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**PENGARUH DUKUNGAN ORGANISASI DAN STRESS KERJA  
TERHADAP KEPUASAN KERJA PT. INFOLOG SOLUTIONS  
INDONESIA**

**SKRIPSI**

Diajukan untuk Memenuhi Salah Satu Syarat  
Memperoleh Gelar Sarjana Pendidikan  
Program Studi Pendidikan Bisnis



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2023**

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Januari 2023

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### **PERNYATAAN KEASLIAN ISI SKRIPSI**

Dengan ini menyatakan bahwa skripsi dengan judul “**Pengaruh Dukungan Organisasi dan Stress Kerja Terhadap Kepuasan Kerja PT Infolog Solutions Indonesia**” beserta seluruh isisnya adalah benar-benar karya sendiri dan tidak melakukan penjiplakan atau pengutipan dengan cara-cara yang tidak sesuai dengan etika keilmuan yang berlaku dalam masyarakat keilmuan.

Atas pernyataan ini, siap menanggung resiko atau sanksi yang dijatuhkan apabila kemudian adanya pelanggaran terhadap etika keilmuan dalam skripsi ini, atau ada klaim dari pihak lain terhadap keaslian skripsi ini.

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## ABSTRAK

Rizki Rismawan (1503416), “**Pengaruh Dukungan Organisasi dan Stress Kerja Terhadap Kepuasan Kerja PT Infolog Solutions Indonesia**”. Di bawah bimbingan Prof. Dr. Syamsul Hadi Senen, M.M dan Dr. H. Rd. Dian Herdiana Utama, M.Si.

Latar belakang penelitian ini adalah rendahnya kepuasan kerja pegawai. Hal tersebut diperoleh berdasarkan data hasil survey pra penelitian yang menunjukkan jumlah pegawai yang tidak puas lebih banyak daripada pegawai yang merasa puas, hal tersebut berdampak pada banyaknya pegawai yang memutuskan untuk meninggalkan organisasi. Salah satu upaya yang dapat meningkatkan kepuasan kerja adalah dengan meningkatkan dukungan organisasi serta menurunkan tingkat stress kerja yang diberikan. PT Infolog Solutions Indonesia. Tujuan dari penelitian ini yaitu untuk mengetahui gambaran 1) Dukungan Organisasi di PT Infolog Solutions Indonesia, 2) Stress Kerja pegawai PT Infolog Solutions Indonesia, 3) Kepuasan Kerja pegawai PT Infolog Solutions Indonesia, 4) Besarnya pengaruh dukungan organisasi terhadap kepuasan kerja pegawai PT Infolog Solutions Indonesia, 5) Besarnya pengaruh stress kerja terhadap kepuasan kerja pegawai PT Infolog Solutions Indonesia, 6) Besarnya pengaruh dukungan organisasi dan stress kerja terhadap kepuasan kerja pegawai PT Infolog Solutions Indonesia. Objek dalam penelitian ini adalah pegawai PT Infolog Solutions Indonesia. Variabel independen dalam penelitian ini adalah dukungan organisasi (X1), dan stress kerja (X2), variabel dependen (Y) dalam penelitian ini adalah kepuasan kerja. Jenis penelitian yang digunakan adalah deskriptif dan verifikatif dengan metode yang digunakan dalam penelitian ini adalah kuantitatif dengan sampel jenuh yaitu sebanyak 51 orang. teknik analisis data yang digunakan dalam penelitian ini adalah PLS (*Partial Least Square*), dengan bantuan program *SmartPLS for windows*. Hasil temuan dalam penelitian ini antara lain sebagai berikut: 1) Dukungan Organisasi di PT Infolog Solutions Indonesia dalam kategori tidak baik, 2) Stress kerja di PT Infolog Solutions Indonesia dalam kategori yang tinggi, 3) Kepuasan kerja di PT Infolog Solutions Indonesia dalam kategori cukup, 4) Dukungan organisasi berpengaruh positif terhadap kepuasan kerja, 5) Dukungan organisasi berpengaruh negatif terhadap stress kerja, 6) Stress kerja berpengaruh negatif terhadap kepuasan kerja, 7) Dukungan organisasi mempunyai pengaruh positif terhadap kepuasan kerja dan stress kerja berpengaruh negative terhadap kepuasan kerja. Implikasi berdasarkan hasil penelitian ini memperkuat teori yang dikemukakan oleh Stephen P. Robbins & A. Judge (2017) yang menyatakan bahwa terdapat keterkaitan antara dukungan kerja dan kepuasan kerja yang dimiliki pegawai, dimana perusahaan dalam usaha untuk mempertahankan pegawainya yaitu dengan memberikan dukungan organisasi sebagai usaha untuk memuaskan dan memotivasi pegawai untuk bekerja lebih keras sesuai dengan komitmen perusahaan terhadap manfaat organisasi Berdasarkan hasil penelitian ini direkomendasikan sebagai dasar untuk dilakukannya penelitian lain mengenai dukungan organisasi, stress kerja dan kepuasan kerja dengan indikator dan objek yang berbeda.

**Kata Kunci: Dukungan Organisasi, Stress Kerja, Kepuasan Kerja**

## ABSTRACT

Rizki Rismawan (1503416), “*Influence of Organizational Support and job Stress on Job Satisfaction PT Infolog Solutions Indonesia*”. Under the guidance of Prof. Dr. Syamsul Hadi Senen, M.M and Dr. H. Rd. Dian Herdiana Utama, M.Si.

*The background of this research is the low employee job satisfaction. This was obtained based on pre-research survey data which showed that the number of employees who were dissatisfied was more than employees who were satisfied, this had an impact on the number of employees who decided to leave the organization. One effort that can increase job satisfaction is to increase organizational support and reduce the level of work stress given. PT Infolog Solutions Indonesia. The purpose of this study is to describe 1) Organizational Support at PT Infolog Solutions Indonesia, 2) Work Stress at PT Infolog Solutions Indonesia employees, 3) Job Satisfaction at PT Infolog Solutions Indonesia employees, 4) The magnitude of the influence of organizational support on employee satisfaction at PT Infolog Solutions Indonesia, 5) The magnitude of the influence of job stress on job satisfaction of employees of PT Infolog Solutions Indonesia, 6) The magnitude of the influence of organizational support and work stress on job satisfaction of employees of PT Infolog Solutions Indonesia. The objects in this study are employees of PT Infolog Solutions Indonesia. The independent variables in this study are organizational support (X1) and work stress (X2). The dependent variable (Y) in this study is job satisfaction. The type of research used is descriptive and verification with the method used in this research is quantitative with a saturated sample of 51 people. the data analysis technique used in this study is PLS (Partial Least Square), with the help of the SmartPLS for windows program. The findings in this study include the following: 1) Organizational support at PT Infolog Solutions Indonesia is in the not good category, 2) Work stress at PT Infolog Solutions Indonesia is in the high category, 3) Job satisfaction at PT Infolog Solutions Indonesia is in the moderate category , 4) Organizational support has a positive effect on job satisfaction, 5) Organizational support has a negative effect on job stress, 6) Work stress has a negative effect on job satisfaction, 7) Organizational support has a positive effect on job satisfaction and job stress has a negative effect on job satisfaction. The implications based on the results of this study strengthen the theory put forward by Stephen P. Robbins & A. Judge (2017) which states that there is a link between job support and job satisfaction owned by employees, where companies in an effort to retain their employees are by providing organizational support as a business to satisfy and motivate employees to work harder in accordance with the company's commitment to organizational benefits. Based on the results of this study, it is recommended as a basis for conducting other studies on organizational support, job stress and job satisfaction with different indicators and objects.*

**Keyword: Organizational Support, Work Stress, Job Satisfaction**

## DAFTAR ISI

<b>ABSTRAK</b> .....	<b>i</b>
<b>ABSTRACT</b> .....	<b>ii</b>
<b>KATA PENGANTAR</b> .....	Error! Bookmark not defined. <b>iii</b>
<b>UCAPAN TERIMA KASIH</b> .....	<b>iv</b>
<b>DAFTAR ISI</b> .....	<b>vi</b>
<b>DAFTAR TABEL</b> .....	<b>viii</b>
<b>DAFTAR GAMBAR</b> .....	<b>x</b>
<b>BAB I PENDAHULUAN</b> .....	<b>1</b>
1.1 Latar Belakang Penelitian.....	1
1.2 Rumusan Masalah .....	8
1.3 Tujuan Penelitian.....	8
1.4 Kegunaan Penelitian.....	9
<b>BAB II KAJIAN PUSTAKA, KERANGKA PEMIKIRAN, DAN HIPOTESIS</b> .....	<b>10</b>
2.1 Kajian Pustaka.....	10
2.1.1 Konsep Dukungan Organisasi .....	10
2.1.1.1 Definisi Dukungan Organisasi.....	13
2.1.1.2 Dimensi Dukungan Organisasi .....	16
2.1.1.3 Model Dukungan Organisasi .....	18
2.1.1.4 Faktor-Faktor Yang Mempengaruhi Dukungan Organisasi .....	22
2.1.2 Konsep Stress Kerja dalam PO .....	25
2.1.2.1 Definisi Stress Kerja .....	26
2.1.2.2 Dimensi Stress Kerja .....	28
2.1.2.3 Model Stress Kerja .....	30
2.1.2.4 Faktor-Faktor Yang Mempengaruhi Stress Kerja .....	31
2.1.1.5 Dampak Stress Kerja .....	34
2.1.3 Konsep Kepuasan Kerja dalam PO.....	35
2.1.3.1 Definisi Kepuasan Kerja.....	36
2.1.3.2 Dimensi Kepuasan Kerja .....	38
2.1.3.3 Model Kepuasan Kerja .....	41
2.1.3.4 Faktor-Faktor yang Mempengaruhi Kepuasan Kerja .....	43
2.1.4 Pengaruh Dukungan Organisasi & Stress Kerja terhadap Kepuasan Kerja ...	44
2.1.5 Penelitian Terdahulu .....	46
2.2 Kerangka Penelitian.....	56
2.3 Hipotesis .....	61
<b>BAB III OBJEK DAN METODE PENELITIAN</b> .....	<b>63</b>
3.1 Objek Penelitian .....	63
3.2 Metode Penelitian .....	63
3.3 Operasionalisasi Variabel .....	64
3.4 Jenis dan Sumber Data .....	78
3.5 Populasi .....	79
3.6 Sampel .....	80
3.7 Teknik Pengumpulan Data .....	81
3.8 <i>Method of Succesive Interval</i> .....	82
3.9 Hasil Pengujian Validitas dan Reliabilitas .....	82
3.9.1 Hasil Pengujian Validitas.....	82
3.9.2 Hasil Pengujian Reliabilitas .....	84
3.10 Teknik Analisis Data .....	85
3.10.1 Analisis Data Deskriptif .....	87

3.10.2 Rancangan Analisis Data Verifikatif .....	89
3.10.3 <i>Structural Equation Model Partial Least Square (SEM PLS)</i> .....	90
3.11 Evaluasi Model .....	93
3.11.1 Evaluasi Model Pengukuran ( <i>Measurement Model/Outer Model</i> ) .....	93
3.11.2 Evaluasi Struktural Model ( <i>Inner Model</i> ) .....	96
3.12 Pengujian Hipotesis .....	98
<b>BAB IV HASIL PENELITIAN DAN PEMBAHASAN .....</b>	<b>101</b>
4.1 Hasil Penelitian .....	101
4.1.1 Profil Perusahaan .....	101
4.1.1.1 Identitas Perusahaan .....	101
4.1.1.2 Tentang Perusahaan .....	101
4.1.1.3 Visi Misi Perusahaan .....	102
4.1.2 Karakteristik Responden .....	102
4.1.2.1 Hasil Analisis Karakteristik Responden .....	102
4.1.2.2 Hasil Analisis Persepsi Responden .....	104
4.1.3 Evaluasi Outer Model .....	117
4.1.3.1 Uji Convergen Validity .....	117
4.1.3.2 Uji Validitas Discriminant Validity .....	119
4.1.3.3 Pengujian Validitas Dimensi .....	121
4.1.3.4 Construct Reliability .....	122
4.1.4 Evaluasi Inner Model .....	123
4.1.4.1 Koefisien Determinasi ( $R^2$ ) .....	124
4.1.4.2 PLS Predictive Relevance ( $Q^2$ ) .....	125
4.1.4.3 Pengujian <i>effect size f</i> .....	128
4.1.4.4 Pengujian <i>Goodness of Fit</i> .....	129
4.1.4.5 Pengujian Hipotesis .....	130
4.2 Pembahasan Hasil Penelitian .....	133
4.2.1 Pembahasan Dukungan Organisasi .....	133
4.2.2 Pembahasan Stress Kerja .....	136
4.2.3 Pembahasan Kepuasan Kerja .....	138
4.2.4 Implikasi Hasil Penelitian .....	141
4.2.4.1 Temuan Penelitian Bersifat Teoritis .....	143
4.2.4.2 Temuan Penelitian Bersifat Empirik .....	147
4.2.4.3 Implikasi Penelitian Terhadap Pendidikan Bisnis .....	148
<b>BAB V KESIMPULAN DAN REKOMENDASI .....</b>	<b>151</b>
5.1 Kesimpulan .....	151
5.2 Rekomendasi .....	152
<b>DAFTAR PUSTAKA .....</b>	<b>155</b>
<b>LAMPIRAN .....</b>	<b>155</b>



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