# ABSTRAK

**PENGARUH KONFLIK KERJA DAN STRES KERJA TERHADAP KUALITAS KERJA KARYAWAN PT. ASTRA**

# INTERNATIONAL Tbk - ISUZU MEDAN

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Penelitian ini bertujuan untuk mengetahui pengaruh konflik kerja dan stres kerja terhadap kualitas KERJA karyawan PT. Astra Internastional Tbk - ISUZU Medan. Metode analisis data yang digunakan dalam menganalisis masalah yang ada yaitu metode analisis data deskriptif dan kuantitatif. Yang menjadi populasi adalah karyawan dibidang penjualan yaitu sebanyak 67 orang dan penentuan sampel menggunakan metode sampling jenuh sehingga total sampel penelitian yaitu sebanyak 67 responden. Berdasarkan hasil uji regresi linear berganda diperoleh persamaan yaitu Y = 5,742+ 0,406X1 + 0,466X2. Nilai koefisien variabel yang bernilai positif menunjukkan bahwa konflik kerja dan stres kerja berpengaruh positif terhadap kualitas KERJA karyawan di PT. Astra Insternational Tbk – ISUZU Medan.nilai thitung (3,382) > ttabel (1,669) dan nilai signifikansi 0,001 < 0,05, maka Ha diterima dan H0 ditolak, artinya konflik kerja berpengaruh signifikan terhadap kualitas kerja karyawan di PT. Astra Insternational Tbk – ISUZU Medan. Nilai thitung (4,019) > ttabel (1,669) dan nilai signifikansi 0,000 < 0,05, maka Ha diterima dan H0 ditolak, artinya stres kerja berpengaruh signifikan terhadap kualitas KERJA karyawan di PT. Astra Insternational Tbk – ISUZU Medan. Nilai Fhitung = 85,830 > Ftabel = 2,75 dan signifikansi 0,000 < 0,05. Artinya variabel konflik kerja dan stres kerja secara bersama-sama berpengaruh positif dan signifikan terhadap kualitas kerja karyawan di PT. Astra Insternational Tbk – ISUZU Medan. Hasil uji koefisien determinasi diperoleh nilai *Adjusted R Square* adalah 0,720 atau 72%, artinya konflik kerja dan stres kerja menjelaskan pengaruhnya terhadap kualitas kerja karyawan di PT. Astra Insternational Tbk – ISUZU Medan yaitu sebesar 72%, sedangkan sisanya dipengaruhi oleh variabel lain yang tidak diteliti dalam penelitian ini.

# Kata Kunci: Konflik Kerja, Stres Kerja, Kualitas Kerja Karyawan.

## ABSTRACT

***THE EFFECT OF WORK CONFLICT AND WORK STRESS ON THE QUALITY OF WORK OF PT. ASTRA INTERNATIONAL Tbk – ISUZU MEDAN***

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*This research aims to determine the effect of work conflict and work stress on the quality of WORK of PT employees. Astra Internastional Tbk - ISUZU Medan. The method of data analysis used in analyzing existing problems is descriptive and quantitative data analysis. The population is employees in the field of sales that is as many as 67 people and the determination of samples using saturated sampling methods so that the total research sample is as many as 67 respondents.. Based on the results of multiple linear regression tests obtained equations namely Y = 5.742+ 0.406X1 + 0.466X2. The value of a positive variable coefficient indicates that work conflict and work stress have a positive effect on the quality of work of employees in PT. Astra Insternational Tbk – ISUZU Medan. tcount value (3,382) > ttable (1,669) and significance value 0.001 < 0.05, then Ha accepted and H0 rejected, meaning work conflict has a significant effect on the quality of work of employees in PT. Astra Insternational Tbk – ISUZU Medan. Tcount value (4,019) > ttable (1,669) and significance value 0.000 < 0.05, then Ha received and H0 rejected, meaning work stress has a significant effect on the quality of work employees in PT. Astra Insternational Tbk – ISUZU Medan. FCalculated value = 85,830 > Ftable = 2,75 and significance 0.000 < 0.05. This means that the variables of work conflict and work stress together have a positive and significant effect on the quality of work of employees at PT. Astra Insternational Tbk – ISUZU Medan. The result of the coefficient of determination obtained adjusted R Square value is 0.720 or 72%, meaning that work conflict and work stress explain its influence on the quality of work of employees in PT. Astra Insternational Tbk – ISUZU Medan is 72%, while the rest is influenced by other variables not studied in this study.*

***Keywords: Work Conflict, Work Stress, Employee Work Quality.***