

ABSTRACT

PT Telkom Akses is a subsidiary of PT Telekomunikasi Indonesia Tbk. (PT Telkom) engaged in the business of providing access network installation services, network infrastructure development, management of Network Terminal Equipment (NTE), as well as access network operations and maintenance. PT Telkom Akses Area Cirebon is a part of PT Telkom Akses that operates in the Cirebon, Indramayu, Majalengka, and Kuningan regions. The background of this research stems from interviews conducted by the author, revealing complaints from employees at PT Telkom Akses Area Cirebon regarding the work processes. Employee complaints indicate the presence of work-related stress that can affect employee performance. It was also found that PT Telkom Area Cirebon utilizes quite a number of IT tools, which are also complained about by the employees operating them. Digital literacy in operating IT tools is essential, as it correlates with employee performance.

The aim of this research is to analyze the relationship between employee job stress and digital literacy with employee performance at PT Telkom Akses Area Cirebon, both simultaneously and partially.

The research method used is quantitative, with the research objectives being descriptive and causal. The research paradigm is positivism with a deductive approach to theory development and survey research strategy. The population of this study consists of employees working at Telkom Akses Cirebon, totaling 197 people, and then analyzed using multiple regression analysis with SPSS tools.

Findings from the data processing results indicate that job stress has a negative and significant effect on employee performance, digital literacy has a positive and significant effect on employee performance, and job stress and digital literacy simultaneously have a positive and significant effect on employee performance.

It is expected that company leaders can determine workload management strategies to reduce job stress and evaluate the implementation of more efficient digital technology.

Keywords: *job stress, digital literacy, employee performance, workload management, multiple regression analysis.*