

INTISARI

Latar Belakang: Produktivitas kerja memiliki peran penting dalam menjaga kualitas layanan, terutama pada pekerja yang menyediakan jasa. Petugas pelayanan teknik di PT. PLN (Persero) Unit Layanan Pelanggan (ULP) Bantul menghadapi tantangan dalam memelihara keandalan jaringan listrik. Penelitian ini bertujuan untuk mengetahui bagaimana pengaruh motivasi kerja, beban kerja, dan kendali emosi kerja terhadap produktivitas kerja petugas pelayanan teknik di PT. PLN (Persero) ULP Bantul. **Metode:** Penelitian dilakukan menggunakan pendekatan *cross-sectional*. Subyek penelitian diambil dari seluruh populasi petugas pelayanan teknik di PT. PLN (Persero) ULP Bantul sebanyak 50 orang. Data motivasi kerja, beban kerja, dan kendali emosi kerja dikumpulkan melalui kuesioner *Job Diagnostic Survey* (JDS), NASA-TLX, dan Kendali emosi kerja *Scale* (ELS) pada seluruh petugas pelayanan teknik di PT. PLN (Persero) ULP Bantul. Sedangkan data produktivitas kerja diambil melalui data sekunder rata-rata capaian jam kerja masing-masing petugas pelayanan teknik PT. PLN (Persero) ULP Bantul. Data kuantitatif dianalisis menggunakan Korelasi Spearman. **Hasil:** Motivasi kerja berpengaruh signifikan terhadap produktivitas kerja ($p = 0,036$), dengan korelasi positif yang lemah. Sebaliknya, beban kerja tinggi dan kendali emosi kerja tidak berpengaruh signifikan terhadap produktivitas kerja ($p = 0,7278$ dan $p = 0,5892$). Sistem kerja berbasis tim dan pembagian tugas yang efektif dapat menjaga produktivitas meskipun beban kerja tinggi. **Kesimpulan:** Motivasi kerja berpengaruh signifikan terhadap produktivitas, sementara beban kerja dan kendali emosi kerja tidak berpengaruh signifikan terhadap produktivitas kerja petugas PT. PLN (Persero) ULP Bantul.

Kata Kunci: Produktivitas Kerja, Motivasi Kerja, Beban Kerja, Kendali emosi kerja.

ABSTRACT

Background: Work productivity plays a crucial role in maintaining service quality, especially for workers providing services. Technical service officers at PT. PLN (Persero) Bantul Unit Layanan Pelanggan (ULP) face challenges in maintaining the reliability of the electricity. This study aims to examine the effect of work motivation, workload, and emotional labor on the work productivity of technical service officers at PT. PLN (Persero) ULP Bantul. **Methods:** The research was conducted using a cross-sectional approach. The research subjects were selected from the entire population of technical service officers at PT. PLN (Persero) ULP Bantul, totaling 50 people. Data on work motivation, workload, and emotional labor were collected using the Job Diagnostic Survey (JDS), NASA-TLX, and emotional labor Scale (ELS) questionnaires. Work productivity data were obtained through secondary data on the average work hours achieved by each technical service officer at PT. PLN (Persero) ULP Bantul. Quantitative data were analyzed using Spearman's Rank Correlation. **Results:** Work motivation had a significant effect on work productivity ($p = 0.036$), with a weak positive correlation. In contrast, high workload and emotional labor did not have a significant effect on work productivity ($p = 0.7278$ and $p = 0.5892$). A team-based work system and effective task distribution helped maintain productivity despite high workload. **Conclusion:** Work motivation significantly influences productivity, while workload and emotional labor do not significantly affect the work productivity of officers at PT. PLN ULP Bantul.

Keywords: Work Productivity, Work Motivation, Workload, Emotional Labor.