

ABSTRACT

Angga Dwi Arifardi Essala. *The influence over workload and work stress toward the outsourcing official's performance of PT Telkom Indonesia in bangkalan district. Guidance by Mr. Drs. Ec. Mudji Kuswinarno, M.Si, and Faidal, S.E., MM*

This studies entitle *The influence over workload and work stress toward the outsourcing official's performance of PT Telkom Indonesia in bangkalan district. This condition occur in PT Telkom Indonesia Tbk. The government has not known yet about workload that was given so far, that has exceed the maximum workload of the outsourcing official. Beside that, the management also has not known yet aboutthe job which is given, it makes the outsourcing official get stress that cause the performance of the outsourcing official go down. Hence, this study aims to analyze the over workload and work stress that influence the performance of outsourcing official and also recognizing the variable which is dominant influence toward the outsourcing official's performance of PT Telkom Indonesia in bangkalan district.*

The removal technique of sample uses total sampling technique is the sample removal technique where the quantity of samples is equal with the quantity of populations. The sample is taken from 61 officials of outsourcing. The data collection methods that is used are observations and questionnaires. Data were analyzed by classical assumption test and linear regression that is multiplied by SPSS 21.0 for windows software.

Based on the results of this study indicated that the value of coefficient correlation is -5.816 for over workload (X1), -2.975 for work stress (X2) which means that both of subvariables have a negative influence of the performance of outsourcing officials. Whereas according to the simultaneous indicated that the value of coefficient correlation is 52,294 of over workload variable (X1) and work stress variable (X2) which means that positive influence to the performance of outsourcing official. Then, the variable that has a dominant influence toward the performance of outsourcing official is over workload variable with a coefficient value of -5.816. Therefore it can be concluded that there is a significant correlation between over workload and work stress toward the performance of outsourcing official.

Keywords: over workload, work stress and performance of official

ABSTRAK

Angga Dwi Arifardi Essala. Pengaruh Beban Kerja dan Stres Kerja terhadap Kinerja Karyawan *Outsourcing* PT. Telkom Indonesia Tbk. se-Kabupaten Bangkalan. Dibawah bimbingan Bapak Drs. Ec. Mudji Kuswinarno, M.Si, dan Bapak Faidal, S.E., MM.

Penelitian ini berjudul Pengaruh Beban Kerja dan Stres Kerja terhadap Kinerja Karyawan *Outsourcing* PT. Telkom Indonesia Tbk. se-Kabupaten Bangkalan. Kondisi yang terjadi di PT Telkom Indonesia Tbk. Bangkalan belum mengetahui beban kerja yang diberikan selama ini sudah melebihi beban kerja maksimal karyawan *outsourcing*. Selain itu, pihak manajemen juga belum mengetahui bahwa pekerjaan yang diberikan membuat karyawan *outsourcing* mengalami stres yang pada akhirnya menyebabkan kinerja karyawan *outsourcing* menurun. Oleh sebab itu, penelitian ini bertujuan untuk menganalisis beban kerja dan stress kerja pengaruhnya terhadap kinerja karyawan *outsourcing*, serta mengetahui variabel yang berpengaruh dominan terhadap kinerja karyawan *outsourcing* PT Telkom Indonesia se-Kabupaten Bangkalan.

Teknik pengambilan sampel menggunakan teknik total *sampling* yaitu teknik pengambilan sampel dimana jumlah sampel sama dengan jumlah populasi. Sampel sebanyak 61 orang karyawan *outsourcing*. Metode pengumpulan data yang digunakan adalah observasi, dan kuesioner. Data dianalisis dengan uji asumsi klasik dan regresi linear berganda dengan bantuan software SPSS 21.0 for *windows*.

Berdasarkan hasil penelitian menunjukkan bahwa nilai koefisien korelasi sebesar -5.816 untuk beban kerja(X1), -2.975 untuk stress kerja(X2) yang berarti bahwa kedua subvariabel tersebut memiliki pengaruh negatif terhadap kinerja karyawan *outsourcing*. Sedangkan secara simultan menunjukkan bahwa nilai koefisien korelasi sebesar 52,294 untuk variabel beban kerja(X1) dan variable stress kerja(X2) yang berarti bahwa berpengaruh positif terhadap kinerja karyawan *outsourcing*. Dan variabel yang mempunyai pengaruh dominan terhadap kinerja karyawan *outsourcing* adalah variabel beban kerja dengan nilai koefisien sebesar -5.816. oleh karena itu dapat disimpulkan bahwa terdapat hubungan yang signifikan antara beban kerja dan stress kerja terhadap kinerja karyawan *outsourcing*.

Kata Kunci: beban kerja, stres kerja dan kinerja karyawan.