

THE INFLUENCE OF WORK STRESS ON EMPLOYEE PERFORMANCE AT PT. BANK MANDIRI (PERSERO) TBK. REGION I NORTH SUMATERA RETAIL FUNDING UNIT

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ABSTRACT

Work stress is a feeling of anxiety, tension, or pressure that employees experience while working. Work stress can be caused by various factors, such as a heavy workload, an unfavorable work environment, or conflicts with coworkers. Excessive work stress can interfere with a person's ability to adapt to the work environment, so it can cause a decrease in employee performance. Employee performance is the result of work achieved by employees in a certain period. Employee performance can be measured by various indicators, such as work productivity, work quality, and job satisfaction. This study aims to determine whether work stress affects the performance of employees of PT Bank Mandiri (Persero) Tbk. Region I Sumatra Retail Funding Unit. This research uses quantitative methods by distributing questionnaires to 36 employees of PT. Bank Mandiri (Persero) Tbk. Region I Sumatra Retail Funding Unit. The results showed that work stress affects the performance of employees of PT Bank Mandiri (Persero) Tbk. Region I Sumatra Retail Funding Unit. The effect of job stress on employee performance is 59.1%, while 40.9% is influenced by other variables not examined. The conclusion of this study shows that job stress can be a factor that reduces employee performance. Therefore, it is important for companies to manage employee work stress in order to improve employee performance.

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1. INTRODUCTION

Employees are one of the assets owned by the company. Company goals can be achieved if employees can work comfortably and calmly. Every employee must have experienced job stress. Work stress can give positive effect but if excessive it will cause negative impact especially is on employee performance. Therefore work stress must be prevented and handled (Cristy, 2017).

Stress can happen to every individual human every time because stress is also a part of human life which can not be avoided. People often experience stress if they cannot adapt their will with the fact either from inside or from outside of their self. Based on the results of research conducted by (Massie, et al, 2018), it shows that work stress has a negative effect on performance, seen from the results of the regression coefficient which produces a value of -0.34. This means that it can be concluded that if work stress is reduced, it will affect performance improvement. In other words, it can be interpreted that there is a correlation between work stress and performance.

Employee performance is the result of work that achieved by a person or group of people in accordance with the authority / responsibility each employee during a certain period certain period. According to (Wibowo, 2021) basically employee performance is how employees work in a company during a certain period. If a company has employees whose performance is good, then the performance in a company will be good. Performance is also a comparison of the results achieved with the role of labor unity time.

According to (Kasmir, 2018) the factors that affect employee performance are ability and expertise, knowledge, work design, personality, work motivation, leadership, leadership style, organizational culture, job satisfaction, work environment, loyalty, commitment and work discipline. Work given to employees if it exceeds capacity can make employees experience work stress. This condition, if not resolved by the leadership, can have an impact on not achieving the work targets given so that the wider impact can affect the achievement of company goals (Hermita, 2011). According to Koesomowidjojo

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(2017: 21) argues that workload is all forms of work given to human resources to be completed within a certain period of time. According to (Hamali, 2018) feeling depressed can change the way a person feels, thinks, and behaves. In order to be able to manage employee performance, company management needs to know and understand the factors that affect employee performance because by understanding this, management can easily find effective solutions and decisions related to employee performance (Ardiansyah, 2017).

According to (Siagian, 2012), work stress is a condition of tension that affects a person's emotions, train of thought, and physical condition. Stress that is not handled properly usually results in a person's inability to interact positively with their environment, both in the sense of the work environment and the environment outside of work. According to (Gunawan, 2018) in his research entitled *The Effect of Job Stress on Employee Performance: (Case at PT. Semen Bosowa Maros)*, the research results show that job stress has a significant effect on employee performance in employees of PT. Semen Bosowa Maros, while the relationship (correlation) of job stress with employee performance is categorized as quite strong.

According to (Mahawati, 2021) revealed that there are a number of conditions that cause stress for employees, including excessive workload, and pressure or time pressure. The work responsibilities given to employees can be a workload for the employees themselves. In general, workload is influenced by internal and external factors such as the work environment, the physical condition of employees, employee psychology and others. The existence of pressure and time pressure in completing work originating from the work environment can have an impact on the physical and psychological conditions of employees.

Bank Mandiri (Persero) Tbk. Region I North Sumatra Retail Funding Unit is one of the banks that has a high work target. during the author's observation, the author found the phenomenon of working conditions of employees who experience work stress. Work stress experienced by employees is caused by pressure and time pressure in completing their work. Often employees have to work overtime to complete their work so that it affects the physical condition of employees. One of the visible impacts of pressure and time pressure is that the intensity of communication between employees is reduced so that work coordination between employees is disrupted. Based on the above phenomenon, the authors are interested in conducting research on the topic of the effect of work stress on employee performance at Bank Mandiri (Persero) Tbk. Region I North Sumatra Retail Funding Unit.

2. METHODS

This research was conducted at PT Bank Mandiri (Persero) Tbk Region I Sumatra Retail Funding Unit, Menara Mandiri Building, located on Jl. Pulau Pinang Medan. The type of data used in this research is primary data and secondary data where the data obtained comes directly from the respondents studied and other references that support or are related to this research. The sample in this study is the entire population in PT Bank Mandiri (Persero) Tbk Region I Sumatra Retail Funding Unit, Menara Mandiri Building, Medan with a total of 36 respondents. To obtain accurate data and information, the authors collected data starting with making field observations first, then distributing questionnaires to all respondents and then conducting literature studies related to the research topic. To process the data that has been obtained, the authors process the data using the Likert scale method. According to Kriyantono (Kriyantono, 2006: 134) the Likert scale is a scale used to measure attitudes, opinions, and perceptions of a person or group of people about social events or symptoms (Sugiyono, 2010: 1993).

The way of measurement is by confronting a respondent with a statement and then asked to be asked to answer from five answer options, where the value of the answer has a different answer value. answers have different answer values. To analyze the data, the authors use validity tests, reliability tests and simple regression tests. According to (Janna & Herianto, 2021) Validity test is a test used to measure the effectiveness of a measuring instrument or measuring medium to obtain data. Usually used to measure how effective a questionnaire is for obtaining data, more precisely for the questions asked in the questionnaire. In statistics, in addition to testing whether the data is normally distributed or not, we must also test whether the data is normally distributed. not, we must also test whether the data is reliable and remains consistent if the measurement is repeated. In connection with testing reliable and consistent data, a data reliability test can be carried out. According to (Yuliara, 2016) The simple linear regression equation is used to describe the relationship of one independent variable / predictor (X) with one independent variable / response (Y). The simple linear regression equation is mathematically expressed by :

$$Y = a + bX$$

Description:

Y = regression line / response variable

a = constant (intercept), intersection with the vertical axis

b = regression constant (slope)

X = independent variable/predictor

3. RESULTS AND DISCUSSION

Results

The research results obtained from the tests that have been carried out are as follows :

1. Validity test

Table 1. Validity Test

Statement	r count	r table	Description
Statement 1	0,510	0,3291	VALID
Statement 2	0,793	0,3291	VALID
Statement 3	0,793	0,3291	VALID
Statement 4	0,540	0,3291	VALID
Statement 5	0,490	0,3291	VALID
Statement 6	0,793	0,3291	VALID
Statement 7	0,734	0,3291	VALID
Statement 8	0,489	0,3291	VALID
Statement 9	0,598	0,3291	VALID
Statement 10	0,641	0,3291	VALID
Statement 11	0,500	0,3291	VALID
Statement 12	0,576	0,3291	VALID
Statement 13	0,652	0,3291	VALID
Statement 14	0,804	0,3291	VALID
Statement 15	0,811	0,3291	VALID
Statement 16	0,484	0,3291	VALID
Statement 17	0,749	0,3291	VALID
Statement 18	0,804	0,3291	VALID

Source: data processed by researchers 2023

Based on the results of the X variable validity test conducted in this study, it was found that all items used in this study were valid. This is indicated by the value of r count > r table. In other words, it can be interpreted that all question items used in this study are in accordance with the research topic.

2. Test The Reliability of Variable X

Table 2. Reliability Test of Variable X

Cronbach's Alpha	N of Items
.762	11

Source: Spss version26 (2023)

Based on the results of the reliability test of variable x carried out, the table obtained a Cronbach's Alpha value of 0.762, because the Cronbach's Alpha value obtained is greater than r table 0.329 (0.762 > 0.329), it can be concluded that the measuring instrument used is consistent and reliable.

3. Test the reliability of variable y

Table 3. Reliability Test of Variable Y

Cronbach's Alpha	N of Items
.765	9

Source: Spss version26 (2023)

Based on the results of the reliability test of variable y carried out, the table obtained a Cronbach's Alpha value of 0.765, because the Cronbach's Alpha value obtained is greater than r table 0.329 (0.765 > 0.329), it can be concluded that the measuring instrument used is consistent and reliable.

4. Simple Regression Test Results

Table 4. Simple Regression Analysis Results

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	5.416	3.174		1.706	.097
X	.650	.093	.769	7.013	.000

a. Dependent Variable: Y

Source: Spss version26 (2023)

Based on the results of the analysis, the table above shows that the constant is 5.416, meaning that if the work stress value is 0, the employee performance value is 5.416. In the table also obtained a t-count value of 0.7013, meaning that when compared between the value of t count with t table, the results obtained t count > t table. If t-count . t-table, it can be concluded that variable X affects variable Y or in other words, work stress affects employee performance.

Discussion

Based on the research results obtained above, it shows that work stress affects employee performance. These results support research (Gunawan, 2018) that employees who are experiencing stress due to workload will have an impact on the performance produced by employees. Job stress experienced by an employee can come from internal and external factors. Internally, work stress can arise when the employee's physical and psychological condition is not in good condition. While from external factors work stress can be caused by a less conducive work environment. Therefore, it is very important for leaders to pay attention to internal and external factors in the company so that employees can work calmly and comfortably so that work stress that will be experienced by employees can be minimized.

Employee work stress is also caused by the workload given by the company exceeding the capacity of an employee. In other words, excessive workload can trigger employees to experience work stress. In addition, pressure and time pressure in completing work can also cause employees to experience work stress. If the conditions mentioned above are experienced by employees, it is certain that employees cannot complete work properly so that it will have an impact on employee performance.

4. CONCLUSION

Based on the research conducted, work stress has a significant influence on employee performance at PT Bank Mandiri (Persero) Tbk. Region I North Sumatra Retail Funding Unit. The effect is 59.1%, which means that job stress can affect employee performance by 59.1%. As for 40.9% of employee performance is influenced by other variables not examined in this study.

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