

DAMPAK MONOTONITAS PEKERJAAN TERHADAP KINERJA KARYAWAN BANK “X” DI SURABAYA

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RINGKASAN

Pekerjaan yang monoton dapat menimbulkan kejenuhan yang pada akhirnya akan berpengaruh terhadap kinerja tenaga kerja. Salah satu jenis pekerjaan yang dapat dikategorikan monoton adalah pekerjaan karyawan Bank, khususnya *teller* dan *customer service*.

Penelitian ini bertujuan untuk mengetahui dampak monotonitas pekerjaan terhadap kinerja karyawan bank X yang berlokasi di Surabaya. Hasil penelitian diharapkan dapat digunakan sebagai bahan pertimbangan bagi pihak manajemen untuk memperbaiki kinerja pelayanan dalam rangka peningkatan produktivitas.

Rancang bangun penelitian ini adalah observasional deskriptif. Penelitian dilakukan pada seluruh teller dan customer service yang ada di bank X dan 3 cabang pembantu yang jumlahnya 18 orang. Variabel utama yang diteliti adalah kinerja dan monotonitas pekerjaan sedangkan variabel lain yaitu lama waktu adaptasi, penyebab timbulnya asa bosan, waktu timbulnya rasa jenuh, gangguan kesehatan berkaitan dengan pekerjaan monoton dan kondisi lingkungan kerja. Hubungan antara monotonitas pekerjaan dengan kinerja dijelaskan secara deskriptif dengan membuat tabulasi silang.

Hasil penelitian menunjukkan bahwa sebagian besar responden merasakan pekerjaannya monoton (66,7%) dan salah satu penyebabnya adalah karena sifat pekerjaan yang kurang menantang (22%) ditandai dengan mudahnya beradaptasi terhadap pekerjaan (94,4%). Rasa jenuh terutama muncul pada jam 14.00-menjelang akhir kerja (33,3%), disusul jam 09.00-12.00 (27,8%) dan jam 13.00-14.00 (27,8%). Keluhan kesehatan yang muncul berkaitan dengan pekerjaan yang monoton adalah migrain (77,6%), sakit maag, sakit kulit dan influenza yang masing-masing sebesar 5,6%, sedang sisanya sebesar 5,6% tidak merasakan adanya

gangguan kesehatan. Faktor lingkungan yang dirasa mengganggu oleh sebagian kecil tenaga kerja terutama adalah suhu ruangan, penerangan yang kurang memadai, bau-bauan di tempat kerja dan kebisingan. Sebagian besar nasabah mampu melayani nasabah 100-150 orang per hari. Menurut nasabah, kinerja responden ada dalam kategori jelek sampai sedang. Ada kecenderungan, semakin responden merasakan pekerjaannya monoton, maka semakin menurun kinerjanya.

Berdasarkan hasil penelitian di atas, disarankan agar manajemen bank X berusaha mengurangi rasa jenuh karyawannya dengan menerapkan musik kerja pada saat kejenuhan mulai muncul. Suhu ruangan sebaiknya diatur agar mencapai suhu nyaman kerja (24-26 °C), mengatur intensitas penerangan minimal 300 luks dan menyesuaikan kembali tata letaknya sehingga tidak menimbulkan gangguan kenyamanan pada responden.

Kata kunci : monotonitas pekerjaan, kinerja

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THE EFFECT OF MONOTONOUS WORK TO THE BANKING WORKER'S PERFORMANCE OF BANK "X" AT SURABAYA

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SUMMARY

Monotonous work can create boredom and finally it will affect worker's performance. One of the jobs that is categorized as monotonous work is banking work especially teller and customer service's jobs.

This research was conducted to study the effect of respondent's monotonous feeling to their jobs to their performance. The result of this research can be used as an information for the management to improve the worker's performance on public services.

This was a descriptive research that was done at bank "X" located at Surabaya. Population were all tellers and customer services of this bank and 3 branch assistant (18 workers). The main variables of this research were respondent's feeling about their jobs (monotonous or not) and respondent's performance. Other variables were the length of adaptation, the causes of boredom, the time when boredom feeling arise during working time, health complaints related to their feeling of monotonous work and the condition of the working environment. Cross tabulation were made to know the relationship between their feeling about monotony and their performance.

The result showed that most of the respondents (66.7%) felt that their jobs were monotonous one. It was because their jobs were less challenges (22%) indicated by the easy to reach adaptation. The boredom feeling arise at 14.00 p.m.- the end of the working day (33.3%), followed by 0.900-12.00 a.m. (27.8%) and 13.00-14.00 p.m. (27.8%). Their health complaints were migrain (77.6%), followed by gastritis, skin problems, influenza (each of them was 5.6%), while the rest (5.6%) had no health complaint. Most of them, who felt that environmental factors were annoying factor, thought that room temperature was the most annoying one, followed by

inadequate lighting, the less of room's perfume and noise. Most of them could service 100-150 customer each day. But, according to the customers, their quality of performance were categorized as bad to moderate. There was a tendency that the more they felt their work were monotonous, the lesser their performance would be.

Based on the result above, it is recommended that the management of this bank start to lessen the respondents boredom feeling by applying appropriate music during boredom time is start to arise, controlling the room's temperature to reach the recommended comfort condition (24-26 °C) and improving the lighting both quality (by rearrange the lay out of lighting source in a proper way) and quantity (at least 300 lux needed in this kind of work).

Key words : monotonous work, performance

