

ABSTRACT

Stress is a condition affecting the emotional tension, a person's thought processes and the conditions in which he was forced to respond beyond the ability to adjust itself to the demands of external (environmental). Employees who experience job stress can be known of the symptoms that arise, among others: the physiological symptoms, psychological symptoms, and behavioral symptoms.

This research was conducted at PT. TIKI JNE which they are the popular company that serves the public in matters of customs services, especially imports of time sensitive shipments through warehouses This research was conducted to determine the influence of stress work on employee performance (study on PT. TIKI JNE employee). The method used is the quantitative methods with this type of research is a study of the causal and descriptive.

The sampling that used in this research is probability sampling with the type nonprobability sampling. The number of respondents are 80 employees in PT. TIKI JNE. Data analysis technique that being used is simple linear regression analysis. In this research shows that work stress on high category, environment work on high category and the employee performance on high category.

Based on the coefficient of determination is obtained that the influence stress work variables (X)) on the employee performance (Y) is 59,6%. And the remaining is 40,4% of rest is affected by other factors that were not examined in this research.

Keywords: Work Stress, Work Stress Symptoms, Employee Performance, PT. TIKI JNE