Employee Performance Role: Job Stress And Job Satisfaction

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ABSTRACT

This study aims to determine the effect of skills and motivation on work performance at PT. State Savings Bank The purpose of this study is to identify and analyze the impact of work stress on employee performance, identify and analyze the impact of discipline on employee performance, and to know partially or simultaneously the impact of work stress and discipline on employee performance. human resources department of PT. PLN Medan Customer Service. The approach used in this study is a quantitative and associative approach. The population of this study were all employees of the HR department of PT. The customer service unit of PLN (Persero) Medan amounted to 74 people, but the number of samples that met the sampling criteria for observations made were 74 people using the saturated sampling technique. Data collection methods in this study used interviews and questionnaires. The data analysis technique in this study uses classical hypothesis testing, multiple regression, hypothesis testing (T-test and F-test), and the coefficient of determination. The data processing of this research used the Social Science Statistics Package (SPSS) version 22.00. The results of this study partially indicate that work stress has a positive and significant effect on employee performance, and job satisfaction has a positive and significant effect on the performance of employees who are members of the HR department of PT. PLN (Persero) Medan customer service implementing unit. Meanwhile, job stress and job satisfaction are known to have a significant positive effect on employee performance in the human resources department of PT. PLN Medan customer service implementation unit hypothesis testing (T-test and F-test), and the coefficient of determination. The data processing of this research used the Social Science Statistics Package (SPSS) version 22.00. The results of this study partially indicate that work stress has a positive and significant effect on employee performance, and job satisfaction has a positive and significant effect on the performance of employees who are members of the HR department of PT. PLN (Persero) Medan customer service implementing unit. Meanwhile, job stress and job satisfaction are known to have a significant positive effect on employee performance in the human resources department of PT. PLN Medan customer service implementation unit hypothesis testing (T-test and F-test), and the coefficient of determination. The data processing of this research used the Social Science Statistics Package (SPSS) version 22.00. The results of this study partially indicate that work stress has a positive and significant effect on employee performance, and job satisfaction has a positive and significant effect on the performance of employees who are members of the HR department of PT. PLN (Persero) Medan customer service implementing unit. Meanwhile, job stress and job satisfaction are known to have a significant positive effect on employee performance in the human resources department of PT. PLN Medan customer service implementation unit The results of this study partially indicate that work stress has a positive and significant effect on employee performance, and job satisfaction has a positive and significant effect on the performance of employees who are members of the HR department of PT. PLN (Persero) Medan customer service implementing unit. Meanwhile, job stress and job satisfaction are known to have a significant positive effect on employee performance in the human resources department of PT. PLN Medan customer service implementation unit The results of this study partially indicate that work stress has a positive and significant effect on employee performance, and job satisfaction has a positive and significant effect on the performance of employees who are members of the HR department of PT. PLN (Persero) Medan customer service implementing unit. Meanwhile, job stress and job satisfaction are known to have a significant positive effect on employee performance in the human resources department of PT. PLN Medan customer service implementation unit Job stress and job satisfaction are known to have a significant positive effect on employee performance in the human resources department of PT. PLN Medan customer service implementation unit Job stress and job satisfaction are known to have a significant positive effect on employee performance in the human resources department of PT. PLN Medan customer service implementation unit.

INTRODUCTION

Human Resource Management is very important for a company in managing, regulating and utilizing employees or employees. So that it can function productively to achieve the company's goals. Labor or employees are human resources that are very important for the company. The capital owned by each employee needs to be managed in order to remain productive in their work. However, in managing it is not an easy thing because employees have different thoughts, statuses and backgrounds. Therefore, company leaders must be able to encourage them to remain productive in carrying out their respective duties, by continuously improving employee performance for their employees to achieve company goals. It is important to pay attention to employee performance because the conditions determine the achievement of company goals. Employee performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him (Mangkunegara 2002, p. 375)

There are many factors that affect employee performance, including motivation, job satisfaction, conflict, job stress, physical conditions of work, compensation systems, technical and other behaviors. One of the factors that can affect employee performance is work stress. Work stress is a stressful event so that a person is in a powerless state causing negative impacts such as dizziness, high blood pressure, irritability, sadness, difficulty concentrating, increased appetite, difficulty sleeping, or smoking continuously (Safaria and Saputra 2012, p. 27). Work stress is a problem that needs attention, stress is actually not too negative, stress in a proportional dose can function as a motivator at work, stress like this is often called eustress. Eustress is stress that is healthy because it encourages humans to exceed their limits, so that humans can achieve their dreams more quickly. But in reality the work stress that occurs is work stress that has a negative impact, in simple terms work stress is defined as a depressed state both physically and psychologically. The negative reactions of employees who are stressed at work are quickly offended, uncommunicative, mentally tired, loss of spontaneity and creativity, easily physically tired, headaches, excessive smoking (for those who smoke), procrastinating and avoiding work. This condition will have an impact on decreasing performance.

While other factors that affect employee performance is job satisfaction. Job satisfaction is a person's feelings and assessments of his work, especially regarding his working conditions, in relation to whether his work is able to meet his expectations, needs and desires (Umar 2008, p. 112) There are several things related to job satisfaction that must be paid attention to, namely finding placement employees who are not in accordance with the abilities and positions of employees, lack of appreciation for employees who perform well and pay too little overtime hours so that some employees often take overtime hours to increase additional income. Job satisfaction is something that needs to be considered by the company to achieve company continuity and if it is not considered by the organization it will have a negative impact on the organization. Where this does not cause a sense of satisfaction for employees and will have an impact on decreasing employee performance and the fact that employees are less satisfied with

the fulfillment provided by the company. Based on the information that the author got from preliminary research conducted at PT. PLN (Persero) Customer Service Implementing Unit that the dominant problem is seen in employee performance that is not optimal or lazy behavior, procrastinating work, and lack of enthusiasm at work.

Problems related to work stress include: employees who tend to be sensitive, easily angry with their surroundings if there is time pressure or pressure on the employee, besides that employees are seen delaying or avoiding work because employees experience fatigue due to stress on the many tasks they undertake. Also seen in some employees who have an excessive workload compared to other employees, this is a source of stress triggers for employees who have such an excessive workload so that some of their work results are not in accordance with what is expected from the company. Another problem encountered by the company, especially for employee job satisfaction is the low satisfaction of some employees in carrying out their work, this is due to the lack of some of these employees to immediately complete the work, injustice in providing incentives by the company, poor relations between co-workers which causes less satisfied at work. . They have to complete the task within the time specified by the company, sometimes the work does not match the time given by the company, which leads to work stress which has an impact on decreasing employee performance.

LITERATURE REVIEW
Employee performance

In the activities carried out by the personnel management, after the workforce is recruited, selected and placed as well as efforts to fulfill all needs in terms of work, the next step is to see how the performance of these employees. This activity is the most important thing, because the final measure of the success of the personnel department is how the performance or work productivity of the employee is achieved. According to Simamora (2003:45) performance is "a measure of the success of the organization in achieving its mission". Meanwhile, according to Armstrong (2004:29) states "Performance as a means to get better results from organizations, teams, and individuals by understanding and managing performance within a framework of agreed goals, standards and attribute requirements.

According to Kaswan (2012, p. 185) defines "Performance as the result or level of success of a person as a whole during a certain period in carrying out tasks compared to various possibilities such as: role conflict, career development and organizational structure". Mangkunegara (2002 p. 375) defines performance as the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities assigned to him. While Kaswan (2012, p. 187) defines it as the result or level of success of a person as a whole during a certain period in carrying out tasks compared to various possibilities, such as work standards, targets or goals. Based on some of the opinions above, it can be concluded that employee performance is the result achieved by employees in carrying out a job given to them both in quantity and quality through procedures that focus on the goals to be achieved and with the fulfillment of the standard of practice.

Work stress

Job stress is a condition of information between physical and psychological

imbalances. According to Mangkunegara (2013, p.157) work stress is a feeling of pressure experienced by employees in dealing with work. Siagian (2009, p. 300) states that stress is a condition of tension that affects a person's emotions, thoughts and physical condition. According to. Robbins (2003, p. 376) Stress is a dynamic condition in which an individual is confronted with an opportunity, constraint, or demand associated with what he or she desires most and whose outcome is perceived as uncertain and important. According to Robbin (2007, p.793) is a condition experienced by individuals in the face of an opportunity, constraint, or demand whose outcome is considered uncertain but important.

Work stress experienced by employees can have a positive impact, as well as a negative impact for the person concerned and for the organization or company. Positive aspects of work stress can be found if from its usefulness and our willingness to work use it. Based on these two things, an explanation emerges that stress will be positive if the situation is proportional or not too heavy or not too light. There is a construction attitude (build). Attitude here is how employees respond to pressures from work. The response here is usually related to whether the employee sees the pressure as a challenge. So functionally it can be said that work stress is positive for the development of employee performance if there is no stress, there are no work challenges, and work performance tends to be low. In line with increasing stress, work performance tends to increase, because stress helps employees to direct all resources in meeting various requirements or needs.

Job satisfaction

Everyone who works expects to get satisfaction from his place of work. Job satisfaction will affect employee performance. For this reason, managers must understand what must be done to create employee satisfaction. According to Robbins (2003, p. 78) job satisfaction is a general attitude towards a person's job, which shows the difference between the number of awards received by the job and the amount they believe they should receive. Meanwhile, according to Greenberg and Baron (2003, p. 148) describe job satisfaction as a positive or negative attitude that is done by individuals towards their work. According to Kreitner and Kinicki (2001, p. 224). Job satisfaction is an effective or emotional response to various aspects of one's job. This definition shows that job satisfaction is not a single concept. A person can be relatively satisfied with one aspect of the job and dissatisfied with one or more other aspects.

According to Fathoni (2006, p. 174) suggests that satisfaction is an emotional attitude that is pleasant and loves his job. However, according to Robbins (2007, p. 108), if a person does not get job satisfaction, this can be expressed by resigning, complaining easily, being disobedient, stealing equipment, and avoiding responsibilities at work.According to Blum Horald E burt's opinion quoted by Moch As'ad (2004, p. 128) is:

1) Individual factors, including age, health, character and expectations.
2) Social factors, including family relationships, work views, political freedom and relationships with society.
3) The main factors in employment, including wages, supervision, job security, working conditions, opportunities for advancement. In addition, also respect for

skills, social relations

METHODS

The approach in this study is to use an associative approach. The associative approach is an approach where to find out that there is a relationship or influence between the two variables (independent variable and dependent variable) The population in this study were all employees of PT PLN (Persero) UP3 Medan with a total of 196 employees. To determine the sample size in this study, it was determined by categorizing all employees who had attended training. The sample determination in this study was all employees who had attended training. While the sample in this study amounted to 74 employees Data collection techniques in this study used Questionnaires, Interviews, (Interviews), Documentation Studies. While the data analysis technique used, Multiple Linear Regression Method, Classical Assumption Test, Normality Test, Multicollinearity Test, Heteroscedasticity Test, Hypothesis Testing, Partial Test (t Test).

RESULTS AND DISCUSSION

classic assumption test

In multiple linear regression known as some classical assumptions of multiple regression or known as BLUE (Best Linear Unbias Estimation). The simple classical assumption test aims to identify whether the regression model is a good model or not. There are several simple classical assumption tests aimed at identify whether the regression model is a good one or not. There are several tests of these classical assumptions, namely:

Normality

The normality test of the data is carried out to see whether in the regression model, the dependent and independent variables have a normal distribution or not, if the data spreads around the diagonal line and follows the direction of the diagonal line, the regression model meets the assumption of normality.

Figure .1 Normality Test Results
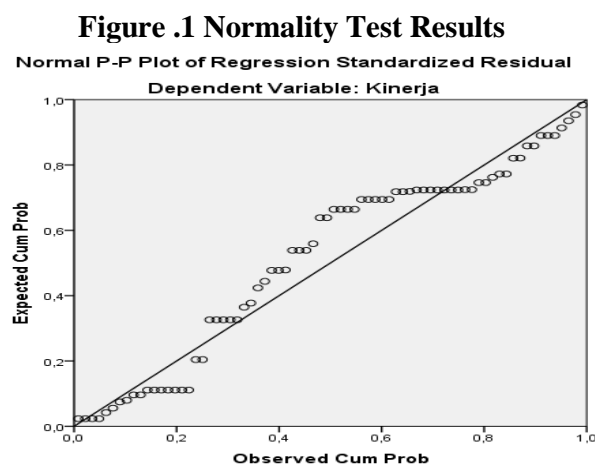
Based on Figure IV.1 above, it can be seen that the data spreads along a diagonal line, meaning that the data between the dependent variable and the independent variable has a normal relationship or distribution or meets the normality assumption test.

Multicollinearity

Multicollinearity test is used to determine whether in the regression model there is a high correlation between the independent variables, provided that:
a) If the tolerance is < 0.1 or equal to VIF > 5, there is a serious multicollinearity problem.
b) If Tolerence > 0.1 or equal to VIF < 5 then there is no multicollinearity problem.
With SPSS version 24.00, the following multicollinearity test results can be obtained:

Table of Multicollinearity Test Results

Coefficientsa			
		Collinearity Statistics	
Model		Tolerance	VIF
1	(Constant)		
	Work stress	,162	6,190
	Job satisfaction	,162	6,190
a. Dependent Variable: Performance			

Based on table IV.7 above, it can be seen that the Variance In Flation Factor (VIF) for the work stress variable (X1) is 6.190 and the job satisfaction variable (X2) is 6.190. Each independent variable has a value greater than 5. Likewise, the tolerance value for the work stress variable (X1) is 0.162 and the job satisfaction variable (X2) is 0.162. From each variable the tolerance value is greater than 0.1 so it can be concluded that there is no symptom of multicollinearity between the independent variables which is indicated by the tolerance value of each independent variable is greater than 0.1 and the VIF value is greater than 5.
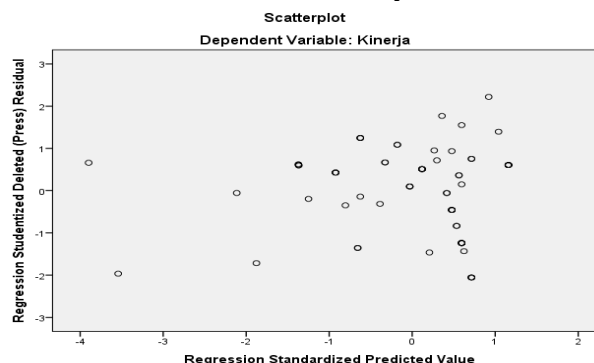
Heteroscedasticity Test
Heteroscedasticity test was conducted to determine whether in the regression model there was an inequality of variance from the residuals of one observation to another observation. To find out whether or not heteroscedasticity occurred in the regression model of this study, the analysis was carried out using an informal method. Informal methods in heteroscedasticity testing are the graph method and the Scatterplot method. The basis of the analysis is as follows:
a) If there is a certain pattern, such as dots forming a regular pattern, then heteroscedasticity has occurred.
b) If there is no clear pattern and the points spread irregularly, then there is no heteroscedasticity.
With SPPS version 24.00, the results of the heteroscedasticity test can be obtained as follows:

Picture of Heteroscedasticity Test Results

In the form of Figure IV.2 above, it can be seen that the residual distribution is irregular and does not form a pattern. This can be seen in the points or plots that spread. The conclusion that can be drawn is that there is no heteroscedasticity.

Multiple Linear Regression

The multiple linear regression model used is employee performance as the dependent variable and job stress and job satisfaction as independent variables. Multiple analysis is useful to determine the effect of each dependent variable on the independent variable. Following are the results of data management using SPSS version 24.00

Table of Multiple Linear Regression Test Results

Coefficientsa						
		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	,186	,945		,197	,845
	Work stress	,425	0.037	,507	11,438	,000
	Job satisfaction	,562	0.050	,503	11,346	,000
a. Dependent Variable: Performance						

From table IV.8 above, the following values are known:
1) Constant = 0.186
2) Work stress = 0.425
3) Job satisfaction= 0,562

These results are entered into multiple linear regression equations so that the following equations are known:

$$Y = 0.186 + 0.4251 + 0.5622$$

Information :
1) The constant of 0.186 indicates that if the value of the independent variable is considered constant then the performance of the HR employees of PT. PLN (Persero) Medan customer service implementation unit will increase.
2) 1 of 0.425 with a positive relationship direction indicates that if work stress increases, it will be followed by an increase in employee performance of 0.4252 with the assumption that other independent variables are considered constant.
3) 2 of 0.562 with a positive relationship direction indicates that if job satisfaction increases it will be followed by an increase in employee performance of 0.562 with the assumption that other independent variables are considered constant.

Hypothesis test
Statistical t test or Partial test

For t in this study is used to determine the ability of each independent variable in influencing the dependent variable. Another reason for the t-test is to test whether the independent variable (X1) individually has a significant relationship or not to the dependent variable (Y). The formula used in this study is as follows:

$$t = r\frac{n-2}{1-r2}$$

Where :
t = value t count
r = correlation coefficient
n = number of rank pairs
Test form:
  a) H0 : rs = 0, meaning that there is no significant relationship between the independent variable (X) and the dependent variable (Y).
  b) Ha : rs 0, meaning that there is a significant relationship between the independent variable (X) and the dependent variable (Y).
      The decision-making criteria are as follows:
  a) H0 is accepted if – ttable tcount ttable at = 5%. Df = n – 2
  b) H0 is rejected if tcount> ttable or –tcount< -ttable
      Based on the results of data management with SPSS version 24.00, the results of the t-statistical test are as follows:

Table of Test Results Statistics t (partial)

Coefficients[a]						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	,186	,945		,197	,845
	Work stress	,425	0.037	,507	11,438	,000
	Job satisfaction	,562	0.050	,503	11,346	,000
a. Dependent Variable: Performance						

The results of statistical testing 1 in the table above can be explained as follows:

The Effect of Work Stress (X1) on Employee Performance (Y)

Based on table IV.9 above, the t count for the work stress variable is 11,438 for a 5% error in the 2-party test and dk = n-2 (74-2=72), the t table is 1.993. If t count > t table then there is a significant effect between X1 and Y, and vice versa if t count < t table then there is no significant effect between X1 and Y, in this case t-count = 11.438> t-table =1993 . This means that there is an influence between work stress and employee performance in the HR department of PT. PLN (Persero) Medan customer service implementing unit Furthermore, it is also seen that the probability value of t is sig is 0.000 while the previously determined significant level is 0.05, then the value of sig is 0.000 0.05, so that H0 is rejected. . PLN (Persero) Medan customer service implementing unit.

The Effect of Job Satisfaction (X2) on Employee Performance (Y)

Based on table IV.9 above, the t count for the job satisfaction variable is 11,346 for a 5% error in the 2-party test and dk = n-2 (74-2 = 72), the t table is 1.993. If t count > t table then there is a significant effect between X1 and Y, and vice versa if t count < t table then there is no

significant effect between X1 and Y, in this case t-count = 11,346 > t-table =1993 . This means that there is an influence between job satisfaction and employee performance in the HR department of PT. PLN (Persero) Medan customer service implementing unit Furthermore, it is also seen that the probability value of t is sig is 0.000 while the previously determined significant level is 0.05, then the value of sig is 0.000 0.05, so that H0 is rejected, this means that there is a significant influence between job satisfaction and employee performance in the HR department of PT . PLN (Persero) Medan customer service implementing unit.

Simultaneous Significant Test (F Test)

The F test or also called the simultaneous significant test is intended to see the overall ability of the independent variables, namely work stress and job satisfaction to be able to explain the behavior or diversity of the dependent variable, namely employee performance. The F test is also intended to determine whether all variables have a regression coefficient equal to zero. Based on the results of data processing with the SPSS version 24.00 program, the following results were obtained:

Table Simultaneous Test Results (F-Test)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1642,768	2	821,384	1538,987	,000b
	Residual	37,894	71	,534		
	Total	1680,662	73			
a. Dependent Variable: Performance						
b. Predictors: (Constant), Job satisfaction, Job stress						

From table IV-10 above, it can be seen that the value of f is 1538,987, then the sig value is 0.000 Ho: $\beta = 0$, means jwork stress and job satisfaction have no effect on the performance of employees of the HR department of PT. PLN (Persero) Medan customer service implementing unit. Ho :$\neq 0$,β it means work stress and job satisfaction affect the performance of employees of the HR department of PT. PLN (Persero) Medan customer service implementing unit
The criteria for testing the hypothesis are:
1) If the f table counts then Ho is accepted, meaning that work stress and job satisfaction have no effect on the performance of employees of the HR department of PT. PLN (Persero) Medan customer service implementing unit.$f <$
2) If the count f table then Ho is rejected, it means that work stress and work discipline affect the performance of employees of the HR department of PT. PLN (Persero) Medan customer service implementing unit$f >$

Based on table IV-10 above, the calculated f for work discipline and work stress is 1538,987 for 5% error in the 2-party test and dk = n-2 (74-3=71), f table 3.13 is obtained. If f count > f table then there is a significant effect between X1 and X2 on Y, and vice versa if f count < f table then there is no significant effect between X1 and X2 on Y, in this case f-count = 1538,987 > f -table = 3.13. This means that there is a positive influence between job stress and job satisfaction on the performance of employees of the HR department of PT. PLN (Persero) Medan customer service implementing unit.

Furthermore, it is also seen that the probability value of f, namely sig is 0.000, while the significant level previously set is 0.05, then the value of sig is 0.000 <a 0.05, so that H0 is

rejected. This means that there is a significant positive effect between job stress and job satisfaction on employee performance of the HR department of PT. PLN (Persero) Medan customer service implementing unit.

Coefficient of Determination (R-Square)

The coefficient of determination serves to determine the percentage of the influence of the independent variable and the dependent variable by squaring the coefficients found. In its use, the coefficient of determination is expressed as a percentage (%). To find out the extent of the contribution or percentage of work stress and job satisfaction on employee performance, it can be known through a determination test.

Table of Determination Test Results

Model Summaryb				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,989a	,977	,977	,73056
a. Predictors: (Constant), Job satisfaction, Job stress				
b. Dependent Variable: Performance				

From the table above, it can be seen that the R value is 0.989 or 98.9%, which means that the relationship between employee performance and the independent variables, namely communication and job satisfaction, is close. The R-Square value in this study is 0.977, which means 97.7% of the variation in employee performance is explained by the independent variables, namely communication and job satisfaction. While the remaining 2.3% is explained by other variables not examined in this study. The value of R-Square (R^2) or the coefficient of determination in this study is equal to 0.977, which means 97.7% of the performance of employees in the HR department of PT. PLN (Persero) Medan customer service implementation unit can be explained by communication and job satisfaction. While 2.3% can be explained by other factors not examined in this study. Then the standard error of the estimated means measuring the variable from the predicted value. The standard error of the estimated is also called the standard deviation. The standard error of the estimated in this study is 0.73056 where the smaller the standard deviation means the model is getting better at predicting employee performance.

Discussion

The analysis of the findings of this study is an analysis of the suitability of theories, opinions, and previous studies that have been put forward by the results of previous studies and behavioral patterns that must be carried out to overcome this. The following are three (3) main sections that will be discussed in the analysis of the findings of this study, as follows:

Effect of work stress on employee performance Kinerja

Based on the results of the above research between work stress on employee performance in the HR section of PT. PLN (Persero) Medan customer service implementing unit tcount of 11,438 while ttable of 1,993 and has a significant number of 0.000 0.05 means H0 is rejected and

Ha is accepted which indicates that partially there is a significant effect of work stress on employee performance in the HR department of PT. PLN (Persero) Medan customer service implementing unit. This means that work stress can improve the performance of employees of the HR department of PT. PLN (Persero) Medan customer service implementation unit, where the better the work stress between employees and leaders in the HR section of PT. PLN (Persero) Medan customer service implementation unit will improve the employee's performance.

Job stress is one of the things that affect the performance of an employee. Work stress must be owned by employees in order to be able to complete the work carried out by the company. Job stress refers to an individual's capacity to perform various tasks in a job, the science of work stress is a systematic effort to formulate principles firmly, and on the basis of these principles information is conveyed and opinions and attitudes are formed. (Hovland in Cangara, 2004, p. 17). This study is in line with the results of previous research conducted by Enny Rachmawati, Y. Warella, and Zaenal Hidayat (2006) at the National Community Protection Agency of Central Java Province. The results of testing the relationship between work stress variables and employee performance showed a coefficient of 0.685 with a degree of significance. of 95. These results provide evidence that the higher the work stress, the higher the level of employee performance.

Effect of work stress on employee performance Kinerja

Based on the results of the research above, between job satisfaction and employee performance in the HR department of PT. PLN (Persero) Medan customer service implementing unit tcount of 11,346 while ttable of 1,993 and has a significant number of 0.000 0.05 means H0 is rejected and Ha is accepted which indicates that partially there is a significant effect of job satisfaction on employee performance in the HR department of PT. PLN (Persero) Medan customer service implementing unit. This means that job satisfaction is able to improve employee performance in the HR department of PT. PLN (Persero) Medan customer service implementation unit, where with the more disciplined employees of the existing regulations in the office, the employee's performance will increase.

Job satisfaction is something that is needed so that individuals feel influenced and carry out an activity using extraordinary strength or enthusiasm. Job satisfaction is a tool used by managers to stress work with employees so that they are willing to change a behavior as well as an effort to increase one's awareness and willingness to comply with all company regulations. (Rivai, 2011, p. 825). This research is in line with the results of previous research conducted by Andree Wijaya Suhaji (2012) at PNPM Mandiri in Rural Central Java Province, the effect of work stress on performance in the study shows that the effect of work stress on employee performance is significantly positive, this means that if When the work stress variable is increased, the employee's work performance will also increase. The results of this study are in accordance with research conducted by Christanto, A (2011), Kurniadha, A (2011), Musafir (2007) which states that job stress and job satisfaction have a positive effect on performance. Of the two variables of job stress and job satisfaction used in this study.

The Effect of Communication and Job Satisfaction Together on Employee Performance

Based on the research results obtained regarding the effect of job stress and job satisfaction on the HR department of PT. PLN (Persero) Medan customer service implementing unit. From the ANOVA (Analysis Of Variance) test in the table above, Fcount is1538,987while Ftable is known to be 3.13. Based on these results, it can be seen that the significant level is 0.000

0.05 so that H0 is rejected and Ha is accepted. So it can be concluded that the variables of job stress and job satisfaction together have a significant positive effect on employee performance in the HR department of PT. PLN (Persero) Medan customer service implementing unit.This means that work stress and job satisfaction together can improve employee performance in the HR department of PT. PLN (Persero) the implementing unit for customer service in Medan, where the better the work stress between employees and the leadership and the employee obeys the regulations made by the company, the employee's performance will increase.

In the company, high performance is needed to improve the quality and quality of productivity. Performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. Therefore, so that employee performance can increase, the company must also pay attention to job stress and job satisfaction. Because job stress and job satisfaction in the company greatly affect employee performance. This study is in line with the results of previous research conducted by Nenny Anggraeni (2009) stating that the effect of work stress and job satisfaction together has an influence on the performance of the Indonesian College of Arts (STSI) employees in Bandung which has a positive and significant influence.

CONCLUSIONS AND SUGGESTIONS
Conclusion
Based on the results of research and discussion that have been stated previously, conclusions can be drawn from research on the influence of work stress and job satisfaction on employee performance in the HR section of PT. PLN (Persero) Medan customer service implementing unit is as follows.
1. Partially it is known that work stress stres has a positive and significant impact on employee performance in the HR department of PT. PLN (Persero) Medan customer service implementing unit.
2. Partially it is known that job satisfactionhas a positive and significant influence on employee performance in the HR department of PT. PLN (Persero) Medan customer service implementing unit.
3. Simultaneously, it is known that job stress and job satisfaction have a significant positive effect on employee performance in the HR department of PT. PLN (Persero) Medan customer service implementing unit.

Suggestion
Based on the conclusions above, in this case the author can suggest the following:
1. Employees should improve their performance in order to achieve the goals and ideals of the HR department of PT. PLN (Persero) Medan customer service implementing unit.
2. In improving the performance of employees in the HR section of PT. PLN (Persero) Medan customer service implementation unit should provide the leadership with subordinates to establish good work stress.
3. The company should pay attention to the regulations made in order to improve the performance of its employees.

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