

ABSTRACT

THE EFFECT OF WORK OVERLOAD AND WORK STRESS ON JOB PERFORMANCE DURING THE COVID-19 (Survey On Courier At J&T Express Delivery Service Tasikmalaya)

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The purpose of this study was to determine and analyze the effect of work overload and work stress on employee performance at J&T Express delivery service Tasikmalaya. The research method used is a survey method, Data collection techniques using interviews, questionnaires and documentation studies. The sampling technique in this study used sampling random sampling with a sample size of 55 respondents. The data analysis technique used in study was path analysis. Based on the results of the research, it was known that work overload was classified as high, work stress was classified as high and job performance at J&T Express delivery service Tasikmalaya was classified as high. Simultaneously, it can be concluded that work overload and work stress affect the performance of employees in J&T Express delivery service Tasikmalaya. Partially work overload has a positive and significant effect on employee performance and partially work stress behavior has a significant effect on employee performance.

Keywords: Work Overload, Work Stress, Job Performance

ABSTRAK

PENGARUH *WORK OVERLOAD* DAN STRES KERJA TERHADAP KINERJA KARYAWAN DI MASA PANDEMI COVID-19 (Survey Pada Kurir Jasa Pengiriman J&T Express Kantor Cabang Kota Tasikmalaya)

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Tujuan dari penelitian ini untuk mengetahui dan menganalisis pengaruh *work overload* dan stres kerja terhadap kinerja karyawan jasa pengiriman J&T Express kantor cabang kota Tasikmalaya. Metode penelitian yang digunakan adalah metode survei. Teknik Pengumpulan data menggunakan wawancara, kuesioner dan studi dokumentasi. Teknik pengambilan sampel pada penelitian ini menggunakan *simple random sampling* dengan ukuran sampel sebanyak 55 responden. Teknik analisis data yang digunakan dalam penelitian ini adalah analisis jalur. Berdasarkan hasil penelitian diketahui bahwa *work overload* termasuk dalam klasifikasi tinggi, stres kerja termasuk dalam klasifikasi tinggi dan kinerja karyawan jasa pengiriman J&T Express cabang kota Tasikmalaya termasuk dalam klasifikasi tinggi. Secara simultan dapat disimpulkan bahwa *work overload* dan stres kerja berpengaruh terhadap kinerja karyawan jasa pengiriman J&T Express cabang kota Tasikmalaya. Secara parsial *work overload* berpengaruh positif dan signifikan terhadap kinerja karyawan dan secara parsial stres kerja berpengaruh signifikan terhadap kinerja karyawan jasa pengiriman J&T Express cabang kota Tasikmalaya.

Kata Kunci: *Work Overload*, Stres Kerja, Kinerja Karyawan