

Pengaruh Work Uncertainty, Perceived Work Overload, dan Customer Incivility terhadap Work Performance Yang Dimediasi Oleh Work Stress Pada Pekerja Lepas Dalam Industri Kreatif = The Effect of Work Uncertainty, Perceived Work Overload, and Customer Incivility towards Work Performance in freelancer for creative industry mediated by Work Stress

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Abstrak

Pesatnya pertumbuhan sektor industri kreatif di Indonesia diperhitungkan akan menjadi salah satu dari tulang punggung perekonomian Indonesia di masa mendatang, salah satu yang menjadi alasan kuat industri ini berkembang pesat tidak lain disebabkan oleh para freelancer yang terus berkarya dalam industri ini.

Walaupun begitu karena masih belum banyak regulasi yang mengikat tentang bagaimana tata cara praktik kerja yang etis antar klien dengan para pekerja lepas sehingga sering kali menghasilkan ketidakpastian dalam bekerja, tekanan kerja yang berlebihan dan ketidaksopanan antar klien dan para pekerja lepas baik secara sengaja atau tidak sengaja. Penelitian ini bertujuan untuk menganalisis pengaruh Work Uncertainty, Perceived Work Overload, dan Customer Incivility terhadap Work Performance yang dimediasi oleh Work Stress dalam melihat pengaruh antar variabel tersebut. Sebanyak 244 responden yang merupakan pekerja freelance dalam industri kreatif berhasil dikumpulkan datanya dan di olah dengan metode Partial Least Squared - Structural Equation Method (PLS-SEM). Hasil penelitian menghasilkan kesimpulan bahwa Work Performance dipengaruhi secara positif oleh Work Stress. Untuk Work Stress sendiri dipengaruhi secara negatif oleh Work Uncertainty, Perceived Work Overload, dan Customer Incivility.

.....The rapid growth of the creative industry sector in Indonesia is calculated to be one of the backbones of the Indonesian economy in the future, one of the strong reasons this industry is growing rapidly is none other than the freelancers who continue to work in this industry. However, because there are still not many binding regulations on how ethical work practices are carried out between clients and freelancers, it often results in uncertainty at work, excessive work pressure and disrespect between clients and freelancers either intentionally or unintentionally. This study aims to analyze the effect of Work Uncertainty, Perceived Work Overload, and Customer Incivility on Work Performance mediated by Work Stress in seeing the effect between these variables. A total of 244 respondents who are freelance workers in the creative industry have successfully collected data and processed using the Partial Least Squared - Structural Equation Method (PLS-SEM) method. The results of the study concluded that Work Performance is positively influenced by Work Stress. For Work Stress itself is negatively affected by Work Uncertainty, Perceived Work Overload, and Customer Incivility