

ABSTRACT

This thesis with the title "The Role of Personal Resources in Mediating Job Demands and Job Resources on the Performance of Online Driver Studies at the Surabaya Gojek Driver" was written by Yudha Andriansyah.F, NIM 160211100160, Advisor Mochammad Isa Anshori, S.E., M.Sc.

This study aims to analyze: (1) the effect of job demands on driver performance, (2) the effect of job resources on driver performance, (3) job demands on personal resources, (4) to determine the effect of job resources on personal resources, (5) the effect of job resources on personal resources. personal resources on driver performance, and (6) the effect of job demand in mediating personal resources on driver performance, (7) the influence of the mediating role of personal resources in job resources on driver performance.

This type of research is a survey research with a quantitative approach. The population in this study were drivers or employees of the Surabaya online motorcycle taxi. The sampling technique used purposive sampling, and obtained a total sample of 100 people. The data collection technique uses a questionnaire that has been tested for validity and reliability. The data analysis technique used is multiple linear regression.

The results show that: (1) Job demands have a positive and significant effect on driver performance, (2) Job resources have a positive and significant effect on driver performance, (3) Job demand has a positive and significant effect on personal resources, (4) Job resources have a positive and significant effect on personal resources. positive and significant impact on personal resources, (5) personal resources have a positive and significant effect on driver performance, (6) personal resources have a positive and significant effect in mediating job demands on driver performance, (7) personal resources have a positive and significant effect on mediating job resources. on driver performance.

Keywords: Job Demand, Job Resources, Personal Resources, Driver Performance.

ABSTRAK

Skripsi dengan judul “Peran Personal Resource Dalam Memediasi Job Demands Dan Job Resources Terhadap Kinerja Driver Online Studi Pada Driver Gojek Surabaya” ini ditulis oleh Yudha Andriansyah.F, NIM 160211100160, Pembimbing Mochammad Isa Anshori, S.E.,M.Si.

Penelitian ini bertujuan untuk menganalisis: (1) pengaruh job demands terhadap kinerja driver, (2) pengaruh job resources terhadap kinerja driver, (3) job demands terhadap personal resources, (4) mengetahui pengaruh job resources terhadap personal resources, (5) pengaruh personal resources terhadap kinerja driver, dan (6) pengaruh job demand dalam memediasipersonal resource terhadap kinerja driver, (7) pengaruh peran mediasi personal resources dalam job resources terhadap kinerja driver.

Jenis penelitian ini merupakan penelitian survei dengan pendekatan kuantitatif. Populasi dalam penelitian ini adalah driver atau karyawan ojek online Surabaya. Teknik pengambilan sampel menggunakan purposive sampling, dan diperoleh jumlah sampel sebanyak 100 orang. Teknik pengumpulan data menggunakan kuesioner yang telah diuji validitas dan reliabilitasnya. Teknik analisis data yang digunakan adalah regresi linear berganda.

Hasil penelitian menunjukkan bahwa: (1) Job demands berpengaruh positif dan signifikan terhadap Kinerja driver, (2) Job resources berpengaruh positif dan signifikan terhadap Kinerja driver, (3) Job demand berpengaruh positif dan signifikan terhadap personal resources, (4) Job resources berpengaruh positif dan signifikan terhadap personal resources, (5) Personal resources berpengaruh positif dan signifikan terhadap Kinerja driver, (6) Personal resources berpengaruh positif dan signifikan dalam memediasi job demands terhadap Kinerja driver, (7) Personal resources berpengaruh positif dan signifikan dalam memediasi job resource terhadap Kinerja driver.

Kata kunci: Job Demand, Job Resources, Personal Resources, Kinerja Driver.