

The Effect Of Work Stress And Work Conflict On The Performance Of Employees Of The Karo District Disaster Management Agency

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ABSTRACT

This research was conducted at the Karo District Disaster Management Agency Office located at Jalan Letjend Djamin Ginting No. 62 Kabanjahe. This study aims to determine the influence of occupational stress (X1) and work conflict (X2) on employee performance (Y) at the Karo District Disaster Management Agency office, both simultaneously and partially. In this study, the sampling technique used is Non Probability Sampling, namely Saturated Sampling. The number of samples in this study was 63 employees of the Karo District Disaster Management Agency. The type of research used is quantitative descriptive research using a causal associative approach. Hypothesis testing in this study using F test technique and t test with SPSS version 22 application. The results showed that work stress negatively and significantly affected employee performance by -2,426. Work conflicts negatively and significantly affected employee performance by -3,054. Simultaneously work stress and work conflict had a positive and significant effect on the performance of employees of the Karo District Disaster Management Agency office of 11,738. Good management of work stress and work conflicts is needed to improve employee performance.

Keywords : *Work Stress, Work Conflict, Employee Performance*

INTRODUCTION

In this era of globalization, a reliable, skilled, and highly competitive workforce is needed. "The right man on the right place" is in principle putting people according to his abilities. This is the key to success for an organization to avoid mistakes in job assignments. But in reality, not all organizations can apply this principle. This can be proven by the provision of tasks that are not in accordance with the ability of employees and the implementation of overtime work, but this system is still not balanced with the awards given to employees both materially and non-materially. Karo District Disaster Management Agency (BPBD Karo Regency) is a non-departmental government agency that has a duty in tackling disasters in both provinces and districts / cities based on established policies (Wikipedia).

BPBD Karo regency is always alert and resilient and has a high sense of humanity, works sincerely and is not oriented towards money alone. This organization is determined to serve the entire community, in accordance with its vision of "The Realization of Karo Regency that is alert and resilient in dealing with disasters". Meanwhile, the mission of BPBD Karo Regency is "Protecting the people of Karo Regency by prioritizing disaster risk reduction". In realizing the vision and mission, employees are needed who can help and work to carry out tasks in the framework of disaster management in Karo district. Here is a list of the number of employees bpbd Karo based on the status of staffing:

Table 1. Number of BPBD Employees in Karo Regency based on Staffing Status

No	Employee Type/Status	Number (People)
1	State Civil Apparatus (ASN)	25
2	Freelance Daily Employees (PHL)	38
Total		63

Labor is one of the essential elements and is needed as the executor of all activities in an organization. Based on table 1 it is known that BPBD Karo Regency has a considerable workforce. With the availability of the number of workers, it is expected that all members of the organization can work effectively and efficiently so that the performance of BPBD employees in Karo Regency can continue to increase. amun in fact the performance of BPBD employees karo regency has not been maximized. This can be proven through the following data:

Table 2. Report on Realization of Regional Budget of Karo District Disaster Management Agency in 2020

No	Description	Budget	Realization	More / (Less)
1	Indirect Budget	3.652.207.486,00	2.775.215.768,00	876.991.718,00
2	Direct Budget	101.983.272.544,00	76.948.521.860,00	25.035.750.684,00
Jumlah		105.635.480.030,00	79.723.737.628,00	25.911.742.402,00

Based on the table above it is known that the budget of revenue and expenditure of BPBD Karo Regency has not been fully realized. Indirect expenditure budget amounted to Rp. 3,652,207,486.00 but realized only Rp. 2,775,215,768.00 with a budget of more than Rp876,991,718.00. Similarly, the direct expenditure budget amounted to Rp. 101,983,272,544.00 and realized only Rp76,948,521,860.00 with a budget of more than Rp. 25,035,750,684.00. The total budget as a whole amounted to Rp. 105,635,480,030.00 but only realized Rp. 79,723,737,628.00 so that the amount of financing was more than Rp. 25,911,742,402.00. This proves that the funds that have been budgeted to run the activities programs in BPBD Karo Regency are not fully realized, so the Karo Regency BPBD has not been able to reach its performance target in 2020.

Some of the problems related to the title of research that occurs in bpbd employees karo district is the workload given too much so that it requires employees to do overtime work but not accompanied by intensive provision, role conflict, and a work environment that is not neat and comfortable. Based on interviews conducted with the Acting Secretary of BPBD Karo Regency on March 29, 2020, it is known that employees of BPBD Karo Regency, especially in the field of Secretariat and emergency and logistics, often do late-night overtime work exceeding the expected working hours but no additional salary is given to them. This phenomenon has the potential to cause work stress. He said the work environment of BPBD Karo Regency is not clean so that makes employees complain and do not focus on work and the role conflict that occurs can also trigger stress and work conflicts. This is because he concurrently doubled as Acting Secretary and as Head of Sub-Section (Kasubag) of Finance. This role conflict caused work stress because the work required him to do two different jobs so that the work provided could not be completed on time and this resulted in a decrease in his performance. The existence of the position also has the potential to cause work conflicts because it can make other employees feel jealous / jealous.

LITERATURE REVIEW

Employee Performance

Performance is a success achieved by a person in carrying out his/her duties. Performance is the level of achievement produced by employees in accordance with the applicable regulations in the organization in accordance with the deadline that has been determined. According to Soedharmayanti (in Ansory and Indrasari, 2018:209) "Performance is the result of work that can be achieved by a person or group of people in an organization, in accordance with their respective authorities and responsibilities. Employees are the most important asset to the organization. Employee performance has a huge impact on the progress or decline of the organization, therefore it is important for leaders to pay attention to factors that affect employee performance so that the established performance standards can be realized.

Gibson (in Ansory and Indrasari, 2018:211) suggests the factors that affect employee performance are:

1. Individual factors: ability, skills, family background, work experience, social level and demographics of a person.
2. Psychological factors: perception, role, personality, motivation and job satisfaction.
3. Organizational factors: organizational structure, job design, leadership, reward system.

Work Stress

Stress is a response when a person experiences various demands, threats, or pressures that can change a person's behavior and thinking condition. Stress can cause changes both physically and emotionally (mentally/psychically). Irham Fahmi (2016:214) defines that "Stress is a state that oppresses one's self and soul beyond the limits of his ability, so that if it continues to be left without any solution then this will have an impact on his health. Stress does not arise simply but as a cause of stress arises generally followed by factors that affect a person's psyche, and the event occurs outside of his ability so that the condition has depressed his soul."

There is work stress that has a positive impact on employees such as motivation and the emergence of passion and passion, having the stimulation to work hard, and having the desire to continue to hone their potential. But there are work stresses that have a negative impact, including a lack of self-ability to make decisions, increased anxiety and reduced confidence so that employees are not sure they can work to the fullest. Conflict occurs when two or more parties have different goals, attitudes, ways of thinking, and emotional intelligence. Conflict is a reaction arising from differences in perceptions and opinions that can lead to squabbling, opposition, and strife, in the most severe cases can lead to fights. Enny (2019:72) states that "Conflict is a condition that occurs when two or more parties consider there to be a discrepancy in position, insufficient resources and actions of either party to obstruct, or interfere with or in some ways make the other party's objectives less successful."

METHODS

The method used in this study is the associative research method. According to Sugiono (2007) associative research is a research question that asks the relationship between two or more variables. Such as the influence of variable X on Y. Sampling techniques in this study are nonprobability sampling. According to Sugiyono (2007) nonprobability sampling is a sampling

technique that does not provide the same opportunities for every element or member of the population to be selected into a sample. one type of nonprobability sampling is purposive sampling. According to Azuar Juliandi and Irfan (2013) stated that this technique is to select samples from a population based on certain considerations, both expert and scientific considerations.

RESULTS AND DISCUSSION

Results

Multiple Linear Regression Analysis

Multiple linear regression analysis is a tool of forecasting the value of influence between two or more free variables (X) against one bound variable (Y). This study uses regression analysis to predict how far variable values change tied to Employee Performance in karo district disaster management agency office with free variables namely Work Stress and Work Conflict

Table 3. Multiple Linear Regression Analysis

Model	Coefficients ^a				
	Unstandardized Coefficients		Standardized Coefficients		Sig.
	B	Std. Error	Beta	t	
1 (Constant)	75.124	6.527		11.510	.000
Work Stress	-.318	.131	-.284	-2.426	.018
Work Conflict	-.418	.137	-.358	-3.054	.003

a. Dependent Variable: Performance

Based on the table. 3 the values of the equation are obtained from multiple linear analysis, so that the values can be arranged in the following equations:

$$Y = 28.863 + 2.398X_1 - 1.338X_2 + 1.382X_3$$

Thus it can be interpreted as follows:

1. The constant value of 75,124 can be interpreted if the work stress (X1) and work conflict (X2) are constant or X=0, then the employee's performance is 75,124.
2. Coefficient of work stress regression of -0.318. This indicates that if work stress increases by 1% then employee performance will decrease by -0.318.
3. Coefficient of work conflict regression of -0.418. This indicates that if the employment conflict increases by 1% then the employee's kiberja will decrease by -0.418.

Partial Test (t test)

This study was conducted to find out if there is a partial influence of occupational stress variables (X1) and work conflict (X2) on employee performance (Y) with decision making $t_{hitung} < t_{tabel}$ on $\alpha = 5\%$. The value of the t_{tabel} can be seen in the statistics table for the significance of 0.05 with the degree of freedom $df = n - k$ which is $63 - 2 = 61$. The yield was 1,670. In detail, the partial test results are described in the following table:

Tabel 4. Partial Test Result (t Test)

Model	Coefficients ^a				
	Unstandardized Coefficients		Standardized Coefficients		Sig.
	B	Std. Error	Beta	t	
1 (Constant)	75.124	6.527		11.510	.000
Work Stress	-.318	.131	-.284	-2.426	.018
Work Conflict	-.418	.137	-.358	-3.054	.003

a. Dependent Variable: Performance

1. Tvalue of $-2,426 < 1,670$ with a significance value (Sig) of $0.018 < 0.05$ which means that partially the variable Work Stress (X1) negatively and significantly affects Employee Performance (Y).
2. Tvalue of $-3,054 < 1,670$ with a significance value (Sig) of $0.003 < 0.05$ which means that partially variable Work Conflict negatively and significantly affect Employee Performance (Y).

Simultaneous Test (F test)

Simultaneous Test (Test F) is conducted to determine whether or not there is a simultaneous influence (together) given free variables (work stress and work conflict) on bound variables (employee performance). Testing this hypothesis can be done by comparing the value of Fcalculate with Ftable at $\alpha = 5\%$ with df1 (numerator degree) i.e. $k-1$ is $3 - 1 = 2$, and df2 (denominator degree) i.e. $n-k$ is $63 - 3 = 60$ then F table is 3.15. In detail the results of the F (Simultaneous) test will be described in the following table:

Table 5. Simultaneous Test

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1696.708	2	848.354	11.738	.000 ^b
	Residual	4336.371	60	72.273		
	Total	6033.079	62			

a. Dependent Variable: Performance

b. Predictors: (Constant), Work Conflict, Work Stress

Coefficient Determination Test (R^2)

The coefficient of determination test (R^2) is used to determine how much the model is capable of describing variations in dependent variables. The coefficient of determination is between 0 and 1. When the value $R^2 = 0$ means the variation of Y cannot be explained by X at all. While if $R^2 = 1$, it means that the overall variation of Y can be explained by X. The value of the coefficient of determination is explained in the following table:

Tabel 6. Coefficient Determination Test (R^2)

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.530 ^a	.281	.257	8.501

a. Dependent Variable: Performance

b. Predictors: (Constant), Work Conflict, Work Stress

Based on table .4 it is known that the magnitude of the R Square number is 0.281 or equal to 28.1%. This means that 28.1% of employee performance variables can be explained by both occupational stress and work conflict variables, while the rest ($100\% - 28.1\% = 71.9\%$) described by other variables outside of this study. It can be interpreted that there are other variables outside of the variables of work stress and work conflicts that can affect the performance of employees of the Karo District Disaster Management Agency.

Discussion

Effect of Work Stress on Employee Performance

The results showed that work stress negatively and significantly affects the performance of BPBD employees in Karo Regency. This is indicated by the value of $t_{hitung} < t_{tabel}$ ($-2,426 < 1,670$ with a significance value (Sig) of $0.018 < 0.05$, which means that the variable work stress negatively and significantly affects employee performance.

Effect of Work Conflict on Employee Performance

The results showed that work conflicts negatively and significantly affect the performance of employees of the Karo District Disaster Management Agency. This is shown from a value of t_{hitung} smaller than the value of t_{tabel} ($-3,054 < 1,670$ with a significance value (Sig) of $0.003 < 0.05$, which means that work conflicts negatively and significantly affect the performance of employees of the Karo District Disaster Management Agency.

Effect of Work Stress and Work Conflict on Employee Performance

Based on the results of the study, it is known that work stress and simultaneous work conflicts have a positive and significant influence on the performance of employees of the Karo District Disaster Management Agency (BPBD) office. This is evidenced by the results of simultaneous tests (Test F) obtained by 11,738 and greater than F_{tabel} which is 3.15 or $F_{hitung} 11,738 > F_{tabel} 3.15$. The results of the coefficient of determination test showed that the employee performance variable (Y) was able to be explained by the work stress variable (X1) and the work conflict variable (X2). This is indicated by the value of R Square (R^2) is 0.281 (28.1%) with a significance value (Sig) of $0.000 < 0.05$ this means that variable work stress and work conflicts affect employee performance.

CONCLUSION

1. The results showed that together work stress and work conflicts have a positive and significant influence on employee performance. This is evidenced by the results of simultaneous test (Test F) where $F_{calculate} (11,738) > F_{tabel} (3.15)$ with regression equation $Y = 75.124 - 0.318X_1 - 0.418X_2 + e$, where the constant value of 75,124 can be interpreted if work stress and work conflict is 0 then the employee performance is 75,124. Work stress and work conflicts affected the performance of employees of the Karo District Disaster Management Agency by 28.1% while the remaining 71.9% was influenced by other variables.

2. Hasil pengujian signifikansi uji t menunjukkan bahwa secara parsial variabel stres kerja berpengaruh negatif dan signifikan terhadap kinerja pegawai. Hal ini dibuktikan dari nilai $t_{hitung} < t_{tabel}$ ($-2,426 < 1,670$) dengan nilai signifikansi (Sig) $0,018 < 0,05$.
3. Hasil pengujian signifikansi pada uji t menunjukkan bahwa konflik kerja berpengaruh negatif dan signifikan terhadap kinerja pegawai. Hal ini dibuktikan dari nilai t_{hitung} lebih kecil dari nilai t_{tabel} ($-3,054 < 1,670$) dengan nilai signifikansi (Sig) $0,003 < 0,05$.

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