# RINGKASAN

## Pengaruh Stres Kerja Terhadap Prestasi Kerja Pegawai Operasional PT. Bank "X" di Surabaya dengan Pengalaman Kerja Sebagai Variabel Moderator

Efek psikologis yang paling sederhana dan jelas dari stress kerja (X) adalah penurunan tingkat prestasi kerja (Y). Hal ini dapat dilihat dari kondisi stres ($Z_2$) yang dialami oleh pegawa i operasional PT. Bank "X" di Surabaya.
Disamping faktor pengalaman kerja ($Z_1$), faktor lain yang paling utama adalah tingkat pendidikan, ketrampilan dan sikap atau perilaku sebagai seorang pegawai. Kesemuannya ini adalah merupakan modal utama untuk dapat menghadapi persaingan kerja di era globalisasi pada saat ini.

Pencapaian target yang telah ditentukan adalah merupakan penilaian tersendiri bagi atasan untuk memotivasi pegawai agar lebih giat lagi bekerja.

Penelitian ini adalah menganalisis tentang pengaruh stres kerja (X), yang terdiri dari ( beban kerja $X_1$, frekwensi peringatan $X_2$, dan sanksi $X_3$) terhadap prestasi kerja (Y) pegawai operasional PT. Bank "X" di Surabaya dengan pengalaman kerja ($Z_1$) sebagai variabel moderator. Untuk mencapai tingkat prestasi kerja yang diinginkan, maka perlu diketahui sampai sejauh mana tingkat kondisi stres yang terjadi dalam organisasi, agar sebuah organisasi dapat mencapai prestasi kerja yang optimal.

Luthans (1996), mengemukakan bahwa stres kerja adalah suatu kondisi yang timbul karena adanya interaksi antara individu dan pekerjaan yang ditandai dengan adanya perubahan dalam diri individu yang mendorong individu untuk melakukan penyimpangan (tidak dapat berfungsi secara normal). Hal ini juga didukung dengan adanya pendapat yang dikemukakan oleh Savery dan Lucks (2001), bahwa pengalaman kerja yang dimiliki oleh seorang pegawai akan dapat menekan atau menurunkan tingkat stres yang dialami dan akan dapat mengurangi tingkat resiko.

Kuesioner yang dipergunakan untuk menguji adalah berdasarkan kajian teoritis. Pernyataan dalam kuesioner tersebut telah teruji validitas dan realibilitasnya. Responden dari penelitian ini adalah seluruh pegawai operasional PT. Bank "X" di Surabaya yang berjumlah 60 orang. Kuesioner yang disebar kepada responden sebanyak 60 eksemplar dengan 38 pernyataan dan semua kuesioner dikembalikan serta telah diisi dengan benar dan layak untuk diolah.

Hasil penelitian ini menunjukkan bahwa pada hipotesis pertama pada variabel stres kerja (X) secara signifikan berpengaruh terhadap variabel kondisi stres ($Z_2$), hal ini dibuktikan dengan nilai probablititas signifikansi sebesar 0,02, dimana nilai ini lebih kecil dari 5%. (0.05), sehingga (hipotesis diterima)

Pada hipotesis kedua hasil penelitian menunjukkan bahwa variabel pengalaman kerja ($Z_1$) sebagai variabel moderator berpengaruh terhadap kondisi

stres ($Z_2$), hanya pengaruh tersebut tidak signifikan sebesar 0,54 dimana nilai probabilitas tersebut lebih besar dari 5%, sehingga (**hipotesis ditolak**)

Sedangkan pada hipotesis ketiga menunjukan bahwa variabel kondisi stres ($Z_2$) berpengaruh terhadap prestasi kerja (Y), dan signifikan, karena nilai probabilitasnya sebesar 0,04, sehingga (**hipotesis diterima**).

Puncak grafik dari parabola yang mengindikasikan tingkat kondisi stres menunjukan bahwa tingkat prestasi kerja tertinggi yang dicapai oleh pegawai operasional PT. Bank "X" di Surabaya adalah sebesar (3.53) diperoleh pada saat nilai kondisi stres berada pada titik 2,8

Kata kunci : Stres kerja, Pengalaman kerja, Kondisi stres dan Prestasi kerja.

# SUMMARY

## Influence Of Job Stress To Job Performance Of Officer Of Operational PT. Bank "X" In Surabaya With Job Experience As Moderate Variable

Simplest psychological effect and is clear the than job stress (X) is degradation mount job performance (Y). visible matter from condition stress (Z2) experienced of by operational PT officer Bank "X" in Surabaya. From other side job experience factor, other, dissimilar factor which can support to degrade condition stress storey;level is storey; level education, skilled and the attitude, or behavioral of as of a officer. Solving of work load / goals which have been determined by is represent separate assessment for superior to motivate officer in order to more impetous agai work.

This research is analyse about influence job stress composed (work load $X_1$, commemoration frequency $X_2$, and the weight sanction $X_3$) to job performance of operational PT. officer Bank "X" in Surabaya job experience as moderator variable. The reach storey; level of job performance the desired, hence it is important to know until how far mount condition stress that happened in order to can reach optimal job performance storey ; level.

Luthans (1996), proposing that job stress is a condition of arising out of caused by his interaction of between work and individual marked with existence of is change in individual self pushing individual to do conduct deviation (cannot function normally). This matter is also supported with opinion existence proposed by Savery and Luks (2001), that job experience owned by officer will be able to depress or degrade storey;level stress experience of and will be able to lessen risk storey; level.

Responden from this research is entire all operational PT. officer Bank "X" in Surabaya amounting to 60 people. Questionair disseminated by as much 60 quesionair by 38 is question and all questionair brought back is and also filled truly and competent to be processed.

Result of this research show, that [at] first hypothesis [at] variable of stres work ( X) by signifikan have an effect on to variable of condition stres ( Z2), this matter [is] proved with value of probabilitas signifikansi [of] equal to ( 0,02), where this value < 5% ( 0,05), so that the hypothesis accepted.

[At] hypothesis of second [of] result of research indicate that job experience variable ( Z1) as variable of moderator have an effect on to condition stres ( Z2), only the the influence [do] not signifikan [of] equal to ( 0,54) where value of the probabilitas > ( 0,05), so that the hypothesis refused.

While [at] third hypothesis indicate that variable of condition stres ( Z2) have an effect on to labour capacity ( Y), and signifikan, because value of probabilitasnya [of] equal to ( 0,04), so that the hypothesis accepted.

top of Graph from parabola which the indication mount condition of stres menunjukan that storey;level of reached highest labour capacity by officer of operational PT. Bank " X" [in] Surabaya [is] equal to ( 3,53) obtained at the (time) of value of condition of stres be at dot ( 2,8 )

Keywords :  Job stress, job experience, stress condition and job performance.

# ABSTRACT

## Influence Of Job Stress To Job Performance Of Officer Of Operational
## PT. Bank "X" In Surabaya With Job Experience
## As Moderate Variable

Intention of this research is to know influence job stress to job performance, job experience as mpderator variable. The research instrument use iced oner with scale Likert. Research location executed in office PT. Bank "X" in Surabaya, by using his operational officer as sample research which sum up 60 people.

This research ia done coducted with three phase, first, that is analyse factors of stress of job having an effect on to condition stress. Second, that is analyse influence of job experience as variable of moderator to condition stress, and what third analyse influence of condition of stress to job performance. Model analyse used by is model Regresi, Moderating Regression Analysis and Regresi Non- Linier. While appliance of technique of analysis weared by as model is constructively program SPSS ver. 10.0 for windows and SPSS ver. 11.5 for windows.

Result of research indicate that [at] first hypothesis show influence which signifikan to condition stres with storey:level probabilitas signifikansi [of] equal to 0,02. For the second hypothesis indicate that influence [of] job experience as moderator variable to condition stres [do] not give influence which signifikan, this matter [is] visible from value probabilitas signifikansinya that is equal to 0,42 > 0,05. While for the third hypothesis indicate that there are influence which signifikan [of] [among/between] condition stres to labour capacity officer, this matter [is] visible from storey:level signifikansi [of] f value [of] equal to 0,04 < 0,05.

So also with condition stres storey:level which is [in] experiencing of officer [of] [at] optimum dot ( 2,8), hence the officer will be able to reach storey:level [of] labour capacity [in] dot ( 3,53), this position as according to result quesioner officer which be at middle condition or [is]

Keywords : Job stress, job experience, stress condition and job performance.