

## **ABSTRAK**

### **PENGARUH PELATIHAN DAN STRES KERJA TERHADAP KINERJA KARYAWAN (Suatu Penelitian Pada Karyawan Back Office PT. Bank Tabungan Negara (Persero), Tbk Kantor Cabang Tasikmalaya)**

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Tujuan Penelitian ini adalah untuk mengetahui dan menganalisis pengaruh pelatihan dan stres kerja terhadap kinerja karyawan pada karyawan bagian *Back Office* PT. Bank Tabungan Negara (Persero), Metode penelitian yang digunakan adalah metode survey, data yang diperoleh langsung melalui kuesioner kepada 31 responden yang diambil dari karyawan bagian *Back Office* PT. Bank Tabungan Negara (Persero), Tbk Kantor Cabang Tasikmalaya. Penarikan sampel menggunakan sensus dan metode analisis yang digunakan dalam penelitian ini adalah analisis jalur. Berdasarkan hasil penelitian diketahui bahwa pelatihan dan stres kerja berpengaruh positif dan signifikan terhadap kinerja karyawan. Berdasarkan hasil analisis diketahui bahwa pelatihan yang dilakukan secara simultan dan parsial berpengaruh signifikan terhadap kinerja karyawan, dan stres kerja secara simultan dan parsial juga berpengaruh signifikan terhadap kinerja karyawan pada karyawan bagian *back office* PT. Bank Tabungan (Persero), Tbk kantor Cabang Tasikmalaya)

**Kata Kunci: Pelatihan, Stres Kerja, Kinerja Karyawan**

**ABSTRACT**

**THE INFLUENCE OF TRAINING AND STRESS OF WORK ON  
EMPLOYEE PERFORMANCE**  
*(A Research of Back Office Employee of PT. Bank Tabungan Negara  
(Persero), Tbk Branch Office Tasikmalaya City)*

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*The purpose of this research to find out and analyzed the influenced of training and stress of work on employee performance in back office employee of PT. Bank Tabungan Negara (Persero), Tbk Branch Office Tasikmalaya City. The research method used was a survey method, data obtained directly through a questionnaire to 31 respondents taken from Back Office employed of PT. Bank Tabungan Negara (Persero), Tbk Branch Office Tasikmalaya City. Sampling used cencus and the method of analysis used in this study is path analysis. Based on the results of the research, it is known that training have a positive and significant effect on work performance, and stress of work have a negative and significant effect on work performance. Based on the results of the analysis, it is known that training carried out simultaneously and partially has a significant effect on work performance, and the stress of work simultaneously and partially also has a significant effect on work performance at the back office employees of of PT. Bank Tabungan Negara (Persero), Tbk Branch Office Tasikmalaya City.*

**Keywords: Training, Stress of Work, Employee Performance**