

**THE EFFECT OF WORK LOAD ON EMPLOYEES PERFORMANCE
WITH WORK STRESS AS MEDIATION VARIABLES (STUDY ON Office
Account PT Bank Rakyat Indonesia (Persero), Tbk OFFICE OF JOMBANG
BRANCH)**

ABSTRACT

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This research aims to analyze and prove the effect of workload on performance through work stress on Account Officer of PT Bank Rakyat Indonesia (Persero), Tbk Jombang Branch Office. This study uses a quantitative approach. The type of research that philosophically based on positivism. The population used is the Account Officer of PT Bank Rakyat Indonesia (Persero), Tbk Jombang Branch Office. The sample consisted of 35 respondents. Data analysis techniques using descriptive analysis, SEM analysis techniques, using WarpPLS. The results showed that the workload did not have a positive and significant effect on employee performance. Workload has a positive and significant effect on work stress. Job stress has a positive and significant effect on employee performance. Job stress is mediating the relationship between workload and employee performance.

Keywords: Workload, Job Stress, Employee Performance

**PENGARUH BEBAN KERJA TERHADAP KINERJA KARYAWAN
DENGAN STRES KERJA SEBAGAI VARIABEL MEDIASI (STUDI PADA
KARYAWAN ACCOUNT OFFICER PT BANK RAKYAT INDONESIA
(PERSERO), TBK KANTOR CABANG JOMBANG)**

ABSTRAK

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Penelitian ini bertujuan untuk menganalisis dan membuktikan pengaruh beban kerja terhadap kinerja karyawan melalui stres kerja pada karyawan account officer PT Bank Rakyat Indonesia (Persero), Tbk Kantor Cabang Jombang. Penelitian menggunakan pendekatan penelitian kuantitatif. Jenis penelitian yang berlandaskan filsafat positivisme. Populasi yang digunakan yaitu karyawan Account Officer PT Bank Rakyat Indonesia (Persero), Tbk Kantor Cabang Jombang. Sampel berjumlah 35 responden. Teknik analisis data menggunakan analisis deskriptif, analisis SEM, menggunakan WarpPLS. Hasil penelitian menunjukkan bahwa beban kerja tidak berpengaruh positif dan signifikan terhadap kinerja karyawan. Beban kerja berpengaruh positif dan signifikan terhadap stress kerja. Stres kerja berpengaruh positif dan signifikan terhadap kinerja karyawan. Stres kerja menjadi mediasi hubungan antara beban kerja terhadap kinerja karyawan.

Kata Kunci : Beban Kerja, Stres Kerja, Kinerja Karyawan