

## ABSTRAK

Lingkungan kerja yang baik akan mampu membantu karyawan untuk mengurangi beban kerja dan rasa stress kerja yang dialaminya, karena hal ini akan berpengaruh terhadap kinerja karyawan tersebut. Perusahaan selalu ingin meningkatkan kinerja karyawannya. Penelitian ini mengambil judul “Pengaruh Lingkungan Kerja, Beban Kerja Dan Stress Kerja Terhadap Kinerja Karyawan Unit *Ticketing* PT. Garuda Indonesia *Branch Office* Surabaya“ dengan menggunakan teknik sampling sampel jenuh / total sampling diperoleh sampel sebanyak 32 responden. Tujuan penelitian ini adalah untuk mengetahui dan menganalisis pengaruh lingkungan kerja, beban kerja dan stress kerja terhadap kinerja karyawan. Metode yang dipergunakan adalah Analisis Regresi Berganda, dilakukan pengujian Uji Validitas hasilnya valid, Uji Reliabilitas hasilnya reliabel, Uji Normalitas hasilnya data penelitian menunjukkan berdistribusi normal, Uji Asumsi Klasik menghasilkan lulus Uji Heteroskedastisitas dan lulus Uji Multikolinearitas. Koefisien determinasi (*Adjusted R Square*) sebesar 0,940 atau 94 %. Kesimpulan dari penelitian ini adalah sebagai berikut :1. Lingkungan kerjasecara parsial berpengaruh signifikan terhadap kinerja karyawan Unit *Ticketing* PT. Garuda Indonesia *Branch Office* Surabaya. 2. Beban kerja secara parsial berpengaruh signifikan terhadap kinerja karyawan Unit *Ticketing* PT. Garuda Indonesia *Branch Office* Surabaya. 3. Stress kerja secara parsial berpengaruh signifikan terhadap kinerja karyawan Unit *Ticketing* PT. Garuda Indonesia *Branch Office* Surabaya. 4. Lingkungan kerja, beban kerja dan stress kerja secara simultan berpengaruh signifikan terhadap kinerja karyawan Unit *Ticketing* PT. Garuda Indonesia *Branch Office* Surabaya. 5. Lingkungan kerja berpengaruh paling dominan terhadap kinerja karyawan Unit *Ticketing* PT. Garuda Indonesia *Branch Office* Surabaya.

**Kata Kunci :** *Lingkungan Kerja, Beban Kerja, Stress Kerja, Kinerja Karyawan*

## ABSTRACT

A good work environment will be able to help employees to reduce workload and work stress, which will affect the performance of the employee. The company always wants to improve the performance of its employees. This study takes the title "The Effect of the Work Environment, Workload and Work Stress on the Performance of Ticketing Unit Employees at PT Garuda Indonesia Branch Office Surabaya" by using a sampling technique saturated / total sampling obtained a sample of 32 respondents. The purpose of this study was to determine and analyze the influence of the work environment, workload and work stress on employee performance. The method used is Multiple Regression Analysis, the validity test is valid, the Reliability test is reliable, the Normality Test results show that the data are normally distributed, Classical Assumption Test results in passing the Heteroscedasticity Test and passing the Multicollinearity Test. The coefficient of determination (Adjusted R Square) is 0.940 or 94%. The conclusions of this study are as follows: 1. The partial working environment has a significant effect on the performance of PT Garuda Indonesia Branch Office Surabaya's Ticketing Unit employees. 2. Workload partially has a significant effect on the performance of PT Garuda Indonesia Branch Office Surabaya's Ticketing Unit employees. 3. Work stress partially has a significant effect on the performance of PT Garuda Indonesia Branch Office Surabaya's Ticketing Unit employees. 4. Simultaneous work environment, work load and work stress have a significant effect on the performance of PT Garuda Indonesia Branch Office Surabaya Ticketing Unit employees. 5. The work environment has the most dominant influence on the performance of PT Garuda Indonesia Branch Office Surabaya's Ticketing Unit employees.

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