

ABSTRAK

Penelitian ini bertujuan untuk mengetahui dan menganalisis pengaruh Beban Kerja dan Lingkungan Kerja terhadap Kepuasan Kerja Karyawan dengan Stres Kerja sebagai variabel mediasi pada PT. Sunrise Abadi Kota Bandung. Metode yang digunakan adalah deskriptif dan verifikatif dengan pendekatan kuantitatif. Populasi penelitian berjumlah 65 karyawan dan seluruhnya dijadikan sampel melalui teknik sampling jenuh. Data dikumpulkan menggunakan kuesioner dan dianalisis melalui analisis jalur dengan bantuan perangkat lunak LISREL 8.70.

Hasil analisis deskriptif menunjukkan bahwa Beban Kerja berada dalam kategori tinggi, Lingkungan Kerja dalam kategori sangat baik, Stres Kerja dalam kategori rendah, dan Kepuasan Kerja Karyawan dalam kategori sangat baik. Hasil analisis verifikatif menunjukkan bahwa Beban Kerja berpengaruh positif dan signifikan terhadap Stres Kerja, sedangkan Lingkungan Kerja berpengaruh negatif dan signifikan terhadap Stres Kerja. Beban Kerja dan Stres Kerja berpengaruh negatif dan signifikan terhadap Kepuasan Kerja Karyawan, sedangkan Lingkungan Kerja berpengaruh positif dan signifikan terhadap Kepuasan Kerja Karyawan. Stres Kerja terbukti memediasi secara parsial dan komplementer pengaruh Beban Kerja dan Lingkungan Kerja terhadap Kepuasan Kerja Karyawan. Beban Kerja dan Lingkungan Kerja mampu menjelaskan 59,9% variasi Stres Kerja, sedangkan Beban Kerja, Lingkungan Kerja, dan Stres Kerja mampu menjelaskan 68,1% variasi Kepuasan Kerja Karyawan. Lingkungan Kerja memiliki pengaruh total paling besar terhadap Kepuasan Kerja Karyawan.

Kata kunci: Beban Kerja, Lingkungan Kerja, Stres Kerja, Kepuasan Kerja Karyawan, Analisis Jalur.

ABSTRACT

This study aims to examine and analyze the effects of Workload and Work Environment on Employee Job Satisfaction, with Job Stress as a mediating variable, at PT. Sunrise Abadi Bandung City. The study employed descriptive and verificative methods with a quantitative approach. The population consisted of 65 employees, all of whom were selected as respondents using a saturated sampling technique. Data were collected through questionnaires and analyzed using path analysis with LISREL 8.70.

The descriptive results indicated that Workload was categorized as high, Work Environment as very good, Job Stress as low, and Employee Job Satisfaction as very good. The verificative results showed that Workload had a positive and significant effect on Job Stress, while Work Environment had a negative and significant effect on Job Stress. Workload and Job Stress had negative and significant effects on Employee Job Satisfaction, whereas Work Environment had a positive and significant effect on Employee Job Satisfaction. Job Stress was proven to provide complementary partial mediation in the effects of Workload and Work Environment on Employee Job Satisfaction. Workload and Work Environment explained 59.9% of the variation in Job Stress, while Workload, Work Environment, and Job Stress explained 68.1% of the variation in Employee Job Satisfaction. Work Environment had the greatest total effect on Employee Job Satisfaction.

Keywords: *Workload, Work Environment, Job Stress, Employee Job Satisfaction, Path Analysis.*