

ABSTRACT

Bank Muamalat Indonesia is one of the Islamic banks in Indonesia to be able to compete so the company must have quality management and can provide satisfaction to its customers such as providing quality products and good services, good services related to the quality of human resources because human resources are an asset that determines the progress of the company.

Bank employees have a high level of work, such as having a work target, must be able to serve well, have good public speaking to be able to convey information and handle complaints in operational hours. With the pressure on the work can cause stress on employees, while to maintain the existence of the company, employees with high commitment are needed.

This study discusses the stress of employee work on the Muamalat Working Bank West Nusa Tenggara Branch. The method used in this study uses quantitative. Data was collected by transferring questionnaires to 87 employees out of a total of 103 employees.

The data collected from the questionnaire was then released using the normality test using the Kolmogorov Smirnov method, heteroskedasticity test with the Spearman Rho method and the coefficient of determination test, while the analysis technique used in this study was descriptive analysis and using linear regression analysis. The results of data processing showed a high level of employee stress and a low level of employee commitment this study has a constant value of 3,613 and a regression coefficient of -0,294. Then put in the regression equation: $Y = 3,613 - 0,294x$ Supposedly, If the independent variable (X) has a value of 0, then Y will have a value of 3,613 If the independent variable (X) has a value of -0,294, then any increase in X in the unit will Decrease in Y value of -0,294.

It's meaning that the higher the X, the higher the value of the comparison can be. This study succeeded in proving the accepted hypothesis, namely H_1 , which proves that employee work stress proved to be significantly negative towards employee work commitment at Bank Muamalat, West Nusa Tenggara Branch.

Keywords: Bank, Work stress, Work commitment