

**HUBUNGAN *WORK ADJUSTMENT* DAN *HARDINESS* DENGAN *INDIVIDUAL  
WORK PERFORMANCE* PADA KARYAWAN *FRESH GRADUATE*  
DI KOTA BANDUNG**

**SKRIPSI**

Disusun untuk Memenuhi Salah Satu Syarat untuk Memeroleh Gelar Sarjana Psikologi  
Pada Departemen Psikologi Fakultas Ilmu Pendidikan  
Universitas Pendidikan Indonesia



**Oleh:**  
**Mira Fazriani**  
**1602503**

**DEPARTEMEN PSIKOLOGI  
FAKULTAS ILMU PENDIDIKAN  
UNIVERSITAS PENDIDIKAN INDONESIA  
2020**

HUBUNGAN *WORK ADJUSTMENT* DAN *HARDINESS* DENGAN *INDIVIDUAL  
WORK PERFORMANCE* PADA KARYAWAN *FRESH GRADUATE*  
DI KOTA BANDUNG

Oleh  
Mira Fazriani  
NIM 1602503

Sebuah Skripsi yang diajukan untuk memenuhi salah satu syarat  
memeroleh gelar Sarjana Psikologi pada  
Departemen Psikologi Fakultas Ilmu Pendidikan

© Mira Fazriani  
Universitas Pendidikan Indonesia  
Agustus 2020

© Hak Cipta dilindungi undang-undang.  
Skripsi ini tidak boleh diperbanyak seluruhnya atau sebagian, dengan dicetak ulang,  
difoto kopi, atau cara lainnya tanpa izin penulis.

**HALAMAN PENGESAHAN SKRIPSI**

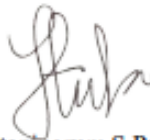
Mira Fazriani

NIM 1602503

**HUBUNGAN *WORK ADJUSTMENT* DAN *HARDINESS* DENGAN *INDIVIDUAL  
WORK PERFORMANCE* PADA KARYAWAN *FRESH GRADUATE*  
DI KOTA BANDUNG**

**Disetujui dan disahkan oleh pembimbing:**

**Pembimbing I**



Ita Juwitaningrum, S.Psi., M.Pd.

NIP. 197803122005012002

**Pembimbing II**



Diah Zaleha Wyandini, S.Psi., M.Si.

NIP. 197803142009122001

**Mengetahui,**

**Ketua Departemen Psikologi**



Dr. Sri Maslihah, M.Psi., Psikolog

NIP. 197007262003122001

## ABSTRAK

**Mira Fazriani (1602503).** *Hubungan Work Adjustment dan Hardiness dengan Individual Work Performance pada Karyawan Fresh Graduate di Kota Bandung.* Skripsi. Departemen Psikologi, Fakultas Ilmu Pendidikan, Universitas Pendidikan Indonesia. Bandung. (2020).

Penelitian ini bertujuan untuk mengetahui hubungan *work adjustment* dan *hardiness* dengan *individual work performance*. Partisipan dalam penelitian ini yaitu *fresh graduate* dengan variasi jenis kelamin, usia, rentang waktu setelah lulus sampai mendapat pekerjaan maksimal 1 tahun, serta lama bekerja setelah lulus (N=201). Pengambilan data dilakukan dengan menggunakan teknik *sampling convenience* yang disebarakan melalui kuesioner. Instrumen yang digunakan adalah *Work Adjustment Style* milik Shtivelband (2014), *Dispositional Resilience Scale (DSR 15)* atau *a short hardiness measure* milik Bartone (1995) serta *Individual Work Performance Questionnaire (IWPQ)* milik Koopmans, Bernards, Hildebrandt, De Vet, & Van Der Beek (2014). Metode analisis data yang digunakan yaitu teknik analisis korelasi *Pearson* serta regresi ganda dengan menggunakan *Software SPSS 23*. Hasil penelitian mengungkapkan bahwa terdapat hubungan antara *work adjustment* dengan *individual work performance* juga *hardiness* dengan *individual work performance*. Selain itu terdapat hubungan antara ketiganya yaitu *work adjustment* dan *hardiness* dengan *individual work performance* pada karyawan *fresh graduate* di Kota Bandung.

**Kata kunci:** *work adjustment, hardiness, individual work performance, fresh graduate*

## ABSTRACT

**Mira Fazriani (1602503).** *Relationship between Work Adjustment and Hardiness with Individual Work Performance for Fresh Graduate Employees in Bandung City.* Minithesis. Psychology Department, Faculty of Education, Indonesian University of Education, Universitas Pendidikan Indonesia, Bandung (2020).

This study aims to find out the relationship between work adjustment and hardiness with individual work performance. Participants are fresh graduate with vary in gender, age, time span from graduation to getting a job for a maximum of 1 year, and length of work after graduation (N=201). Data were collected using a convenience sampling technique that was distributed through questionnaires. The instruments used are Shtivelband's (2014) Work Adjustment Style, the Dispositional Resilience Scale (DSR 15) or a short hardiness measure by Bartone (1995) and Individual Work Performance Questionnaire (IW PQ) by Koopmans, Bernards, Hildebrandt, De Vet & Van's Der Beek (2014). The data analysis method used is the Pearson correlation analysis technique and multiple regression using SPSS 23 software. The results revealed that there is a relationship between work adjustment and individual work performance as well as hardiness with individual work performance. In addition, there is a relationship between the three, namely work adjustment and hardiness with individual work performance for fresh graduate employees in Bandung City.

**Keywords:** work adjustment, hardiness, individual work performance, fresh graduate

## DAFTAR ISI

KATA PENGANTAR .....	Error! Bookmark not defined.
UCAPAN TERIMA KASIH .....	Error! Bookmark not defined.
DAFTAR ISI .....	v
DAFTAR GAMBAR .....	viii
DAFTAR TABEL .....	ix
DAFTAR LAMPIRAN .....	x
BAB I .....	1
PENDAHULUAN .....	1
A. Latar Belakang Penelitian .....	1
B. Rumusan Masalah Penelitian .....	6
C. Tujuan Penelitian .....	6
D. Manfaat Penelitian .....	6
BAB II KAJIAN PUSTAKA .....	7
A. Work Adjustment .....	7
1. Pengertian <i>work adjustment</i> .....	7
2. Dimensi <i>Work Adjustment</i> .....	8
3. Karakteristik <i>work adjustment</i> .....	8
B. <i>Hardiness</i> .....	9
1. Aspek <i>Hardiness</i> .....	10
2. Fungsi <i>Hardiness</i> .....	11
3. Faktor yang Memengaruhi <i>Hardiness</i> .....	11
C. <i>Individual Work Performance</i> .....	11
1. Pengertian <i>individual work performance</i> .....	11
2. Dimensi dalam <i>individual work performance</i> .....	12
3. Faktor substantif dalam <i>individual work performance</i> .....	13
D. Kerangka Pemikiran Penelitian .....	15
E. Hipotesis Penelitian .....	17

<b>BAB III</b> .....	18
<b>METODE PENELITIAN</b> .....	18
<b>A. Lokasi dan Subjek Penelitian</b> .....	18
1. Lokasi Penelitian.....	18
2. Populasi dan Sampel.....	18
<b>B. Metode dan Desain Penelitian</b> .....	19
1. Metode Penelitian .....	19
1. Desain Penelitian.....	19
<b>C. Variabel Penelitian dan Definisi Operasional</b> .....	19
1. Variabel Penelitian .....	19
2. Definisi Operasional.....	19
<b>D. Instrumen Penelitian</b> .....	20
1. Pengembangan Instrumen.....	20
2. Instrumen <i>Work Adjustment</i> .....	20
3. Instrumen <i>Hardiness</i> .....	22
4. Instrumen <i>Individual Work Performance</i> .....	24
<b>E. Prosedur Pengumpulan Data</b> .....	27
<b>F. Teknik Analisis Data</b> .....	28
<b>HASIL DAN PEMBAHASAN</b> .....	29
<b>A. Gambaran Responden Berdasarkan Variabel <i>Work Adjustment</i></b> .....	29
1. Gambaran Umum <i>Work Adjustment</i> .....	29
2. Gambaran Demografi <i>Work Adjustment</i> .....	30
<b>B. Gambaran Responden Berdasarkan Variabel <i>Hardiness</i></b> .....	34
1. Gambaran Umum <i>Hardiness</i> .....	34
2. Gambaran Demografi <i>Hardiness</i> .....	35
<b>C. Gambaran Responden Berdasarkan Variabel <i>Individual Work Performance</i></b> ..	39
1. Gambaran Umum <i>Individual Work Performance</i> .....	39

2. Gambaran Demografi <i>Individual Work Performance</i> .....	39
<b>D. Hasil dan Pembahasan Pengujian Hipotesis</b> .....	43
1. Hubungan <i>Work Adjustment</i> dengan <i>Individual Work Performance</i> pada Karyawan <i>Fresh Graduate</i> di Kota Bandung.....	43
2. Hubungan <i>Hardiness</i> dengan <i>Individual Work Performance</i> pada Karyawan <i>Fresh Graduate</i> di Kota Bandung.....	45
3. Hubungan Antara <i>Work Adjustment</i> dan <i>Hardiness</i> dengan <i>Individual Work     Performance</i> pada Karyawan <i>Fresh Graduate</i> di Kota Bandung.....	46
<b>BAB V</b> .....	50
<b>SIMPULAN DAN REKOMENDASI</b> .....	50
A. Simpulan .....	50
B. Rekomendasi.....	50
1. Bagi Subjek Penelitian dan Lembaga atau Perusahaan .....	50
2. Bagi Peneliti Selanjutnya .....	51
<b>LAMPIRAN</b> .....	56



## DAFTAR GAMBAR

<b>Gambar 2. 1 Kerangka Berpikir Penelitian .....</b>	<b>16</b>
<b>Gambar 4. 1 Grafik Rata-Rata Dimensi Work Adjustment .....</b>	<b>33</b>
<b>Gambar 4. 2 Grafik Rata-Rata Dimensi Hardiness .....</b>	<b>38</b>
<b>Gambar 4. 3 Grafik Rata-Rata Dimensi Individual Work Performance .....</b>	<b>42</b>

## DAFTAR TABEL

<b>Tabel 4. 1</b>	<b>Gambaran Umum Work Adjustment .....</b>	<b>29</b>
<b>Tabel 4. 2</b>	<b>Gambaran Demografi Work Adjustment .....</b>	<b>30</b>
<b>Tabel 4. 3</b>	<b>Gambaran Umum Hardiness .....</b>	<b>34</b>
<b>Tabel 4. 4</b>	<b>Gambaran Demografi Hardiness.....</b>	<b>35</b>
<b>Tabel 4. 5</b>	<b>Gambaran Umum Individual Work Performance.....</b>	<b>39</b>
<b>Tabel 4. 6</b>	<b>Gambaran Demografi Individual Work Performance.....</b>	<b>40</b>
<b>Tabel 4. 7</b>	<b>Korelasi Work Adjustment dengan Individual Work Performance .....</b>	<b>43</b>
<b>Tabel 4. 8</b>	<b>Korelasi Hardiness dengan Individual Work Performance .....</b>	<b>45</b>
<b>Tabel 4. 9</b>	<b>Korelasi Antara Work Adjustment dan Hardiness dengan Individual Work Performance.....</b>	<b>47</b>

## DAFTAR LAMPIRAN

Lampiran 1. Surat Keputusan Pengangkatan Pembimbing .....	56
Lampiran 2. Kartu Bimbingan .....	57
Lampiran 3. Form Verifikasi.....	59
Lampiran 4. Instrumen Penelitian .....	60
Lampiran 5. Uji Reliabilitas dan Validitas Work Adjustment .....	64
Lampiran 6. Uji Reliabilitas dan Validitas Hardiness .....	65
Lampiran 7. Uji Reliabilitas dan Validitas Individual Work Performance .....	66
Lampiran 8. Identitas Responden Penelitian .....	67
Lampiran 9. Skor Work Adjustment .....	73
Lampiran 10. Skor Hardiness.....	85
Lampiran 11. Skor Individual Work Performance.....	97
Lampiran 12. Gambaran Demografi Work Adjustment .....	109
Lampiran 13. Gambaran Demografi Hardiness .....	113
Lampiran 14. Gambaran Demografi Individual Work Performance .....	117
Lampiran 15. Uji Hipotesis dengan menggunakan korelasi Pearson .....	121
Lampiran 16. Riwayat Hidup .....	123

## DAFTAR PUSTAKA

- Abas, M., & Imam, O. (2016). Graduates' Competence on Employability Skills and Job Performance. *International Journal of Evaluation and Research in Education*, 119-125.
- B, G., & P.H, B.-S. (2018). Maintenance of D-A fit through work adjustment behaviors: The moderating effect of work style fit. *Journal Of Vocational Behavior*, 1-39.
- Babu, C. S., & G. C. (2016). Impact of Organizational Mission and Vision and their Potential on the Performance of Employees. *International Journal of Engineering and Management Research*, 203-206.
- Bartone, P. T. (1995). *A Short Hardiness Scale*. New York, NY: American Psychological Society.
- Bayl-Smith, P., & Griffin, B. (2018). Maintenance of D-A fit through work adjustment behaviours: The moderating effect of work style fit. *Journal Of Vocational Behavior*, 1-40.
- Betz, E., Weiss, D. J., Dawis, R. V., England, G. W., & Lloyd, L. H. (1966). *Seven Years of Research on Work Adjustment*. University Of Minnesota: Industrial Relation Center.
- Carpini, J., Parker, S., & Griffin, M. (2017). A Look Back and a Leap Forward: A Review and Synthesis of the Individual Work Performance Literature. *Academy of Management Annals*, 1-132.
- Chairunnisa, S. C., Justita, D., & Wahyuni, E. (2019). Gambaran Penyesuaian Kerja Siswa yang Melanjutkan Praktek Kerja Industri Di PT GM. 96-102.
- Chen, J. (2015). How do graduates adjust to employment?: Recent evidence from the UK and China . *Centre for Employment Studies Research*, 1-5.
- Chen, K. H., Yien, J. M., Huang, C. J., & Huang, K. P. (2011). Sucional support, overseas adjustment and work performance of foreign laborsin Taiwan. *African Journal of Business Management*, 9231-9239.
- Choirunnisa, S. C., Justita, D., & Wahyuni, E. (2014). Gambaran Penyesuaian Kerja Siswa yang Menjalankan Praktek Kerja Industri di PT GM. *journal unj*, 96-102.
- Cohen, Paula (2018). *For how many years after graduation are you called a fresh graduate?*. Tersedia: <https://www.quora.com>
- Dawenan, R. C., Akbar, S. N., & Yuniarramah, E. (2016). Hubungan Antara Regulasi Emosi dengan Hardiness pada Atlet Mahasiswa di Banjarbaru. *Jurnal Universitas Lambung Mangkurat*, 1-5.
- Dawis, R. (1980). Personnel Assesment from the Perspective the Theory of Work Adjustment. *Fourth Annual IPMAAC Conference* (hal. 268). Boston: Massachusetts.

- Dawis, R. (2015). Personnel Assesment from the Perspective of the Theory of Work Adjustment. *Public Personnel Management Journal* , 268-273.
- Dawis, R., England, G., & Lofquist, L. (1964). *A Theory of Work Adjustment*. University Of Minnesota: Industrial Relations Center.
- Dewi, M. K., & Rostiani. (2018). Peran Persepsi Dukungan Atasan Terhadap Kinerja Individual Karyawan Dengan Self-Efficacy Sebagai mediator. *Jurnal Muara Ilmu Sosial, Humaniora, dan Seni* , 144-153.
- Febriyanti, D. A., Listiara, A., & Kahija, Y. L. (2015). Penyesuaian Diri dalam Bekerja Pada Pengasuh Di Panti Asuhan Cacat Ganda: Studi Fenomenologis. *Jurnal Psikologi Undip*, 69-80.
- Fitriani, A., & Ambarini, T. K. (2013). Hubungan antara Hardiness dengan Tingkat Stress Pengasuh pada Ibu dengan Anak Autis. *Jurnal Psikologi Klinis dan Kesehatan Mental*, 34-40.
- Fitroh, S. F. (2011). Hubungan Antara Kematangan Emosi dan Hardiness dengan Penyesuaian Diri Menantu Perempuan yang Tinggal di Rumah Mertua. *Psikoislamika*, 89-93.
- Harahap, N. J. (2019). Mahasiswa dan Revolusi 4.0. *Jurnal Ecobisma*, 70-78.
- Henttonen, K., Kianto, A., & Ritala, P. (2016). Knowledge Sharing and Individual Work Performance: an empirical study of a public sector organisation. *Journal of Knowledge Management*, 749-768.
- Hesketh , B., & Griffin, B. (2008). *Selection and Training for Work Adjustment and Adaptability*. New York: Oxford University Press.
- Hidayat, W. K., Herlina, & Damaianti, L. F. (2018). Efek Hardiness Terhadap Perilaku Mencontek Melalui Efikasi Diri Siswa Sekolah Menengah Atas. *Jurnal Psikologi Insight*, 84-93.
- Hidayat, Z. (2015). Memanage Performance Karyawan dengan Pemberian Kompensasi. *Jurnal WIGA*, 18-27.
- Huang, F., & Yang, H. H. (2011). The effects of nationality differences and work stressors on work adjustment for foreign nurse aides. *BMC Health Services Research*, 1472-6983.
- Kaban, S. M. (2016). Hubungan Positive Thinking dengan Kecemasan Menghadapi Dunia kerja pada Alumni Universitas Medan Area. *Jurnal Universitas Medan Area*.
- Karim, M. M., Choudhury, M. M., & Wasib, L. B. (2019). The Impact of Training and Development on Employees' Performance: An Analysis of Quantitative Data. *Noble International Journal of Business and Management Research* , 25-33.
- Kartika, N. (2018). Expatriate Adjustment dan Job Performance di Perusahaan Multinasional. *Jurnal Manajemen Teori dan Terapan*, 32-38.
- Kobasa, S. (1979). Stressful Life Events, Personality, and Health: An Inquiry Into Hardiness. *Journal of Personality and Social Psychology*, 1-11.

- Kobasa, S., Maddi, S., & Kahn. (1982). Hardiness and Health: A Perspective Study. *Journal of Personality and Social Psychology*, 168-177.
- Koopmans, L., Bernaards, C. M., Hildebrandt, V. H., Schaufeli, W. B., de Vet, H. C., & Beek, A. v. (2011). Conceptual Frameworks of Individual Work Performance . *Journals Occupational and Environment Medicine*, 856-866.
- Koopmans, L., Bernaards, C., Hildebrandt, V., Buuren, S. v., Beek, A. v., & Vet, H. d. (2012). Development of an individual work performance questionnaire . *International Journal of Productivity and Performance Management*, 6-28.
- Koopmans, L., Bernaards, C., Hildebrant, V., Buuren, S. v., Beek, A. v., & de Vet, H. C. (2013). Development of an Individual Work Performance Questionnaire. *International Journal of Productivity and Performance Management* , 6-28.
- Koopmans, L., Bernards, C., Hildebrandt, V., De Vet, H., & Van Der Beek, A. (2014). Construct Validity of the Individual Work Performance Questionnaire. *Journal Of Occupational and Environmental Medicine*, 331-337.
- Kopaneva, I. M. (2015). Left in the Dust: Employee Constructions of Mission and Vision Ownership. *International Journal of Business Communication*, 1-24.
- Maddi, S. (2016). Hardiness Is negatively Related to Gambling. *Open Access Library Journal*, 2-4.
- Mensah, E. B., & Tawiah, K. A. (2016). Employee Motivation and Work Performance: A Comparative Study of Mining Companies in Ghana . *Journal of Industrial Engineering ang Management*, 255-309.
- Miao, R., & Cao, Y. (2019). High-Performance Work System, Work Well-Being, and Employee Creativity: Cross-Level Moderating Role of Transformational Leadership. *International Journal of Environmental Research and Public Health*, 1-24.
- Nulhaqim, S. A., Heryadi, R., Pancasilawan, R., & Fedryansyah, M. (2016). Peranan Perguruan Tinggi Dalam Meningkatkan Kualitas Pendidikan di Indonesia Untuk Menghadapi ASEAN Community 2015. *Social Work Journal*, 154-272.
- Parerungan, R. H. (2018). Kompetensi Kerja dan Peyesuaian Diri Pada Fresh Graduate Fakultas Keguruan dan Ilmu Pendidikan di Universitas Mulawarman Yang Tidak Bekerja Sebagai Guru. *Psikoborneo*, 2477-2674.
- Pradita, K. Z., Widodo, P. B., & Rusmawati, D. (2013). Hardiness di Tempat Kerja Ditinjau dari Dukungan Sosial Rekan Kerja pada Guru SLB Se-Kota Semarang. *Jurnal Psikologi Universitas Diponegoro.*, 1-10.
- Rachmady, Noor & Aprilia, Eka Dian. (2018) Correlation Adversity Quotientand the Anxiety in Facing the Working World on Fresh graduate from Syiah Kuala University. *Jurnal Psikogenesis.*, 54-60.
- Rahayu, S. A., & Surahman, E. (2012). Peran Kepemimpinan dan Employee Engagement terhadap Kinerja Individual Karyawan Instalasi Farmasi. *Jurnal Farmasi Klinik Indonesia*, 117-126.

- Rajan, A. M., & John, R. (2017). Resilience and Impact of Children's Intellectual Disability on Indian Parents. *Journal Intellectual Disabilities*, 315-324.
- Rounds, J. B., Henly, G., Dawis, R., Lofquist, L., & Weiss, D. J. (1981). *Manual for the Minnesota Importance Questionnaire A Measure of Vocational Needs and Values*. University Of Minnesota: Departemen of Psychology.
- Serhan, C., Tsangari, H., Bengoa, D. S., & Mekkessi, S. (2016). Fresh Graduates' Retention: A Review of Literature. *IOSR Journal of Business and Management*, 51-64.
- Serhan, C., Tsangari, H., Bengoa, S. D., & Mekkessi, S. (2016). Fresh Graduates Retention: A Review of Literature. *Journal of Business and Management*, 51-64.
- Sharma, S. (2016). Adjustment: Process, Achievement, Characteristics, Measurement and Dimension. *International Journal of Academic Research*, 42-45.
- Shtivelband, A. (2014). *Applying The Theory Of Work Adjustment To Recent and Non Recent Latini Immigrant Workers*. Fort Collins, Colorado: Colorado State University.
- Smith, M. A., & Agriati, S. B. (2013). Kepribadian Tangguh (Hardiness) Pada Perempuan Penderita Pasca Stroke. *Jurnal Spirits*, 1-7.
- Suny, I., Ningsih, R., & Dina, R. (2016). Perubahan Dunia Kerja. 1-21.
- Syafiq, A., & Fikawati, S. (2007). Kompetensi yang Dibutuhkan dalam Dunia Kerja. *Seminar Terbuka "Kompetensi Yang Dibutuhkan Dalam Dunia Kerja"* (hal. 1-10). Depok: FKMUI.
- Thomassen, A. G., Hystad, S. W., Johnsen, B. H., Johnsen, G. E., & Bartone, P. T. (2018). The Effect of Hardiness on PTSD Symptoms: A Prospective Mediatonal Approach. *Military Psycholgy*, 142-151.
- Umar, M. R., Putra, A. G., & Hadi, C. (2018). Kesejahteraan (Well Being) dan Emosi di Tempat Kerja. *ICP HESOS*, 1-15.
- Van Voorhis, C. W., & Morgan, B. L. (2007). Understanding Power and Rules of Thumb for Determining Sample Sizes. *Tutorials in Quantitative Methods for Psychology*, 43-50.
- Waldyazkia, A. (2017). Pengaruh Lingkungan Kerja dan Karakteristik Individu Terhadap Stres Kerja Wartawan PT Serambi Media Press di Kota Padang. *JOM Fekon*, 562-574.
- Widyastuti, T., & Hidayat, R. (2018). Adaptation of Individual Work Performance Questionnaire (IWPQ) into Bahasa Indonesia. *International Journal of Research Studies in Psychology*, 101-112.