

ABSTRAK

Covid-19 memberikan dampak negatif terhadap pekerja perempuan terkhususnya di bidang *food and beverages* (FnB) dengan spesifikasi *coffeeshop*, di masa Covid-19 pekerja perempuan harus melakukan kebiasaan baru yang berdampak secara psikologis yaitu stres kerja. Beragam stresor selama masa pandemi diantaranya adalah persepsi keselamatan, ancaman akan risiko penularan, informasi yang tidak jelas, karantina, dan juga kondisi kerja. Penelitian ini bertujuan untuk mengetahui bagaimana para pekerja perempuan *coffeeshop* di Yogyakarta memaknai stres kerja yang dihadapi selama masa pandemi Covid-19. Penelitian ini dilakukan dengan menggunakan metode penelitian kualitatif dengan pendekatan fenomenologi. Metode pengumpulan data dilakukan dengan wawancara mendalam dan juga observasi lapangan yang dilengkapi dengan dokumentasi berupa foto. Partisipan dalam penelitian ini berjumlah 3 orang pekerja perempuan *coffeeshop*. Hasil penelitian menunjukkan bahwa masing masing partisipan memiliki faktor stres kerja dengan permasalahan faktor organisasional, iklim komunikasi yang buruk, hubungan interpersonal, tuntutan peran dan juga tuntutan tugas. Semua partisipan sama-sama memaknai stres kerja dalam padanan kata ‘babu’, ‘kuli’ dan ‘dikerjain’, kata tersebut merupakan ekspresi perasaan ketertindasan yang diakumulasi dari pengalaman kerja sehari-hari sebagai *barista* perempuan di masa pandemi.

Kata kunci: *Stres kerja, Pekerja perempuan, Coffeeshop*

ABSTRACT

Covid-19 has a negative impact on female workers, especially in the *food and beverages* (FnB) sector with coffee shop specifications, during the Covid-19 period, female workers must carry out new habits that have a psychological impact, namely work stress. Various stressors during the pandemic include safety perceptions, the threat of transmission risk, unclear information, quarantine, and also working conditions. This study aims to find out how female coffee shop workers in Yogyakarta interpret the work stress they face during the Covid-19 pandemic. This research was conducted using qualitative research methods with a phenomenological approach. The method of data collection was carried out by in-depth interviews and also field observations which were accompanied by documentation in the form of photos. The participants in this study amounted to 3 female coffee shop workers. The results showed that each participant had work stress factors with organizational factors, poor communication climate, interpersonal relationships, role demands and task demands. All participants shared the same meaning of work stress in terms of the words 'babu', 'coolie' and 'dikerjain', these words are expressions of feelings of oppression accumulated from daily work experiences as female baristas during the pandemic.

Keywords: *job stress, female worker, coffeeshop*