

## **ABSTRACT**

*The purpose of this research is to test the influences of working load, and working family conflict on stress to impact employee performance. Using these variables, the usage of these variables are able to solve the arising problem within personal banking officer PT. BNI Kanwil Semarang. Statement of this problem is how increase employee performance?.*

*The samples size of this research is 121 personal banking officer PT. BNI Kanwil Semarang. Using the Structural Equation Modeling (SEM). The results show that working load, and working family conflict on stress to impact employee performance.*

*The effect of working load on stress are insignificant; the effect of working family conflict on stress are significant; the effect of working load on employee performance are significant; the effect of working family conflict on employee performance are significant; the effect of stress on employee performance are significant.*

*Keywords: working load, working family conflict, stress, and employee performance.*