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**PENGARUH BEBAN KERJA DAN TUNTUTAN PEKERJAAN  
TERHADAP STRES KERJA DENGAN *WORK-LIFE BALANCE*  
SEBAGAI VARIABEL MEDIASI (STUDI PADA KARYAWAN  
BANK RAKYAT INDONESIA KANTOR CABANG KAWI  
MALANG)**

**SKRIPSI**

Untuk Memenuhi Salah Satu Persyaratan Mencapai  
Derajat Sarjana Manajemen



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STRES KERJA DENGAN *WORK-LIFE BALANCE* SEBAGAI VARIABEL  
MEDIASI (STUDI PADA KARYAWAN BANK RAKYAT INDONESIA  
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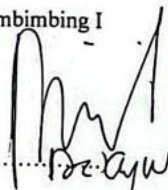
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## **THE EFFECT OF WORKLOAD AND JOB DEMANDS ON WORK STRESS WITH WORK-LIFE BALANCE AS A MEDIATION VARIABLE (STUDY OF EMPLOYEES OF BANK RAKYAT INDONESIA, KAWI BRANCH OFFICE, MALANG)**

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### **Abstract**

*This study aims to analyze the effect of workload and job demands on job stress with work-life balance as a mediating variable among employees of Bank Rakyat Indonesia (BRI) Kawi Branch Office in Malang. High work targets, time pressure, and responsibilities in providing services to customers make banking employees vulnerable to experiencing job stress. Therefore, employees' ability to maintain a balance between work and personal life becomes an important factor in reducing work-related stress. This research employed a quantitative approach using explanatory research. The population consisted of all employees of BRI Kawi Branch Office Malang using a total sampling technique. Data were collected through questionnaires using a five-point Likert scale and analyzed using regression analysis with Process Macro Hayes to examine both direct and indirect relationships between variables. The results showed that workload and job demands have a positive and significant effect on job stress. In addition, workload and job demands negatively and significantly affect work-life balance. Work-life balance also has a negative and significant effect on job stress, indicating that better work-life balance leads to lower levels of job stress among employees. Furthermore, the mediation analysis shows that work-life balance mediates the effect of workload and job demands on job stress. This study implies that organizations need to manage workload and job demands proportionally and support work-life balance programs to improve employee well-being and reduce job stress.*

**Keywords:** workload, job demands, work-life balance, job stress.

# **PENGARUH BEBAN KERJA DAN TUNTUTAN PEKERJAAN TERHADAP STRES KERJA DENGAN *WORK-LIFE BALANCE* SEBAGAI VARIABEL MEDIASI (STUDI PADA KARYAWAN BANK RAKYAT INDONESIA KANTOR CABANG KAWI MALANG)**

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## **Abstrak**

Penelitian ini bertujuan untuk menganalisis pengaruh beban kerja dan tuntutan pekerjaan terhadap stres kerja dengan *work-life balance* sebagai variabel mediasi pada karyawan Bank Rakyat Indonesia (BRI) Kantor Cabang Kawi Malang. Tingginya target kerja, tekanan waktu, serta tanggung jawab pelayanan kepada nasabah menyebabkan karyawan perbankan rentan mengalami stres kerja. Oleh karena itu, kemampuan karyawan dalam menjaga keseimbangan antara pekerjaan dan kehidupan pribadi menjadi faktor penting dalam mengurangi tekanan kerja yang dialami. Penelitian ini menggunakan pendekatan kuantitatif dengan jenis penelitian eksplanatori. Populasi penelitian adalah seluruh karyawan BRI Kantor Cabang Kawi Malang dengan teknik total sampling. Data dikumpulkan melalui kuesioner dengan skala Likert lima poin dan dianalisis menggunakan regresi dengan Process Macro Hayes untuk menguji hubungan langsung maupun tidak langsung antar variabel. Hasil penelitian menunjukkan bahwa beban kerja dan tuntutan pekerjaan berpengaruh positif dan signifikan terhadap stres kerja. Selain itu, beban kerja dan tuntutan pekerjaan juga berpengaruh negatif dan signifikan terhadap *work-life balance*. *Work-life balance* terbukti berpengaruh negatif dan signifikan terhadap stres kerja, sehingga semakin baik keseimbangan kehidupan kerja karyawan maka semakin rendah tingkat stres kerja yang dialami. Hasil analisis mediasi menunjukkan bahwa *work-life balance* mampu memediasi pengaruh beban kerja dan tuntutan pekerjaan terhadap stres kerja. Penelitian ini memberikan implikasi bahwa perusahaan perlu mengelola beban kerja dan tuntutan pekerjaan secara proporsional serta mendukung program *work-life balance* guna meningkatkan kesejahteraan karyawan dan menurunkan tingkat stres kerja.

**Kata kunci:** beban kerja, tuntutan pekerjaan, *work-life balance*, stres kerja.

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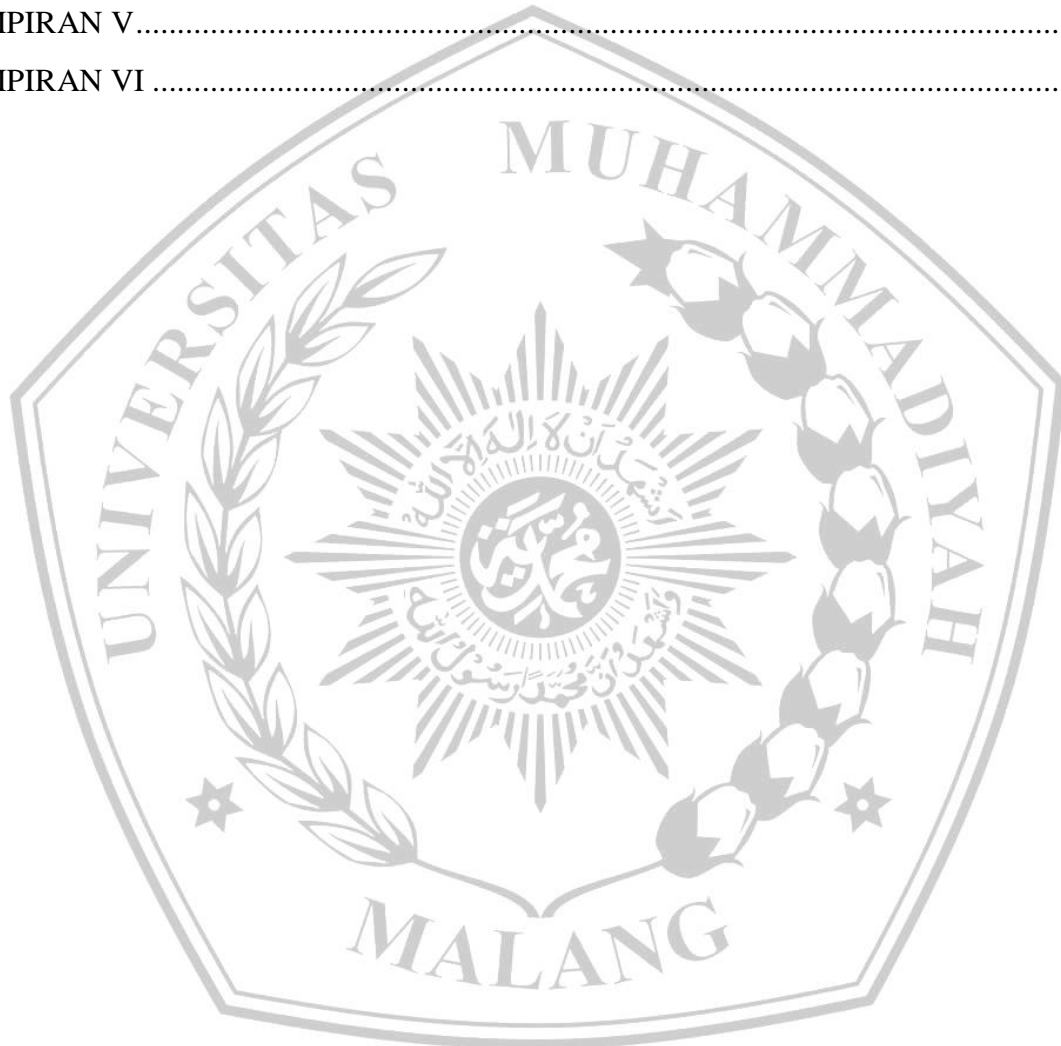
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**Tanda Terima Cek Plagiasi**

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Persentase Plagiasi : 2%  
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