

ABSTRACT

The Covid-19 condition that has occurred in the manufacturing industry requires human resources to work under challenges so that the company continues to run, especially purchasing employees who determine the course of a manufacture by providing raw materials to be further processed into semi-finished goods or finished goods.

Based on this phenomenon, HR performance has decreased, coupled with organizational factors that are facing a pandemic situation. Companies must see what factors can increase or decrease employee performance. Some of them is the workload and work stress that employees have.

The data obtained through observation and those generated through interviews show that employees at PT XYZ have a high workload and work stress. This study aims to determine how much workload and work stress affect employee performance. The benefits in this study are generated through theoretical aspects of future researchers and practical aspects that become solutions for research objects. The update to be achieved in this research is to make work stress a mediator between the relationship between workload and employee performance.

The data in this study were obtained by distributing questionnaires to 110 employees at PT XYZ. The method used is quantitative. The number of samples is determined by non-probability sampling using saturated samples. Data were analyzed using descriptive analysis. Hypothesis testing was carried out by SEM using SmartPLS with the prerequisites for testing the outer and inner models.

The results of the study are that there is a negative effect of workload on performance, there is a positive influence of workload on work stress, there is negative effect from work stress on employee performance, there is a negative effect of workload on performance through work stress on purchasing employee. The results of this study can be used by companies to improve their employee performance, especially from factors related to workload and employee work stress.

Keywords: Workload, Work Stress, Performance.