

ABSTRAK

Pemimpin dengan gaya *supportive leadership* memiliki peranan penting dalam memotivasi karyawan dengan memberikan karyawan tersebut lingkungan yang ramah dan menyenangkan, sehingga dapat menurunkan tingkat stres serta membantu karyawan untuk berkinerja lebih baik lagi. Tujuan dari penelitian ini adalah untuk menganalisis pengaruh *role conflict*, *role ambiguity*, *job stress* terhadap *employees' performance* yang dimoderasi oleh *supportive leadership* pada karyawan PT. Kereta Api Indonesia (Persero) DAOP VIII Surabaya. Tingkat *supportive leadership* yang tinggi dapat mengurangi *job stress* yang dialami karyawan sehingga akan meningkatkan tingkat kinerja karyawan. *Supportive leadership* digunakan sebagai variabel moderasi pada hubungan antara *role conflict* dan *employees' performance*, *role ambiguity* dan *employees' performance*, serta *job stress* dan *employees' performance*.

Responden pada penelitian ini adalah karyawan PT. Kereta Api Indonesia (Persero) DAOP VIII Surabaya pada divisi *Customer Care* dan *Komersial* yang berjumlah 65 orang. Pengambilan dalam penelitian ini menggunakan data primer dengan menyebar kuesioner. Penelitian ini menggunakan *Structural Equation Model* (SEM) sebagai teknik pengukuran menggunakan bantuan *Partial Least Square* (PLS) pada *software* SmartPLS 3.0.

Hasil penelitian ini menunjukkan bahwa *role conflict* berpengaruh signifikan terhadap *job stress* dan *employees' performance*. Sedangkan *role ambiguity* berpengaruh tidak signifikan terhadap *job stress* dan *employees' performance*. Selain itu *job stress* berpengaruh signifikan terhadap *employees' performance*. Lalu *supportive leadership* memoderasi hubungan antara *job stress* dan *employees' performance*, namun *supportive leadership* tidak memoderasi hubungan antara *role conflict* dan *employees' performance*, serta hubungan antara *role ambiguity* dan *employees' performance*.

Kata Kunci: *Supportive Leadership, Employees' Performance, Job Stress, Role Conflict, Role Ambiguity*

ABSTRACT

Leader with supportive leadership style has an important role in motivating the employee by giving them a comfortable environment so it can decrease the stress level and help them to work better. The aim of this study is to analyze the effect of role conflict, role ambiguity, job stress on employees' performance through supportive leadership as moderating variable on employees of PT. Kereta Api Indonesia (Persero) DAOP VIII Surabaya. The higher level of supportive leadership can reduce job stress experienced by employees, it will increase employees' performance. Supportive leadership is used as a moderation variable relationship between role conflict and employees' performance, role ambiguity and employees' performance, along with job stress and employees' performance.

Respondents in this study were employees of PT. Kereta Api Indonesia (Persero) DAOP VIII Surabaya in Customer Care and Commercial division which amounted to 65 people. This study uses primary data by spreading questionnaire. In this study used Structural Equation Model (SEM) as a measurement technique using the assistance of Partial Least Square (PLS) on SmartPLS software 3.0.

The result of this study indicate a significant influence between role conflict toward job stress and employees' performance. However, role ambiguity does affect not significant job stress and employees' performance. Moreover, job stress does affect employees' performance. Then, supportive leadership moderating the relationship between job stress and employees' performance, however supportive leadership does not moderating the relationship role conflict and employees' performance, along with the relationship role ambiguity and employees' performance.

Keywords: Supportive Leadership, Employees' Performance, Job Stress, Role Conflict, Role Ambiguity