

ABSTRACT

The progressive technology in banking side which grows faster and rapidly, demands banks whether public bank or private bank to compete being the first. Service, easiness, dominating technology and human resources are being main factors in order to determine successful and advance of a bank. This reality also makes Indonesian Bank intent to equalize technology and qualified human resources. Considering Indonesian Bank as a supervisor bank for all banks Indonesia, so Indonesian Bank is more demanded to be the first over all.

This research focuses on efforts to create qualified human resources, with a wish that Indonesian Bank had qualified human resources who master technology. This research is a kind of descriptive research with questioner as a collecting data tool which is spread out to Indonesian Bank employee Bandung branch. From this questioner result, it takes illustration about stress condition in employee's job, all at once about their perception towards work productivity. The method used in the research is linear multi regression, in order to know stress effect in a job towards perception about work productivity. Besides that, it determines factors causing stress in a job by using cross tab method, thus it gives suggestions for Indonesian Bank in order to take several steps to overcome those stress causes.

From clustery data result, it determines that there are 2 persons stayed at stress level part I or 2.5 % from all respondents. Employees mostly stayed at ideal level (stress part II) that are 45 persons or 56.25 %. Besides that there are 21 persons stayed at stress level part III, or 26.25%. But, there are several employees stayed at fairly worried stress level (stress part IV) that is 15%. There is no employee stayed at stress level part V, that is 0%.

Based on dividing existing stress level, researcher determines stress level target in a job is on stress level part II. Because of based on Higgins theory that on stress level part II, employee will have the highest productivity, and as could as possible it has to avoid stress level part IV because on this level, employee stays at low productivity and can affect other employees.

The method used to count several stress effect towards perception about productivity is linear multi regression. From the calculation result conducted shows that stress effect in a job towards perceptions of work productivity variable is mostly affected by sense variable being job's slave.

Afterwards, it takes another processing data again in order to know stress level dissemination of employees by using cross tab method. Variable processed by cross tab is between stress level and potential factors causing stress in job's environment. From the result of cross tab, it shows that BPR division with its less employee indication is able to get stress level part IV. Beside that the amount of employee classed II counts a few, it makes several sickness stayed at stress level part IV around employee classed III.

From the conducted analysis, it can be concluded that this stress level part IV is much affected by less employee, so that several employees feel that the job is too much. So that, there are several employees feel like being job's slave. In order to overcome this problem, it needs adding amount of employee to fulfill spare position of employee.