ABSTRACT

PT Telkomsel is one of the companies engaged in the telecommunications industry that provides connectivity services such as voice service and short message service. The conditions experienced by PT Telkomsel Area 3 related to work stress and employee performance were found by the writer through interviews and company internal data for the two variables, and PT Telkomsel's level of work stress and employee performance were relatively high.

The purpose of this study was to see how the level of work stress and the level of employee performance at PT Telkomsel Area 3 and how the effect of work stress on employee performance at PT Telkomsel Area 3.

The method used in this study was quantitative method. The data collection in this study was obtained by distributing questionnaires to 200 respondents. The sampling method used in this study was non-probability sampling with convenience sampling technique. In analyzing the data, the techniques used in this study were descriptive analysis and simple linear regression analysis.

Based on the results of hypothesis test, it was found that work stress gave a positive and significant effect on employee performance. The coefficient of determination obtained with an R-square value of 53,2%, meant that work stress gave an effect on employee performance of 53,2%.

The results of this study were expected to be used as evaluation material for companies in managing work stress levels and employee performance. The writer suggests that the company should always pays attention and helps employees in managing the stress they feel because if the stress level becomes too high, it will affect to the decrease in employee performance.

Keywords: Work Stress, Employee Performance, Simple Linear Regression