

ABSTRACT

Arin Dwita Farhana, Management, Faculty of Economics and Business, University of Trunojoyo Madura. This study is about Analysis of Employee Work Stress Through Managerial Coaching on The Employee Performance of Life Insurance with Bumiputera 1912 Surabaya. Under the guidance of Faidal, S.E., M.M

In the existence of insurance companies, of course, there are many contributions from human resources. Insurance is a financial means in carrying out performance with a basic risks. AJB Bumiputera experienced a default which causes work stress on employee performance. For this reason, the writer uses managerial coaching as a mediating variable. The objective of this study is to determine the analysis of work stress on the development of employee performance through managerial coaching as an intervening variable at the AJB Bumiputera 1912 Company simultaneously and partially. This study uses a descriptive quantitative method with a survey of the respondents from employees of AJB Bumiputera Surabaya. The sampling technique uses simple random sampling method with 52 respondents which is analyzed using Path analysis. The results of this study are (1) Work stress partially (individually) has a significant effect on the employee performance of AJB Bumiputera which can be seen at the $t_{count} > t_{table}$, which is $(2.487 > 1.675)$ with a significance value of $t < \alpha$, that is $(0.016 < 0.05)$. (2) Work stress partially (individually) has a significant effect on managerial coaching which can be seen at the $t_{count} > t_{table}$, which is $(2.497 > 1.675)$ with a significance value of $t < \alpha$, that is $(0.016 < 0.05)$. (3) Managerial coaching partially (individually) has a significant effect on employee performance which can be seen at the value of $t_{count} > t_{table}$, which is $(5.416 > 1.675)$ with a significance value of $t < \alpha$, which is $(0.000 < 0.05)$. (4) Work stress through managerial coaching simultaneously (together) has a significant effect on employee performance which can be seen on the value of $F_{count} > F_{table}$ which is $(19.550 > 3.19)$ with a significance value of $t < \alpha$, that is $(0.000 < 0.05)$.

Keywords: Work Stress, Managerial coaching, and Employee performance.

ABSTRAK

Arin Dwita Farhana, Manajemen, Fakultas Ekonomi dan Bisnis, Universitas Trunojoyo Madura. Skripsi ini mengenai Analisis Stres Kerja Karyawan Melalui *Managerial Coaching* Terhadap Kinerja Karyawan Asuransi Jiwa Bersama Bumiputera 1912 Surabaya. Dibawah bimbingan Faidal, S.E., M.M

Dalam eksistensi perusahaan asuransi tentunya banyak kontribusi dari sumber daya manusia. Asuransi merupakan sarana finansial dalam melaksanakan kinerja dengan resiko yang mendasar. AJB Bumiputra 1912 Wilayah Surabaya mengalami gagal bayar yang menjadi menyebabkan stres kerja terhadap kinerja karyawan, untuk itu peneliti menggunakan *managerial coaching* sebagai variabel mediasi. Tujuan penelitian ini untuk mengetahui analisis stres kerja terhadap perkembangan kinerja karyawan melalui *managerial coaching* sebagai variabel intervening pada perusahaan AJB Bumiputra 1912 Wilayah Surabaya secara simultan dan parsial. Penelitian ini menggunakan metode kuantitatif deskriptif dengan survey dari responden karyawan AJB Bumiputera Wilayah Surabaya. Teknik pengambilan *simple random sampling method* sebanyak 52 responden dan dianalisis menggunakan analisis *Path* (jalur). Hasil dari studi ini adalah (1) stress kerja secara parsial (individu) signifikan berpengaruh terhadap kinerja karyawan AJB Bumiputra 1912 Wilayah Surabaya yang dapat diketahui pada nilai $t_{hitung} > t_{tabel}$, yaitu sebesar $(2,487 > 1,675)$ dengan nilai signifikasi $t < \alpha$ yaitu $(0,016 < 0,05)$. (2) Stress kerja secara parsial (individu) signifikan berpengaruh terhadap *managerial coaching* yang dapat diketahui pada nilai $t_{hitung} > t_{tabel}$ yaitu sebesar $(2,497 > 1,675)$ dengan nilai signifikasi $t < \alpha$ yaitu $(0,016 < 0,05)$. (3) *Managerial coaching* secara parsial (individu) signifikan berpengaruh terhadap kinerja karyawan yang dapat diketahui pada nilai $t_{hitung} > t_{tabel}$ yaitu sebesar $(5,416 > 1,675)$ dengan nilai signifikasi $t < \alpha$ yaitu $(0,000 < 0,05)$. (4) Stres kerja melalui *managerial coaching* secara simultan (bersama-sama) signifikan berpengaruh terhadap kinerja karyawan yang dapat diketahui pada nilai $F_{hitung} > F_{tabel}$ yaitu sebesar $(19,550 > 3,19)$ dengan nilai signifikasi $t < \alpha$ yaitu $(0,000 < 0,05)$.

Kata kunci: Stres kerja, *Managerial coaching*, dan Kinerja karyawan