

ABSTRACT

Infomedia Nusantara's capability in managing the information directory is supported by the commitment to continuously develop the technology, system and human resources owned, directing Infomedia Nusantara to the position of National Information Center of Indonesia.

This study aims to determine the effect of job stress on employee performance in PT. Infomedia Nusantara Batu Fruit in Call Center division of Telkomsel. Job stress is a perception of an excessive occupation that can have a negative impact on psychological conditions. While the performance of employees is the ability of employees in doing certain skills. The hypothesis of this research is "Working Stress has a significant effect on Employee Performance in Call Center division of Telkomsel Infomedia".

The object of this research is PT. Infomedia Nusantara. Data collection was obtained through the distribution of questionnaires to 91 respondents. Sampling technique using nonprobability sampling is purposive sampling technique with population that is employees Call Center Telkomsel Infomedia Buah Batu, Bandung. This data analysis uses simple descriptive and linear regression analysis.

The results of this study indicate that Job Stress variable has a significant negative effect on Employee Performance. The test results were done by partial test (t test) and resulted in the conclusion that the null hypothesis was rejected. It is known that Employee Performance is influenced by Job Stress.

Based on the results of research, should PT. Infomedia Nusantara Batu Fruit can minimize the stress of employee work through internal programs of the company which is devoted to provide comfort for employees not easy to stress.

Keywords: Job Stress, Employee Performance, PT. Infomedia