat digunakan untuk diolah hanya 714 sampel akibat adanya data yang tidak terisi dengan sempurna sehingga tidak dapat digunakan dalam penelitian. Pengolahan data dilakukan metode structural equation modeling (SEM) menggunakan aplikasi Lisrel. Hasil SEM menunjukkan bahwa workload, role conflict, dan supervisor support memiliki pengaruh negatif dan positif terhadap work-life balance, work-life balance memiliki pengaruh positif terhadap job satisfaction dan life satisfaction, serta memiliki pengaruh negatif terhadap anxiety dan depression. Studi ini juga menunjukkan bahwa work-life balance berhasil memediasi pengaruh antara workload, role conflict, dan supervisor support terhadap job satisfaction, life satisfaction, anxiety, dan depression. Dengan demikian, perusahaan perlu memperhatikan workload, role conflict, dan supervisor support yang diberikan kepada pekerja perempuan, dengan demikian diharapkan dapat mendukung dan menjaga kepuasan para pekerja, yang juga didukung oleh work-life balance.

.....This study aims to examine the determinants of individual satisfaction and dissatisfaction at work consisting of workload, role conflict, and supervisor support for job satisfaction, life satisfaction, anxiety, and depression with work-life balance as a mediator. The main object of this research is a female worker in the Greater Jakarta area with a minimum working period of one year, and has a direct supervisor. The research data was collected using an online questionnaire and found 743 female workers in the research sample. However, the data that can be used for processing are only 714 samples due to incomplete data that cannot be used in research. Data processing was carried out by the structural equation modeling (SEM) method using the Lisrel application. SEM results show that workload, role conflict, and supervisor support have a negative and positive effect on work-life balance, work-life balance has a positive effect on job satisfaction and life satisfaction, and has a negative effect on anxiety and depression. This study also shows that work-life balance successfully mediates the effect between workload, role conflict and supervisor support on job satisfaction, life satisfaction, anxiety, and depression. The company needs to pay attention to the workload, role conflict, and supervisor support provided to female workers, thus it is expected to support and maintain the satisfaction of the workers, which is also supported by a work-life balance.