

ABSTRACT

At this time the Covid-19 pandemic has attacked all countries, so many companies are implementing Work From Home (WFH) so that employees have to adapt to work from home. As a result, companies have to create systems to support their employees to work from home. However, this cannot be separated from the stress and burnout experienced by employees. The purpose of this study is to explore the stress and burnout felt by employees who implement Work From Home (WFH) and its impact on their performance.

This research is a qualitative research with a phenomenological approach. Using a structured interview method with purposive sampling of 10 employees in accordance with the criteria of this study. The location of this research is banking and insurance in Jakarta.

The results of this study show that employees who work at Work From Home (WFH) are prone to experiencing stress and burnout due to the lack of communication with co-workers, large workloads and demands from superiors also make them feel stressed. So that those who experience stress and burnout their performance decreases and not all companies have the same response to overcome this.

Keywords: *Occupational Stress, Burnout, Employee Performance, Female Employee Performance, Gen Z.*