

TUGAS AKHIR PROGRAM MAGISTER (TAPM)

**PENGARUH ROLE STRESS DAN JOB RESOURCES TERHADAP EMOTIONAL
EXHAUSTION DENGAN MEDIASI WORK-FAMILY CONFLICT DI KALANGAN
TENAGA KEPENDIDIKAN PERGURUAN TINGGI**



**TAPM diajukan sebagai salah satu syarat untuk memperoleh
Gelar Magister Manajemen**

Disusun Oleh :

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SEKOLAH PASCASARJANA

UNIVERSITAS TERBUKA

JAKARTA

2025

ABSTRAK

PENGARUH *ROLE STRESS* DAN *JOB RESOURCES* TERHADAP *EMOTIONAL EXHAUSTION* DENGAN MEDIASI *WORK-FAMILY CONFLICT* DI KALANGAN TENAGA KEPENDIDIKAN PERGURUAN TINGGI

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Penelitian ini bertujuan untuk mengetahui Pengaruh *Role Stress* dan *Job Resources* terhadap *Emotional Exhaustion* dengan mediasi *Work-family conflict* di kalangan Tenaga Kependidikan Perguruan Tinggi. Penelitian ini merupakan penelitian kuantitatif dengan pendekatan analisis kausalitas. Instrumen penelitian yang digunakan adalah kuesioner yang disusun dengan skala likert lima poin. Sampel penelitian berjumlah 200 orang yang merupakan tenaga kependidikan di Perguruan Tinggi XYZ di Kabupaten Bogor dengan status kepegawaian yaitu Pegawai Negeri Sipil, pegawai tetap dan tenaga kontrak dengan jumlah populasi tenaga kependidikan sebanyak 1944 orang. Data dianalisis menggunakan metode SEM-PLS dengan bantuan perangkat lunak SmartPLS 3. Hasil penelitian menunjukkan bahwa *Role Stress* berpengaruh positif dan signifikan terhadap *Emotional Exhaustion*. *Job Resources* berpengaruh negatif tidak signifikan terhadap *Emotional Exhaustion*. *Work-family conflict* berpengaruh positif dan signifikan terhadap *Emotional Exhaustion*. *Role Stress* berpengaruh positif dan signifikan terhadap *Work-family conflict*. *Job Resources* berpengaruh positif dan tidak signifikan terhadap *work-family conflict*. *Role Stress* berpengaruh positif dan signifikan terhadap *Emotional Exhaustion* melalui mediasi *Work-family conflict*. *Job Resources* berpengaruh positif tidak signifikan terhadap *Emotional Exhaustion* melalui mediasi *Work-family conflict*.

Kata kunci : *role stress, job resources, emotional exhaustion, work-family conflict, tenaga kependidikan, perguruan tinggi*

ABSTRACT

THE EFFECT OF ROLE STRESS AND JOB RESOURCES ON EMOTIONAL EXHAUSTION WITH WORK-FAMILY CONFLICT MEDIATION AMONG HIGHER EDUCATIONAL STAFF

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This study aims to determine the Effect of Role Stress and Job Resources on Emotional Exhaustion with the mediation of Work-family conflict among Higher Education Personnel. This study is a quantitative study with a causality analysis approach. The research instrument used was a questionnaire compiled with a five-point Likert scale. The research sample consisted of 200 people who were education personnel at XYZ Higher Education in Bogor Regency with employment statuses, namely Civil Servants, permanent employees and contract workers with a total population of 1944 education personnel. Data were analyzed using the SEM-PLS method with the help of SmartPLS 3 software. The results showed that Role Stress had a positive and significant effect on Emotional Exhaustion. Job Resources had a negative but insignificant effect on Emotional Exhaustion. Work-family conflict had a positive and significant effect on Emotional Exhaustion. Role Stress had a positive and significant effect on Work-family conflict. Job Resources had a positive and insignificant effect on work-family conflict. Role Stress had a positive and significant effect on Emotional Exhaustion through the mediation of Work-family conflict. Job Resources have a positive but insignificant effect on Emotional Exhaustion through the mediation of Work-family conflict.

Keywords: *role stress, job resources, emotional exhaustion, work-family conflict, education staff, higher education*

**UNIVERSITAS TERBUKA
SEKOLAH PASCASARJANA
PROGRAM STUDI MAGISTER MANAJEMEN**

LEMBAR PERNYATAAN BEBAS PLAGIASI

Tugas Akhir Program Magister yang berjudul
Pengaruh *Role Stress* dan *Job Resources* terhadap *Emotional Exhaustion* dengan
Mediasi *Work-Family Conflict* di Kalangan Tenaga Kependidikan Perguruan
Tinggi adalah hasil karya saya sendiri, dan seluruh sumber yang dikutip maupun
dirujuk telah saya nyatakan dengan benar. Apabila di kemudian hari ternyata
ditemukan adanya penjiplakan (plagiat), maka saya bersedia menerima sanksi
akademik.

Bogor, 14 Juli 2025

Yang Menyatakan



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LEMBAR PENGESAHAN HASIL UJIAN SIDANG

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Judul TAPM : Pengaruh *Role Stress* dan *Job Resources* terhadap
Emotional Exhaustion dengan Mediasi *Work-Family Conflict* di Kalangan Tenaga
Kependidikan Perguruan Tinggi

TAPM telah dipertahankan di hadapan Panitia Penguji Tugas Akhir Program Magister (TAPM) Sekolah Pascasarjana Universitas Terbuka pada:

Hari/Tanggal : Rabu/10 September 2025
Waktu : 13.00 – 14.30 WIB

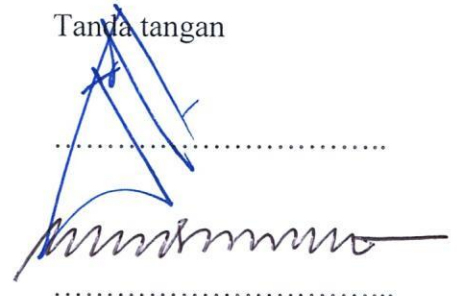
dan telah dinyatakan **LULUS**

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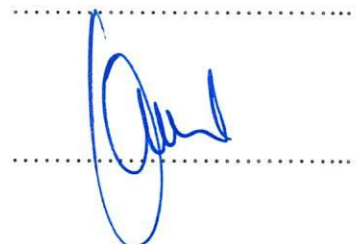
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Menyetujui

Pembimbing I, Pembimbing II,

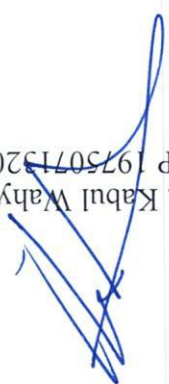


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