The 1st International Student Conference on Economics and Business Excellence (ISCEBE) 2024
e-ISSN: xxxx-xxxx/Vol.1/SI-ISCEBE (2024)

THE INFLUENCE OF WORK STRESS ON EMPLOYEE PERFORMANCE AT TUTORING DEWANTARA PRIVATE CENTER (DPC) IN CILACAP

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ABSTRACT

Analyzing the relationship and influence of work stress on employee performance in DPC tutoring is the main objective of this research. High levels of stress in the workplace can be the main influence that makes employee productivity and efficiency high. Work stress factors studied include task ambiguity, workload, and conflict with coworkers. In this research, the method used was quantitative with a survey approach, through a questionnaire filled in by 25 DPC tutoring employees. In this research, data is processed and analyzed through the use of simple regression analysis.

The results of the analysis indicate a relevant positive impact between the level of work stress on reducing the performance of DPC tutoring employees. The correlation coefficient obtained was 0.29 and determination reached 26.88%. 26.88% of employee performance is influenced by work stress, while 73.12% of employee productivity is determined by other factors. The validity test with a calculated R value of 0.51846 and an R table value of 0.39607 proves that work stress has an impression on employee performance in DPC tutoring. The results of simple regression analysis give a value of Y = 8.64 + 0.29 do not experience work stress, employee performance will remain at 8.64.

Keywords: Employee performance, work stress

Introduction

In the world of work, work stress is often experienced by all employees in various sectors. Job stress can be described as a psychological phenomenon in which employees experience tension caused by job demands and an imbalance of abilities. The mental pressure that a person suffers due to an imbalance between abilities and job demands is interpreted as work stress. According to the World Health Organization (WHO), work stress can lead to health problems, such as psychological disorders and reduced quality of life. According to Burhanuddin (2022: 13) the causes of stress come from oneself (internal sources), stress that originates from the person experiencing stress itself can be caused by an illness that he or she is suffering from (disease) and can be due to inner conflict (conflict).

Based on the personnel management hypothesis, there is a positive impact on employee performance caused by stress at work which is rarely managed well. High productivity, optimal work quality, and the employee's ability to achieve predetermined targets describe an employee's good performance. According to Mangkunegara, employee performance is the result of the employee's work in achieving equivalent criteria that have been implemented by the company, both in quality and quantity.

Employee performance manifests the key to organizational success, especially in the service sector, such as non-formal education, namely tutoring DPC. However, employees often face a lot of work pressure that can affect their productivity. Tutoring DPC as an educational institution is very dependent on employee performance in handling its students. However, the work pressure experienced by DPC tutoring employees can affect their performance. In DPC tutoring, the level of work pressure experienced by employees is increasingly high due to the high workload, having to reach targets within a limited time. Work pressure is a problem that really needs attention in the business world, especially in the education sector, such as tutoring DPC. Employees who experience high work pressure tend to have lower and decreased performance, which has an impact on service quality. In tutoring DPC, where academic demands and parental expectations are very high, it is important for management to understand how work stress affects the performance of teachers and administrative staff and, it is important to analyze the extent of work stress affects employee performance, so that DPC's tutoring management can design appropriate solutions to manage stress and raise employee performance levels.

This analysis focuses on the aim of providing insight into the influence of stress on an employee's performance, as well as providing recommendations to DPC's tutoring management to improve working conditions.

In general, work stress experienced by an employee is caused by tension involving emotions, thoughts, physical conditions and psychological conditions. Job stress interprets the sensitive response resulting from work - related pressure. According to Budiasa (2021: 21), Robbins and Judge stated that work stress is a dynamic condition that occurs in individuals when they experience a hope, obstacle, or urge related to something they want. With the large workload that each employee carries and the amount of accountability that each employee carries, this can make the employee vulnerable to experiencing work stress. Stress can be seen with several signs, such as unstable emotions, irritability, increased smoking habits, a tendency to self-harm, and the possibility of experiencing digestive disorders. The measurement of work

stress in this research is identified through various other indicators, namely: a. Job demands to successfully do a good job; b. Excessive workload; c. Not getting support from superiors.

Employee performance realizes the employee's potential in completing their work. Employee performance is determined as real actions shown by each employee that reflect their work performance which is commensurate with expectations in the association. Performance means a person's expertise in performing certain skills. Employee performance can be measured based on efficiency and effectiveness and can be influenced by work motivation. Employee productivity and employee work quality are the main indicators in this research.

The purpose of this research is to compare the performance of DPC tutoring employees regarding work stress. Apart from that, identifying the causes of work stress for DPC tutoring employees. And it aims to test the impact of work stress on the performance of DPC employees. So that it is able to provide a more detailed interpretation of the influence of work stress on the performance of DPC tutoring employees.

The formulation of the important question is: 1) What is the relationship between stress at work and the performance of DPC tutoring employees?; 2) What are the factors that cause work stress among DPC tutoring employees?; 3) In DPC tutoring how much does work stress determine employee performance?.

With the questions above, it is hoped that we will be able to provide in - depth knowledge about the impact of work stress on the preposition of employee performance tutoring DPC.

Method

This research applies quantitative methods with direct observation through questionnaires. The population of this study was all DPC tutoring employees, and the sample was taken with a total of 25 respondents. The questionnaire is used as an instrument to collect data involving two indicators, namely questions about stress and questions about performance. The questionnaire in this study was assessed based on a Likert scale of 1 to 5, which is a standard measurement for data analysis.

Data Analysis Techniques

Validity Test

The measuring tool in the validity test is in the form of questions distributed through a questionnaire. In this case, a questionnaire is considered valid if the questions used can accurately describe what is being measured. And the validity test functions to assess accuracy in measuring the variables in this research.

Reliability Test

A measuring instrument that is set to measure consistency in producing data, when a reliability test is carried out produces consistent data when used to test the same target repeatedly, it can be considered reliable.

Simple Regression Analysis

The regression method is used to verify the correlation between the analyzed variables. Application of regression analysis in this research is to determine whether these variables are connected to each other. In preparing a simple regression analysis, a linear regression equation formula is needed from Y to X to compare variable Y with variable X expressed in the following formula:

$Y = \alpha + ƀ X$

Descripti on: Y = Employee Performance

α = Intercept value (constan)

ƀ = Coefficient

X = Work Stress

Determination Test (R2)

According to Widarjono, a determination test is a test that explains the magnitude of a variable. Values that range from 0 to 1 are known as coefficients of determination. When the R2 value is small, it can affect the variable. However, when the R2 value approaches 1, then the independent variable can estimate

the dependent variable. Therefore, this research requires a determination test to realize how the dependent variable can explain the independent variable. In determining the size of the variable in the determination test, you can use the following formula:

R2 = (R)2 X 100%

Description: R2 = Determination coefficient

R = Correlation coefficient

Results and Discussion

Respondent Data Input Results

In this exploration, when filling out the questionnaire, the data test results were assessed using a five-point scale. The following is a table of the results of responses from respondents to the survey questionnaire

Table 1
Respondents' Responses to Work Stress

Respondents / Questions	P1	P2	P3	P4	P5	Total Score
R1	5	4	5	5	4	23
R2	2	1	4	2	3	12
R3	1	3	5	1	1	11
R4	5	4	2	5	1	17
R5	5	1	3	2	2	13
R6	1	5	1	1	3	11
R13	1	1	5	1	1	9
R14	1	5	1	1	2	10
R15	4	1	1	4	1	11
R16	5	1	1	5	1	13
R17	4	3	2	4	3	16
R18	3	3	1	3	1	11
R19	1	2	3	1	2	9
R20	5	5	4	5	1	20
R21	1	4	2	2	1	10
R22	1	1	1	3	2	8
R23	4	3	3	5	5	20
R24	2	1	1	5	3	12
R25	1	2	2	1	3	9
Total score						**344**
Average						**13.76**

Table 2
Respondents' Responses to Employee Performance

Respondents / Questions	P6	P7	P8	P9	P10	Total Score
R4	1	2	2	4	1	10
R5	2	2	2	1	1	8
R6	3	2	2	5	3	15
R7	5	5	5	4	5	24
R8	2	1	1	5	2	11
R9	2	1	1	2	2	8
R10	3	4	4	3	3	17
R11	3	4	4	2	3	16
R12	3	3	3	4	3	16
R13	1	5	5	1	1	13
R14	2	2	2	5	2	13
R15	1	5	5	1	1	13
R16	1	2	2	1	1	7
R17	3	3	3	3	3	15
R19	2	1	1	2	2	8
R20	1	4	4	5	1	15
R21	3	2	2	3	2	12
R22	5	2	3	1	5	16
R23	3	1	3	1	1	9
R24	3	1	3	2	3	12
R25	2	3	4	2	3	14
Total score						**317**
Average						**12.68**

According to the responses above, it can be seen that the total work stress score is 344 with an average of 13.76. Meanwhile, the employee performance table shows a total score of 317 with an average of 12.68. From the comparison of the total score and average, it can be seen that the total score and average obtained by respondents are related to employee performance. This indicates that the greater the level of stress experienced by the respondent, the preposition will affect employee performance.

Validity Test

Validity testing is the process of assessing precision in measuring a study. The purpose of the validity test is to ensure that the instrument can measure the variable in question correctly. Validity testing is very important to measure research validation, because valid instrument results can create reliable data.

Validity tests were carried out to determine the Pearson relationship between each item, with a probability of 0.05. With this, if the calculated R value is superior to the table R value it can be declared valid. Below is a table of validity test results:

Table 3 Validity Test Results

Questions/ Results	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	Score
Variable	Work Stres (X) = 0.52893					Employee Performance (Y) = 0.50798					
R. Calculations	0.533136	0.45003	0.44541	0.64517	0.5709	0.51525	0.4681	0.52789	0.47621	0.55247	0.51846
R. Table	0.39607	0.39607	0.39607	0.39607	0.39607	0.39607	0.39607	0.39607	0.39607	0.39607	0.39607
Valid (V) / Not Valid (NV)	V	V	V	V	V	V	V	V	V	V	V

Based on the data above, it can be seen that the test results show that the calculated R value for each item is superior to the table R value, so that the statement in the am questionnaire is declared valid.

Reliability Test

In a research instrument, reliability testing can be defined as a process that measures consistency and stability. The main purpose of reliability testing is to ensure that the research instrument can provide the same results under different conditions, so that the resulting data can be trusted. High reliability results can indicate that the research instrument can be measured. Questionnaire reliability testing was carried out using the same method as validity testing. When the Cronbach's Alpha value is greater than 0.50, the variable results can be considered reliable. If the resulting value is in the range > 0.50 – 0.70, it is considered moderate reliability. The following table shows the results of the reliability test values:

Table 4 Reliability Test

Variable	Work Stres (X)	Employee Performance (Y)
Total Variation	20.02333333	15.06
Item Variation	11.20333333	8.47
Cronbach's Alpha	0.550607624	0.546978752

Standard	0,50	0,50
Description	RELIABEL	RELIABEL

Based on the table above, the results of the reliability test show that the value of each variable is greater than the standard Cronbach's Alpha value of 0.50. The results show that the questionnaire is reliable, indicating that the statements can be considered trustworthy.

With regard to the results of the simple regression value analysis, then:

Table 5 Simple Regression

Statistics	X	Y	XY	X^2	Y^2	a	B
Score	344	317	4503	5214	4381	8.64	0.29

Obtained simple regression test results, namely Y = 8.64 + 0.29X. If the coefficient value is positive, then variable X experiencing changes can cause variable Y to also experience changes. Based on the results obtained by simple regression, it can be concluded that work stress has a positive relationship with the performance of DPC tutoring employees.

The results of the determination test values are as follows:

Table 6 Determination Test

Model R (Work Stress)	$(R)^2$	R^2	Percentage (%)
	$(0.51846)^2$	0.268801	26.88

The determination test result was 0.2688 and if presented it would result in a result of 26.88%. Data shows that 26.88% of employee performance is influenced by stress at work, the remaining 73.12% of employee performance is determined by other factors.

The Effect of Job Stress on Employee Performance in Tutoring DPC in Cilacap

Based on the results of the analysis, it can be seen in table 1 and table 2 that the respondents' work stress level is higher than employee performance, with the total score for work stress reaching 344 with an average of 13.76, while the total score for employee performance reaches 317 with an average of 13.76. average 12.68. In other words, the higher an employee's pressure will affect the employee's performance, namely the employee's level of performance will be lower.

To ensure whether the independent variable has relevant results to the dependent variable, it is necessary to make considerations based on the conditions given below:

If the calculated R is superior to the R table, the results of the independent variable will be declared relevant.

If the calculated R is lower than the R table, the results of the independent variable will be said to be irrelevant.

The results of the investigation show the impression of work stress on employee performance which shows that the calculated R score value of 0.51846 is superior to the R table value of 0.39607, which means that the impact of the independent variable (work stress) and the dependent variable (employee performance) has a real relationship.

The result of the reliability test, indicate that the work stress variable (X) on each independent variable with a total variation of 20,023 and a variation of items of 11,203, while the employee performance variable (Y) on each independent variable with a total variation of 15.06 and a variation of items of 8.47. This shows that the work stress variable (X) which is greater than the employee performance variable (Y) is dominant in employee performance in DPC tutoring.

Based on the reliability test output contained in table 4, the value of the work stress variable reached 0.550607624, while the value of the employee performance variable reached 0.546978752, exceeding the standard of 0.50. The value of the work stress variable and employee performance variable has exceeded the Cronbach's Alpha standard and shows reliability in the moderate reliability category.

Reliability tests produce evidence of a significant positive influence on employee performance due to stress. Because the work stress value is higher than the employee performance value using the Cronbach's Alpha standard value. In other words, the higher the work stress value, the lower the performance of DPC tutoring employees.

Based on the results of a simple regression assessment, in the work stress variable (X) there is a relevant relationship to employee performance (Y) in DPC tutoring (bimbel). This is shown in the regression value which obtains a positive value, namely Y = 8.64 + 0.29 on. The relationship between variables X and Y has a positive relationship. The positive results of this simple regression have concluded that work stress (X) and employee performance (Y) have a cohesive match.

Based on the determinations in the table above, work stress has an impression of employee performance, namely 0.2688. If presented, the impression of work stress on employee

performance reaches 26.88%. With this, it can be determined that employee performance can be influenced by work stress by 26.88%, while the remaining 73.12% is caused by other factors.

Conclusion

According to the results of research tests that have been carried out, there are several conclusions regarding the impression of work stress on employee performance in DPC tutoring that can be concluded as follows:

The level of work pressure with a total score reaching 344 and an average of 13.76, there are significant results on employee performance with a total score reaching 317 and an average of 15.68. This is explained by the total score and average work stress being superior to employee performance. With this, the greater the level of work stress, there will be a decrease in employee performance in DPC tutoring.

The validity test results prove that the calculated R value is colossal compared to the table R value, namely the calculated R is 0.51846, while the table R value is 0.39607, therefore it is said to be valid. The validity output of the work stress variable indicates the calculated R value is 0.52893, while the calculated R value is 0.50798 for the employee performance variable. This work stress together with employee performance in tutoring DPC can provide a valid influence.

Based on the results of the reliability test, the value for variable With this, the independent variable (work stress) and the dependent variable (employee performance) can be said to be reliable. With the total variation and item variation of variable

Based on the results of a simple regression analysis which obtained positive results, namely Y = 8.64 + 0.29, and if you don't experience work stress, employee performance will remain at 8.64.

The results of the determination test on the independent variable (work stress) obtained a value of 26.88% for the dependent variable (employee performance). The remaining 73.12% comes from other factors on the dependent variable of employee performance, such as lack of support from superiors, conflicts with co-workers, and external factors.

Suggestions

Based on the conclusions above, this research can provide suggestions for improving the management of tutoring DPC, including:

Based on the research results, it is recommended that the management of DPC's tutoring be able to pay more attention to the work load and pressure on employees which can result in work stress. Tutoring management DPC is advised to strengthen good communication with each employee to help employees manage stress due to excessive workload and pressure. Tutoring management DPC is recommended to generate motivation and support each employee to improve employee performance. Tutoring management DPC is also advised to provide training to develop skills and improve employee performance.

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