

ABSTRACT

One of the aspects that need to be considered by the company for human resources have a good performance is the work stress on employees. This study discusses the problem of work stress that many occur among workers. Along with the development of the retail industry, Yogya Group Stores Kosambi branch of Bandung is required to know what is needed by human resources to be able to work as it should be included in managing stress. Not infrequently many companies are not aware that the workload given to employees is too heavy to make employees experience stress work. The trigger factor of work stress which is meant to use the theory of Hasibuan (2014: 204) which is divided into 6 factors consisting of workload, leadership attitude, time and work equipment, work conflict, repayment, and family problems .. Respondents of the research amounted to 65 employees Toserba Yogya Group Cabbage Kosambi Bandung with sampling using descriptive research techniques with factor analysis techniques through the help of SPSS version 22.

The results showed that job stress employees Toserba Yogya Group Branch Kosambi Bandung in good category. The result of employee stress level analysis based on the characteristics of respondents viewed from the characteristics of age, gender, last education, and length of work show that there are significant differences. The result of research of factor analysis at Yogya Group Store of Kosambi Bandung Branch produces six factors in sequence based on the highest loading factor that is: time and work equipment 89,2%, family problem equal to 86,6%, service fee equal to 83,7% workload of 79.3%, work conflict of 77.3%, and leadership attitude of 64.4%.

Keywords: *Job Stress, Factor Analysis*