

THE INFLUENCE OF WORK STRESS AND MOTIVATION ON JOB PERFORMANCE (CASE STUDY AT KANTOR SEKRETARIAT MINAHASA SELATAN)

*PENGARUH STRESS KERJA DAN MOTIVASINYA PADA PENAMPILAN KERJA
(STUDI KASUS DI KANTOR SEKRETARIAT MINAHASA SELATAN)*

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ABSTRACT

Work stress is a part that always associated with the employees' productivity. Work stress is an imbalance between the personalities of the employee with work and can occur in all working conditions. Motivation can push the spirit of employee to work hard and providing all their capabilities of skill to achieve the company goals. The study aims to find out the influence of work stress and motivation on job performance in Kantor Sekretariat Minahasa Selatan. Multiple regressions analysis which enables the researcher to analyze the influence of the independent variables to the dependent variable has used. This study may imply that the contribution of independent variable on dependent variable while the remaining is affected by other variables not examined in this study. The result shows that there is significant simultaneous and partial influence on Job Performance in Kantor Sekretariat Minahasa Selatan.

Keywords: Work Stress, Motivation, Job Performance

ABSTRAK

Stres kerja adalah bagian yang selalu dikaitkan dengan produktivitas. Stres kerja adalah ketidakseimbangan antara kepribadian karyawan dengan pekerjaan dan dapat terjadi pada semua kondisi kerja. Motivasi dapat mendorong semangat karyawan untuk dapat bekerja keras dan memberikan semua kemampuan keterampilan untuk mencapai tujuan perusahaan. Penelitian ini dirancang untuk mengetahui pengaruh stres kerja dan motivasi terhadap kinerja kerja di Kantor Sekretariat Minahasa Selatan. Metode yang digunakan untuk menganalisis data adalah analisis regresi berganda yang memungkinkan peneliti untuk menganalisis pengaruh variabel independen terhadap variabel dependen. Dalam penelitian ini dapat diartikan bahwa kontribusi variabel independen terhadap variabel dependen sedangkan sisanya dipengaruhi oleh variabel lain yang tidak diteliti dalam penelitian ini. Untuk keutamaan peneliti telah menggunakan kuesioner. Hasil penelitian ini menunjukkan bahwa ada pengaruh secara simultan dan parsial signifikan terhadap Prestasi Kerja di Kantor Sekretariat Minahasa Selatan.

Kata kunci: Stres kerja, Motivasi, Prestasi Kerja

1. INTRODUCTION

Research Background

National development is a series of continuous development efforts encompass the entire life of the community, the nation and the state. National development carried out in a planned, purposeful and sustained to promote national capacity building in order to realize the life that is parallel and equal to other more developed countries. National development can be run quickly when there is cooperation between the government and the public. To achieve the desired goals and objectives, then the government directing, guiding and creating conditions conducive. The success of development cannot be separated from the rapid progress of the productive sectors that create goods and services that have high competitiveness and can generate added value for the business world in particular and the economy in general. One of the goals of development is in the field of human resources.

Humans are the main capital in an organization. Without human support, the resources such as capital, materials, methods and even the technology will not be actively involved in achieving the company's goals, although in reality the company has a number of sophisticated equipment. The company in carrying out its activities requires that human resources can carry out all their duties properly, but often many tasks are neglected so can result in decreased work productivity, this can happen because they were stressed with these tasks. Work stress arising from environmental demands and challenges of each individual.

In addition, as a result of their work stress employees experience some symptoms of stress that can threaten and interfere with their job performance such as irritability, cannot be relaxed, emotionally unstable, uncooperative attitude and difficulty in sleeping problems. Stress conditions must be tackled in order not to drag occurs on the employee offices. The stress experienced by employees could provide a challenge that motivated to work better and can improve the good work, but there is also the stress experienced by employees that can reduce the work.

One of the variables that determine the thrust of employees that works well is to provide motivation. Motivation is an encouragement to someone so that the job can be done properly. The study of motivation is an attempt to get answers to the complex problems of human behavior in organizations, especially human company. Every employee has their own different motivation. There are employees who work with the motivation to obtain high wage, there are works with motivation to gain the opportunity to develop a career, and other types of motivation. All these motivations influence the outcomes on the employee.

Research Objectives

1. To analyze significant influence of stress and motivation on job performance in Kantor Sekretariat Minahasa Selatan simultaneously.
2. To analyze significant influence of stress on job performance in Kantor Sekretariat Minahasa Selatan partially.
3. To analyze significant influence of motivation on job performance in Kantor Sekretariat Minahasa Selatan partially.

Theories

Human Resources Management

Salim (2003) explain the management of human resources is a development effort, extracting, processing and utilization of power and human power in the production process. According to Malay and SP, Hasibuan (2002) human resource management is the science and art of regulating labor relations and the role effectively and efficiently helps embodiment objectives of the company employees and the public. According to Effendi (2002) mentioned human resource management is the activity in stimulating, develop, motivate and maintain high performance in the organization. From some of the definitions that have been mentioned above it can be concluded that the factor that plays an important role in an organization or company is human resources, because it is people who move other production factors within the organization to achieve the goals that have been set previously. Thus, it can be said that the factors existing resources within the organization will not be more important to the human existence.

Stress

Company as an organization cannot be separated from the problem, which is associated with the aspect outside the organization. One of the problems of employees or employees in the workplace is stress. Stress is a general term that is applied as the pressure of life that is often felt by everyone in their life. Stress is a scientific aspect and cannot be avoided in one's life. Stress can occur in any organization foundation. According to Lina and Ellitan (2003) suggests a persons response to stress is a good thing that he was facing in terms of interaction with other people and to the employment, the environment, and events that require attention can bring positive and negative effects on a person. Accordding to Robbins (2007), stress is a dynamic condition in which individuals face the opportunities, constraints, or demands that is related to what is really wanted and that the results are perceived as uncertain but important. From the previous statement it can be concluded that the work stress is due to the imbalance between the personalities of the employee with the job and can occur in all working conditions.

Causes of Stress

According to Siagian (2003) the sources of stress divided by two is derived from inside and outside the person job. Various things can be a source of stress that comes from any employee can be as diverse as the load is too heavy task, time pressure, providing a less good, work climate creates a feeling of insecurity, lack of feedback information about a person work performance, the imbalance between powers and responsibilities, unclear role of employees in the overall activities of the organization, frustration caused by the intervention of other parties who so often that one feels distracted, conflicts between employees and other parties inside and outside the working group, the difference in the value system embraced by employees and the embraced by organizations and changes in general does cause a sense of uncertainty.

Consequences of Stress

According to Robbins (2007) all symptoms of stress can be grouped into three categories: Physiological symptoms, most of the attention early on stress directed to the physiological symptoms. Psychological Symptoms, stress can lead to dissatisfaction, work related stress can cause job dissatisfaction related with. Indeed that "the psychological impact of the simplest and most obvious" from the stress of it. And the behavioral symptoms, stress symptoms associated with behavioral changes include productivity, absenteeism, and the level of the incoming and outgoing employees, also changes in eating habits, increased smoking and alcohol consumption, rapid speech, anxiety, and sleep disorders.

Motivation

Motivation comes from the Latin word "movere" namely impulse or motive power. This motivation given to humans, especially to the subordinates. Motivation questioned how to encourage morale subordinates, in working hard to provide all the capabilities and skills to achieve company goals. Motivation is important because it is expected that each employee willing to work hard and enthusiastically to achieve high labor productivity. According to Robbins (2007) that motivation is a process that will determine the intensity, direction and persistence of individuals in order to achieve the target. According to Gomes (2000) motivation is defined as behavior that is aimed at the target. The motivation related to the level of work done by someone in pursuit of a goal, motivation is closely related to employee satisfaction and job performance.

Work Motivation

Theory of A Maslow's Hierarchy of Needs is five (5) common types are: Psychological: Among others, hunger, thirst, protection, other physical needs. Security: Among others. Safety and protection against physical and emotional losses. Social: Include affection, a sense of belonging, was well received, and friendship. Awards: Include factors such as respect for self-esteem, autonomy, and achievement, as well as the respect of external factors such as status, recognition and attention. Self-actualization: Something to suit his ambitions: which includes growth, achievement potential and self-fulfillment.

Benefits of Work Motivation

Benefits main motivation is to create a work of passion, so that labor productivity increased. While the benefits gained by working with people who are motivated can be resolved with proper work means the job is done properly and according to the standards in a specified time-scale, and people love to do the job. Motivation that pushed him will make people happy doing it, people will feel appreciated or recognized. This happens because the job was really valuable for people who are motivated, so that the person will work hard.

Job Performance

Performance within a company clearly not all the same, because what is done, responsibilities of, the task completion time, creativity and motivation among relatively different. Performance appraisal is to be conducted to determine whether the work performance in completing the work, either moderate or less. According to Moekijat (2000) the performance appraisal is a process used by organizations to assess the implementation of employee jobs. Ratings implementation of the work to develop an information center personnel. This knowledge can improve decision-making in the field of personnel and the feedback received by the employee on the implementation of their work. Performance appraisal is one of the important tasks to be done by a manager or leader. However, the implementation of objective achievement is not a simple task. Assessment should be avoided their like or dislike of the appraiser, so that the objectivity of assessment can be maintained. Performance appraisal is important, because it can be used to improve decision-making personnel and provide feedback to employees about their achievements.

Factors of Job Performance

The organization's leaders are very aware of the difference between the job performance of employees with other employees under his supervision. Although the employees work at the same place, but they are not the same productivity. According to Handoko (2003) the factors that affect performance are: Motivation, job satisfaction, the level of stress, the physical condition of employment, the system of compensation, design work, aspects of economic.

Research Hypothesis

There are three hypotheses formulated in this research which are:

- H1 : Stress (X1) and motivation (X2) have significant influence on job performance (Y) simultaneously.
- H2 : Stress (X1) has significant influence on job performance (Y) partially.
- H3 : Motivation (X2) has significant influence on job performance (Y) partially.

2. RESEARCH METHOD

Type of Research

The purpose of this research is to know the influence of work stress and motivation on Employee Performance. The type of this research is causal research that aim to describe the influence of Variable X on Y. This research is a quantitative method since using multiple regressions as a tool to analyze the data.

Place and Time of Research

This research is conducted in Manado, North Sulawesi, Indonesia. The research was held during May to June 2015.

Research Procedure

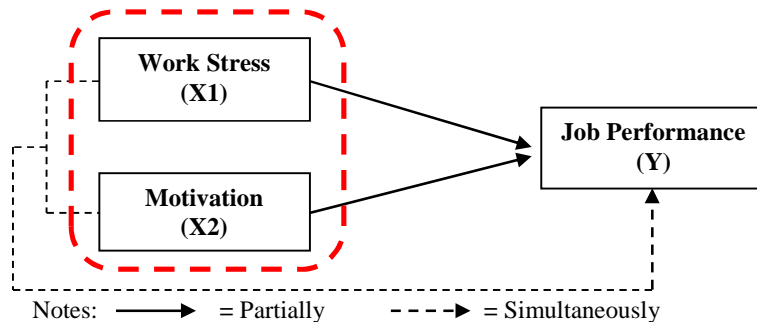


Figure1. Research Procedure
 Source: Data Processed, 2015

Population and Sample

In this research the populations of this study are permanent employees (civil servant) of Kantor Sekretariat Minahasa Selatan, for about 183 employees.

Data Collection Method

The source of data can be from primary and secondary sources. Primary data is data originated by the researcher specifically to address the research problem (Sekaran and Boogie, 2009). The researcher obtains primary data from results of survey and questionnaires.

Data Analysis Method

Validity Test

Validity to measure the correlation between the evidence question with an overall score of questions, the stages that must be undertaken to test the validity are:

1. Defining operationally, a concept which will be measured for the validity of a concept. The initial phase should be done is to describe the concept in an operational definition.
2. Conducting tests on a few questions.
3. Preparing the table.
4. Calculating the value of correlation between each score point answers with a total score of granules answers.

Reliability Test

Reliability test is established by testing both consistency and stability of the answer of questionnaire. Reliability test has used after knowing valid. Reliability testing using Cronbach Alpha technique is greater than 0,600 then declared reliable research instruments.

Multiple Regression Analysis Model

Multiple regression analysis is to determine how much work stress (X1), motivation (X2) affects job performance (Y) either simultaneously or partially. The computer program used to calculate the effect and the relationship between stress and motivation for work performance at Secretariat Minahasa Selatan is SPSS. As for the multiple linear regression formulation is as follows:

$$Y = + b1X1+ b2X2 + e$$

Whereas:

- Y = Job performance (Dependent Variable)
- = The Constant, when all independent variable equal to 0
- X1 = Work Stress (Independent Variable)
- X2 = Motivation (Independent Variable)
- b1b2 = The slope for each independent variable
- e = Error

3. RESULT AND DISCUSSION

Validity Test

Validity test is aimed to test whether the question item or indicators are able to measure what is supposed to be measured.

Table 1. Validity Test

Indicator	Pearson Correlation
X _{1,1}	.678**
X _{1,2}	.733**
X _{1,3}	.693**
X _{1,4}	.677**
X _{1,5}	.773**
X _{2,1}	.766**
X _{2,2}	.657**
X _{2,3}	.744**
X _{2,4}	.753**

Indicator	Pearson Correlation
X _{2.5}	.669**
Y _{.1}	.767**
Y _{.2}	.871**
Y _{.3}	.792**
Y _{.4}	.764**
Y _{.5}	.511**

Source: Data Processed, 2015

Table 1, shows the validity test of variable X₁ – Y and dependent variable are bigger than r value. The table shows the total number for X₁ - Y are above 0.3, means that all the indicators are valid.

Reliability

Reliability test is conducted to measure if one item of question is tested several times would give consistent value. Reliability analysis used the Cronbach’s Alpa.

Table 2. Reliability

Variable	Cronbach's Alpha
X ₁	.751
X ₂	.761
Y	.795

Source: Data Processed, 2015

Table 2, it is shown that value of Cronbach’s Alpha is 0.795, which is above the acceptance limit of 0.6; therefore, the research instrument for relationships among the variables indicates good consistency and the data is reliable.

Multiple Regression Analysis

In calculating the regression between independent variables on dependent variable, with the help of a computer program package Based on the statistical software SPSS Version 19.0, of the data processing on the attachment is as follows:

Table 3. Unstandardized Coefficient Beta

Variable	B
(Constant)	2.098
X ₁	.327
X ₂	.219

Source: Data Processed, 2015

The equation is as follow:

$$Y = + b1X1 + b2X2 + e$$

$$Y = 2.098 + 0,327 X1 + 0,219 X2 +e.$$

From the multiple linear regression equation above, it can inform the interpretation as follows:

1. Constant value of 2.098 means that if the variables in this research of Variable X₁ and X₂are equal to zero than the Y will increase at 2.098 point.

2. Coefficient value of 0.327 means that if the variables in this research of X1 increased by one scale or one unit, it will improve and increase Y at 0.327 point.
3. Coefficient value of 0.219 means that if the variables in this research of X2 increased by one scale or one unit, it will improve and increase Y at 0.219 point.

Hypothesis Testing

F-Test

Testing is done by comparing the number of significant level of calculation results with significance level 0.05 (5%) with the following criteria:

1. If Fcount (sig) > 0.05 then Ho is accepted and Ha rejected
2. If Fcount (sig) < 0,05 then Ho is rejected and Ha accepted

Table 4. (F – test) Simultaneously Test

ANOVA^b

	Model	Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	1.550	2	.775	3.843	.027 ^a
	Residual	12.505	62	.202		
	Total	14.055	64			

a. Predictors: (Constant), X2Av, X1Av

b. Dependent Variable: Yav

Source: Data Processed, 2015

Value of 3.843 FCount significant 0.010, because the sig < 0.05 means the confidence of this prediction is above 95% and the probability of this prediction error is below 5% which is 0.027. Therefore H0 is rejected and accepting Ha. Thus, the formulation of the hypothesis that The Influence of X1 and X2 on Y Simultaneously, accepted.

T-Test

Using the criteria of hypothesis testing by t test as follows:

1. Tcount < Ttabel (0,05), then H0 is accepted and rejecting Ha.
2. Tcount > Ttabel (0,05), then H0 is rejected and accepting Ha.

Table 5. Partial Test Analysis Table (t-test)

Model	T	Sig.
X ₁	2.208	.031
X ₂	2.112	.039

Source: Data Processed, 2015

1. Tcount for X1 2.208 bigger than the value of 1.984 ttable means X1 has significant influence partially on Y. The significant value at 0.031 means that prediction of X1 influence on Y doing errors is more than 5% which is 3.1%, thus the confidence of this prediction is below 95%. Therefore, Ha accepted.
2. Tcount for X2 2.112 greater than the value of 1.984 ttable means X2 has significant influence partially on Y. The significant value at 0.039 means that prediction of X2 influence on Y doing errors is 3.9%, thus the confidence of this prediction is above 95%. Therefore, Ha received.

Discussion

Work Stress and Motivation have a close relationship with Job Performance in Kantor Sekretariat Minahasa Selatan. This is evidenced by the results of the calculated of R and R² value which illustrates that Work Stress and Motivation have a strong influence on employee performance at Kantor Sekretariat Minahasa Selatan with a value contribution of 81.1% and the rest of 18.9% is influenced by other factors such as role ambiguity: if a worker does not have enough information to be able to carry out their duties, or did not understand or realize the expectations associated with a particular role. The stronger the Job Stress on employees, it will give a negative influence on employee performance. This indicates that employee performance is strongly influenced by the level of employee stress and motivation given by the head of Kantor Sekretariat Minahasa Selatan.

Based on the data analysis above, Work Stress and Motivation have significant influence on Job Performance in Kantor Sekretariat Minahasa Selatan, partially and simultaneously. The efforts to improve the employee achievement are not easy because it involves a person mental attitude. Motivation is a complex issue in the organization, due to differences in interests, the will and desire of each employee. The difference is caused because each employee is unique in appearance biological and psychological as well as in the learning experience. The motivation of both internal and external, depending on where in the activities initiated. A variety of needs, desires and expectations contained in one's personal.

There was a significant negative correlation between work stress and job performance. It was found that job performance could be predicted by work stress levels; however, an appropriate level of work stress could also promote employees job performance. After gathering the major findings and inferring conclusions in the article, the authors provide some suggestions that can promote vocational education.

4. CONCLUSION AND RECOMMENDATION

Conclusion

There are three finding in this research which are:

1. Stress and motivation have significant influence on job performance in Kantor Sekretariat Minahasa Selatan.
2. Stress has significant influence on job performance in Kantor Sekretariat Minahasa Selatan.
3. Motivation has significant influence on job performance in Kantor Sekretariat Minahasa Selatan.

Recommendation

There are several recommendations given which are:

1. For further improvement of the working relationship between superiors and subordinates, at the time of planning the coordination and communication by superiors and subordinates should be conduct, so there would be occurs in the placement of employees who are not in accordance with their expertise. This means that leaders must know the capabilities and limits, also the ability of their employees. Such as employees who do not fit with the field task should not be assigned to the field job.
2. In terms of employee career development, leadership should be equal to the career development of each employees. Employees who have been working for longer times in some cases do not have chance to get a better position in the office than the new one. This will affects to the performance and motivation of employees in providing better working results. As a leader this kind of thing should not be happen.

3. Although the contribution of work motivation in explaining variations in motivation and work stress on employee performance is already known, but a clear information about it will be very beneficial for the employees of Kantor Sekretariat Minahasa Selatan because employees will be more creative and motivated to produce better performance when obtaining sufficient support from superiors and the organization's leaders.
4. Results of the study, both work stress variables were examined as well as the number of respondents is still very limited, so for the expect further similar studies, the number of variables to be studied and the number of respondents who used the population should be increase, so that the research results would be more varieties.

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