

## ABSTRACT

*This research was conducted to obtain the impact of job stress on the performance of an employee at PT. Infomedia Solusi Humanika Bandung the survey on employees of division Inbound Call Center Telkomsel. The purpose of this study is to find and analyze what is the level of job stress on employees of PT. Infomedia Solusi Humanika Bandung, what is the level of performance on employees of PT. Infomedia Solusi Humanika Bandung, and the size of the impact of job stress on the performance of an employee at PT. Infomedia Solusi Humanika Bandung the study on employees of division Inbound Call Center Telkomsel.*

*This research is a quantitative descriptive and causal kind of research. In this study, 34 randomly selected employees of division Inbound Call Center Telkomsel participated. The data were collected using descriptive analysis, the normality test, the heteroscedasticity test, the partial (t) test, and regression analysis.*

*Based on the results of the hypotheses testing in partial (t) test, job stress is positively and significantly have an impact on employee's performance of division Inbound Call Center Telkomsel. It is proven by  $f_{count} > f_{table}$  ( $4,941 > 1,684$ ). Based on the determination coefficient, it shows that 43,3 % of job stress influence the employees performance, and the remaining of 56,7% influenced by other factors which weren't investigated in this study.*

*Conclusion of this research, job stress on the employee's performance in division Inbound Call Center Telkomsel Bandung is in the category of good enough, this indicates that job stress is positive because it is still tolerated by the employees.*

**Keywords :** *job stress, employee performance, call center.*