

The Effect of Work Stress of Employee Performance in Department of Public Work Medan City

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Abstract: Civil servants are stated servants who are given authority in the management of the Stated both in decentralization and in regional autonomy. The Medan City Public Works Department must be responsible for the problem of public work services so that good performance is needed in its services. One factor that can affect performance is work stress. Analysis is done using Smart-PLS to find out the indicators that affect the variables. The results showed that the work stress has negative affect and significant to employee performance in Department of Public Work Medan City.

Keywords: department of public works, employee performance, job stress

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I. Introduction

The Department of Public Work of Medan City as a large agency with a large number of employees and tasks to be well done so that the community service becomes optimal, especially in being responsible for the problem of public works, namely handling infrastructure such as roads, sidewalks, bridges in Medan City. To be able to improve service to the community requires good employee performance. However, (the fact is that not all employees have good performance, there are still employees who have performance that is not in line with the agency's expectations. The performance of employees at the Medan City Public Works Agency is not considered well realized.

II. Theoretical Review

1.1 Employee Performance

Performance is an optimal achievement in accordance with the potential of an employee that is always the concern of organizational leaders. Employee performance is the work quality and quantity achieved by an employee in carrying out their duties in accordance with the responsibilities given to him [3].

1.2 Job Stress

Job stress is a state of stress, both physical and psychological. Job stress is a psychological symptom that is felt to be disturbing in carrying out tasks so that it can threaten the existence of self and its welfare. The process approach states that stress is a transaction between the source of stress and self-determining capacity, whether the response is positive or negative.

Job stress experienced by employees has certain symptoms. There are symptoms of stress that appear directly and indirectly, some even affect the health of employees who experience stress. Theory of symptoms of work stress by [20], namely, among others:

1. Physical symptoms are changes in body metabolism, increased heart rate and breathing, high blood pressure, headaches, and the potential for a heart attack.
2. Psychological symptoms in the form of job dissatisfaction felt by employees, for example feeling depressed, tension, anxiety, anger, boredom, reduced concentration, dissatisfaction at work, delaying work.
3. Behavioral symptoms are described as changes in productivity, changes in diet, anxiety, increased use of alcohol and cigarettes, sabotage in work, high absenteeism, decreased work performance, and sleep disturbances.

Based on the theory above the stress experienced by a person can affect performance supported by [3] research; [11]; [8]; [2] which states that work stress has a negative and significant effect on employee performance. High levels of stress can cause absenteeism, accidents, increased health care costs or reduce

productivity [1]. Another research is [19]; [5]; state that job stress has a negative and insignificant effect on employee performance. However, it is different from that obtained by researches [9]; [14]; [10]; [6]; [15]; [7]; [16]; [12]; [18]; [13]; which states that work stress has a positive and significant effect on employee performance. While researchers [4] and [17] stated that job stress has a positive and insignificant effect on employee performance.

III. Materials and Method

This research was conducted at the Department of Public Works, Medan, JL. Pinang Baris, Lalang, Medan Sunggal, Medan City, North Sumatra. Independent variables: work stress and work discipline. Dependent variables: employee performance and intervening variables: stress coping mechanisms. The population is as many as 186 employees. The sampling technique is probability sampling that is by stratified random sampling where the population is divided into three levels, namely the upper, middle and lower levels so as to obtain a sample of 91 employees. Data types according to the method of acquisition are primary and secondary data. Data were collected using interviews and questionnaires with a Likert scale, 1-5. This study was designed using cross-section data.

IV. Research Results and Discussion

4.1 Descriptive Statistics

Table 1. Research Respondents Descriptive Statistics

Variables	Total (Person)	(%)
Age (Years)		
30-40	35	38,46
41-50	29	31,86
>50	27	29,67
Sex		
Male	69	75,82
Female	22	24,17
Educational Level		
D3	39	42,85
S1	37	40,65
S2	15	16,48
Duration of Work (Years)		
1-5	14	15,38
5-10	33	36,26
>10	44	48,35

(Source: Research, 2018)

It can be seen that some respondents are dominated by 30-40 year old employees as many as 35 people (38.46%). while for the second largest number, it was at the age of 41-50 years as many as 29 people (31.86%). and the last order is > 50 years old, that is 27 people (29.67%). The data above shows that employees who work in the Medan city public works agency are productive workforce. there are 2 levels of education of the most respondents are employees with the last diploma education that is 39 people (42.85%), and the second most are employees with the last degree of education, namely 37 people (40.65%) and employees with the last masters education as many as 15 people (16.48%). there are the most respondents, namely the working period > 10 years, namely 44 people (42.35%), employees with a long working period of 5-10 years, namely 33 people (36.26%) and employees with a long working period of 1-5 years, namely 14 people (15.38%).

Table 2. Descriptive Statistics of Work Stress Variable
Frequency of Respondents Answer

Statements	Strongly Agree		Agree		Disagree		Not Agree		Strongly Not Agree		Mean	Conclusion
	f	%f	f	%f	f	%f	f	%f	f	%f		
Tired Easily	-	-	32	35,2	36	39,6	23	25,3	-	-	3,09	Agree
Worried	-	-	69	75,8	18	19,8	4	4,4	-	-	3,71	Agree
Headache	-	-	59	64,8	32	35,2	-	-	-	-	3,64	Agree
Dizzy Easily	-	-	52	52,7	17	18,7	22	24,2	-	-	3,32	Agree
Easy to Sweat	-	-	48	52,7	39	42,9	4	4,4	-	-	3,48	Agree
Fear	-	-	71	78	18	19,8	2	2,2	-	-	3,75	Agree
Easy to Anxious	-	-	2	2,2	64	70,3	25	27,5	-	-	3,74	Agree
Keep Calm	-	-	30	33	61	67	-	-	-	-	3,32	Agree
Irritated Quickly	-	-	27	29,7	64	70,3	-	-	-	-	3,32	Agree
Easy to Angry	-	-	6	6,6	61	67	24	26,4	-	-	2,80	Disagree
Get Bored Quickly in the Office	-	-	27	29,7	62	68,1	2	2,2	-	-	3,27	Agree
Get Bored Quickly at Work	-	-	30	33	54	59,3	7	7,7	-	-	3,25	Agree
Delay the Job	-	-	42	46,2	33	36,3	16	17,6	-	-	3,28	Agree
Not in a Hurry	-	-	64	70,3	27	29,7	-	-	-	-	3,70	Agree
Not Sleep Well	-	-	59	64,8	32	35,2	-	-	-	-	3,64	Agree
Not Sleep Well	-	-	54	59,3	22	24,2	15	16,5	-	-	3,42	Agree
Loss of Appetite	-	-	55	60,4	36	39,6	-	-	-	-	3,60	Agree
Appetite is Not Good	-	-	54	59,3	34	37,4	3	3,3	-	-	3,56	Agree
											3,43	High

(Source: Research, 2018)

Table 2 provides information that the overall job stress level of employees of the Medan City Public Works Office is in the "high" category with an average value of 3.43. the definition of "high" variable conclusions is the same as the conclusion of the variable "agree" which means the respondent agrees to experience stress at work. this means that work stress experienced by employees is a natural thing that is experienced and is a responsibility that must be done as a servant of the state and society and not too burdensome because every work is done on time and not allowed to accumulate.

V. Result of SEM Analysis

Based on the results of processing data by using SEM-PLS it can be information that model has been correct.

Table 3. Outer Loadings

	Employee Performance	Work Stress
EP2	0.822	
EP3	0.873	
EP4	0.771	
WS1		0.871
WS3		0.913

(Source: Research, 2018)

Table 4. Value of Discriminant Validity (Cross Loading)

	Employee Performance	Work Stress
EP2	0.822	-0.190
EP3	0.873	-0.278
EP4	0.771	-0.190
WS1	-0.222	0.871
WS3	-0.267	0.913

(Source: Research, 2018)

Table 5. Construct Reliability and Validity

	Cronbach's Alpha	rho_A	Composite Reliability	AVE
EP	0.765	0.803	0.863	0.677
WS	0.745	0.763	0.886	0.796

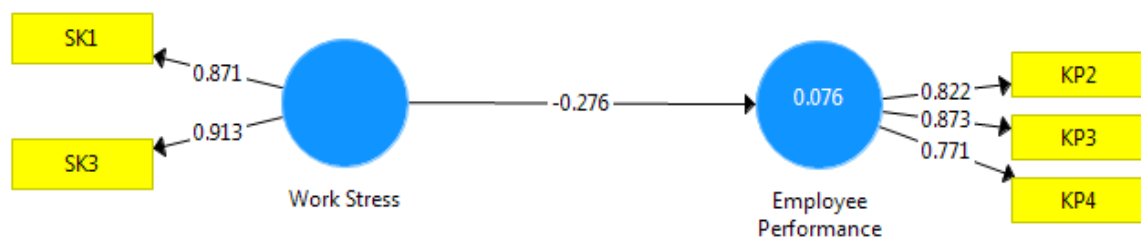
(Source: Research, 2018)

Table 6. R-Square

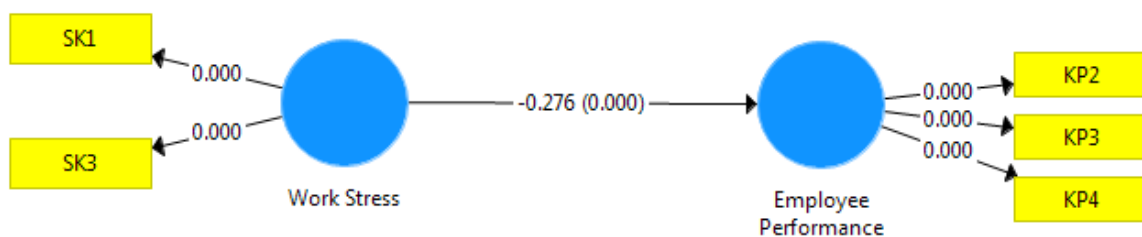
	R Square	R Square Adjusted
EP	0.076	0.066

(Source: Research, 2018)

Picture of Outer Model



Picture of Inner Model



VI. Discussion

The results of testing the first hypothesis is that work stress has a negative and significant effect on employee performance. The value of work stress p significance (0,000) with $p < p (0,05)$ and the magnitude of the effect estimation is -0,276. This means that this hypothesis is accepted. This means that if the higher job stress experienced by employees, it can reduce employee performance.

The results of descriptive statistical analysis indicate that the employee agrees to experience work stress on average is 3.43, because every indicator of work stress, the average employee answers agree to experience stress. The biggest symptom of stress for employees is on behavioral symptoms.

Based on the pre survey, work with excessive burdens will create conditions that make employees depressed at work. Phenomenon at Public Works staff shows that the demands of a larger organization require employees to work overtime, fatigue, tension, panic, roar, moodiness and loss of power, conflict between employees and leaders, violations committed by employees such as being late to the office.

Based on the results of interviews relating to work stress on one employee is a workload, namely in managing a high government financial budget to realize the planned physical work activities of the public, in addition to supervising field works which then report each workmanship to the government in the future.

specified time. Employees must make weekly reports and monthly reports for each ongoing project, this weekly report is often only completed after two weeks as well as the monthly report is never completed at a predetermined time, in general the low performance is caused by low human resource capabilities working in this office, especially when dealing with computers and financial or bookkeeping.

Based on the results of an interview with one of the section chiefs who said that Medan City Public Works employees experienced work stress because the jobs that had to be done because these jobs were employee performance targets (SKP) that had to be completed on time to obtain employee benefits. SKP is a way of evaluating the performance of employees at the Department of Public Works in Medan. Department of Public Works employees must carry out 3 main activities in each aspect, namely, planning, maintenance, and development.

Based on observations in the field, employees at Dinas PU must prepare program planning based on community needs through community interviews (community consultation) and musrembang data (online) obtained from the village head and plots. Then inventory the needs by making a priority scale which is then followed up with the preparation of plans and materials by considering financial management. Public Works Officers must also be prepared to go to the field to supervise field work, namely foremen and laborers, and heavy equipment owned by the Public Works Service that is used in the construction.

In general, the higher the employee stress level, the employee's performance will tend to decrease and vice versa. These results support the opinion of Yarkes-Dodson in [13] put forward the theory that when the stress faced by a person increases, the resulting level of performance also increases, but when the stress experienced exceeds the individual's capacity to deal with it will negatively affect towards performance. This is in line with the research of [8]; [2]; that work stress is a transaction between sources of work stress and self capacity, which affects the response whether it is positive or negative. If the response is positive, then the source of stress is a trigger for employee morale, while the negative response is an indicator that the source of stress is a stressor. Based on these positive and negative responses, basically stress can be grouped into two characteristics namely stress is negative and stress is positive. But in everyday reality stress is usually only related to negative stress.

V. Conclusion

Work stress experienced by field staff of public works in the city has a negative and significant effect on employee performance. Job stress experienced by employees is a negative response. Management should see the impact of long-term stress experienced by employees, namely the physical and mental well-being of employees. In addition, the suggestion is that if it is short for management it is necessary to do service EAP (Employee Assistance Program), so that the stress that occurs does not interfere.

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