

ABSTRAK

Organisasi memiliki tujuan yang harus dicapai, tetapi berhasil atau tidaknya tujuan tersebut dicapai bergantung pada kemampuan sumber daya manusia dalam melaksanakan tugas yang telah diberikan. Organisasi bertugas untuk mengarahkan karyawan agar kinerjanya dapat optimal. *Job demand*, *perceived organizational support* terhadap pegawai mempunyai dampak terhadap *work stress* yang dialami pegawai dan pada akhirnya akan memiliki pengaruh terhadap *employee performance*.

Penelitian ini bertujuan untuk menguji pengaruh *job demand*, *perceived organizational support* terhadap *work stress* dan implikasinya pada *employee performance* di Balai Diklat Industri Surabaya. Sampel penelitian ini adalah pegawai Balai Diklat Industri Surabaya yang berjumlah 55 pegawai. Data pada penelitian ini diperoleh melalui *survey* yang dilakukan dengan menggunakan kuesioner, yang selanjutnya dianalisis menggunakan teknik analisis *Partial Least Square* (PLS).

Hasil penelitian ini menunjukkan bahwa secara langsung, (1) *job demand* berpengaruh positif signifikan terhadap *work stress* dengan perolehan *p-value* 0,001 dimana kurang dari 0,05 dan nilai *original sample* sebesar 0,404 bertanda positif; (2) *perceived organizational support* berpengaruh secara negatif signifikan terhadap *work stress* dengan perolehan *p-value* 0,001 dimana kurang dari 0,05 dan nilai *original sample* sebesar -0,378 bertanda negative; dan (3) *work stress* berpengaruh negatif signifikan terhadap *employee performance* dengan perolehan *p-value* 0,002 dimana kurang dari 0,05 dan nilai *original sample* sebesar -0,431 bertanda negatif. Hal ini menunjukkan bahwa semakin tinggi *job demand* yang dirasakan pegawai di Balai Diklat Industri Surabaya maka semakin tinggi *work stress* yang dialami, semakin tinggi *perceived organizational support* yang dirasakan oleh pegawai di Balai Diklat Industri Surabaya maka semakin rendah *work stress* yang dialami pegawai. *Work stress* yang semakin rendah akan berpengaruh terhadap *employee performance* pegawai yang semakin tinggi.

Kata Kunci: *job demand*, *perceived organizational support*, *work stress*, dan *employee performance*

ABSTRACT

The organization has a goal that must be achieved, but whether or not the goal is achieved depends on the ability of human resources in carrying out the tasks that have been given. The organization's duty is to direct employees so that their performance can be optimal. Job demand, perceived organizational support for employees has an impact on work stress experienced by employees and will ultimately have an influence on employee performance.

This study aims to examine the effect of job demand, perceived organizational support for work stress and its implications on employee performance at the Surabaya Industrial Training Center . The sample of this study was employees of the Surabaya Industrial Training and Education Office , totaling 55 employees . The data in this study were obtained through a survey conducted using a questionnaire, which was then analyzed using the Partial Least Square (PLS) analysis technique .

The results of this study indicate that directly, (1) job demand has a significant positive effect on work stress with the acquisition of p-value 0.001 where less than 0.05 and the original sample value of 0.404 is positive; (2) perceived organizational support has a significant negative effect on work stress with the acquisition of p-value 0.001 where it is less than 0.05 and the original sample value of -0.387 is negative; and (3) work stress has a significant negative effect on employee performance with the acquisition of p-value 0.002 where it is less than 0.05 and the original sample value of -0.431 is negative. This shows that the higher the job demand perceived by employees at the Surabaya Industrial Training Center, the higher the work stress experienced, the higher perceived organizational support felt by employees at the Industrial Training Center, the lower the work stress experienced by employees. The lower the work stress, the higher the employee performance.

Keywords: *job demand, perceived organizational support , work stress , and employee performance*