

Work Stress Impact towards Employee Performances

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Abstract

In this study, the author wanted to identify the problem of “Does work stress affect employee performance at Kakiku Cemara Asri Medan?” The aim is to determine the effect of work stress on employee performance at Kakiku Cemara Asri Medan. The author uses associative quantitative research methods. Associative research is a research method where the relationship that occurs is causal, work stress is an unavoidable part of human life and can occur at any time in every human being which can affect many things, one of which is employee performance. The data collection technique used by the author in this research is to use a questionnaire. The sample used by the author in this study were all 31 employees of Kakiku Cemara Asri Medan. The instrument used in this research is the validity and reliability test. Based on calculations carried out with the SPSS version 26 application program, it turns out that the correlation result is 0.687 and the value of sig. deviation from linearity is 0.276 which indicates that there is a linear relationship between work stress and employee performance. From the results of r square of 47.2% and the rest is influenced by other factors that were not tested in this study. From the calculation of the regression analysis, the regression equation $Y = 13.816 + 0.819X$ is obtained. Therefore, it can be concluded that work stress affects employee performance at Kakiku Cemara Asri Medan.

Keywords

Work Stress, Employee Performance

1. Introduction

One way to improve employee performance is to pay attention to employee work stress. Work stress is an unavoidable part of human life and can happen at any time to every human being. Humans tend to experience stress when they cannot adjust their desires to the existing reality. (Vanchapo 2020) defines work stress as an emotional state that arises because of a job incompatibility with the individual's ability to deal with the pressure load he faces. Stress can also be interpreted as a calm condition that creates a physical and psychological balance that affects the emotions, thought processes, and conditions of an employee. Afandi (2018:83) says that performance is the result of work that can be achieved by a person or group of people in a company in accordance with their respective authorities and responsibilities in an effort to achieve organizational goals illegally, not violating the law and not contrary to morals and ethics. Health is one of the important factors in human life and it is undeniable that of course everyone wants to live in a healthy state. Moreover, during this pandemic, there are many people who are affected by it, which causes a lot of thoughts and stress, then the body also weakens so that interest in the health sector also increases, because one of the efforts to improve health is through massage or reflexology. Some of the benefits of massage or reflexology include helping to relieve headaches, releasing stress, restoring tense muscles, improving blood circulation during pregnancy and so on.

Based on the observations of the author who is a worker at Kakiku Cemara Asri, the author finds that the performance of employees in the company has decreased. This can be seen from some employees who cannot complete their work on time and some employees who often give wrong results and do not comply with company regulations. Then the author also received information from employee A who works at Kakiku Cemara Asri that employees are burdened with jobs that prioritize non-technology, poor relationships between co-workers, and at certain times feel pressure to work because they work away from home. Then according to employee B, the employee cannot complete the work on time because of

the shortage of workers due to returning home and increasing work. In connection with the problems that the authors found that were happening in the company, the authors conducted a study entitled " Work Stress Impact towards Employee Performances at Kakiku Cemara Asri, Medan".

1.1 Objectives

The purpose of this study was to prove the effect of work stress on employee performance at Kakiku Cemara Asri Medan

2. Literature Review

Work Stress

Work stress is a feeling of pressure experienced by employees in dealing with work. This stress can be seen from its symptoms, including unstable emotions, bad feelings, loneliness, difficulty sleeping, excessive smoking, unable to relax, anxiety, tension, nervousness, increased blood pressure, and indigestion (Mangkunegara, 2017:157).

According to (Robbins, P. Stephen & Judge 2017). Work stress can be measured by several indicators, as follows:

1. Environment

Environmental uncertainty will affect the design of the organizational structure and the level of stress levels among employees in the organization. The main environmental uncertainties are divided into three: economic, political, and technological.

2. Organization

In an organization, pressure can arise from avoiding mistakes in assignments or completing tasks with limited time, excessive workloads, overly demanding bosses, and unpleasant coworkers.

3. Individual

The individual in question is more about a person's ability to manage the pressure within himself both from workload and from his personal life. The survey results show that people who have family relationships and there are problems in their families such as marriage, child problems, and love problems will be brought to the work table and will affect individual performance results.

According to Dwiyantri (Lantara 2019)) the factors that cause work stress consist of two, namely environmental factors and personal factors. Environmental factors such as physical conditions, relationships in the work environment, while personal factors such as typical personality, personal events and individual conditions.

Employee Performance

Performance is the result of work done by someone in an organization in order to achieve the desired goals of an organization and minimize losses and the willingness of a person or group of people to carry out an activity and perfect it in accordance with their responsibilities to obtain expected results (Caroline et al. 2021)

According to (Mangkunegara 2017) performance indicators include:

1. Quality of work

The quality of the work in question is the quality of the work that must be produced.

2. Working quantity

What is meant by quantity of work is the amount of work that must be completed and achieved in the work.

3. Work constraint

Employees can be trusted or not actually depend on whether employees can follow instructions, have the initiative, be careful and diligent in work.

4. Work attitude

Employee attitudes towards the company and other employees.

According to Prawirosento (in Sutrisno, 2016:9) the factors that affect performance are as follows:

1. Effectiveness and Efficiency

The measure of good or bad performance is measured by effectiveness and efficiency in relation to organizational performance. It is said to be effective if it reaches the goal, and is said to be efficient if it is satisfactory as a driver to achieve the goal, regardless of whether it is effective or not.

2. Authority and Responsibilities

In an organization, of course, responsibilities and authorities have been delegated properly without any overlap. Clarity of authority or rights and responsibilities of employees in an organization will support its performance.

3. Discipline

Discipline includes respect and obedience between employees and the company to the agreements that have been made. In general, discipline is a condition that shows respect for employees towards company rules and regulations.

4. Initiative

To plan something related to organizational goals, initiative is needed in this regard. Initiative is related to the power of thought and creativity in the form of ideas. Each initiative must also receive attention or a positive response from superiors.

3. Methods

According to Sugiyono (2017:8) quantitative methods are research methods based on the philosophy of positivism, used to examine certain populations or samples, data collection using research instruments, analysis of quantitative statistical data, with the aim of testing predetermined hypotheses.

According to (Arwin et al. 2019) A qualitative approach is an approach to constructing knowledge statements based on a constructive perspective (for example, meanings derived from individual experiences, social and historical values, with the aim of building certain theories or patterns of knowledge). or based on a participatory perspective (eg orientation to politics, issues, collaboration, or change), or both.

In this study, researchers conducted research using associative quantitative methods where the relationship that occurs is causal. Researchers use this method to find out how much influence work stress has on employee performance at Kakiku Cemara Asri Medan.

4. Data Collection

According to Sugiyono (2019:137) data collection can be done in various settings, various sources, and in various ways. When viewed in terms of methods or techniques of data collection, data collection techniques can be done by interviews, questionnaires, observations, and combination of the three. Data collection techniques used in this study are as follows:

1. Observation

According to Hadi (in Sugiyono, 2019:145) observation is a complex process, a process composed of various biological and psychological processes. Two of the most important are the process of observation and memory. Based on the explanation above, the researcher made observations on the performance of employees at Kakiku Cemara Asri Medan.

2. Literary Studies

Due to the limited knowledge of researchers in finding theoretical basis for research, the researchers studied the literature from various sources to deepen the discussion and perfection in this research.

3. Questionnaire

According to Sugiyono (2019:142) a questionnaire is a data collection technique carried out by giving a set of questions or written statements to respondents to answer. The author uses a questionnaire because it is an efficient collection technique after knowing with certainty the variables

to be measured and what is expected from the questionnaire. And the author applies a Likert scale in the questionnaire which will be distributed using google form. According to Sugiyono (2016) the Likert scale is used to measure attitudes, opinions and perceptions of a person or group of people about social phenomena.

Table 1 Likert Scale

PERNYATAAN		PENILAIAN
Selalu	Sangat Setuju	5
Sering	Setuju	4
Kadang-kadang	Ragu-ragu	3
Jarang	Tidak Setuju	2
Tidak Pernah	Sangat Tidak Setuju	1

Source: Sugiyono (2019:94)

5. Results and Discussion

5.1 Numerical Results

Based on the results of data processing through data processing software, the following results are obtained:

Table 1 Linearity Test Results

ANOVA Tabel							
			Sum of Squares	df	Mean Square	F	Sig.
Kinerja Kerja_Y * Stres Kerja_X	Between Groups	(Combined)	212.244	10	21.224	4.084	0.004
		Linearity	149.322	1	149.322	28.730	0.000
		Deviation from Linearity	62.922	9	6.991	1.345	0.276
	Within Groups		103.950	20	5.198		
	Total		316.194	30			

Source: Processed Data (2022)

Based on the output results presented above, the value of sig. deviation from linearity is 0.276. Decision making criteria with sig. = 0.276 states that sig. > 0.05. So, the decision taken is that the two variables have a linear relationship. In other words, the work stress variable can be estimated with the employee performance variable.

Table 2 Correlations Test Results

Correlations		
	Stres Kerja_X	Kinerja Karyawan_Y

Stres Kerja_X	Pearson Correlation	1	0.687**
	Sig. (2-tailed)		0.000
	N	31	31
Kinerja Karyawan_Y	Pearson Correlation	0.687**	1
	Sig. (2-tailed)	0.000	
	N	31	31

** . Correlation is significant at the 0.01 level (2-tailed).

Source: Processed Data (2022)

From the results above, it can be concluded that the variable X (work stress) and variable Y (employee performance) are related because the value shows positive results. The correlation value (r) is 0.687, which means that work stress has a strong relationship with employee performance.

Table 3 Results of the Coefficient of Determination

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.687 ^a	0.472	0.454	2.39879
a. Predictors: (Constant), Stres Kerja_X				
b. Dependent Variable: Kinerja Karyawan_Y				

Source: Processed Data (2022)

The results of the regression calculation can be seen that the result of R square = 0.472. This means that the work stress variable is influenced 47,2% by employee performance and the remaining 52.8% is influenced by other factors that not tested in this study.

Table 4 Simple Linear Regression Test Results

Coefficients ^a					
Model		Unstandardized Coefficients		Standardized Coefficients	Sig.
		B	Std. Error	Beta	
1	(Constant)	13.816	4.149		0.002
	Stres Kerja_X	0.819	0.161	0.687	0.000

a. Dependent Variable: Kinerja Karyawan_Y

Source: Processed Data (2022)

Based on the table above, it can be seen that the regression equation formed is:

$$Y = a + bX$$

$$Y = 13,816 + 0,819x$$

If the value of work stress increases by one, it will affect the value of employee performance by 0.819, which can be described as follows:

$$X=1 \ Y = 13,816 + 0.819 (1) = 13,816 + 0.819 = 14,635$$

$$X=2 \ Y = 13,816 + 0.819 (2) = 13,816 + 1,638 = 15,454$$

$$X=3 \ Y = 13,816 + 0.819 (3) = 13,816 + 2,457 = 16,273$$

$$X=4 \ Y = 13,816 + 0.819 (4) = 13,816 + 3,276 = 17,092$$

$$X=5 \quad Y= 13,816 + 0.819 (5) = 13,816 + 4,095 = 17,911$$

From the test results above, it can be concluded that there is an influence between work stress and employee performance. This can be proven from the value of work stress, if added 1 to the value of work stress, then this will affect or increase the value of employee performance.

5.2 Proposed Improvements

To maintain employee performance, companies should manage its employees well by not giving more burdens outside of employees' work and make it easier for employees by improving facilities at work, one of which is technology. And to improve work performance and not be carried away by stress at work, employees should try their best not to involve problems outside the workplace with the employee's work. Other than that, employees need to increase morale and be more confident, also more initiative in work, and do not forget to better understand work ethics so that they can provide the best and maximum results for the company and get good work results as well.

5.3 Validation

Stress is very helpful or functional, but it can also play the wrong role or damage work performance, therefore work stress is one of the thing that can affect employee performance (Suprihhadi in Arfani and Luterlan, 2018). The results of this study support previous research conducted by Husain (2019) with the research title "The Effect of Work Stress on Employee Performance at the State Administrative Court Office" and the results of simple linear regression obtained $Y = 2.182 + 0.777X$ also the value is significantly less than 0.05, which means that work stress has a significant effect on employee performance.

Then, the results of this study also support previous research conducted by Christy and Amalia (2017) with the research title "The Effect of Work Stress on Employee Performance" and the results from simple linear regression analysis, it can be seen that the equation in this study is $Y = 71.827 + (-0.743)X$. Then it can be seen that the significance value is less than 0.05 which indicates that H_0 is rejected and H_a is accepted. Then it can be seen that the coefficient of determination of work stress variables with employee performance has a correlation of 64.2%, which means that the relationship between work stress variables and employee performance variables is at a strong level.

6. Conclusion

Based on the output results presented above, the value of sig. deviation from linearity is 0.276. Decision making criteria with sig. = 0.276 states that sig. > 0.05. So, the decision taken is that the two variables have a linear relationship. In other words, the work stress variable can be estimated with the employee performance variable.

And then, based on the results of data analysis and previous discussions, the researchers concluded that there was a significant influence between work stress on employee performance at Kakiku Cemara Asri, Medan.

This can be proven because the correlation value shows positive results. The correlation value (r) is 0.687, which means that work stress has a strong relationship with employee performance. Then, the result of the coefficient of determination test which gives a value of 47.2% which states the magnitude of the effect of work stress on employee performance at Kakiku Cemara Asri, Medan and the remaining 52.8% is influenced by other factors not examined in this study.

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