

Abstrak

Penelitian ini bertujuan untuk mengetahui hubungan *problem focused coping* dengan stress kerja pada karyawan call center. Hipotesis dalam penelitian ini adalah terdapat hubungan negatif antara *problem focused coping* dengan stress kerja pada karyawan call center. Subjek penelitian sebanyak 40 orang. Pengambilan subjek menggunakan *incidental sampling* dengan data yang dikumpulkan menggunakan skala *problem focused coping* dan skala stress kerja. Data dianalisis menggunakan korelasi product moment dengan program SPSS

v.17. Berdasarkan hasil analisis, diperoleh nilai korelasi(r_{xy}) = -0,748 dengan $p=0,000$. Hal ini menunjukkan bahwa ada hubungan negatif *problem focused coping* dengan stress kerja pada karyawan call center. Diterimanya hipotesis dalam penelitian ini menunjukkan koefisien determinasi (R^2) sebesar 0,560 yang berarti *problem focused coping* memiliki kontribusi 56 % terhadap stress kerja dan sisanya 44 % dipengaruhi oleh factor lainnya seperti stressor lingkungan fisik, stressor individu, stressor kelompok dan stressor keorganisasian.

Kata Kunci: *problem focuses coping*, Stres Kerja, *Call center*

Abstract

This study aims to determine the relationship between problem focus coping and job stress in call center employees. The hypothesis in this study is that there is a negative relationship between problem focused coping and job stress on call center employees. The research subjects were 40 people. Taking the subject using incidental sampling with data collected using a scale of problem focuses coping and a scale of work stress. Data were analyzed using product moment correlation with SPSS v.17 program. Based on the analysis, the correlation value (r_{xy}) = -0.748 with $p = 0.000$ is obtained. This suggests that there is a negative relationship with problem focus coping with work stress on call center employees. The acceptance of the hypothesis in this study shows a coefficient of determination (R^2) of 0.560 which means that problem focus coping has a 56% contribution to work stress and the remaining 44% is influenced by other factors such as physical environmental stressors, individual stressors, group stressors and organizational stressors.

Kata kunci: *psychology, problem focused coping, work stress, employees, call center*