

The Effect of Work Stress on Employee Performance at Pt Isuzu Astra Motor Indonesia

David Mardianto¹, Yudi Kristanto², Taryanto³

Universitas Pertiwi

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Abstract

This study aims to examine the significant effect of Job Stress on employee performance of PT Isuzu Astra Motor Indonesia both partially and simultaneously. The method used in this research is a quantitative analysis method. Where the subjects in this study were employees of PT Isuzu Astra Motor Indonesia totaling 40 samples. The primary data collection technique through questionnaires and secondary data collection through library research. While the data analysis methods used are Validity Test, Reliability Test, Data Analysis Prerequisite Test, Partial Hypothesis Test (t test), and Coefficient of Determination (R²). The results showed, based on the calculation results obtained, a correlation coefficient of $r = 0,702$ and a coefficient of determination of $R = r^2 = 0.493$. Significance testing of the correlation obtained t-count (6.078) > t table (2.021) at $\alpha = 0.05$, indicating that the correlation coefficient is significant. Thus, the research hypothesis which states that there is a relationship between Job Stress and Employee Performance can be accepted. This means that the higher a person's Job Stress will be followed by a decrease in employee performance. Meanwhile, the coefficient of determination of 0.493 shows that 49,3% of variations in employee performance can be explained by variations in Work Stress, the remaining 50,7% is determined by other factors outside of Work Stress

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Corresponding Author:

David Mardianto Pertiwi University

Email : 20120009@pertiwi.ac.id

1. INTRODUCTION

Stress in the workplace is commonplace and almost never experienced by employees when they work. People in big cities like Karawang, which are known as industrial cities, almost all people who work as employees have experienced stress when working. which can have an impact on their performance and activities when carrying out work activities and also social activities with other people. The demands of the employee's role are often faced with various problems within the Company so that it is very unlikely that they will experience stress in their work activities. Job stress can also be defined as the pressure felt by employees because of tasks or job descriptions that they cannot fulfill.

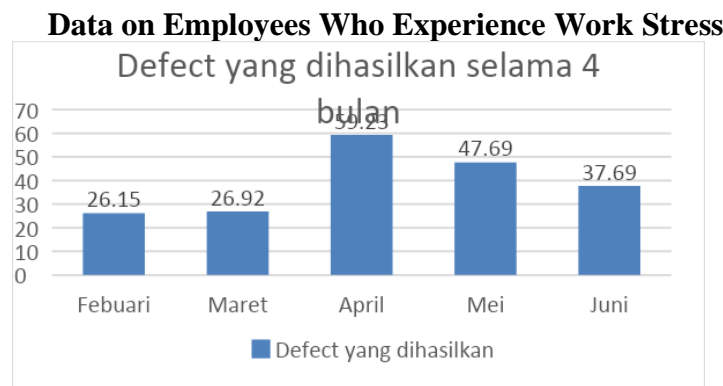
Reporting from Halodoc (2024) basically, stress can occur anywhere, including at work, stress at work of course really disrupts employee concentration and productivity, so it can also have an impact on the company. There are several categories of stress triggers at work, namely: (1) conflict with colleagues, (2) not being able to control emotions, (3) piles of work, (4) notifications outside working hours, (5) personal problems, (6) work environment.

Stress due to work will not only decrease an employee's performance, but work stress can also cause various health problems in employees. Because some experts have said that 90% of disease comes from the mind. Apart from that, people who experience stress due to work can also lose interest or what is also known as *burnout*. This will affect employee work performance, creativity, focus and initiative in the work environment, and employees will take leave more often, laze around or even be absent from work.

This means that work stress can arise when employees are unable to complete their tasks due to pressures on production targets and deadlines. Apart from that, work stress can also arise due to discomfort in the environment and co-workers. Such as pressure from superiors or seniors, toxic friends, excessive working hours, lack of facilities for workers,

work tasks that are too many or beyond capabilities and also time pressure (*Cycle Time*) which makes employees rush to work which can ultimately cause stress at work. Employees have to fulfill the demands and responsibilities of their work, unclear job responsibilities, lack of time to complete targets, conflicting tasks are also triggers for employees to become stressed. Work stress which can affect employee performance also does not only come from internal company problems, it could be that employees have other problems outside of their work such as financial problems, family problems, and romance problems which can ultimately interfere with their focus when carrying out work activities and become burden on their minds. which ultimately creates a feeling of lack of enthusiasm and lack of focus on their work which can affect the quality of the goods being produced by employees *NG (Not good)* or it can also be called goods *defect*.

This of course will greatly affect the quality of the goods produced, which can cause the company to suffer losses, both in terms of material and time. When an employee creates *defects* on the goods it produces, the company must replace the goods *defect* with new items so that they are not sent to the customer and this will cost quite a bit. Apart from material losses, the company will also experience time losses, because the time that should be used to produce goods is instead used to repair or recycle goods. *defect* made by the employee.



If there are unit/item *defects* which have been sent to *customers* Due to an employee's negligence, this can be very fatal because it can reduce trust in employees' customers. Of course, this can have an impact *Brand Image* companies and companies may not get *order* from *customer* due to loss of image and trust in the company.

Based on the background description above, researchers are interested in creating a research title, namely **“The Effect of Work Stress on PT Employee Performance. Isuzu Astra Motor Indonesia”**.

1. RESEARCH METHOD

This study uses a quantitative approach. Sugiyono (2018:51) states that quantitative methods are research methods that are based on the philosophy of positivism, used to research certain populations or samples, collecting data using research instruments, quantitative/statistical data analysis with the aim of describing and testing predetermined hypotheses. . The reason the researcher used a quantitative approach was because the researcher intended to eliminate subjectivity in the research.

The research process starts from collecting phenomenon data and preliminary studies carried out at the research locus to proving the research results and conducting discussions. Here is the overall research design:

2. RESULTS AND DISCUSSION

1. The results obtained from data analysis and statistical calculations show that the empirical score for Job Stress varies between 51 to 85 with a score range of 34, on average; 71.45 median; 73.5 mode; 75.0 standard deviation; 8.52 and variance 72.56. The results of this data description analysis can be concluded that the Job Stress variable is in good condition.
2. The results obtained from data analysis and statistical calculations show that the empirical score for Employee Performance varies between 37 to 75 with a score range of; 38 averages; 63.68 median; 64.5 mode; 72.0 standard deviation; 8.42 and variance; 70.89. The results of the data description analysis can be concluded that the Employee Performance variable is in good condition.
3. From the results of statistical calculations, it can be obtained that the correlation coefficient is $r = 0.702$ and the coefficient of determination is $R = r^2 = 0.493$. Testing the significance of the correlation can be obtained $t_{\text{count}} (6,078) > t_{\text{table}} (2.021)$ at $\alpha = 0.05$, this indicates that the correlation coefficient is significant. This can be shown by the research hypothesis which states that there is an acceptable relationship between Job Stress and Employee Performance. This is where the higher the work stress, it will be followed by a decline in employee performance. Meanwhile, the coefficient of determination of 0.493 shows that 49.3% of the variation in Employee Performance can be explained using variations in Job Stress, the remaining 50.7% can be determined by other factors outside of job stress.
4. Based on the results of calculations to create a regression equation model between Job Stress (X) and Employee Performance (Y), it was found that the constant was $\alpha = 14.091$ and the regression coefficient $\beta = 0.694$. This shows the influence between the independent variable The results of the regression significance test based on the ANOVA table calculations obtained $F_{\text{count}} (36,94) > F_{\text{table}} (7.35)$ at $\alpha = 0.01$. This shows that the equation model from the regression is significant. The results of the linearity test obtained $F_{\text{count}} (1,13) < F_{\text{table}} (2.29)$ at $\alpha = 0.05$. Thus, the results show that the regression equation is linear.

3. CONCLUSION

Conclusion

1. The results of analysis of data and calculations obtained from the Job Stress questionnaire conducted on 40 respondents showed scores between 36 and 65 with a range of 29, an average of 50.18; median 50; mode 46; standard deviation 6.40; and variance 40.97. It can be concluded that the work stress variable is in good condition.
2. The results of analysis of data and calculations obtained from the Job Stress questionnaire conducted on 40 respondents showed scores between 27 and 65 with a range of 38; average 51.23; median 52; mode 52; standard deviation 9.40; and variance 88.45. It can be concluded that the performance variable is in good condition.
3. Based on the results of statistical calculations, a correlation coefficient of $r = 0.702$ and a determination coefficient of $R = r^2 = 0.493$. Testing the significance of the correlation obtained $t_{\text{count}} (6,078) < t_{\text{table}} (2.021)$ at $\alpha = 0.05$, indicating that the correlation coefficient is significant. Thus, the research hypothesis which states that there is a relationship between Job Stress and Employee Performance can be accepted. This means that the more work stress is managed, the more employee performance will also be followed. Meanwhile, the coefficient of determination of 49.3% shows that 5% of employee performance can be explained by job stress, the remaining 50.7% is determined by other factors outside job stress.

Suggestion

Based on the conclusions stated above, the following suggestions can be given:

1. Management needs to improve facilities and pay more attention to the state of the employee's work environment. This is to avoid employees being exposed to work stress which can have an impact on employee performance being less good. There are several ways and solutions to avoid employees being exposed to work stress, including: (1) Management looks for sources where it occurs. reduce stress by asking about the impressions employees experience while working. (2) Provide sufficient rest so that employees are not rushed when working (4) Management needs to manage employee working time and workload in accordance with employee policies and abilities (5) Management also needs to improve comfort and facilities in the work environment to avoid employees exposed to work stress.
2. Employees also have an important role in avoiding the impact of work stress. There are several solutions to avoid work stress, including: (1) Getting enough rest, this will really help to restore energy and mind. (2) adopt a healthy lifestyle such as exercising, consuming healthy and nutritious food and also going for refreshments to relieve mental stress. (3) building good friendships with friends at work. This will really help relieve stress because coworkers can be good listeners to listen to complaints and this will help reduce the burden on the mind and make the heart calm a little.
3. Work stress is experienced by many employees, especially young people who are employees and are continuing their education. This is certainly a very interesting topic to research, because work stress has a significant influence on performance and other activities outside of work. By understanding the meaning and significance of work stress it is hoped that it can be developed to find solutions so that it does not impact performance, and at this stage Furthermore, research needs to be carried out to determine the influence of other variables besides work stress in order to improve employee performance.

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