

Dampak dari Commuting Stress dan Perceived Organizational Support Terhadap Kelelahan Emosional dan Kinerja Karyawan di Jabodetabek = The Impact of Commuting Stress and Perceived Organizational Support Towards the Emotional Exhaustion and Employee Performance in Jabodetabek

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Abstrak

Tujuan dari penelitian ini adalah untuk menguji hubungan antara Commuting Stress, perceived organizational support, kelelahan emosional, dan kinerja karyawan di wilayah Jabodetabek. Penelitian ini dilakukan melalui metode analisis kuantitatif dengan pendekatan causal-predictive modelling dengan pendekatan teknik partial least squares structural equation modelling (PLS-SEM). Dalam penelitian ini, 6 hubungan yang diteliti menunjukkan 2 hubungan positif, 3 hubungan negatif, dan 2 hubungan yang menunjukkan adanya mediator. Penelitian menunjukkan bahwa Commuting Stress dan perceived organizational support mempengaruhi kinerja karyawan, baik secara langsung maupun dengan mediasi kelelahan emosional. Data penelitian dikumpulkan melalui survei yang disebarakan secara daring ke karyawan-karyawan yang melakukan commuting di Jabodetabek. Dari total 528 sampel yang dikumpulkan, adapun data akhir sebanyak 390 sampel dianalisis dengan menggunakan Partial Least Square – Structural Equation Modelling menggunakan SmartPLS. Dengan menggunakan hasil penelitian ini, karyawan dan organisasi dapat mengetahui dampak dari upaya mental yang dikeluarkan dalam commuting dan perceived organizational support terhadap kinerja karyawan, baik secara langsung atau melalui kelelahan emosional sebagai dampak dari Commuting Stress. Penelitian ini memungkinkan hasil yang lebih lengkap dan komprehensif terkait bagaimana Commuting Stress memiliki pengaruh terhadap kelelahan emosional yang dialami karyawan yang melakukannya, bagaimana hal tersebut dapat mempengaruhi kinerja karyawan, dan bagaimana perceived organizational support dapat mempengaruhi hubungan tersebut.

.....The purpose of this study is to examine the relationship between Commuting Stress, perceived organizational support, emotional exhaustion, and employee performance in the Jabodetabek area. This research was conducted through a quantitative analysis method with a causal-predictive modeling approach with a partial least squares structural equation modeling (PLS-SEM) technique approach. In this study, the 6 relationships studied showed 2 positive relationships, 3 negative relationships, and 2 relationships that showed the existence of mediators. The research shows that commuting stress and perceived organizational support affect employee performance, both directly and with the mediation of emotional exhaustion. The research data was collected through a survey distributed online to commuting employees in Jabodetabek. From a total of 528 samples collected, the final data of 390 samples were analyzed using Partial Least Square - Structural Equation Modeling using SmartPLS. Using the results of this study, employees and organizations can determine the impact of mental effort expended in commuting and perceived organizational support on employee performance, either directly or through emotional exhaustion as a result of Commuting Stress. This research allows for more complete and comprehensive results regarding how Commuting Stress has an influence on emotional exhaustion experienced by employees who do so, how it can affect employee performance, and how perceived organizational support can affect the relationship.