

JUDUL: HUBUNGAN ANTARA STRES KERJA TERHADAP KEPUASAN
KERJA PADA DRIVER GRAB – BIKE DI KOTA SURABAYA

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ABSTRAK

Seiring dengan teknologi informasi saat ini, telah berkembang transportasi berbasis *online*, salah satunya Grab yang menggunakan sepeda motor (*GrabBike*). Ketika menjalankan aktivitasnya pengemudi mengalami berbagai *stressor*, seperti: *stressor* tersebut dapat berdampak terhadap kepuasan kerja *driver GrabBike*. Penelitian ini bertujuan menguji hubungan antara stres kerja terhadap kepuasan kerja pada *driver GrabBike* di Kota Surabaya

Metode yang digunakan dalam penelitian ini yaitu berupa kuantitatif survei dengan teknik pengambilan *accidental sampling*. Data diperoleh dengan menggunakan kuisioner, seperti: angket stres kerja dan kepuasan kerja yang disusun oleh peneliti melalui wawancara dari aspek stres kerja dan kepuasan kerja. Alat ukur stres kerja diadaptasi dari *Occupational Stress Indicator* dari (Cooper et al. 1988), sedangkan alat ukur kepuasan kerja diadaptasi dari *Job Descriptive Index* dari (Smith et al. 1987). Data penelitian menguji hipotesis menggunakan *spearman range order correlation*.

Berdasarkan hasil data yang dilakukan, bahwa terdapat hubungan positif antara stres kerja terhadap kepuasan kerja pada *driver GrabBike* ($r = 0,182$; $p = 0,010$). Adanya hubungan positif ini dimungkinkan karena *driver GrabBike* mempersepsi *stressor* yang dialami sebagai tantangan dan bukan sebagai hambatan sehingga dapat meningkatkan motivasi yang terkait dengan aspek-aspek kepuasan kerja, sehingga kepuasan kerja akan semakin meningkat pada *driver GrabBike*. Selain itu, terdapat variabel-variabel lain yang berdampak secara langsung dengan kepuasan kerja, seperti: masa bekerja, asal daerah, dan status pekerjaan.

Kata Kunci: Stres Kerja, Kepuasan kerja, *driver GrabBike*.

TITLE: RELATIONSHIP BETWEEN JOB STRESS ON JOB SATISFACTION IN GRAB
BIKE DRIVERS IN SURABAYA CITY

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ABSTRACT

Along with wave of information technology, online-based transportation has been developing, one of which is Grab that uses a motorcycle (*GrabBike*). During their activities drivers can feel various stressors, such as: stressors that can affect *GrabBike* driver satisfaction. This study discusses about the relationship between job stress and job satisfaction in *GrabBike* drivers in Surabaya.

The method used in this study is in the form of a quantitative survey with smart sampling. Technique was performed as the method, with questionnaire used to obtain the data. The questionnaires are: questionnaire job stress and job satisfaction compiled by researchers through interview from aspects of job stress and job satisfaction. Job stress measurement tool is adapted from the Occupational Stress Indicator (Cooper et al. 1988). The job satisfaction measurement tool is adapted from the Job Descriptive Index (Smith et al. 1987). The hypothesis using spearman range order correlation.

Based on the results of the data, that a positive relationship between job stress and job satisfaction in *GrabBike* drivers ($r = 0.182$; $p = 0.010$). The positive relationship spoken by the data is made possible by the way the Grab-drivers perceive the stressors faced as challenges instead of obstacles. Hence, it significantly increases their motivation that directly linked to their work satisfaction, such as: working period, origin area, and employee status.

Keywords: Job Stress, Job Satisfaction, Grab Drivers.