

ABSTRAK

Penelitian ini bertujuan untuk mengetahui pengaruh pelatihan, lingkungan kerja dan stress kerja terhadap kinerja karyawan. Populasi penelitian adalah karyawan tetap Divisi *Inbound* di PT Tiki Jalur Nugraha Eka (JNE) SC Veteran Jakarta dengan sampel sejumlah 236 karyawan yang diambil dengan teknik acak sederhana. Data primer dikumpulkan menggunakan kuisioner dan dianalisis menggunakan PLS (*Partial Least Square*). Hasil analisis menunjukkan bahwa pelatihan kerja berpengaruh positif terhadap kinerja karyawan dan lingkungan kerja juga berpengaruh positif terhadap kinerja karyawan. Sedangkan stress kerja berpengaruh negatif terhadap kinerja karyawan.

Kata kunci: pelatihan kerja, lingkungan kerja, stress kerja, kinerja



ABSTRACT

This study aims to determine the effect of training, work environment and work stress on employee performance. The study population was permanent employees of the Inbound Division at PT Tiki Jalur Nugraha Eka (JNE) SC Veteran Jakarta with a sample of 236 employees who were taken using a simple random sampling technique. Primary data were collected using a questionnaire and analyzed using PLS (Partial Least Square). The results of the analysis show that job training has a positive effect on employee performance and the work environment also has a positive effect on employee performance. While work stress has a negative effect on employee performance.

Keywords: job training, work environment, job stress, performance

