

ABSTRACT

The purpose of this research is to answer the phenomena occurred, both theoretically and empirically regarding the relationship between stressor and job performance. Commonly, the researchers have found stressor have negatif effect to job performance, on the other side, the stressor also has potential positif effect to job performance. This research examines the role of perceived organizational support (POS) as moderating variable to strengthened the relationship between stressor and challenge and hindrance stressor, the consequence of challenge and hindrance stressor toward work engagement and burnout, and also the role of work engagement and burnout in effecting job performance. The result this research is expected to answer the question about the work stressor effect.

Population in this research are police officers that work in big city, such as : Jakarta, Surabaya, Semarang, Bandung, Ujung Pandang, and Medan. The sample used in this research are 370 police officers that taken according to data collecting technique using random sampling method proportionally. Statistic tools to examine the hypothesis of this research is Structural Equation Modelling (SEM).

The result of this research shows that perceived organizational support as moderating variable to greater relationship between stressor to challenge and hindrance stressor. Challenge stressor have positive effect to work engagement and hindrance stressor have positive effect to burnout. The next result display that work engagement has positive influence to job performance, however burnout has negative influence to job performance. Therefore, the job stressor increase the job performance through challenge stressor and work engagement, on the other hand the job stressor decrease the job performance through hindrance stressor and burnout.

Key words : job stressor, challenge stressor, hindrance stressor, perceived organizational support, work engagement, burnout, and job performance.