

RINGKASAN

Tujuan penelitian ini adalah untuk menganalisis pengaruh dari *role ambiguity*, *role conflict*, *external locus of control*, dan *neuroticism* terhadap *job stress*. Metodologi penelitian yang digunakan untuk penelitian ini adalah pendekatan kuantitatif. Populasi dalam penelitian ini sebanyak 165 orang dengan 120 orang yang menjadi responden. Teknik analisis yang digunakan adalah *multiple regression analysis*. Teknik pengambilan sampel dalam penelitian ini adalah teknik *random sampling*. Perangkat lunak yang digunakan untuk menganalisis data adalah perangkat lunak SPSS 18. Hasil penelitian menunjukkan bahwa *role ambiguity*, *role conflict*, *external locus of control*, dan *neuroticism* berpengaruh terhadap *job stress*. Implikasi dalam penelitian ini menunjukkan stress kerja dipengaruhi oleh stressor yang berasal dari organisasi maupun individu, sehingga setiap organisasi maupun individu diharapkan mampu untuk dapat mengontrol stress kerja.

Kata Kunci: Role Ambiguity, Role Conflict, External Locus of Control, Neuroticism, dan Job Stress

SUMMARY

The purpose of this study was to analyze the effect of role ambiguity, role conflict, external locus of control, and neuroticism on job stress. The research methodology used for this study is a quantitative approach. The population in this study were 165 people with 120 people who became respondents. The analysis technique used is multiple regression analysis. The sampling technique in this study was a random sampling technique. The software used to analyze the data is SPSS 18. The results showed that role ambiguity, role conflict, external locus of control, and neuroticism had an effect on job stress. The implications in this study indicate that job stress is influenced by stressors from organizations and individuals, so that every organization and individual is expected to be able to control work stress.

Keyword: Role Ambiguity, Role Conflict, External Locus of Control, Neuroticism, and Job Stress

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