

THE INFLUENCE OF WORK STRESS, WORK ENVIRONMENT, AND JOB SATISFACTION ON JOB PERFORMANCE

(Case Study at Class II Navigation District Office of Semarang)

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ABSTRACT

This study was aimed to determine the influence of work stress, work environment, and job satisfaction on servants job performance at Class II District Navigation Office of Semarang. Purposive sampling method for 50 respondents was applied. Afterward, multiple linear regression analysis was conducted. Surely, data quality tests such as validity test, reliability test, and classical assumption test were applied previously. When some requirements related to data quality were fulfilled, then hypothesis testing was done. Based on hypothesis testing, Hypothesis 1 (Negatively, work stress influences servants job performance) was accepted. Hypothesis 2 (Work environment influences servants job performance) was not supported. Last, Hypothesis 3 (Job satisfaction influences servants job performance) was accepted.

Keywords: Work Stress, Work Environment, Job Satisfaction, and Job Performance

PRELIMINARY

Human resources management is part of organizational management with the focus on human resources elements. The main activity of human resources management in an organization is managing human elements very well because the humans are always the critical success factors. Therefore, the organization should give a positive referral to achieve its objectives.

The success of an organization (including the governmental organization) is always influenced by increasing or decreasing performance of the employees. Performance is the quality and quantity of work achieved by a person in finishing his duties in accordance with some responsibilities given (Mangkunegoro in Sabar, 2008). Good performance displayed by an employee can give something useful for the organization if responsibilities and jobs held are in accordance with his capabilities. When he gives more good performance, then he is deserved to expect an appreciation from the organization. One of some efforts undertaken to improve the performance of employees is managing work stress. Work stress is a condition where a person feels tension due to various conditions from himself or his external environment.

Research on job stress and work environment on employees performance has been conducted by several researchers. The research conducted by Dwi Septianto (2010) concluded that work stress negatively influenced job performance and work environment positively and significantly influenced job performance. While research on the influence of job satisfaction on performance of the employees conducted by Chadek Novi, I Wayan Gede, Putu Bagia and (2014) concluded that job satisfaction positively and significantly influenced employees performance.

Based on some studies conducted previously, it was guessed that some of influencing factors of employees performance were work stress, work environment, and job satisfaction. Thus, the research on this phenomenon was conducted in Class II Navigation District Office of Semarang, which is the Technical Operation Unit of Directorate General of Marine Transportation of Transportation Department. The official agency is responsible for planning, operating, procuring, and supervising Sailing Navigation Aid Equipment (SBNP), sailing telecommunication, as well as marine observation activities, hydrographic survey, flows and traffic monitoring by using installation for the safety of shipping. (Regulation of the Minister of Transportation KM. 30 Year of 2006 on Organization and Work Procedure of Navigation District).

Based on the background of problems described above, some research questions proposed were:

1. Does work stress influence servants job performance?
2. Does work environment influence servants job performance?
3. Does job satisfaction influence servants job performance?

Thus, several hypotheses proposed were:

- H1:** Negatively, work stress influences servants job performance.
H2: Positively, work environment influences servants job performance.
H3: Positively, job satisfaction influences servants job performance.

METHODS OF RESEARCH

The primary data underlying this study were obtained from questionnaires distribution, direct observation, and interview conducted at Class II Navigation District Office of Semarang. Eighty employees of Class II Navigation District of Semarang from grade II / a to III / b were selected as sample of respondents because grade II / a was the lowest level and grade III / c and up has occupied structural positions.

Data analysis techniques applied in this study was quantitative analysis to infer data related to the influence of work stress, work environment and job satisfaction on servants job performance. Primary data were collected from questionnaires distributed to the respondents.

RESULTS AND DISCUSSIONS

Below, several descriptive tables for variable of work stress, work environment, job satisfaction, and employees performance are presented.

Table 1. Descriptive Aspects of Work Stress

Stres Kerja

	Category	Frequency	Percent	Valid Percent	Cumulative Percent
	1,00 -1,79	SangatRendah	3	6.0	6.0
	1,80 -2,59	Rendah	14	28.0	34.0
Valid	2,60 -3,39	CukupTinggi	3	6.0	40.0
	3,40 -4,19	Tinggi	28	56.0	96.0
	4,20 -5,00	SangatTinggi	2	4.0	100.0
Total		50	100.0	100.0	

Sumber : Data Primer Diolah, 2016.

Table 2. Descriptive Aspects of Work Environment

Lingkungan Kerja

	Category	Frequency	Percent	Valid Percent	Cumulative Percent
	1,00 -1,79	SangatRendah	0	0.0	0.0
	1,80 -2,59	Rendah	1	2.0	2.0
Valid	2,60 -3,39	CukupTinggi	8	16.0	18.0
	3,40 -4,19	Tinggi	32	64.0	82.0
	4,20 -5,00	SangatTinggi	9	18.0	100.0
Total		50	100.0	100.0	

Sumber : Data Primer Diolah, 2016.

Table3. Descriptive Aspects of Job Satisfaction

Kepuasan Kerja

	Category	Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	1,00 -1,79	SangatRendah	0	0.0	0.0	0.0
	1,80 -2,59	Rendah	0	0.0	0.0	0.0
	2,60 -3,39	CukupTinggi	8	16.0	16.0	16.0
	3,40 -4,19	Tinggi	35	70.0	70.0	86.0
	4,20 -5,00	SangatTinggi	7	14.0	14.0	100.0
	Total		50	100.0	100.0	

Sumber : Data Primer Diolah,2016.

Table 4. Descriptive Aspects of Employees Performance

Kinerja Karyawan

	Category	Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	1,00 -1,79	SangatRendah	0	0.0	0.0	0.0
	1,80 -2,59	Rendah	0	0.0	0.0	0.0
	2,60 -3,39	CukupTinggi	2	4.0	4.0	4.0
	3,40 -4,19	Tinggi	34	68.0	68.0	72.0
	4,20 -5,00	SangatTinggi	14	28.0	28.0	100.0
	Total		50	100.0	100.0	

Sumber : Data Primer Diolah, 2016

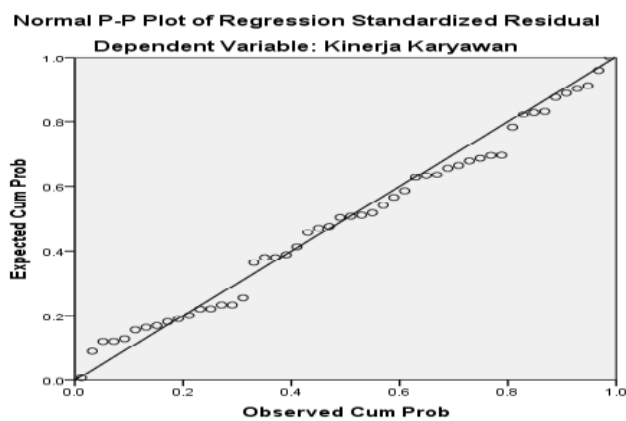


Figure 1. Normality Test Chart

The spread of the data residual could be judged as the normal because the data points were spread around diagonal line.

Table 5. Kolmogorov-Smirnov Test
Uji KolmogorovSmirnov
One-Sample Kolmogorov-Smimov Test

		Unstandardized Residual
N		50
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	.29032415
	Absolute	.097
Most Extreme Differences	Positive	.097
	Negative	-.074
Kolmogorov-Smimov Z		.687
Asymp. Sig. (2-tailed)		.732

a. Test distribution is Normal.

b. Calculated from data.

Sumber : Data Primer Diolah, 2016.

From the description in table, because Kolmogorov Smirnov value is 0,687 with 0,732 asymptotic significance (more than 0.05), so it could judged that data distribution was normal.

Table 6. Multicollinearity Test
Uji Multikolonieritas
Coefficients^a

Model	Collinearity Statistics	
	Tolerance	VIF
(Constant)		
1		
Stres Kerja	.954	1.048
Lingkungan Kerja	.474	2.112
Kepuasan Kerja	.474	2.109

a. Dependent Variable: Kinerja Karyawan

Sumber : Data Primer Diolah, 2016.

Through the calculations in the table above, the value of VIF was less than 10 and tolerance was more than 0,10.It was able to be concluded that multicollinearity effect was not detected in the model.

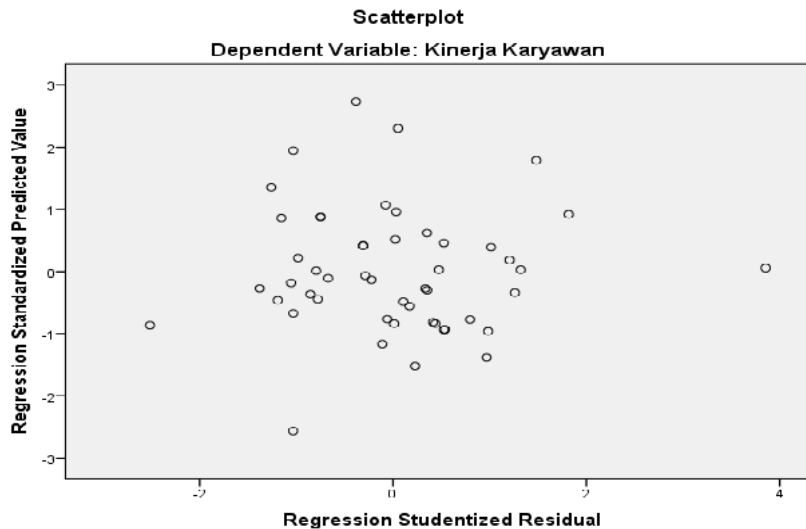


Figure 2. Heteroskedasticity Test Chart

From the scatterplot graph, dots were spread randomly above and below 0 on the Y axis. From observations on the chart above too, it was concluded that heteroscedasticity effect was not detected in the model.

Table 7. Linear Multiple Regression Analysis

Hasil Regresi
Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	2.515	.439		5.723	.000
Stres Kerja	-.132	.050	-.291	-2.654	.011
Lingkungan Kerja	.180	.107	.262	1.683	.099
Kepuasan Kerja	.312	.140	.345	2.220	.031

Sumber : Data Primer Diolah, 2016.

Thus, multiple regression equation model for this study was

$$Y = 2,510 - 0,132 WS + 0,180 WE + 0,312 JS + e$$

The equation could be interpreted that without presence of work stress, work environment, and job satisfaction, servants job performance was still constant. Because the regression coefficient of work stress was negative, the higher level of work stress perceived, then the lower servants job performance presented. Then, the better work environment perceived, the higher servants job performance presented. Last, the higher job satisfaction perceived, the higher servants job performance presented. Both independent variables performed positive coefficient.

Table 8. Goodness of Fit Test and Determinant Coefficient

Uji Statistik F

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	3.704	3	1.235	13.751	.000 ^b
	Residual	4.130	46	.090		
	Total	7.834	49			

a. Dependent Variable: Kinerja Karyawan

b. Predictors: (Constant), Kepuasan Kerja, Stres Kerja, Lingkungan Kerja

Sumber : Data Primer Diolah, 2016

Based on the calculations in the table above, it was indicated that the significance probability was 0.000 (less than 0.05), then H_0 was rejected and H_a accepted. Thus, work Stress (X1), work Environment (X2), and jSatisfaction (X3) simultaneously influenced servants job performance (Y).

Table 9. Determinant Coefficient (R Squared)

Koefisien Determinasi Model

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.688 ^a	.473	.438	.29964

a. Predictors: (Constant), Kepuasan Kerja, Stres Kerja, Lingkungan Kerja

b. Dependent Variable: Kinerja Karyawan

Sumber : Data Primer Diolah, 2016

It was known that determinant coefficient was 0,473. Therefore, 47,30% of servants job performance was influenced by work stress, work environment, and job satisfaction. Vice versa, there were 56,20% of another factors outside of the model that gave contribution for employees performance.

Table 10. T-Test

Uji Statistik t

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	
	B	Std. Error	Beta			
1	(Constant)	2.515	.439		5.723	.000
	Stres Kerja	-.132	.050	-.291	-2.654	.011
	Lingkungan Kerja	.180	.107	.262	1.683	.099
	Kepuasan Kerja	.312	.140	.345	2.220	.031

Sumber : Data Primer Diolah, 2016.

From analytical process shown by the table, significance probability score of work stress was 0,011 (less than 0,05). Therefore, Hypothesis 1 (Negatively, work stress influences servantsjob performance) was supported. Later, Hypothesis 2 (Positively, work environment influences servantsjob performance) was rejected because significance probability score of work environment was 0,099 (more than 0,05). Then, because significance probability score of job satisfaction was 0,031 (less than 0,05), Hypothesis 3 (Positively, job satisfaction influences servantsjob performance) was accepted.

CONCLUSIONS

Based on hypothesis testing done previously, several research conclusions formulated were:

1. The job performance of Class II Navigation District Office of Semarang servants was negatively influenced by work stress. If they perceived the higher work stress, then their job performance get lower. Vice versa, when they perceived the lower work stress, then the higher job performance would be presented.
2. Positive influence of work environment on job performance of Class II Navigation District Office of Semarang servants was not proved. Thus, several indicating factors of job environment did not influence their job performance.
3. The job performance of Class II Navigation District Office of Semarang servants was positively influenced by job satisfaction. The higher job satisfaction caused the higher job performance.

Managerial Implications

Related to the research conclusions, several managerial implication were proposed. They were:

1. Work stress should be managed well in order that all servants of Class II Navigation District Office of Semarang faced this unfavourable condition in the lower level continuously. Solidity of organization and social endorsement given by work mates are possible ways to overcome it.
2. However, good work environment physically and non physically should be created continuously through organizational approaches. Once upon the time, good or bad work environment will be supporting or even disturbing factors for job performance.
3. Last, some efforts to increase the level of job satisfaction should also be done continuously through organizational approaches. In this case, the fairness of treatment should be given for all servants without any discriminative attitude.

Limitations of Study

There are several limitations to this study. They were:

1. Samples selected in this study was limited to servants who were working in the mainland (City of Semarang). In order that the future research conclusions can be more valid, the future research is recommended to also involve the servants who are working in the archipelagic areas such as Nyamuk Island, Mandalika Island, Karimunjawa Island, and other islands under authority of Class II Navigation District Office of Semarang.
2. The variables involved were only work stress, work environment and job satisfaction. There were still some other variables that were deserved to be involved as a determinant of job performance. Some other independent variables should be elaborated in future research.

Suggestions for Future Research

Suggestions for future research that could be presented was researching several independent variables that could influence job performance as well as work discipline, job competence, leadership, organization culture, and others. Some of these variables could be recommended to strengthen the research conclusions related to the servantsjob performance. Discipline and training were also worthed to be considered because both variables could also influence job performance.

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