



**THE EFFECT OF WORK STRESS, WORKLOAD, AND
WORK ENVIRONMENT ON EMPLOYEE
PERFORMANCE OF CUSTOMER RETENTION
DEPARTMENT AT ASTRA CREDIT COMPANY
(ACC)**

UNDERGRADUATE THESIS

**Submitted as one of the requirements to obtain
Sarjana Manajemen (S.M.)**

By

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MANAGEMENT STUDY PROGRAM
CIKARANG**

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I'd like to express my heartfelt thanks to President University, my parents, my lecturers and friends. I'm very glad to study in President University, I would like to thank President University for giving me the opportunity to achieve and obtain my bachelor degree. Without family, friends and the adviser's help, I can't complete my thesis. These people are:

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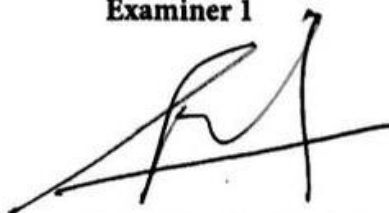
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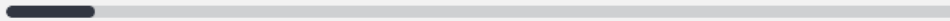
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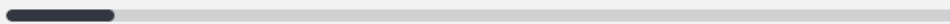
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ABSTRACT

This research is aimed to identify the effect of work stress, workload and work environment on employee performance of customer retention department at Astra Credit Company (ACC). The population in this study consists of all employees in the customer retention department. The sample used was a total number of 67 people that were selected by purposive sampling technique. Data collection tool used was questionnaire. Analysis technique applied was descriptive analysis method with Pearson correlation coefficient test as well as multiple regression analysis with the help of SPSS 26 software as a tool for analyzing. The data obtained were analyzed using multiple linear regression analysis and through several tests, namely validity tests, reliability tests, classical assumption tests, partial tests (t test), simultaneous tests (F test) and coefficients of determination (R^2). Based on these findings it can be concluded that: 1) Work stress has negative effect on employee's performance 2) Workload has positive effect on employee's performance 3) Work environment has positive effect on employee's performance 4) Work Stress, Workload, and Work Environment have a significant effect on Employee Performance

Keywords: Work Stress, Workload, Work Environment, Employee Performance