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THE EFFECT OF WORK STRESS ON EMPLOYEE PERFORMANCE CV. BERTA LESTARI ANGGANA

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This study aims to determine the effect of work stress on the performance of CV. Berta Lestari Anggana. This research method uses quantitative research methods. The analytical technique used in this research is descriptive quantitative which aims to determine the influence of the independent variable (X), namely work stress on the dependent variable (Y), namely employee performance. Data collection techniques in this study is to use a questionnaire distributed to all employees of CV. Berta Lestari Anggana. With a total population of 40 employees. The sampling technique was carried out using the saturated sample formula. For the analysis tool in this study using a simple linear regression test, classical assumption test and hypothesis testing. The results in this study are the t test value (3.605) which shows a value greater than the t table value so that partially or t test the work stress variable (X) affects employee performance (Y) at CV. Berta Lestari Aggana.

Keywords: performance, sdm, work stress

1. INTRODUCTION

Efforts to improve employee performance, including by paying attention to work stress. Stress can happen to every individual/human and at any time, because stress is an unavoidable part of human life. Humans will tend to experience stress if they are less able to adjust between desires and existing realities, both inside and outside of themselves.

Problems that occur in CV. Berta Lestari Anggana., namely the unbalanced number of employees with piling work, so that the completion of work with deadlines determined by superiors is difficult to fulfill, moreover they often get job requests from superiors, work pressure and get some additional tasks that they have to do so that makes other work piled up. This triggers the emergence of work stress which then affects performance and impacts on employee performance.

Performance can be an individual performance or personal work group. Therefore, performance is very influential on the work stress experienced by the behavior so far towards the company. In achieving the goals that have been set by the organization, the aspects of quality, quantity, working time and cooperation are the results of work which is an understanding of performance according to Edy Sutrisno in (Chairunisah et al., 2021)

Employee performance is determined by how well knowledge employees have. Furthermore, to produce good performance, employee performance is very important for companies to know the abilities, skills, quality of work, quantity of work, and time used by employees to work. Thus, employee performance also determines the achievement of a goal expected by the company.

Work stress is a feeling of pressure experienced by employees in dealing with work according to Mangkunegara in (Asih et al., 2018). It can be said that job stress is a physiological or psychological feedback on employees to the wishes or demands of the organization.

Leaders may not notice when employees experience stress with low to moderate levels of stress. The reason is that stress of this level can be functional and lead to higher employee performance. However, a high level of stress, even a low level of stress that lasts a long time, can reduce employee performance, so action is needed from management.

Cognitive appraisal, stress is a subjective experience that is (possibly) based on perceptions of situations that are not merely visible in the environment. Experience is a situation that depends on the level of familiarity with the situation, prior exposure, the learning process, real abilities and the



concept of reinforcement. Interpersonal influence (interpersonal influence), namely the presence or absence of a person, situational and background factors affect subjective experience, response, and coping behavior. This can have both positive and negative consequences. The presence of other people can be a source of unwanted confusion and confusion, but it can also be something that can provide support, increase self-esteem, provide confirmation of values and personal identity. A state of stress is an imbalance between the perceived demands and the perceived ability to meet these demands. The process that follows is a coping process and the consequences of implementing a coping strategy. Demands (demands), are pressures, demands, desires or stimuli that are immediate in nature that affect the ways in which demands can be accepted according to Sutherland in (Smet, 1994).

In conditions that occur in companies, demand is something that many employees experience to fulfill good and efficient performance so that there is an influence of work stress that can occur in the implementation of certain conditions.

From this, there are various research results on how work stress affects employee performance, empirical studies find that work stress affects employee performance, according to research (Khotimah et al., 2021; Aulia, 2021 & Tedi et al., 2021). Then from the other side there are several results of empirical studies showing that work stress has no effect on employee performance in research from (Hotiana and Febriansyah, 2018; Handayani and Daulay, 2021 & Retnowati et al., 2020).

Based on these theoretical and empirical studies, researchers are interested in conducting research on theories that show that employee performance is influenced by work stress, where there are performance problems in the company, it is most likely influenced by work stress that has not been overcome and yet to find out the exact cause. From this problem, research must be carried out.

Based on the discussion that has been stated above, the researchers formulated the research title, namely "EFFECT OF WORK STRESS ON EMPLOYEE PERFORMANCE CV. BERTA LESTARI AGGANA".

2. METHOD

Work Stress

Demands (demands), are pressures, demands, desires or stimuli that are immediate in nature that affect the ways in which demands can be accepted according to Sutherland (Asih et al., 2018).

Stress is a negative reaction from people who experience excessive pressure imposed on them due to too many demands, obstacles, or opportunities (Robbins and Coulter in Asih et al., 2018). Stress is a common aspect of work experience, most often expressed as job dissatisfaction, but also expressed in strong affective states: anger, frustration, hostility, and irritation (Asih et al., 2018). Stress is based on the assumption that it is inferred from the symptoms and signs of physiology. Excessive stress can threaten a person's ability to deal with the environment.

Work Stress Indicator

According to Robbins in Sulastri and Onsardi, (2020) the indicators of work stress are:

1. Task Demand

Task demands are factors related to one's job. These demands include individual job design, working conditions and physical layout of the work. For example, working in an overcrowded room or in a location where noise is always disturbed can increase anxiety and stress.

2. Role Demand

Work can be a very memorable experience, for many people work is a sizeable part of their identity, but sometimes work gets disrupted when problems arise on the job. For example, if a coworker conflict arises, this conflict will become a psychological burden in the work, the burden can turn into depression.

3. Interpersonal Claims

Working conditions that have the potential to cause work stress, one of which is non-conductive interpersonal relationships or interpersonal demands that can trigger conflict. For example, there are too many conflicts between individuals, not friendly with each other, and so on.



4. Organizational Structure

Is a system of tasks, workflows, reporting relationships, and communication channels that are linked together in individual and group work.

5. Organizational Leadership

is one of the important factors for the success of an organization, for that there are several leadership attitudes in the organization that need to be applied by a leader, including establishing closeness with subordinates.

Performance

Performance is the implementation of employee responsibilities with the achievement of work results in accordance with the quality and quantity in the company. According to Wexley in Sinambela (2016), performance is an implementation of balance theory, which says that a person will show optimal performance if he gets benefits and there is an inducement in his work in a fair and reasonable manner.

According to Prawirosentono in Fahreza, (2018) performance, or performance is the result of work that can be achieved by a person or group of people in an organization, in accordance with their respective responsibilities and authorities in an effort to achieve organizational goals.

Performance Indicator

1) Quality (quality)

Quality is a level where the process or result of completing an activity approaches the point of perfection. The more perfect a product, the better the performance, and vice versa if the quality of the work produced is low, the performance is also low.

2) Quantity (quantity)

To measure performance, it can also be done by looking at the quantity (amount) produced by someone.

3) Time (timeframe)

For certain types of work, there is a time limit for completing the work. This means that there are minimum and maximum work deadlines that must be met.

4) Cooperation between employees

Performance is often associated with cooperation between employees and between leaders. This relationship is often referred to as an interpersonal relationship.

5) Cost suppression

The costs incurred for each company activity have been budgeted before the activity is carried out.

6) Supervision

By supervising employees, they will feel more responsible for their work and if there are deviations, it will make it easier to make corrections and make improvements as soon as possible.

This research will be carried out in CV. Berta Lestari Anggana whose address is at Jl. Pertamina RT. 10 Kutai Lama, Anggana, Kab. Kutai Kartanegara. CV. Berta Lestari is a company engaged in the business of the ship industry, offshore building industry and floating buildings, equipment industry, ship equipment and parts, ship repair, boats and buildings, wholesale trade on the basis of fee or contract remuneration.

In this study using quantitative research methods. Quantitative research is a research method based on the philosophy of positivism, used to examine certain populations or samples, data collection using research instruments, statistical quantitative data analysis, with the aim of describing and testing established hypotheses (Sugiono, 2017).

The population in this study were all employees of CV. Berta Lestari Anggana. In this study, the population is CV employees. Berta Lestari Anggana, totaling 40 people. From the existing population, the next step is to take a sample which is determined using the Purposive Sampling method. Purposive sampling technique is a sampling technique with certain considerations (Sugiono, 2017)

Number of employees CV. Berta Lestari Anggana is 40 people. Determination of sample size is done by using the total sample technique. Total sampling is a sampling technique when all members of the population are used as samples (Sugiono, 2017).

This study uses a simple linear regression analysis technique because it is adapted to a predetermined frame of mind that only tests two variants where work stress is the X variable and employee performance is the Y variable.

4. RESULTS AND DISCUSSION

The Effect of Job Stress on Employee Performance

Demands (demands), are pressures, demands, desires or stimuli that are immediate in nature that affect the ways in which demands can be accepted according to Sutherland in (Smet, 1994). Work stress is a feeling of pressure experienced by employees in dealing with work according to Mangkunegara in Asih et al., (2018). It can be said that job stress is feedback on employees physiologically and psychologically to the wishes or demands of the organization.

The results of this study use two variables, namely work stress (X) and employee performance (Y). Regarding this research, primary data was taken directly from the respondents through the distribution of questionnaires which were distributed to every employee at CV. Berta Lestari Anggana. The number of respondents for this study were 40 respondents. Table 6 explains that in an increase of one level in the work stress variable, the performance will also increase with the resulting value, because the more work stress behavior increases, the more it will affect the performance of employees in the company.

Based on the respondent's data in Table 1, the sex of the employees who work is dominated by men because a lot of field work is carried out such as welding, painting, and shipbuilding so that heavy work stress can affect due to job demands that support maximum performance. Based on the respondents in Table 2, based on their age, they are dominated by teenagers aged 20-25 years, the level of work stress they experience in carrying out their work is still not able to stabilize work stress behavior in adjusting the demands that have been given to them to produce good performance.

Leaders may not notice when employees experience stress with low to moderate levels of stress. The reason is that stress of this level can be functional and lead to higher employee performance. However, a high level of stress, even a low level of stress that lasts a long time, can reduce employee performance, so action is needed from management.

Job demands state their influence on performance as seen from the results on the work stress indicator that task demands have a more successful role. Job stress variables affect performance because employees receive work stress free from work task demands that are not in accordance with the work position carried out by companies that can measure the performance that will be produced by company employees. Role demands have a high distribution of responsibility values after the demands of people who explain that the demands given make the role of an employee to be carried out with the tasks that have been given.

Work stress that occurs in the company CV. Berta Lestari, namely the existence of work demands that exceed the tasks that employees do due to produce performance that has a good quantity in the implementation that is in the company. The indicator on the work stress variable that has a large value is task completeness which explains that the company's targets and the tasks they receive are high in supporting their performance.

The results of this study are in line with research which states that Aulia's research (2021) The Effect of Work Stress on Employee Performance at PT. PLN (Persero) Jambi Rayon Telanaipura Area. The results of the study. The significance test based on the t-test between the work stress variable and the employee performance variable showed that job stress had a significant effect on the performance of PT. PLN (Persero) Rayon Telanaipura Jambi employees and work stress contributed 68.4% to the performance variable. Research Khotimah et al., (2021) The Effect of Job Stress on Employee Performance Study on Field Employees at PT. Mount Telawi Pangkalan Bun. The results of this study indicate that work stress has a significant effect on employee performance. PT. Telawi Bukit Pangkalan Bun and work stress variables contributed 28% to the performance variable.

4. CONCLUSIONS



This study aims to determine the effect of work stress on company performance on CV. Berta Lestari Anggana. In this study, the independent variable used work stress, the dependent variable used performance. The research was conducted at the company CV. Berta Lestari Anggana. Using simple regression analysis method, based on simple linear regression analysis that has been done using SPSS version 24 software. In this study it can be concluded that work stress has a positive and significant effect on performance (In Table 6, it shows that the work stress variable is below 0.05 which means it is significant at alpha 5%). Thus, Hypothesis 1 which states that work stress affects the performance of CV companies. Berta Lestari Anggana, accepted. This relates to the results of statistical data in this study that the demands of work must be balanced with the work given in accordance with the competencies possessed by employees in the company. Based on the results of the research conducted, the researchers provide suggestions that can be used as a useful contribution and considered by the parties with an interest in this research. Based on the results of this study, the work stress variable only affects 25.5% of CV performance. Berta Lestari so that there is an influence of 74.5% by other variables not examined in this study. The company is expected to pay more attention to these other variables so that it can continue to maintain and improve its performance. Regarding what has been said above, it is hoped that further studies will be carried out on other variables, either internally or externally to the company in order to identify other variables that can affect the performance of CV. Berta Lestari Anggana The company is expected to carry out periodic assessments oriented to a better approach to employees because there are still a small number who feel burdened by the demands of the work that has been given by the company. If other researchers have added non-questionnaire-based methods for data collection and the distribution is small, the survey question should be interpreted so that the respondent can understand the content of the survey question questionnaire.

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