

The Effect of Work Conflicts on Employee Performance

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ABSTRACT

This research aims to determine the Effect of Work Conflicts on Employee Performance at PT PLN (Persero) Binjai City. The data analysis techniques used are regression analysis, classical assumption test, t test, and coefficient of determination while the data processed using SPSS (Statistical package for the Social Sciens) in version 16.0 for windows. The results of the study obtained showed that Work conflict has a positive and significant influence on the performance of the proven t value with a probability of sig 0.000, smaller than $\alpha = 0.05$. Furthermore, the coefficient of determination measured using R square is 0.221 (22.1%).

Keywords : *Work Conflicts, Employee Performance.*

INTRODUCTION

The success or failure of the company in achieving the goals set earlier depends largely on the ability of Human Resources (Employees) in carrying out individual tasks in an organization is determined by the performance it achieves in a given time. Employee performance is the way employees work in a company for a certain period. A company that has employees who perform well, it is likely that the company's performance is also good, so in this case there is a very close relationship between individual or group performance and company performance (Sutrisno, 2009),

The results of research have proven that one of the things that affects performance is work conflicts. In a company, work conflicts are very avoided because it will affect the performance of its employees, if there has been a conflict, employee performance will be disrupted and decreased. With work conflicts in the company, performance is not optimal or not in accordance with what is expected. In resolving conflicts, management is required to be rational, fair, neutral and full of patience so that all parties to the conflict understand the goals, objectives and what they are for in the organization (Mangkunegara 2009).

The main causative factors of the observed labor conflict are the workload, type of work, and division of labor units. The work conflict factor is the main factor that occurs at PT PLN (Persero) Binjai City. Work conflicts that often arise in this company are role conflicts that arise due to the existence of two different orders received simultaneously and the implementation of one of the orders alone will result in the neglect of other orders, there is also communication between employees that does not run smoothly, causing misunderstandings. Sometimes communication with a different or slightly high-pitched tone can be interpreted differently by others, so that such misunderstandings arise, and also there are often differences in perception between employees, and the authority of the work does not correspond to responsibilities.

Conflict is one of the problems that arise in the company. This can be caused by the

incompatibility of employees to what is desired and what is expected in the work environment, it can also occur outside the employee's work environment. If a conflict cannot be resolved properly, it will be able to have a bad impact on the company directly or indirectly.

LITERATURE REVIEW

Performance

In general, the notion of performance is the result of work achieved by a person based on job requirements. A job has certain requirements to be able to be carried out in achieving goals which are also known as work standards. To determine the performance of employees / employees whether they are good or not, depending on the results of the comparison with job standards. Work results are the results obtained by an employee or employees in doing work according to job requirements or performance standards.

Mangkunegara (2013) stated "Performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him". Good performance will result in maximum work that has its own satisfaction for the employees who do it and can be accounted for.

Work Conflict

In the life of an organization, be it a business or non-business organization, there is always a dynamic of the lives of the people in it. This form of dynamics can be work conflicts. Rivai (2013) states that conflict is a conflict in humanitarian relations (intrapersonal or interpersonal) between one party and another in achieving a goal, which is due to differences in interests, emotions or psychology and values.

METHODS

The method used in this study is the associative research method. According to Sugiono (2007) associative research is a research question that asks the relationship between two or more variables. Such as the influence of variable X on Y. Sampling techniques in this study are simple random sampling. According to Sugiyono (2007) simple random sampling is a sampling technique that give the same opportunities for every element or member of the population to be selected into a sample. Sampel yang digunakan pada penelitian ini adalah seluruh pegawai PT PLN (Persero) Kota Binjai berjumlah 43 orang.

RESULTS AND DISCUSSION

Results

Partial Test

Statistical test t is performed to test whether or not the free variable (X) has a significant relationship to the bound variable (Y).

Table 1. Partial Test Result

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	15.314	4.721		5.724	.000
	Konflik Kerja	.267	.089	.200	.2.242	.000

a. Dependent Variable : Kinerja

Seeing table 1 above, the equation formula can be made below:

$$Y = 15.314 + 0.267X_1 + e$$

Thus it can be interpreted as follows:

1. From the regression equation, that Employee Performance obtained has a constant value of 28,863 without being influenced by Conflict
2. Conflict positively affects 0.200 to employee performance means that every addition of 1% conflict effectiveness will increase the level of employee performance.

Partial Test (t test)

Partial signifikan test (Test -t) is conducted to partially see (individual) the influence of independent variables (free) i.e. Conflict on employee performance. Based on Table above that obtained at a significant level 5%(0.05) Thus to know partially can be compiled as follows:

The Effect of Work Conflict on Performance

Based on table 1 of the test results of the effect of work conflicts on performance obtained a significance value of 0.000 (Sig.>0.05) then Ha was accepted and H0 was rejected. This means that work conflicts have a positive and significant effect on employee performance at PT PLN (Persero) Binjai City.

Coefficient of Determination (R²)

The coefficient of determination (R²) was conducted to see how the variation in the value of the guest satisfaction variable was affected by the variation in the value of the free variable i.e. the blend of sedentrants. The coefficient of determination is determined by the value of R Square, can be seen in the table below:

Table 2. Predictors Coefficient of Determination Results

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.222 ^a	.221	.218	1.202

a. Predictors: (Constant), Conflict

b. Dependent Variable: Employee Performance

Table 2 shows that the value of R Square is 0.221 which means that the percentage of influence of the independent variable (Work Conflict) on the dependent variable (Performance) is equal to the value of the coefficient of determination or 22.1%. While the remaining 77.9% was influenced or explained by other variables that were not included in this research model.

Discussion

From the test results, it can be seen that the free variable (work conflict) has an influence on the variable Y (performance). In more detail the results of such analysis and testing can be explained as follows:

Pengaruh Konflik kerja terhadap Kinerja

The influence of the variable Work conflict on performance obtained a value of t with a probability of sig 0.000, less than $\alpha = 0.05$. This means that H_0 is rejected and it can be concluded that the work conflict (X1) partially has a significant influence on the performance of (Y) at PT PLN (Persero) Binjai City. The above statement is in accordance with the theory put forward by research conducted by Nugroho (2012) from the results obtained, namely that work conflicts have a positive and significant relationship with employee work.

An adjusted R-square value indicates that a independent variable (X) is capable of explaining 22.1% of the data variance on employee performance (Y). The rest, as much as 77.9% of the data variance on employee performance is explained by other variables not studied in this model..

CONCLUSION

Based on the results of research and discussion that the author did in the previous chapter using spss, then in this chapter the author gives a conclusion based on the previous chapter. From the test, it can be seen that variable X1 (work conflict) has an influence on variable Y (performance). Based on the partial test (t) obtained a value of $0.000 < 0.05$ thus H_0 was rejected and H_a accepted, the work conflict had a significant effect on the performance of employees at PT PLN (Persero) Binjai City.

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