

# HUBUNGAN KONFLIK INTERPERSONAL TERHADAP STRES KERJA SELAMA *WORK FROM HOME* (WFH) PADA KARYAWAN PT ALTUS LOGISTICS SERVICES INDONESIA TAHUN 2021

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## **Abstrak**

Stres kerja merupakan reaksi berbahaya yang dialami seseorang terhadap tekanan dan tuntutan yang tidak semestinya di tempat kerja. Stres kerja memiliki dampak yang buruk terhadap kondisi kesehatan pekerja secara fisik dan psikis. Pandemi Covid-19 menyebabkan adanya kebijakan baru untuk melakukan pekerjaan dari rumah (*Work From Home*). Penelitian ini bertujuan untuk mengetahui hubungan konflik interpersonal dan karakteristik individu terhadap stres kerja pada karyawan PT Altus Logistics Services Indonesia. Jenis penelitian yang digunakan yaitu analitik kuantitatif dengan desain *cross sectional*. Sampel penelitian berjumlah 46 karyawan perkantoran. Hasil penelitian menunjukkan sebanyak 21 karyawan mengalami stres kerja ringan. Terdapat 25 karyawan mengalami konflik interpersonal yang buruk. Hasil analisis statistik menunjukkan adanya hubungan yang signifikan antara konflik interpersonal ( $p\text{-value} = 0,001$ ) dan jenis kelamin ( $p\text{-value} = 0,020$ ) dengan stres kerja. Perempuan memiliki risiko hampir 8 kali lebih besar untuk mengalami stres kerja dibandingkan laki-laki. Konflik interpersonal memiliki hubungan yang signifikan dengan stres kerja karyawan. Jenis kelamin memiliki hubungan yang signifikan dengan stres kerja dan perempuan memiliki risiko lebih tinggi untuk mengalami stres kerja selama bekerja dari rumah. Pekerja dapat mempelajari pola komunikasi yang baik antar karyawan. Perusahaan dapat memberikan pelatihan dan evaluasi secara rutin untuk mendapatkan *feedback* dari karyawan.

**Kata Kunci** : Stres pekerjaan, Hubungan Interpersonal, Pandemi Covid-19

**A STUDY ON ASSOCIATION BETWEEN INTERPERSONAL  
CONFLICT AND WORK-RELATED STRESS ON EMPLOYEES AT  
PT ALTUS LOGISTICS SERVICES INDONESIA  
DURING WORK FROM HOME  
2021**

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**Abstract**

Work-related stress is a dangerous reaction that which occurs to a person with inappropriate work pressure work pressure and demand at the workplace. Work-related stress has bad consequences, physically and psychologically for the health condition of employees. Covid-19 pandemic has resulted in a new policy for employees to work from home. This research aimed to determine interpersonal conflict and individual characteristics association to work-related stress on employees at PT Altus Logistics Services Indonesia. This research was a quantitative analytic method with cross-sectional design. Sample of this research were 46 office employees. The results of this research showed that 21 employees experienced mild work-related stress. There are 25 employees experiencing bad interpersonal conflict. The results of the bivariat analysis show a significant relationship between interpersonal conflict ( $p$ -value = 0.001) and gender ( $p$ -value = 0.020) with work-related stress. Women were eight times having greater risk to experienced work-related stress rather than men. Interpersonal conflict has a significant relationship with work-related stress. Gender has a significant relationship with work-related stress and women had a higher risk of experiencing work-related stress while working from home. Workers can learn good communication patterns between employees. Companies can provide training and evaluation on a regular basis to get a feedback from employees.

**Keywords** : Occupational Stress, Interpersonal Relationship, Pandemic Covid-19