The Influence of Job Stress, Job Satisfaction and the Work Environment on Employee Performance at PT Security Mandala Kediri Tabanan

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Abstract. Performance can be seen how a person in carrying out his duties all of which can be supported by independence, creativity, commitment, responsibility, and individual confidence in working. Performance is an important thing that must be achieved by every company including PT. Mandala Security Kediri Tabanan, factors that affect performance include work stress, job satisfaction, work environment, leadership, and job design. But from the results of preliminary research obtained information from company leaders that job stress, job satisfaction and work environment are estimated to have a dominant influence.This research was conducted at PT. Mandala Security Kediri Tabanan. The number of samples taken was 54 people. Data collection is done through a questionnaire. The analysis technique used is multiple linear regression.The results showed that job stress, job satisfaction and work environment had a positive and significant effect on employee performance at PT. Mandala Security Kediri Tabanan. Future studies can develop this research by using other variables which in theory have an influence on employee performance, such as leadership.

1 Introduction

1.1 Background

Performance can be seen on how a person performs his / her duties, all of which can be supported by independence, creativity, commitment, responsibility, and individual confidence in work. Performance is an important thing that must be achieved by every company, including at PT. Mandala Security Kediri include job stress, job satisfaction, work environment, leadership, and job design.

The ability of individual employees is needed by the company, if individuals in the company, namely human resources, can run effectively, the company will continue to run effectively. In other words, the continuity of a company is determined by the performance of its employees.

1.2 Research Objectives

The purpose of this study was to determine the effect of:
1. To determine the effect of job stress on employee performance at PT. Mandala Security Kediri Tabanan.
2. To determine the effect of job satisfaction on employee performance at PT. Mandala Security Kediri Tabanan.
3. To determine the effect of the work environment on employee performance at PT. Mandala Security Kediri Tabanan.

2 Literature Review

2.1 Job Stress

According to Fahmi (2016: 277), work stress is a condition that presses one's self and one's life beyond its limits, so that if it continues without a solution, it will have an impact on one's health.

2.2 Job Satisfaction

(Fadlallh, et al. 2015) stated that job satisfaction is a feeling at work, satisfaction can be seen as a result of employee interaction with the work environment.

2.3 Work Environment

According to Ambar Teguh Sulistiyani (2015: 74) the work environment is everything around employees or workplaces that affect their performance, safety and quality of work life.

2.4 Performance

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 (2016: 67).

2.5 Previous Research Results

Then (2016), in his research entitled "Analyzing the Effect of Work Life Conflict and Job Stress on Employe Performance" job stress has a positive and significant effect on employee performance, the equation of this research with current research both examines the effect of work stress on employee performance.

Keramas (2019) in his research entitled "The Effect of Job Satisfaction and Organizational Commitment on Employee Performance at Cheese Works in Gianyar" Job satisfaction has a positive and significant effect on employee performance. The equation of this research with current research is to both review Samson (2015) in his research entitled "Effect of Workplace Environment on the Performance of Commercial on the Performance of Commercial Banks Employees in Nakuru Town" The work environment has a positive effect on employee performance. The equation of this research with current research is to both examine the influence of the work environment on employee performance.

2.6 Hypothesis

The research hypothesis is:
H1: Job stress has a positive effect on employee performance at PT. Mandala Security Kediri Tabanan.
H2: Job satisfaction has a positive effect on employee performance at PT. Mandala Security Kediri Tabanan.
H3: Work environment has a positive effect on employee performance at PT. Mandala Security Kediri Tabanan.

3 Method

3.1 Research Object

In this study, which is the object of research is the effect of stress, job satisfaction and work environment on the performance of employees of PT. Mandala Security Kediri Tabanan.

3.2 Research Place

This research was conducted on Jl. Tandean No. 76 Tanah Bang, Banjar Anyar, Kediri, Tabanan.

3.3 Population and Research Sample

The population in this study were all employees at PT. Mandala Security Kediri, Tabanan which connects 120 people. The sampling technique in this study used a probability sampling technique, namely 54 samples using the Slovin formula.

3.4 Data Collection Techniques

1. The questionnaire is a technique of analyzing data which is done by giving written statements or questions to respondents to answer (Sugiyono, 2017: 142).
2. Interviews, namely interviews with PT. Security in Mandala Kediri, Tabanan related to job stress, job satisfaction, and employee performance.
3. Observation is a way to obtain accurate data by making direct observations to the object of research.

3.5 Operational Definition of Research

Variables

1. Job stress (X1) is due to an imbalance between the characteristics of the employee's personality and the characteristics of the aspects of their work and can occur in all job conditions. The indicators in this study refer to (Jin et al., 2017): worry, anxiety, pressure, frustration.
2. Job Satisfaction (X2) is a pleasant or unpleasant emotional state in which employees view their work. The indicators in this study refer to (Priansa, 2016: 292): salary, additional benefits, work procedures and regulations, co-workers and the job itself.
3. Work Environment (X3) is everything that is around an employee at work, whether in physical or non-physical form, directly or indirectly, which can affect him

and his work while working. The indicators in this study refer to (Sedarmayanti, 2015): noise, work atmosphere and employee relations.

4. Employee Performance (Y) is a result of work achieved by an employee in accordance with the standards and criteria that have been set in a certain period of time. The indicators in this study refer to (Robbins, 2015: 260): quantity of work, quality of work, final results, work effectiveness and desire to develop.

3.6 Analysis Techniques

Data analysis in this study used descriptive analysis with multiple linear regression analysis tools and in this study using the help of the SPSS version 23 for windows   program,   this was   done   to simplify calculations.

4 Results

Table 1. Description of Respondents

No	Characteristics	Selection	Frequency (person)	Percentage (%)
1	Gender	Male	50	92,5
		Famale	4	7,5
	Total		**54**	**100**

Based on the gender table 1, respondents who are male are as many as 50 people or 92.5% and as many as 4 people or 7.5% female.

4.1 Validity and Reliability Testing

1. Validity Test

The validity test is conducted to determine the ability of a list of questions to measure what should be measured. The criterion for testing the validity is to compare r count with r table, at a significant level of 95% or α = 5%. According to Sugiyono (2017), an indicator is said to be valid if it has a correlation coefficient greater than 0.30.

Table 2. Validity test results

No	Variable	Indicator	Correlation coefficient	Informat
1	Job Stress	$X_{1.1}$	0.313	Valid
		$X_{1.2}$	0.731	Valid
		$X_{1.3}$	0.535	Valid
		$X_{1.4}$	0.442	Valid
2	Job Satisfaction	$X_{2.1}$	0.556	Valid
		$X_{2.2}$	0.375	Valid
		$X_{2.3}$	0.462	Valid
		$X_{2.4}$	0.608	Valid
		$X_{2.5}$	0.334	Valid
3	Work Environment	$X_{3.1}$	0.444	Valid
		$X_{3.2}$	0.558	Valid
		$X_{3.3}$	0.641	Valid
4	Employee Performance	$Y_{1.1}$	0.481	Valid
		$Y_{1.2}$	0.482	Valid
		$Y_{1.3}$	0.464	Valid
		$Y_{1.4}$	0.497	Valid
		$Y_{1.5}$	0.445	Valid

In the results of the presentation of Table 2 it can show that all indicators in 4 variables have a correlation coefficient value greater than 0.30 so that all indicators in this study can be said to be valid and can be used for further analysis.

2. Reliability Test

Reliability test aims to find out to what extent the consistency of the measuring instrument used, so that if the measuring instrument is used again to examine the same object with the same technique even though the time is different, the results will be the same.

Table 3. Reliability Test Results

No	Variable	Coefficient Reliability	Information
1	Job Stress	0,637	Reliable
2	Job Satisfaction	0,623	Reliable
3	Work Environment	0,629	Reliable
4	Employee Performance	0,632	Reliable

In the results of the explanation in Table 3, it can show that all research variables used are reliable, because they have a reliability coefficient (alpha cronbach) greater than 0.6. Thus the research variables can be used for further statistical analysis.

4.3 Normality Test

The normality test aims to test whether in the regression model the dependent variable and the independent variable both have a normal distribution or not. To detect whether the

normality test is fulfilled or not, this study uses the Kolmogorov-Smirnov test, provided that if the significance of each variable is greater than 0.05 then it is normally distributed, whereas if the significance of each variable is less than 0.05, the data is not normally distributed (Sugiyono, 2017).

Table 4. Normality Test Results

			Unstandardized Residual
N			54
Normal Parameters[a,b]	Mean		.0000000
	Std. Deviation		1.14643993
Most Extreme Differences	Absolute		.084
	Positive		.084
	Negative		-.072
Test Statistic			.084
Asymp. Sig. (2-tailed)			.200[c,d]
a. Test distribution is Normal.			
b. Calculated from data.			
c. Lilliefors Significance Correction.			
d. This is a lower bound of the true significance.			

The results of the normality test have a variable significance level of 0.200 or> 0.05 (Table 4) so that it can be said that the regression model fulfills the normality assumption in other words, it is possible to carry out further tests.

4.4 Multicollinearity Test

Multicollinearity test aims to test whether the regression model found a correlation between independent variables. Regression models that are free from multicollinearity are those that have a Variance Inflation Factor (VIF) value of not more than 10 and have a tolerance number not less   than 10% (Sugiyono, 2017).

Table 5. Multicollinearity Test Results

Variable	Collinearity Statistics	
	Tolerance	VIF
Job Stress	.485	2.063
Job Satisfaction	.445	2.246
Work Environment	.635	1.574

Based on table 5, the regression model is free from multicollinearity problems because the tolerance value is above 10% and the VIF value is below 10. Because there is no multicollinearity case in this data, further analysis can be carried out.

4.5 Heteroscedasticity Test

The heteroscedasticity test aims to test whether in the regression model there is an inequality of variance and residuals from one observation to another.

Table 6.Heteroscedasticity Test Results

Model	T	Sig.
X1	-.969	.337
X2	-.487	.628
X3	.930	.357

4.6 Multiple Linear Analysis

Table 7. Results of Multiple Linear Regression Analysis

Tmodel	Unstandardized Coefficients		Standardized Coefficients		
	B	Std. Error	Beta	t	Sig.
(Constant)	1.268	1.122		1.130	.264
Job Stress(X_1)	.342	.138	.276	2.477	.017
Job Satisfaction(X_2)	.457	.121	.439	3.767	.000
Work Environment (X_3)	.333	.131	.247	2.534	.014
F hitung					38,545
Signifikansi F					0.000
R					0.836
R Square					0.698
Adjusted R Square					0.680

Based on table 5.12, the following multiple linear regression equation is obtained:
$$Y = 1.268 + 0.342\ X1 + 0.457 X2 + 0.333\ X3 + e$$

From the above equation it can be interpreted as follows: b1 = 0.342 means that if work stress (X1) is getting better, while the work environment and job satisfaction are constant, the employee's performance (Y) will increase.

b2 = 0.457 means that if job satisfaction (X2) is getting better, while work stress and work environment are constant, employee performance (Y) will increase.

b3 = 0.333 means that if the work environment (X1) is getting better, while job stress and job satisfaction are constant, the employee's performance (Y) will increase.

Based on the results of the linear regression equation above, it can be concluded that the effect of each of the variables of job stress, job satisfaction and work environment is positive on employee performance at PT. Mandala Security Kediri Tabanan.

4.7 Discussion

1. The Effect of Job Stress on Employee Performance

Based on the test results, it is found that the work stress variable has a positive and significant effect on employee performance. The better the work stress management experienced by employees, the better the employee's performance will be. The results of

this study are in accordance with previous research conducted by Lalu (2016) in his research entitled "Analyzing the Effect of Work Life Conflict and Job Stress on Employe Performance" which states that work stress has a positive and significant effect on employee performance.

2. The Effect of Job Satisfaction on Employee Performance

Based on the test results, it is found that job satisfaction has a positive and significant effect on employee performance. So that when employee job satisfaction increases, it will also increase the employee's performance. These results are in accordance with previous research conducted by Keramas (2019) in "The Effect of Job Satisfaction and Organizational Commitment on Employee Performance at Cheese Works in Gianyar", which states that Job Satisfaction has a positive and significant effect on employee performance at Cheese Works Gianyar.

3. The Effect of Work Environment on Employee Performance

Based on the test results, it is found that the work environment variable has a positive and significant effect on employee performance. Having a positive effect means that when the work environment is better, it can improve the employee's performance. This result is in accordance with previous research conducted by Samson (2015) in "Effect of Workplace Environment on the Performance of Commercial on the Performance of Commercial Banks Employees in Nakuru. Town "work environment has a positive and significant effect on employee performance.

5. Conclusions and Suggestions

5.1 Conclusion

The conclusion in this study is
1. Job stress has a positive and significant effect on performance at PT. Mandala Security Kediri Tabanan, which means the better the work stress management that each employee at PT. Mandala Security Kediri Tabanan can improve the performance of these employees.
2. Job Satisfaction has a positive and significant effect on performance at PT. Mandala Security Kediri Tabanan, which means the better job satisfaction that every employee at PT. Mandala Security Kediri Tabanan can improve the performance of these employees.
3. Work Environment has a positive and significant effect on performance at PT. Mandala Security Kediri Tabanan, which means the better work environment each employee at PT. Mandala Security Kediri Tabanan can improve the performance of these employees.

5.2 Suggestions

Based on the results of the research and discussion above, the authors make the following suggestions:
1. Companies must pay attention to the level of work stress on their employees and assign duties and responsibilities in accordance with the assigned positions.
2. Employees need to improve relationships with co-workers and the company also needs to pay attention to its employee members.

3. Companies must pay attention to the work environment of employees so that their performance increases, especially on problems with relationships with colleagues and superiors that feel harmonious.

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