

ABSTRACT

"THE EFFECT OF JOB STRESS AND WORKLOAD ON THE EMPLOYEE PERFORMANCE AT HORIZON HOTEL BANDAR LAMPUNG"

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In conducting this research, the researcher wanted to find out the employee performance at Horizon Hotel Bandar Lampung. The objective of the study was to determine the effect of job stress and workload on the employee performance at Horizon Hotel Bandar Lampung. The type of the research used in this research was the quantitative research using an associative method. The data collection techniques used were questionnaires, observations, and interviews. The population and sample in this study was the employees of Horizon Hotel Bandar Lampung. The sampling method in this study used the *convenience sampling technique* with the sample of 82 respondents, and the test was carried out using the multiple linear regression analysis test. The hypothesis testing partially produced the effect of the work stress and the workload on the employee performance of Horizon Hotel Bandar Lampung. The hypothesis testing simultaneously produced the effect of the job stress and the workload on the employee performance of Horizon Hotel Bandar Lampung.

Keywords: Effect of Job Stress and Workload on Employee Performance.

