

## **ABSTRAK**

Penelitian ini bertujuan untuk mengetahui seberapa besar pengaruh beban kerja dan stress kerja terhadap kinerja karyawan pada PT Bank Negara Indonesia (Persero) Tbk Kantor Wilayah Bandung pada *Unit Business Performance and Channel Management Group Region* (PCR). Metode penelitian yang digunakan adalah metode deskriptif-verifikatif dengan pendekatan kuantitatif. Teknik pengumpulan data melalui wawancara, observasi, dan kuesioner. Sampel diperoleh dengan menggunakan teknik sampling jenuh. Pengolahan data dilakukan dengan menggunakan uji asumsi klasik, analisis koefisien korelasi, analisis koefisien determinasi, dan hipotesis. Berdasarkan hasil penelitian dapat disimpulkan beban kerja dan stress kerja terhadap kinerja karyawan sebesar 69,08% sedangkan sisanya sebesar 30,02% dipengaruhi oleh variabel lain yang tidak diteliti pada penelitian ini. Serta beban kerja dan stress kerja memiliki pengaruh bersama-sama terhadap kinerja karyawan karena  $F_{hitung}$  14.757 >  $F_{tabel}$  3,44 sehingga Ha diterima dan  $H_0$  ditolak. Secara parsial beban kerja dan stress kerja masing-masing berpengaruh secara signifikan terhadap kinerja karyawan pada PT Bank Negara Indonesia (Persero) Tbk Kantor Wilayah Bandung pada *Unit Business Performance and Channel Management Group Region* (PCR).

**Kata Kunci : Beban Kerja, Stress Kerja, Kinerja Karyawan**

## **ABSTRACT**

*This study aims to determine how much influence the workload and work stress on employee performance at PT Bank Negara Indonesia (Persero) Tbk Bandung Regional Office in the Business Performance Unit and Channel Management Group Region (PCR). The research method used is descriptive-verification method with a quantitative approach. Data collection techniques through interviews, observation, and questionnaires. Samples were obtained using saturated sampling technique. Data processing is done using the classic assumption test, correlation coefficient analysis, determination coefficient analysis, and hypothesis. Based on the results of this study concluded that workload and work stress on employee performance amounted to 69.08% while the remaining 30.02% was influenced by other variables not examined in this study. As well as workload and work stress have a joint effect on employee performance because  $F_{count} 14.757 > F_{table} 3.44$  so that  $H_a$  is accepted and  $H_0$  is rejected. Partially the workload and work stress each significantly influence the performance of employees at PT Bank Negara Indonesia (Persero) Tbk Bandung Regional Office in the Business Performance Unit and Channel Management Group Region (PCR).*

**Keywords:** Workload, Job Stress, Employee Performance