++++++++++++++++++++++++++++

THE INFLUENCE OF WORK COMPETENCE, WORK DISCIPLINE AND WORK SATISFACTION ON EMPLOYEE PERFORMANCE IN PT SARI KREASI INDONESIA

Yenny Laidy[1], Anita, Kelvin, Dhevin Ghoward, Steven, and Rafida Khairani

[1]Department of Management, Prima Indonesia University, yennylaidy@gmail.com.

Abstract

PT. Sari Kreasi Indonesia is a company engaged in the sale of food and beverages (Food and Beverages). The purpose of this study was to examine and analyze the effect of supervision, communication, work stress and employee performance at PT. Sari Kreasi Indonesia. Declining employee performance due to lack of supervision, communication is not good and employees are experiencing stress at work. The population and sample in this study amounted to 62 employees. The research method uses multiple linear regression analysis techniques. The results showed that the value of supervision was obtained tcount > ttable or 2.130 > 2.002 and significant obtained $0.037 < 0.05$. The communication value has tcount > t table or 3.694 > 2.002 and the significance obtained is $0.000 < 0.05$. The value of work stress tcount > ttable or 2.681 > 2.002 and the significance obtained $0.010 < 0.05$. The test results obtained calculated F value (14.711) > F table (2.76) and a significance probability of $0.000 < 0.05$. The results of the determination coefficient test of 0.403 this means that 40.3% of the variation in employee performance can be explained by variations in supervision, communication and work stress while the remaining 59.7% is explained by other variables not examined in this study, such as career development, job analysis, training and so on. The conclusion in this study shows that supervision, communication and work stress partially have a positive and significant effect on employee performance at PT. Sari Kreasi Indonesia (Food and Beverages). Simultaneously supervision, communication and work stress have a positive and significant effect on employee performance at PT. Sari Kreasi Indonesia (Food and Beverages).

Keywords: Supervision, Communication, Job Stress, Employee Performance.

1. Introduction

Employee performance can be interpreted as the ability of employees to do their jobs. Improved employee performance certainly can not just happen, but there are factors that can influence it such as supervision and communication factors. PT. Sari Kreasi Indonesia is a company engaged in the sale of food and beverages (Food and Beverages). The company is divided into two: OO (bakery) which sells cakes and ministros (restaurants) that sell food and drinks. The company has 2 sales locations, the first is located on S. Parman road

142

No. 308 Medan which has 1 restaurant / ministro and 1 OO Pastries outlet, and the second location is Sun Plaza 4th Floor Medan where has 1 OO Pastries outlet. However, the company's expectations have not been realized properly where the company's revenue does not reach the desired target.

In the supervision factor, less optimal work supervision by supervisors, managers, and head chefs to subordinates and work supervision is not carried out thoroughly and precisely in the object causing frequent work violations. In the communication factor, communication links between supervisors, managers, and head chefs to subordinates are still not good so that work errors often occur due to lack of clarity of information / messages received. Occupational errors due to this lack of communication have reflected a decline in employee performance at work. In work stress factors, companies often provide high work pressure to employees such as frequent occurrence of salary deductions to employees who make mistakes at work, leaders who often behave emotionally to employees and often get angry. Conflicts with coworkers and the existence of duplicate work also trigger work stress for employees.

Based on the phenomenon of problems that occur in companies, the researchers conducted research on this company with the title "The Effect of Supervision, Communication and Job Stress on Employee Performance at PT Sari Kreasi Indonesia (Food and Beverages)".

2. Literature Review

Definition of Supervision

According to Siswandi (2011) supervision can be defined as a process to "guarantee" that organizational and management objectives are achieved. This relates to ways of making activities as planned. According to Siswandi (2011), to be effective, the supervision system must meet certain criteria. The main criteria are that the system should:

1. Accurate
2. Be on time
3. Objective and comprehensive
4. Focus on strategic oversight points
5. Economically realistic
6. Be realistic organically
7. Coordinated with the organization's work flow
8. Flexible.
9. Is as a guide and operational
10. Received by members of the organization.

Definition of Communication

According to Bangun (2012), communication is a process of delivering information from the sender to the recipient of the message using various effective media so that the message can be clearly and easily understood by the recipient of the message.

Kotler and Keller (2016) explain that at the evaluation stage, consumers form a preference between brands in an option set and can also form the intention to purchase the most preferred brand.

Theories About Job Stress

According to Badeni (2014) stress is the tension or emotional stress experienced by someone who is facing a very large demand or an opportunity to do an important activity, which in its fulfillment there are obstacles and uncertainties that can affect one's emotions, thoughts and physical condition. According to Rivai and Mulyadi (2011) suggested several symptoms of stress at work:

1. Low job satisfaction
2. Declining performance
3. Excitement and energy are lost
4. Communication is not smooth
5. Poor decision making
6. Lack of creativity and innovation
7. Wrestling on unproductive tasks

Theory About Employee Performance

According to Rivai and Sagala (2013), performance is a complete view of the state of the company during a certain period of time, is a result or achievement that is influenced by the company's operational activities in utilizing the resources owned. According to Moeheriono (2014), employee performance indicators include:

1. Effective
2. Efficient
3. Quality
4. Timeliness
5. Productivity
6. Safety

Framework
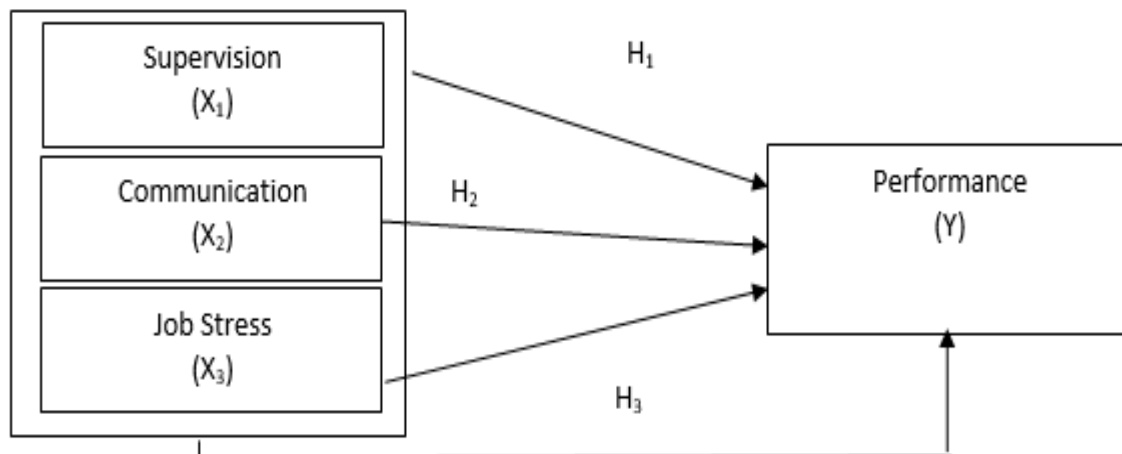
Figure 1. research framework
Source: Processed research data, 2019.

The hypothesis is said to be temporary because the answers given are only based on theory. The hypothesis of this research is:

H1: Supervision has a partial effect on the performance of employees at PT. Sari Kreasi Indonesia (Food and Beverages)
H2: Communication has a partial effect on employee performance at PT. Sari Kreasi Indonesia (Food and Beverages)
H3: Work Stress partially influences employee performance at PT. Sari Kreasi Indonesia (Food and Beverages)
H4: Monitoring, Communication and Job Stress simultaneously affect the performance of employees at PT. Sari Kreasi Indonesia (Food and Beverages).

3. Methods

The quantitative approach focuses on the phenomena that have certain characteristics in human life which are called variables. In this study, researchers used a quantitative descriptive type of research. The nature of the research used is descriptive explanatory. The population in this study are permanent employees of PT. Sari Kreasi Indonesia with 62 employees. The sampling technique used in the study is saturated sampling. The number of samples used by researchers was 62 permanent employees of PT. Sari Kreasi Indonesia while 30 respondents were used to test the validity and reliability taken from the branch of the company at Sun Plaza 5th Floor which is an OO Pastries outlet. Data collection techniques using questionnaires, interviews and documentation studies. Data sources used are primary and secondary data.

4. Results and Discussion

Description of The Company

PT. Sari Kreasi Indonesia is a company engaged in the sale of food and beverages (Food and Beverages). The company is divided into two: OO (bakery) which sells cakes and ministros (restaurants) that sell food and drinks. The company has 2 sales locations, the first is located on Jalan S. Parman No. 308 Medan which has 1 restaurant / ministro and 1 OO Pastries outlet, and the second location is Sun Plaza 4th Floor Medan where has 1 OO Pastries outlet. M PT. Sari Kreasi Indonesia is a restaurant that serves Western food and bread. This bakery is known as OO Pastries which is a different brand of PT. Sari Kreasi Indonesia was established in November 2015, this restaurant serves fusion food between Western and Indonesian food with good service. PT. Sari Kreasi Indonesia is a place that offers a comfortable and pleasant atmosphere for guests with family and friends. PT. Sari Kreasi Indonesia also serves beer and other drinks for guests. They provide three rooms, namely, smoking room, non-smoking room, and VIP room. The food offered by PT. Sari Kreasi Indonesia is in an affordable price range

PT. Sari Kreasi Indonesia serves Western and Indonesian food, most importantly all halal food and affordable prices, a large space restaurant with unique and elegant decoration. If you want to arrange a party, you can make a reservation at this restaurant with certain rules and regulations from the company. PT. Sari Kreasi Indonesia who is responsible will always try to provide the best service to guests to achieve customer satisfaction. The specialty of this restaurant is that they work together with OO Pastries to present good food and drinks to guests with bread, especially fresh and delicious donuts.

PT. Sari Kreasi Indonesia made PT. The best Indonesian Sari Kreasi with an attractive, innovative and international standard concept. PT. Sari Kreasi Indonesia will achieve this by always making updates on every menu and service to consumers. While the mission is:

1. Help culinary lovers in Indonesia to enjoy foreign food without having to visit the country
2. Providing the best quality and variety of food for visitors
3. Make good standard operating procedures in processing food and services and creating jobs.

Characteristics of Respondents

Characteristics of respondents based on age, sex and education and last year of work.

Table 1. Characteristics of Respondents by Age

No.	Age	Total	Percentage
1.	20-30	18	29
2.	31-40	29	47
3.	40	15	24
	Total	62	100

Table 2. Characteristics of Respondents by Gender

No.	Gender	Total	Percentage
1.	Man	35	56.45
2.	Woman	27	43.55
	Total	62	100

Table 3. Characteristics of Respondents Based on Recent Education

| No.	Education	Total	Percentage
1.	Higher School	47	75.81
2.	Bachelor	15	24.19
	Total	62	100

Table 4. Characteristics of Respondents Based on Years of Service

Years of service	Number of employees	Percentage
<1	13	27
1-3	24	44
>3	18	29
Total	**62**	**100**

Source: Processed research data, 2019.
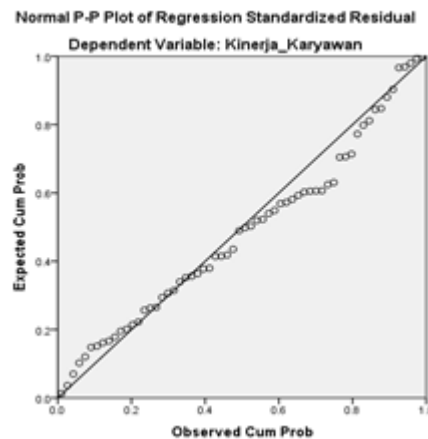
Normality Test

One of the easiest ways to see residual normality is to look at a histogram graph that compares observational data with close distribution
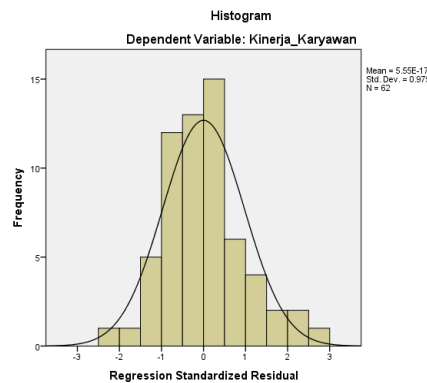
Figure 1. Histogram Normality Test

Source: Processed research data, 2019.

The histogram graph in Figure IV.1 shows that the real data forming a curve line tend to be symmetrical (U) not deviating to the left or right, so it can be said that the data is normally distributed.

Figure 2. P-P Plot Normality Test

Figure 2 P-P Normality Chart The plot shows the data spreading around the diagonal line, the spread is mostly close to the diagonal line. This means that the data is normally distributed. Test for normality with statistics can use the non-parametric statistical test Kolmogorov-smirnov (K-S), the test criteria are:
1. If the significance value> 0.05, then the data are normally distributed
2. If the significance value <0.05, then the data are not normally distributed
The following is a statistical normality test using Kolmogorov Smirnov.

Table 5. One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		62
Normal Parameters[a,b]	Mean	0E-7
	Std. Deviation	6.72010263
Most Extreme Differences	Absolute	.124
	Positive	.124
	Negative	-.061
Kolmogorov-Smirnov Z		.980
Asymp. Sig. (2-tailed)		.292

a. Test distribution is Normal.
b. Calculated from data.
Source: Processed research data, 2019.

Table 5 shows the results of the normality test using the Kolmogorov Smirnov test showing a significant value of 0.292> 0.05. The Kolmogorov Smirnov test results showed the data were normally distributed.

Multicollinearity Test

Multicollinearity can also be seen from the value of tolerance and variance inflation factor (VIF). The following multicollinearity test results are:

Table 6. Collinearity Statistics

Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	Supervision	.825	1.212
	Communication	.846	1.182
	Job Stress	.926	1.080

Source: Processed research data, 2019

Table 6 shows that the tolerance values for the two independent variables are supervision by 0.825> 0.1, communication by 0.846> 0.1 and work stress by 0.926> 0.1 while the VIF value for both independent variables is supervision by 1.212 <10, communication amounted to 1,182 <10 and work stress amounted to 1,080 <10. Thus in the multicollinearity test there is no correlation between independent variables.

Heteroscedasticity Test

Heteroscedasticity test aims to test the difference in residual variance of one observation period to another observation period. There are several ways to detect the presence or absence of heteroscedasticity:
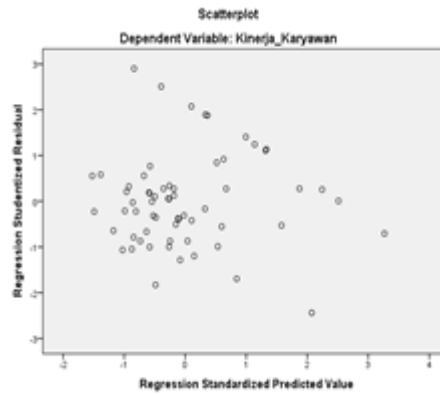
Figure 3. Heteroscedasticity Test

Source: Processed research data, 2019

The scatterplot graph shows that the points spread with unclear patterns both above and below the zero (0) on the Y axis that there was no heteroscedasticity in the regression model. The presence or absence of heteroscedasticity can be seen from the probability of its significance, if the significance value is above the 5% confidence level, it can be concluded that it does not contain heteroscedasticity.

Table 7. Gletser Test

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.725	2.473		1.507	.137
	Supervision	.076	.060	.180	1.267	.210
	Communication	.018	.071	.036	.255	.800
	Job Stress	-.034	.072	-.064	-.474	.637

a. Dependent Variable: Performance

Source: Processed research data, 2019

Table 7 above shows the significant value of supervision of 0.210> 0.05, communication of 0.800> 0.05 and work stress of 0.637> 0.05. Thus from the results of the Gletjer test it can be said that there is no heteroscedasticity problem.

Research Data Analysis Results

Testing the hypothesis used in this research is to use multiple linear regression analysis. The regression model used is as follows:

Table 8. Coefficients

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.310	3.822		.866	.390
	Supervision	.198	.093	.232	2.130	.037
	Communication	.405	.110	.397	3.694	.000
	Job Stress	.299	.112	.276	2.681	.010

Source: Processed research data, 2019

$$Y = a + b1X1 + b2X2 + e$$
$$Y = 3,310 + 0,198\ X1 + 0,405\ X2 + 0,299\ X3 + e$$

The explanation for the multiple linear regression above is:

1) A constant of 3,310 states that if supervision, communication and work stress are absent or constant, the dependent variable is employee performance at 3,310 units.
2) Coordination regression coefficient of 0.198 and positive value, this states that if every increase in supervision of 1 unit will increase employee performance by 0.198 units assuming other variables remain.
3) The communication regression coefficient is 0.405 and it is positive, it states that if every 1 unit increase in communication will increase the employee's performance by 0.405 units, assuming the other variables are fixed.
4) Work stress regression coefficient of 0.299 and positive value, this states that if every increase in work stress 1 unit will increase employee performance by 0.299 units with the assumption that other variables are fixed.

The value of the table for probability 0.05 at free degrees (df) = 62-4 = 58 is 2.002. The calculation result of hypothesis testing is partially obtained tcount> ttable or 2,130> 2,002 and significant obtained 0,037 <0,05, meaning that partial supervision has positive and significant effect on employee performance at PT. Sari Kreasi Indonesia (Food and Beverages).

The results of calculation of hypothesis testing partially obtained value of tcount> ttable or 3.694> 2.002 and significant obtained 0.000 <0.05, means that communication partially has a positive and significant effect on employee performance at PT. Sari Kreasi Indonesia (Food and Beverages).

The calculation result of hypothesis testing partially obtained tcount> ttable or 2.681> 2.002 and significantly obtained 0.010 <0.05, meaning that work stress partially has a positive and significant effect on employee performance at PT. Sari Kreasi Indonesia (Food and Beverages).

Hypothesis Determination Coefficient

Adjusted R Square notated by R2 is the corrected determination coefficient value that adjusts R2 by dividing each sum of square with their respective degrees of freedom.

Table 9. Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.657[a]	.432	.403	6.892

Source: Processed research data, 2019

Table 9 results of the determination coefficient test of 0.403 this means that 40.3% of the variation in employee performance can be explained by variations in supervision, communication and work stress while the rest of 59.7% (100% - 40.3%) is explained by other variables which are not examined in this study, such as career development, job analysis, training and so on.

Simultaneous Hypothesis Testing (Test F)

Table 10. ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	2096.092	3	698.697	14.711	.000^b
	Residual	2754.747	58	47.496		
	Total	4850.839	61			

Source: Processed research data, 2019

Table 10 degrees of freedom 1 (df1) = k - 1 = 3-1 = 2, and degrees of freedom 2 (df2) = nk = 62-4 = 58, where n = number of samples, k = number of variables, then the value of F table at the level of confidence the significance of 0.05 is 2.76. The test results obtained calculated F value (14.711)> F table (2.76) and a significance probability of 0.000 <0.05, meaning that supervision, communication and work stress simultaneously have a positive and significant effect on employee performance at PT. Sari Kreasi Indonesia (Food and Beverages).

Discussion

The results of calculations using SPSS that partial supervision obtained positive and significant effect on employee performance at PT. Sari Kreasi Indonesia (Food and Beverages) which is in line with the theory according to Fahmi (2014: 96), supervision in general can be defined as a way for an organization to realize effective and efficient performance, and further support the realization of the organization's vision and mission. Partial communication has a positive and significant effect on employee performance at PT. Sari Kreasi Indonesia (Food and Beverages) which is in line with the theory according to Siswandi (2011: 171), the communication required must be in accordance with internal and environmental needs and also in accordance with existing mechanisms because if the communication is very excessive does not rule out the possibility of organizational performance disturbed.

Work stress partially has a positive and significant effect on employee performance at PT. Sari Kreasi Indonesia (Food and Beverages) which is in line with the theory according to Umam (2012: 217), high levels of stress or prolonged mild stress will reduce employee performance. Light stress may benefit the organization, but from an individual's point of view, this is not desirable.

Supervision, communication and work stress simultaneously have a positive and significant effect on employee performance at PT. Sari Kreasi Indonesia (Food and Beverages). The coefficient of determination test results of 0.403 this means that 40.3% of the variations in employee performance can be explained by variations in supervision, communication and work stress while the rest of 59.7% (100% - 40.3%) is explained by other variables that are not examined in this study, such as career development, job analysis, training and so on.

Employee performance has decreased as seen from the inability of employees to achieve the revenue targets set by the company due to suboptimal work supervision by supervisors, managers, and head chefs to subordinates causing employees to often do work violations. Communication that has not been established properly between supervisors, managers, and head chefs to subordinates causes employees to often make work mistakes. Excessive work stress experienced by employees causes employees to resign from the company.

5. **Conclusion**

The conclusions from the results of this study are as follows, the partial hypothesis test calculation results obtained tcount> ttable or 2.130> 2.002 and significant obtained 0.037 <0.05, meaning that partial supervision has a positive and significant effect on employee performance at PT. Sari Kreasi Indonesia (Food

and Beverages). The partial hypothesis testing results obtained tcount> ttable or 3.694> 2.002 and significant obtained 0.000 <0.05, meaning that communication partially has a positive and significant effect on employee performance at PT. Sari Kreasi Indonesia (Food and Beverages). The partial hypothesis testing results obtained tcount> ttable or 2.681> 2.002 and significantly obtained 0.010 <0.05, meaning that work stress partially has a positive and significant effect on employee performance at PT. Sari Kreasi Indonesia (Food and Beverages). The test results obtained calculated F value (14.711)> F table (2.76) and a significance probability of 0.000 <0.05, meaning that supervision, communication and work stress simultaneously have a positive and significant effect on employee performance at PT. Sari Kreasi Indonesia (Food and Beverages). the coefficient of determination test results of 0.403 this means that 40.3% of variations in employee performance can be explained by variations in supervision, communication and work stress while the rest of 59.7% (100% - 40.3%) is explained by other variables that are not examined in this study, such as career development, job analysis, training and so on.

Suggestions that are useful for this research are for researchers, it is expected to be able to practice the results of research in companies where researchers work. For the University of Prima Indonesia, it is suggested to be able to publish the results of this research which can later be used as a reference for future researchers For Companies by improving the supervision system that is more scheduled, organized and objective so as to reduce the level of work errors. Increasing communication facilities aimed at helping work communication within the company's employees. Reducing employee work stress by providing encouragement in the form of salary increases, gatheting, improving job conformity with employee duties. For further researchers, it is recommended to add other variables beyond the variables studied by researchers such as career development, job analysis, training and so on.

References

Abidin, Yunus. 2012. Pembelajaran Bahasa Berbasis Pendidikan Karakter. Bandung: PT Refika Aditama.

Badeni. 2014. Kepemimpinan & Perilaku Organisasi. Bandung: CV. Alfabeta.

Kotler, P., Keller, K. L., Armstrong, G., Armstrong, G., & Keller, K. (2016). Marketing Management, 15th global edition. *England: Pearson Educationn Limited*.

Moheriono. 2012. Pengukuran Kinerja Berbasis Kompetensi, Edisi Revisi, PT RajaGrafindo Persada, Jakarta

Rivai, V. Mulyadi. D (2011). *Kepemimpinan dan perilaku Organisasi*.

Rivai, V. Sagala. 2013 Manajemen sumber daya manusia untuk perusahaan: Dari teori ke praktik. *PT. Raja Grafindo. Jakarta*.

Siswandi, 2011, Aplikasi Manajemen Perusahaan:Analisis kasus dan pemecahannya edisi 3, Mitra Wacana Media, Jakarta.