

**PERAN *WORK FAMILY CONFLICT* DALAM HUBUNGAN ANTARA
PERCEIVED ORGANIZATIONAL SUPPORT DAN
STRES KERJA PADA PEGAWAI BANK**

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ABSTRAKSI

Penelitian ini bertujuan untuk memperjelas struktur hubungan antara *perceived organizational support*, *work family conflict* dan stres kerja pada karyawan bank, dengan cara mencari tahu apakah *work family conflict* berperan sebagai mediator atau moderator dalam struktur hubungan tersebut. Sampel diambil pada 100 karyawan bank di Yogyakarta yang telah menikah dan berusia 25 – 55 tahun. Jenis penelitian ini adalah korelasi dengan teknik *purposive sampling* di mana sampel dipilih karena sesuai dengan kriteria dan berada pada waktu yang tepat. Data penelitian dianalisis menggunakan analisis regresi dengan bantuan program *SPSS 16.0 for Windows*. Skala stres kerja pada karyawan bank memiliki reliabilitas 0,923, skala *work family conflict* memiliki reliabilitas 0,883 dan skala *perceived organizational support* memiliki reliabilitas 0,947. Berdasarkan hasil penelitian ini ditemukan bahwa peran *work family conflict* dalam hubungan antara *perceived organizational support* dan stres kerja pada karyawan bank adalah sebagai mediator ($F = 109,685$ dan $p = 0,000$). Artinya *work family conflict* dapat menjadi perantara yang baik untuk *perceived organizational support* dan stres kerja pada karyawan bank.

Kata kunci: *work family conflict*, *perceived organizational support*, dan stres kerja, moderator, mediator

**THE ROLE OF WORK FAMILY CONFLICT IN RELATION BETWEEN
PERCEIVED ORGANIZATIONAL SUPPORT AND
JOB STRESS ON BANK EMPLOYEES**

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ABSTRACT

This study aims to clarify the structure of the relationship between perceived organizational support, work family conflict and job stress in bank employees, by way of finding out whether work family conflict acts as a mediator or moderator of the relationship structure. Samples were taken at 100 bank employees in Yogyakarta who have been married and aged 25-55 years. This research is the correlation with the purposive sampling technique because sample fits with criteria and at the right time. The data was revealed by the scale from job stress in bank employees with the reliability 0,923, work family conflict scale was 0,883 and perceived organizational support was 0,947. The data was analyzed using regression analysis with SPSS 16.0 for Windows. Based on the results of this study revealed that the role of work family conflict in the relationship between perceived organizational support and job stress on employees of the bank are as mediator ($F = 109,685$ and $p = 0.000$). This means work family conflict can be mediator for perceived organizational and job stress in bank employees.

Keywords: work family conflict, perceived organizational support, and job stress, moderator, mediator