

ABSTRAK

Beban kerja dan stres kerja yang diterima pada saat WFH tentunya berbeda dengan stres kerja dan beban kerja pada saat bekerja dari kantor. Penelitian ini bertujuan untuk menganalisis pengaruh beban kerja dan stres kerja terhadap kinerja pegawai di lingkungan kanwil DJPB Provinsi Sumatera Barat.

Penelitian ini merupakan penelitian deskriptif kuantitatif dengan populasi yaitu seluruh PNS di Kanwil DJPB Provinsi Sumatera Barat. Sampel diambil dengan teknik purposive sampling dan diperoleh 40 responden. Teknik pengumpulan data menggunakan kuesioner dalam bentuk google form. Analisis data menggunakan SPSS dengan uji meliputi uji validitas dan reliabilitas instrumen, uji asumsi klasik, dan uji hipotesis.

Hasil penelitian menunjukkan bahwa (1) beban kerja berpengaruh negatif dan signifikan terhadap kinerja, (2) stres kerja berpengaruh negatif dan signifikan terhadap kinerja, dan (3) beban kerja dan stres kerja berpengaruh signifikan terhadap kinerja.

Kata Kunci: Beban Kerja, Stres Kerja, Kinerja, PNS, WFH

ABSTRACT

Workload and work stress received during WFH are certainly different from work stress and workload when working in office. This study aims to analyze workload and work stress effect on employee performance in DJPB Regional Office of West Sumatra Province.

This study is a quantitative descriptive study with population of all civil servants in the Regional Office of DJPB, West Sumatra Province. Samples were taken by purposive sampling technique and obtained 40 respondents. Data collection technique used a questionnaire in google form. Data analysis using SPSS with tests covering validity and reliability of the instrument, classical assumption test, and hypothesis testing.

The results showed that (1) workload had a negative and significant effect on performance, (2) work stress had a negative and significant effect on performance, and (3) workload and work stress had a significant effect on performance.

Keywords: Workload, Work Stres, Performance, WFH, Civil Servant