

ABSTRAK

Ira Amanda Sitorus, NIM: 7193510059. “Pengaruh *Psychological Capital* Dan Kecerdasan Emosional Terhadap Stres Kerja Di PT. Bank Sumut Kantor Pusat Medan”. Skripsi Jurusan Manajemen, Fakultas Ekonomi Universitas Negeri Medan 2023.

Penelitian ini bertujuan untuk mengetahui pengaruh *Psychological Capital* dan Kecerdasan Emosional terhadap Stres Kerja di PT. Bank Sumut Kantor Pusat Medan. Penelitian ini menggunakan metode pendekatan kuantitatif dengan populasi sebanyak 320 karyawan dan dengan teknik pengambilan sampel menggunakan teknik *Cluster Random Sampling* yaitu berjumlah sebanyak 116 responden. Teknik pengumpulan data pada penelitian ini dilakukan melalui penyebaran kuisioner atau angket yang diolah menggunakan analisis regresi linier berganda. Pada penelitian ini data telah di uji menggunakan SPSS ver. 25.0 For Windows yang telah di uji validitasnya, reabilitasnya, uji asumsi klasik dan juga pengujian hipotesis menggunakan uji F, uji T, dan koefisien determinasi.

Hasil penelitian ini menunjukkan bahwa *Psychological Capital* berpengaruh signifikan negatif terhadap stres kerja dengan dibuktikan dengan $t_{hitung} (-3,029) < t_{tabel} (-1,981)$ dan nilai signifikannya $0,003 < 0,05$. Variabel Kecerdasan Emosional juga berpengaruh signifikan dan negatif terhadap stres kerja dengan dibuktikan nilai sig. $0,005 < 0,05$ dan $t_{hitung} (-2,896) < t_{tabel} (-1,981)$. Penelitian ini dilakukan dengan uji F menunjukkan bahwa $F_{hitung} (14,060) > F_{tabel} (3,08)$ dan nilai signifikan $(0,000) < 0,05$ sehingga dapat disimpulkan bahwa *Psychological Capital* dan Kecerdasan Emosional berpengaruh signifikan sebesar 0,199 atau 19,9% terhadap Stres Kerja di PT. Bank Sumut Kantor Pusat Medan.

Kata Kunci : *Psychological Capital*, Kecerdasan Emosional, Stres Kerja

ABSTRACT

Ira Amanda Sitorus, NIM: 7193510059. “The Influence of Psychological Capital and Emotional Intelligence on Job Stress at PT. Bank Sumut Medan Headquarters”. Thesis Department of Management, Faculty of Economics, State University of Medan 2023.

This study aims to determine the effect of Psychological Capital and Emotional Intelligence on Job Stress at PT. Bank Sumut Medan Headquarters. This study used a quantitative approach with a population of 320 employees and the sampling technique used the Cluster Random Sampling technique, which consisted of 116 respondents. The data collection technique in this study was carried out by distributing questionnaires or questionnaires which were processed using multiple linear regression analysis. In this study the data was tested using SPSS ver. 25.0 For Windows which has been tested for its validity, reliability, classic assumption test and also hypothesis testing using the F-test, T-test, and the coefficient of determination.

The results of this study indicate that Psychological Capital has a significant negative effect on work stress as evidenced by $t_{\text{count}} (-3.029) < t_{\text{table}} (-1.981)$ and a significant value of $0.003 < 0.05$. The Emotional Intelligence variable also has a significant and negative effect on work stress by proving the sig. $0.005 < 0.05$ and $t_{\text{count}} (-2.896) < t_{\text{table}} (-1.981)$. This research was conducted with the F-test showing that $F_{\text{count}} (14.060) > F_{\text{table}} (3.08)$ and a significant value $(0.000) < 0.05$ so it can be concluded that Psychological Capital and Emotional Intelligence have a significant effect of 0.199 or 19.9% on Job Stress at PT. Bank Sumut Medan Headquarters.

Keywords: Psychological Capital, Emotional Intelligence, Job Stress