

ABSTRAK

Penelitian ini bertujuan untuk mengetahui, menganalisis, serta menjelaskan: (1) Konflik kerja, stres kerja dan komitmen organisasi di PT. Cardolestari Indonesia (*Borobudur Dept. Store*) Cabang Karawang Central Plaza; (2) hubungan konflik kerja dan stres kerja di PT. Cardolestari Indonesia (*Borobudur Dept. Store*) Cabang Karawang Central Plaza; (3) pengaruh parsial konflik kerja dan stres kerja terhadap komitmen organisasi di PT. Cardolestari Indonesia (*Borobudur Dept. Store*) Cabang Karawang Central Plaza (4) Pengaruh simultan konflik kerja dan stres kerja terhadap komitmen organisasi di PT. Cardolestari Indonesia (*Borobudur Dept. Store*) Cabang Karawang Central Plaza. Penelitian dilakukan dengan menggunakan metode deskriptif verifikatif. Sampel yang diambil berdasarkan teknik *simple random sampling* jenuh berjumlah 103 orang. Berdasarkan hasil analisis deskriptif, konflik kerja dan stres kerja berada pada kriteria rendah, sedangkan komitmen organisasi berada pada kriteria tinggi. Berdasarkan hasil analisis verifikatif, diketahui terdapat hubungan yang kuat dan positif antara konflik kerja dan stres kerja di PT. Cardolestari Indonesia (*Borobudur Dept. Store*) Cabang Karawang Central Plaza. Terdapat pengaruh parsial konflik kerja terhadap komitmen organisasi baik secara langsung maupun tidak langsung dengan total pengaruh sebesar 46,18%. Terdapat pengaruh parsial stres kerja terhadap komitmen organisasi baik secara langsung maupun tidak langsung dengan total pengaruh sebesar 12,99%. Dari hasil analisis juga dapat dibuktikan bahwa terdapat pengaruh simultan konflik kerja dan stres kerja terhadap komitmen organisasi sebesar 59,2% sedangkan sisanya sebesar 40,8% dipengaruhi variabel lain yang tidak diteliti.

Kata kunci: konflik kerja; komitmen organisasi; stres kerja.

ABSTRACT

*This study aims to determine, analyze, and explain: (1) Work conflict, work stress and organizational commitment at PT. Cardolestari Indonesia (Borobudur Dept. Store) Karawang Central Plaza Branch; (2) the relationship between work conflict and work stress at PT. Cardolestari Indonesia (Borobudur Dept. Store) Karawang Central Plaza Branch; (3) the partial effect of work conflict and work stress on organizational commitment at PT. Cardolestari Indonesia (Borobudur Dept. Store) Karawang Central Plaza Branch (4) The simultaneous effect of work conflict and work stress on organizational commitment at PT. Cardolestari Indonesia (Borobudur Dept. Store) Karawang Central Plaza Branch. The research was conducted using descriptive verification method. The sample taken based on the saturated simple random sampling technique amounted to 103 people. Based on the results of descriptive analysis, work conflict and work stress are in the low criteria, while **organizational** commitment is in the high criteria. Based on the results of the verification analysis, it is known that there is a strong and positive relationship between work conflict and work stress at PT. Cardolestari Indonesia (Borobudur Dept. Store) Karawang Central Plaza Branch. There is a partial effect of work conflict on organizational commitment either directly or indirectly with a total effect of 46.18%. There is a partial effect of work stress on organizational commitment either directly or indirectly with a total effect of 12.99%. From the results of the analysis, it can also be proven that there is a simultaneous effect of work conflict and work stress on organizational commitment by 59.2% while the remaining 40.8% is influenced by other variables not examined.*

Keywords: work conflict; organizational commitment; work stress.