

**HUBUNGAN ANTARA PERCEIVED ORGANIZATIONAL SUPPORT
DENGAN STRES KERJA PADA SATUAN PENGAMANAN (SATPAM) DI
TAMAN MINI INDONESIA INDAH (TMII)**

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Abstrak

Beratnya tanggung jawab pekerjaan anggota satpam dapat menyebabkan munculnya stres dalam pekerjaan. Kondisi stres yang dialami oleh satpam perlu diperhatikan oleh perusahaan untuk menggiring persepsi positif karyawan atas dukungan yang diberikan perusahaan dalam mengatasi stres karyawan. Penelitian ini bertujuan untuk mengetahui hubungan antara *perceived organizational support* dengan stress kerja pada satuan pengamanan (satpam) di Taman Mini Indonesia Indah (TMII). Populasi dalam penelitian ini adalah 92 anggota satpam, dengan sampel 62 anggota satpam yang diperoleh menggunakan teknik *simple random sampling*. Alat ukur pada penelitian ini yakni Skala Stres Kerja (33 aitem; $\alpha=0,913$ dan Skala *Perceived organizational support* (31 aitem; $\alpha= 0,917$). Data dianalisa dengan analisis regresi sederhana dan mendapatkan hasil nilai korelasi yakni $-0,485$ dan $p= 0,000$, yang berarti adanya hubungan negatif yang signifikan antara *perceived organizational support* dengan stress kerja pada satpam TMII. Semakin positif dukungan organisasi maka semakin rendah stress kerja pada satpam, dan sebaliknya. *Perceived organizational support* memberikan sumbangan efektif sebesar 23,5% terhadap stress kerja pada satpam di Taman Mini Indonesia Indah.

Kata Kunci : *perceived organizational support*, stress kerja, satpam

**THE RELATIONSHIP BETWEEN PERCEIVED ORGANIZATIONAL
SUPPORT AND JOB STRESS AT THE SECURITY GUARDS AT TAMAN
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Abstract

The heaviness of the work responsibilities of a security guard can cause stress at work. The stressful conditions experienced by security guards need to be considered by the company to lead to positive employee perceptions of the support provided by the company in dealing with employee stress. This study aims to determine the relationship between perceived organizational support and job stress in the security unit (security guard) at Taman Mini Indonesia Indah (TMII). The population in this study were 92 security guards, with a sample of 62 security guards obtained by using simple random sampling technique. The measuring instrument in this study is Job Stress Scale (33 items; = 0.913 and Perceived Organizational Support Scale (31 items; = 0.917). The data were analyzed by simple regression analysis and the correlation value was -0.485 and $p = 0.000$, which means that there is a significant negative relationship between perceived organizational support and job stress at TMII security guards. The more positive organizational support, the lower work stress on security guards, and vice versa. Perceived organizational support provides an effective contribution of 23.5% to job stress at security guards at Taman Mini Indonesia Indah (TMII).

Keywords : perceived organizational support, job stress, security guards