

ABSTRACT

Work stress is a common phenomenon in the work environment and can have a significant impact on employee productivity, including in the healthcare sector. At ABC Hospital Batam City, various challenges such as high workload, time pressure, and complexity of medical services trigger stress that can reduce service quality. Based on the hospital's internal data, there has been a decline in employee performance as well as increased absenteeism and turnover rates attributed to high levels of job stress. This condition is an important concern because it directly impacts patient satisfaction and hospital operational effectiveness.

This study aims to determine how job stress and employee performance at ABC Hospital Kota Batam. In addition, this study is also used to understand the extent to which job stress affects employee performance at ABC Hospital. The research focus includes analyzing the level of job stress, evaluating employee performance, as well as identifying the relationship between the two.

The research method used in this study is a quantitative method using a questionnaire as data collection. Data collection using convenience sampling was carried out by distributing questionnaires through HR ABC Hospital Batam City. From this distribution, a sample of 280 workers who work at ABC Hospital Batam City was collected. The measuring instrument used to measure the statement of each variable in the questionnaire is the validity and reliability test. The analysis technique used to test the variables studied was descriptive analysis, coefficient of determination, and linear regression analysis, hypothesis testing which was processed using IBM SPSS Statistics software.

Based on the author's findings, it is found that the level of job stress in health workers at ABC Hospital Batam City is quite high. While the employee performance variable is in the low category. Regression test confirmed a significant negative influence between job stress and employee performance. This negative correlation confirms that an increase in stress tends to reduce the performance of health workers. This means that high job stress has a significant correlation with decreased employee performance. The results of this regression analysis also show that job stress is one of the minor factors that can explain variations in employee performance.

This study provides practical and theoretical contributions. Practically, the findings are important for ABC Hospital management in designing more adaptive stress management policies so as to improve the performance of health workers and optimize the quality of health services. Theoretically, this study strengthens the understanding of the relationship between job stress and performance in the health care sector, and extends the study of human resource management in the context of government hospitals in border areas such as Batam City.

Keywords: workload, employee performance, work stress