

ABSTRACT

This study aims at examining the effect of workload and emotional intelligence on stress and its impact on employee performance. The research problem is how to improve employee performance through workload and emotional intelligence by stress mediation.

There were 139 personal banking officers of PT. BNI Regional Office 5 of Semarang involved in this study. Then, to analyse the data, Structural Equation Modeling (SEM) is used and run by AMOS software. The result of the analysis shows that workload and emotional intelligence have a significant effect on stress in which it decreased employee performance.

These empirical finding indicates that workload does not affect stress; emotional intelligence has a positive effect on stress; workload negatively affects employee performance; emotional intelligence negatively affects employee performance; and stress has a negative effect on employee performance.

Keywords: workload, emotional intelligence, stress, employee and employee performance