



The Effect of Work Stress on Employee Performance

Kurniati Karim

Sekolah Tinggi Ilmu Ekonomi Sakti Alam Kerinci
Email: atiekkarim299@gmail.com

 <https://doi.org/10.54099/ajib.v1i1.68>

ARTICLE INFO



Article history:

Received: January 10, 2022

Revised: January 21, 2022

Accepted: January 25, 2022

Keywords: Work Stress,
Employee Performance

ABSTRACT

The purpose of this research is to determine the effect of work stress during the Covid19 pandemic on employee performance. This research uses a qualitative descriptive method. Where to process the author's data using SPSS version 23. This research was conducted on PT Pan Baruna Pekanbaru Pekanbaru Riau Indonesia. The sample in this study were employees of PT. Pan Baruna was limited by the administration division and the sales division, which amounted to 87 people. Sample selection using purposive sampling method. In collecting data, the author uses primary data sources with questionnaires as a tool. Based on table 5.47, it can be seen that the simple linear regression equation formed is $Y = 93.147 + (-0.822X)$. From these equations it can be explained that if the work stress variable increases by 1%, then the work performance of employees at PT. Pan Baruna Pekanbaru Branch decreased by 0.822. This shows that the work stress variable contributes negatively to employee performance, so that the work stress level of PT. Pan Baruna Pekanbaru Branch, the employee's work performance will decrease..

This work is licensed under a Creative Commons Attribution-Non Commercial 4.0 International License.

INTRODUCTION

Employee work performance is the result of work achieved by employees in carrying out the tasks assigned to them based on experience skills and sincerity of time. Employee performance is very important in the company to achieve its goals, so various efforts are made to improve it. An employee is said to have achievements at work, if the workload set is achieved or if the realization of results is higher than that set by the company. This condition is called the best category employee achievement. Demands that cannot be controlled by every employee will cause tension within the employee and if it cannot be overcome, the employee will experience stress (Iskamto, 2021b; Wong, Kim, Kim, & Han, 2021).

Work stress experienced by employees can harm the company because of the imbalance between productivity and the costs incurred to pay salaries, benefits, and other facilities. Job stress is a phenomenon that affects employees differently, in different work contexts. The danger of stress is caused by physical, emotional and mental conditions caused by prolonged involvement with emotionally demanding situations. The process takes place gradually, accumulatively, and over time it

becomes progressively worse(Gbadago, Amedome, & Honyenuga, 2017; Iskamto, Puspa Liza Ghazali, Aftanoorhan, & Narti, 2020).

Employees who work in this administrative division have high working hours and require speed, accuracy in processing data to the system in carrying out their work, because administrative work requires them to provide clear information on all administrative reports to the Branch Head and the Board of Directors as a reference for decision making. The following data on the number of employees at PT. Pan Baruna Pekanbaru Branch in 2014 – 2018 .

Table 1 Employee data

Description	Frequency	Percentage
KA. Branch	1	1.15%
Administration	17	19.54%
Sales	69	79.31%
TOTAL	87	100%

From data 1, it can be explained that the Branch Head is 1 person or 1.15%, Administration section employees are 17 people or 19.54% and Sales are 69 people or 79.31%. From these data it can be concluded that the employees of PT. Pan Baruna Pekanbaru Branch has more Sales employees, when compared to Administration employees. This is probably because the need for work is prioritized in the sales department.

However, the results of the work performance of PT Pan Baruna employees experienced ups and downs. This is shown by employee performance with reduced sales results and not being up to date in providing report data, which is an indication of low employee performance

Work stress appears, among others, unstable emotions of salesmen, feeling uneasy, being alone, having trouble sleeping, smoking excessively, not being able to relax, increasing blood pressure, and experiencing digestive disorders.

The workload is very exhausting and employees also have high work demands, this is what causes employee work stress. Coupled with high turnover pressure, employees are increasingly stressed and become a workload for them to achieve these targets.From the results of observations made by researchers in the field, researchers obtained some information about the causes of not maximal employee performance results in fact related to work stress.

some of the factors that cause work stress there are symptoms that are often experienced by employees of PT. Pan Baruna Pekanbaru branch. The following presents the results of observations regarding the symptoms of employee work stress at PT. Pan Baruna Pekanbaru Branch.

Table 2: Observation Results

No	Symptoms of Employee Work Stress			
	Emotional	Physique	intellectual	Interpersonal
1	Flustered	Dizzy	less creative	Miscommunication
2	Panic	No spirit	Easy to forget	Pay attention to the surroundings
3	Annoyed	Tired quickly	Careless	There is a conflict
4	Easily offended	Decreased appetite	Productivity decreases	There are often misunderstandings
5	Easy to get	a cold sweat	Slow at work	Loss of trust in

	angry			coworkers
6	Nervous	Depression	Late thinking	Cooperation decreases

From table 2 it is known that the symptoms of work stress experienced by employees at PT. Pan Baruna Pekanbaru Branch can be classified or grouped into four namely stress including, Emotional, Physical, Intellectual, and Interpersonal. These stress symptoms are often experienced by employees at PT. Pan Baruna Pekanbaru Branch when they are in good condition

LITERATURE REVIEW

Work Stress

According to Anoraga (2011: 112), stress is actually a form of a person's response, both physically and mentally to a change in the environment that is felt to be disturbing and causes him to be threatened. An expert calls this response the 'fight or flight response'. So actually stress is something very natural. According to Robbins (2009: 321), as you might imagine, stress affects emotions and moods. The level of stress and tension that builds up in the workplace can worsen the mood of employees, causing them to experience more negative emotions. Based on the description above, it can be concluded that work stress is a condition of tension that affects a person's emotions, thought processes, and physical condition. Job stress appears to include unstable emotions, (Adel, Mahrous, & Hammad, 2020; Iskanto, 2021b; Srimulatsih, 2021).

Work performance

According to Mangkunegara (2009:67) work performance can be defined as the result of work in quality and quantity that can be achieved by an employee in carrying out tasks in accordance with the responsibilities given to him. Meanwhile, according to Sutrisno (2009:151) work performance is the result of work that has been achieved by someone from his work behavior in carrying out work activities. From the understanding of work performance according to the experts above, it can be concluded that work performance is the result of the work of a person or employee in carrying out the tasks assigned to him in accordance with his responsibilities and roles based on skills, experience and sincerity as well as time accompanied by quality and quantity according to the rules laid down. apply (Abdullah & Mansor, 2018; Iskanto, 2019, 2020). According to Sutrisno (2011: 151) said there are two factors that affect work performance, namely: Individual Factors namely: Effort which shows a number of physical and mental synergies used in carrying out task movements, Abilities, namely the personal traits needed to carry out tasks. a task, Role / task perception, namely all behaviors and activities that are deemed necessary by individuals to complete a job, Environmental factors, namely: Physical Conditions, Equipment, Time, Materials, Education, Supervise, Organizational Design, Training and Luck

The Effect of Work Stress on Employee Performance

According to Davis & Newstrom (2008: 201) stress can help or damage work performance, depending on how big the stress level is. If there is no stress, there is also no work challenge and work performance tends to decrease. In line with increasing stress, work performance tends to increase, because stress helps employees to direct all resources in meeting work needs. If a healthy stimulus prompts employees to respond to job challenges, stress eventually reaches a steady point that roughly corresponds to the employee's performance abilities. At this point the additional stress will be less likely to result in improved job performance (Adam, Yuniarsih, Ahman, & Kusnendi, 2020; Alhempri, Sudirman, & Supeno, 2021; Iskanto, 2021a).

According to Davis & Newstrom (2008: 201) explains that when stress becomes too great, work performance will begin to decline, because stress interferes with the implementation of work. Employees lose the ability to control them, become incapable of making decisions, and their behavior

becomes erratic. The most extreme consequences are zero work performance, employees experience disturbances, become sick and can no longer work, despair, leave or refuse to work to avoid stress. (Gultom, 2021; Iskanto, 2021b; Iskanto, Ghazali, & Aftanorhan, 2019; Iskanto, Yapentra, Budi Ansori, & Jupri, 2020; Siregar, 2021).

RESEARCH METHODS

This research uses a qualitative descriptive method. Where to process the author's data using SPSS version 23. This research was conducted on PT Pan Baruna Pekanbaru Pekanbaru Riau Indonesia. The sample in this study were employees of PT. Pan Baruna was limited by the administration division and the sales division, which amounted to 87 people. Sample selection using purposive sampling method. In collecting data, the author uses primary data sources with questionnaires as a tool.

MEASUREMENT SCALE

This study uses a Likert scale as a measurement scale. Likert scale is used to measure attitudes, opinions, and perceptions of a person or group of people about social phenomena. In research, this social phenomenon has been specifically defined by the researcher, hereinafter referred to as the research variable. With a Likert scale, the variables to be measured are translated into variable indicators. Then the indicator is used as a benchmark for compiling instrument items which can be in the form of statements or questions.

Table 3: Likert scale

Answer	Score
Strongly agree (SS)	5
Agree (S)	4
Quite agree (CS)	3
Disagree (TS)	2
Strongly disagree (STS)	1

Source: Sugiyono (2014:168)

Linear Regression

Simple linear regression analysis is a linear relationship between one independent variable (X) and the dependent variable (Y). This analysis is to determine the direction of the relationship between the independent variable and the dependent variable whether positive or negative and to predict the value of the dependent variable if the value of the independent variable increases or decreases. The data used are usually on an interval or ratio scale.

RESEARCH RESULTS AND DISCUSSION

To find out and analyze the influence of work stress on work performance on employees of PT. Pan Baruna Pekanbaru Branch can be seen from the results of the questionnaire distribution. Based on the results of data collected from respondents, the authors make an analysis and pour it into tables and then describe it, for more details can be seen in the descriptions and tables below.

Work Stress Variable (X)

Based on the data obtained through the questionnaire, it can be seen as follows:

Table 4: Recapitulation of respondents' responses to work stress

NO	STATEMENT	std Deviation	AVERAGE
	EFFECT OF STRESS (X)		
1	Working Conditions Workload can increase morale		2.86
2	Workload can increase work concentration	0.478	2.13
3	My work that piles up and is chased by time does not become a workload	0.534	2.29
	Stress Due to Role		
4	Work skills that do not match the placement will not cause stress	0.505	3.90
5	Jobs that often concurrently do not create stress at work	0.456	2.71
6	There is clarity in the job position	0.478	3.10
	Interpersonal Factor		
7	The stress factor doesn't come from yourself	0.512	2.58
8	High attention from management because I've done a good job	0.534	2.77
9	The existence of social jealousy at work does not cause unhealthy competition at work Career Development	0.554	2.77
10	I have tried to work hard and get special attention for career	0.515	2.55
11	My slow career development will not cause job burnout	0.544	3.68
12	Continuous work with rotation or promotion to other divisions Organizational Structure	0.503	2.06
13	Organizational conflict will not cause work stress	0.434	2.13
14	Bosses who are often angry but still provide solutions	0.556	2.80
15	Rigid organizational structure will not cause work stress	0.678	3.00
	Home view – work		
16	Lack of work support from a life partner improves at work	0.564	3.06
17	Not stressed because you have work at home and company	0.555	3.26
18	Problems in the family and work problems are not factors that trigger work stress	0.654	2.95
	Average		2.81

Based on table 4, it can be seen that the recapitulation of respondents' responses to work stress stating strongly agree as many as 395 people (25.22%), agree as many as 149 people (9.51%), quite agree as many as 306 people (19.54%), not agree as many as 209 people (13.35%), and strongly disagree as

many as 507 people (32.38%). With an average weight of 2.81, it can be concluded that the average respondent quite agrees that work stress is influenced by the indicators above.

Table 5: Recapitulation of respondents' responses about work performance

NO	STATEMENT	WEIGHT	AVERAGE
	PERFORMANCE ACHIEVEMENT (Y)		
	Work result		
1	I can finish work on time	0.525	2.59
2	My work always gets praise from superiors	0.615	1.75
3	I never make mistakes at work	0.518	2.09
	Job Knowledge		
4	I am able to finish all the work well	0.523	2.64
5	I can always be relied on at work	0.6252	2.89
6	I have no difficulty in carrying out work Initiative	0.724	2.83
7	I can solve every obstacle in my work well	0.51	1.84
8	I always provide new innovations at work	0.478	3.2
9	I can help find new inspiration for other employees	0.326	3.09
	Mental Agility		
10	confidence will increase my work spirit	0.632	3.7
11	I awlays think positively every time I receive work instructions	0.517	2.26
12	I am always calm in carrying out every job	0.773	3.14
	Attitude		
13	Responsible attitude is needed at work	0.437	3.87
14	The attitude of accepting criticism is very necessary to correct mistakes	0.589	3.32
15	I always behave honestly and politely	0.628	3.29
	Discipline of time and attendance		
16	I am always disciplined at work to make every job easier	0.528	3.2
17	Attendance on time can complete work in accordance with the set time	0.589	2.17
18	Discipline of time and attendance are factors driving work performance	0.478	3.2
	Average		2.84

Based on table 5, it can be seen that the recapitulation of respondents' responses to the work performance of employees at PT. Pan Baruna Pekanbaru Branch who stated strongly agree as many as 283 people (18.07%), agree as many as 303 people (19.35%), quite agree as many as 329 people (21.01%), disagree as many as 210 people (13.41 %), and strongly disagree as many as 441 people (28.16%). With an average weight of 2.84, it can be concluded that the average work performance statement quite agrees can be influenced by the indicators above.

Linear Regression Analysis

The use of simple linear regression data techniques in this study is intended to find a relationship between the independent variables, namely work stress on employee performance at PT. Pan Baruna Pekanbaru Branch, then the regression results are obtained as follows:

Table 6: Linear Regression Results

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	93.147	2.405		38,729	.000
SUMX	-.822	.045	-.892	-18,214	.000

a. Dependent Variable: SUMY

Table 6 shows that after tabulation of the calculation results of each variable, the data are entered or processed into the SPSS version 20 computer program to see the effect of work stress given on work performance at PT. Pan Baruna Pekanbaru Branch. Based on table 5.47, it can be seen that the simple linear regression equation formed is $Y = 93.147 + (-0.822X)$. From this equation, it can be explained that: The constant value is 93,147, meaning that if there is no change in the work stress variable (value $X = 0$), then the work performance of employees at PT. Pan Baruna Pekanbaru Branch is 93,147 units. The regression coefficient value of the work stress variable is -0.822, meaning that if the work stress variable increases by 1%, then the work performance of employees at PT. Pan Baruna Pekanbaru Branch decreased by 0.822. This shows that the work stress variable contributes negatively to employee performance, so that the work stress level of PT. Pan Baruna Pekanbaru Branch, the lower the employee's work performance

Based on the results of statistical testing using the SPSS version 20 computer program, it can be seen that the work stress variable has a direct influence on employee performance at PT. Pan Baruna Pekanbaru Branch means that the more work stress increases, the employee's work performance will decrease. These results are in accordance with the hypothesis proposed by the author.

Simple linear regression test shows that nThe constant value is 93,147, meaning that if there is no change in the work stress variable ($X = 0$), then the work performance of employees at PT. Pan Baruna Pekanbaru Branch is 93,147 units, while the regression coefficient value for work stress variable is -0.822, meaning that if the work stress variable increases by 1%, then the work performance of employees at PT. Pan Baruna Pekanbaru Branch decreased by -0.822.

This shows that the work stress variable contributes negatively to employee performance, so that the work stress level of PT. Pan Baruna Pekanbaru Branch, the lower the employee's work performance. This is because the measurement of work performance is also influenced by work results, work knowledge, initiative, mental agility, attitude, time discipline and level of attendance. Where it is more influenced by the employees themselves individually.

The relationship between stress and work performance can be likened to the strings of a violin. If the tension is too small or too large on the strings, the strings do not produce a harmonious strain of music. Like the strings of a violin, so do employees, if the stress on an employee is high or low, his work performance will tend to deteriorate (Davis & Newstrom 2008:201).

CONCLUSION

Based on research on the effect of work stress on employee performance at PT. Pan Baruna Pekanbaru Branch, the following conclusions are obtained: Simple linear regression test shows that employee work performance is 93,147 units, while the regression coefficient value for work stress variable is -0.822, meaning that if the work stress variable increases by 1%, then work performance decreases by -0.822.

REFERENCES

- Abdullah, Yousif Aftan, and Dr Mohd Najib Bin Mansor. "The Moderating Effect of Business Environment on the Relationship between Entrepreneurial Skills and Small Business Performance in Iraq." *International Journal of Entrepreneurship* 22, no. 4 (2018). <https://www.abacademies.org/abstract/the-moderating-effect-of-business-environment-on-the-relationship-between-entrepreneurial-skills-and-small-business-perf-7822.html>.
- Adam, A., T. Yuniarsih, E. Ahman, and K. Kusnendi. "The Mediation Effect of Organizational Commitment in the Relation of Organization Culture and Employee Performance." In *Proceedings of the 3rd Global Conference On Business, Management, and Entrepreneurship (GCBME 2018)*. West Java, Indonesia: Atlantis Press, 2020. <https://doi.org/10.2991/aebmr.k.200131.056>.
- Adel, Heba Mohamed, Abeer A. Mahrous, and Rasha Hammad. "Entrepreneurial Marketing Strategy, Institutional Environment, and Business Performance of SMEs in Egypt." *Journal of Entrepreneurship in Emerging Economies* ahead-of-print, no. ahead-of-print (January 1, 2020). <https://doi.org/10.1108/JEEE-11-2019-0171>.
- Alhempri, Raden Rudi, Sudirman, and Bambang Supeno. "Effect of Training and Motivation on Employees Performance of The Environment and Forestry Department of Riau Province." *Husnayain Business Review* 1, no. 1 (August 25, 2021): 60–68. <https://doi.org/10.54099/hbr.v1i1.8>.
- Anoraga, Pandji, 2011, "Occupational Psychology", Jakarta: Rineka Cipta.
- Bangun, Wilson, 2012, "Human Resource Management", Jakarta: Erlangga.
- Brantas, 2009, "Basics of management", Bandung: Alfabeta.
- Cahayani, Ati. 2008. *Human Resource Management Strategy and Policy*. Jakarta: PT. Index.
- Davis, Keith & John W. Newstrom. 2008. *Behavior in Organizations*. VII Edition. Volume II. Jakarta: Erlangga.
- Edwin B, Flippo. 2013. *Personnel Management*, Edition. VII Volume II, Translation of Alponso S, Erlangga, Jakarta.
- Fattah, Nana. 2009. *Economics & Education Financing*, Bandung: PT Pemuda Rosdakarya
- Gbadago, Patrick, Sedem N Amedome, and Ben Q Honyenuga. "The Impact of Occupational Health and Safety Measures on Employee Performance at the South Tongu District Hospital." *Global Journal of Medical Research (K)* 17, no. 5 (2017): 8.
- Gultom, Elida. "The Effect of Working From Home on The Productivity of Female Lecturers During the Covid-19 Pandemic At Private Universities In Indonesia." *ADPEBI International Journal of Business and Social Science* 1, no. 1 (October 21, 2021): 53–63. <https://doi.org/10.54099/ajbs.v1i1.37>.
- Iskamto, Dedi, Aripin Yapentra, Putra Budi Ansori, and Mohamad Jupri. "Effect of Working Discipline Toward Performance: An Empirical Investigation." In *KnE Social Sciences*. Malang, Indonesia: Knowledge E, 2020. <https://doi.org/10.18502/kss.v4i9.7347>.
- Iskamto, Dedi, Puspa Liza Ghazali, and Asyraf Aftanorhan. "Effect Contextual Factor Toward Entrepreneurial Intention Among Young Educated." In *International Conference on Industrial Engineering and Operations Management Riyadh*, 7. Saudi Arabia, 2019.

- Iskamto, Dedi, Puspa Liza Ghazali, Asyaf Aftanoorhan, and Selfira Narti. "Effect of Occupational Safety And Health on Performance: An Empirical Investigation." *International Journal of Islamic Studies and Social Sciences* 1, no. 3 (January 2020): 20.
- Iskamto, Dedi. "Work Discipline and Its Effect on Employee Performance at PT. Prima Rintis Sejahtera Pekanbaru Unicharm Division." *Business Economics* 24, no. 1 (May 20, 2019): 12. <https://doi.org/10.17977/um042v24i1p12-20>. Iskamto, Dedi.
- Iskamto, Dedi. "Investigation of Purchase Decisions Based on Product Features Offered." *ADPEBI International Journal of Business and Social Science* 1, no. 1 (October 30, 2021): 1–9. <https://doi.org/10.54099/aijbs.v1i1.1>.
- Iskamto, Dedi. "Stress and Its Impact on Employee Performance." *International Journal of Social and Management Studies* 2 (June 25, 2021): 142–48. <https://doi.org/10.5555/ijosmas.v2i3.42>.
- Iskamto, Dedi. "The Role of Leadership and Influence on Employee Performance in the Digital Era." *Journal of Business Management* 17, no. 4 (2020): 470–84.
- Mangkunegara, Anwar Prabu. 2009. *Evaluation of Human Resources Performance*. Bandung: Publisher Refika Aditama.
- Mangkunegara, Anwar Prabu. 2011. *Human Resource Management*. Bandung: Rosdakarya Youth.
- Mangkunegara, Anwar Prabu. 2011. *Organizational Behavior and Culture*. Bandung: Rosdakarya Youth.
- Mardalis. 2010. *Research Methods A Proposal Approach*. Jakarta: Earth Literacy.
- Marwansyah. 2010. *Human Resource Management Second Edition*. Bandung: Alfabeta.
- Purwanto. 2011. *Evaluation of Learning Outcomes*. Jakarta: Student Library.
- Riduwan. 2011. *Measurement Scale of Research Variables*. Bandung: Alfabeta.
- Rivai, Veithzal and Sagala, Ella Jauvani. 2009. *Human Resource Management for Companies from Theory to Practice*. Jakarta: PT Raja Grafindo.
- Siregar, Enni Sari. "Social Culture And Economic Development In The Batak Angkola Community In North Padang Lawas." *ADPEBI International Journal of Business and Social Science* 1, no. 1 (October 30, 2021): 64–76. <https://doi.org/10.54099/aijbs.v1i1.32>.
- Srimulatsih, Mahbubah. "The Impact of Career Development on Employee's Commitment At Oil Palm Plantation Company In Indonesia." *ADPEBI International Journal of Business and Social Science* 1, no. 1 (October 30, 2021): 45–52. <https://doi.org/10.54099/aijbs.v1i1.40>.
- Stephen P. Robbins. 2009. *Organizational Behavior*. Jakarta: Four Salemba
- Sugiyono. 2009. *Quantitative, Qualitative and R&D Research Methods*, Bandung: Alfabeta.
- Sugiyono. 2013. *Educational Research Methods Quantitative, Qualitative, and R&D Approaches*. Bandung: Alfabeta.
- Sugiyono. 2014. *Educational Research Methods Quantitative, Qualitative, and R&D Approaches*. Bandung: Alfabeta.
- Sujarweni, V. Wiratna. 2015. *Statistics for Business and Economics*. Yogyakarta: New Press Library.

- Sutrisno, Eddie. 2009. Human Resource Management First edition. Jakarta: Kencana Prenada Media Group
- Sutrisno, Eddie. 2011. Human Resource Management. Publisher: Jakarta, Kencana.
- Sutrisno, Eddie. 2014. Human Resource Management. Sixth Print. Pranada Media Group, Jakarta.
- Sutrisno, Eddie. 2016. Human Resource Management, Kencana Prenada Media Group, Jakarta.
- Terry, George and Leslie W. Rue. 2010. Fundamentals of Management . The eleventh print. Jakarta : PT. Earth Literature.
- Wirawan, 2008. Evaluation of Human Resources Performance. Jakarta Salemba Empat