

The Influence of Work Stress, Work Load, and Job Satisfaction towards Work Performance of Civil Servants in Inspectorate North Aceh District

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Abstract. This study aims to study and analyze work stress, workload, and job satisfaction on the performance of civil servants in the North Aceh Regency Inspectorate. The sample of this study was 55 respondents. Data in this study were collected by questionnaire research to 55 respondents using the Census Sampling method. The analytical model used is multiple linear regression analysis. The results of partial research show that work stress, work load, and job satisfaction are significant on employee performance. Simultaneously, work stress, workload, and job satisfaction increase civil servants in the North Aceh Regency Inspectorate. To improve performance, North Aceh District Inspectorate staff not only ask for increased job satisfaction, but also need to consider workloads and also reduce employee frustration as indicators of work stress and hopefully there is no pressure from superiors on subordinates at work

Keywords: Job stress · Workload · Satisfaction · Performance

1 Introduction

The progress of an organization will not be separated from the existence and influence of human resources (HR) in it. HR becomes the main motor of the organization in carrying out all its activities in an effort to achieve goals. Humans are the main assets in the organization, so human resources (HR) must be managed and utilized in a balanced and humane way. Whatever its shape and purpose, the organization is made based on various visions for human interests and in its implementation the mission is managed by humans. So humans are a strategic factor in all organizational activities.

Attention to Human Resources is very important in order to obtain employee performance as expected in order to achieve the organization's vision and mission and goals. One of the factors that influence the level of success of an organization is employee performance. Employee performance according to Mangkunegara in Carudin (2011) is the result of quality and quantity of work achieved by an employee in carrying out their duties in accordance with the responsibilities given to him. Every company always expects employees to have achievements, because by having employees who excel will provide optimal contributions to the company. In addition, by having employees who excel in the company can improve the performance of the company. If individuals in a company that is effective human resources, the company also continues

to run effectively. In other words, the survival of a company is determined by the performance of its employees.

Efforts to improve employee performance, including paying attention to work stress. Stress is a condition where a person experiences tension because of the conditions that affect him, these conditions can be obtained from within a person or the environment outside a person. Stress can have a negative impact on psychological and biological conditions for employees.

According to Siagian (2009) stress is a condition of tension that affects one's emotions, thoughts, and physical condition. Stress that cannot be handled properly usually results in the inability of a person to interact with his environment, both the work environment and outside of work.

Besides stress, another factor that influences employee performance is workload. A person's workload has been determined in the form of company work standards according to the type of work. Employee workloads can occur under three conditions. First, the workload is according to standards. Second, the workload is too high (over capacity). Third, the workload is too low (under capacity). Workloads that are too heavy or light will have an impact on work efficiency. A workload that is too light means there is excess labor. In this case the North Aceh Regency Inspectorate experienced problems because of the lack of the required number of employees who were in administration and auditors and one of the employee's fields could not simultaneously hold one of these positions.

Job satisfaction is a condition where employees feel satisfied with their work. Someone tends to work with enthusiasm if satisfaction can be obtained from his job because job satisfaction is key in supporting company goals. Hasibuan (2010). Sulistyani and Rosidah (2009) state that employee satisfaction subjectively comes from conclusions based on a comparison between what employees receive compared to what is expected and desired.

Anwar Prabu Mangkunegara (2009), performance (work performance) is the work of quality and quantity achieved by an employee in carrying out their duties in accordance with the responsibilities given to him. performance is the quantity or quality of something produced or services provided by someone who does the work

(Luthans, 2008). In a performance we need to manage performance, because the activity is to ensure that organizational goals have been consistently achieved in an effective and efficient manner. Performance management focuses on the performance of an organization, department, employees and even the process of producing products or services, and also in other areas. For Civil Servants (PNS), performance appraisal has been regulated in PP 10 of 1979 through the Job Implementation Assessment List (DP3). DP3 assessment components include loyalty, work performance, responsibility, obedience, honesty, cooperation, prakasa, leadership.

2 Literature Review

2.1 Work Strees

Work stress according to Handoko (2011) is a condition of tension that affects one's emotions, thought processes and conditions. Strees that are too large can threaten a

person's ability to deal with the environment. As a result, employees develop various kinds of stress symptoms that can interfere with their work performance. These symptoms concern both physical health and mental health. People who experience stress can become nervous and feel chronic anxiety. They often become irritable and aggressive, unable to relax, or display uncooperative attitudes. They usually often escape by drinking alcohol or smoking excessively. In addition, they can even be affected by various physical ailments, such as digestive problems or high blood pressure, and difficulty sleeping. Although these conditions can also occur due to other causes, in general they are symptoms of stress. Job stress is part of stress in daily life.

The effect of work stress is not always negative or in other words work stress can also have a beneficial impact on the company. At a certain level of stress stress is expected to spur employees to get the job done as well as possible. Workers or nurses who are in conditions of work stress will show changes in behavior. These changes occur as a form of effort to overcome the work stress experienced.

2.2 Workloads

According to Menpan (1997), workload is a group or a number of activities that must be completed by an organizational unit or position holder within a certain period. Meanwhile, according to Permendagri No. 12/2008, workload is the amount of work that must be assumed by an office or organizational unit and is the product of work volume and time norms.

Kahneman in Warr (2009) explains that workload is a competition from a limited mental resource. One of the causes of decreased performance of workloads is the necessity to take on two or more tasks that must be done simultaneously. The more requests to carry out these tasks, the less performance in the work. Employees are often faced with having to complete two or more tasks that must be done simultaneously. These tasks certainly require time, energy and other resources for their completion. The burden of providing resources that are often limited will certainly cause employee performance to decline. Problems that can arise include weakened employee endurance and feeling depressed. Feeling depressed makes someone irrational, anxious, tense, unable to focus on work and fails to enjoy feeling happy or satisfied with the work done. This will prevent a person from manifesting his positive qualities, such as loving work. Someone who believes and feels that the task given is a challenge that must be solved even though the task is too excessive so that someone can still feel happy about their work. Conversely, if the excessive task is believed and felt as a burden, they will gradually experience fatigue both physically and mentally so that it can reduce performance.

2.3 Job Satisfaction

According to Robbins (2009) states that job satisfaction (job satisfaction) is a positive feeling about a person's job which is the result of evaluating its characteristics. According to Luthans (2008) says that job satisfaction is a positive or pleasant emotional statement that results from assessment of a job or work experience.

Meanwhile, according to As'ad (2008) states that job satisfaction is one's feelings towards work. The result of human interaction with the work environment. In fact employee job satisfaction is a statement that is difficult to define even in simple terms, because job satisfaction itself is a very subjective condition and is very dependent on the individual concerned in the work environment.

2.4 The Performance

In achieving a goal that has been set by an institution both a government agency or a corporate institution or foundation must go through means in the form of an organization that is driven by a group of people who play an active role as actors. On the other hand the actors of an organization or institution are people who have differences in attitudes, behavior, motivation, education, abilities and experience between one individual and another individual. With these differences, each individual who carries out activities in an organization has a different performance.

Understanding performance according to Mangkunegara in Carudin (2011) is the work of quality and quantity achieved by an employee in carrying out their duties in accordance with the responsibilities given to him.

Meanwhile, according to Gilbert in Soekidjo (2009) defines that performance is what is done by someone in accordance with their duties and functions. Performance also means the results achieved by someone, both quantity and quality in an organization in accordance with the responsibilities given to it. Performance also means the results achieved by someone, both quantity and quality in an organization in accordance with the responsibilities given to it.

Bernandin and Russell in Melinda (2008) performance is the record of outcomes produced specified job functions or activities during a specified time period (income records generated from certain job functions or activities during a certain period). A person's performance is said to be good if the individual's work can exceed the predetermined roles or targets. From the several definitions of performance above, it can be concluded that performance is a result that has been done in order to achieve organizational goals that are carried out legally, not violating the law and in accordance with the morals and responsibilities imposed on it.

2.5 Conceptual Framework

Conceptual framework uses the influence of independent variables and dependent variables. The following is a framework for thinking the effect of workload, work stress, and job satisfaction on employee performance in the F test and t test. Anggit Astianto (2014) conducted a study with the title Effect of Work Stress and Workload on the Performance of PDAM Surabaya Employees. From the results of these studies indicate the results that work stress and workload can affect performance.

Job satisfaction is a condition of the work environment that is suggested in a positive or negative form so that an employee's satisfaction or not arises over his work that can affect whether or not employee performance Sulisty Budi Utomo (2010) conducts research under the title Effect of Motivation and Job Satisfaction on Employee Performance CV thanks to the work of Karya Nusantara Nusantara. From the results of

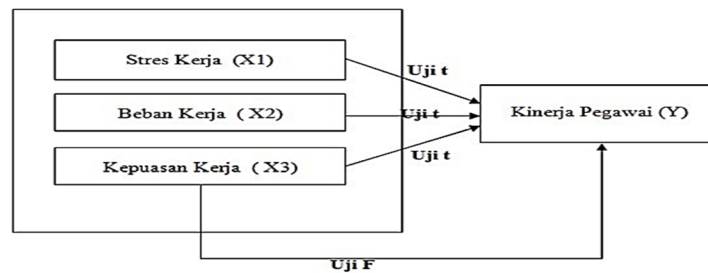


Fig. 1. Conceptual Framework.

the study showed that job satisfaction has an influence on performance. According to them productivity can be increased through increased job satisfaction, because job satisfaction gives workers the enthusiasm to increase productivity.

3 Research Methodology

3.1 Research Subjects and Locations

The location of this study is limited only to the scope of the North Aceh Regency Government Agency, namely the North Aceh Inspectorate with the subject of research being 55 employees. The location of this research is located on Jl. Merdeka Barat Lhokseumawe.

3.2 Population and Sample

Population according to Sugiyono (2011) population is a generalization area consisting of objects / subjects that have certain qualities and characteristics that are applied by researchers to be studied and then drawn conclusions. Population can also be interpreted as a whole observation or object of our concern by describing something that is ideal or theoretical. Thus the population in this study is the staff of the Inspectorate of northern Aceh, amounting to 55 employees.

According to Sugiyono (2011) the sample is part of the number and characteristics possessed by the population. According to Ridwan and Kuncoro the sample is a region of generalization consisting of objects or subjects which become certain quantities and characteristics determined by researchers to be studied and then drawn conclusions.

For sampling in this study all members of the population were used as respondents called saturated sampling. According to Sugiyono (2011) Saturated sampling is a sampling technique when all members of the population are sampled. So the number of respondents to be used is 55 employees.

3.3 Method of Analysis

The analytical method used is classic assumption test, multiple linear regression analysis, equipped with partial hypothesis testing with t test, and simultaneously with F test.

3.4 Multiple Linear Regression

To determine the effect of work stress, work load and job satisfaction on the performance of Inspectorate staff in North Aceh Regency in this study, multiple linear regression analysis was used. The formula of multiple linear regression (multiple linear regressions) in general is as follows:

$$Y = b_0 + b_1x_1 + b_2x_2 + b_3x_3 + e_i$$

Where:

Y = Employee performance

b₀ = Constant

b₁ = Coefficient of work stress regression

b₂ = coefficient of regression of working load

b₃ = Regression coefficient of job satisfaction

X₁ = Work stress

X₂ = Workload

X₃ = Job satisfaction

e_i = Error term

4 Results And Discussion

4.1 Research Results

4.1.1 Multiple Linear Regression Results

Performance is influenced by variables of work stress, workload and performance. This is evidenced by the use of regression analysis which is used to test the effect of these three variables on performance. Based on the estimation results of the variables studied through computer assistance with the SPSS program, it is obtained as in table 4.13 below:

Table 1. Multiple Linear Regression Analysis.

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	1.489	.31		4.681	.000
Work Stress (X1)	-.212	.07	-	-2.693	.010
Workload (X2)	.63	.07	.9	7.944	.000
Job Satisfaction (X3)	.21	.07	.2	2.961	.005
	2	2	35		

Dependent Variable: Employee Performance (Y)

Based on table 1 obtained the multiple linear regression equation as follows:

$$Y = 1,489 - 0,212 + 0,630 + 0,212$$

1. Constant of 4.681 this means that if the variable assessment of work stress (X1) workload (X2) and job satisfaction is constant, then the magnitude of the level of performance is equal to 4.681.
2. Work stress regression coefficient (X1) of -2,693 states that any increase in work stress variable (X1) of the Likert scale unit will cause performance to increase by -2,693.
3. Workload regression coefficient (X2) of 7.944 states, that any increase in the workload variable (X2) of the Likert scale unit will cause performance to increase by 7,944.
4. The job satisfaction regression coefficient (X3) of 2.961 states that any increase in job satisfaction variable (X3) of the Likert scale will cause performance to increase by 2.961

4.1.2 Simultaneous Hypothesis Testing (Test F)

To determine the overall level of significance at a 95% confidence level, hypothesis testing with the F test is done by comparing F arithmetic with F tables, if $F_{arithmetic} > F_{table}$, then H_0 is rejected and H_1 is accepted. From the data processing results obtained F count of 48.432, while the F table at a 95% confidence level obtained value of 2.79, then H_1 is accepted, which means that the variables of work stress (X1), workload (X2), and job satisfaction (X3) together significantly influence the Performance variable (Y)

Table 2. Simultaneous Testing.

Model	Sum of Squares	df	Mean Square	F	Sig.
1. Regression	8.804	3	2.935	48.423	.000a
Residual	3.091	51	0.061		
Total	11.895	54			

4.1.3 Partial Hypothesis Testing (T Test)

To find out from each variable partially the effect of work stress, work load and job satisfaction on the North Aceh Regency Inspectorate can be seen from the t counts listed in the results of data processing with the SPSS program, which can be explained in table 3 below.

Table 3. Partial Testing.

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	1.489	.318		4.681	.000
Work Stress (X1)	-.212	.079	-.290	-	.010
Workload (X2)	.630	.079	.918	7.944	.000
Job Satisfaction (X3)	.212	.072	.235	2.961	.005

Dependent of Performance Variable (Y)

1. Work stress variable (X1) has a negative effect on employee performance at a 95% confidence level, where $t_{\text{arithmetic}} = -2,693$ and $t_{\text{table}} = 2,007$ which means $t_{\text{arithmetic}} > t_{\text{table}}$, then the work stress variable significantly influences the performance of civil servants North Aceh District Inspectorate, with a value of $\beta = -0.212$ and a significance value of $0.01 < 0.05$.
2. Workload variable (X2) significantly affects the performance at the 95% confidence level, where $t_{\text{arithmetic}} = 7.944$ and $t_{\text{table}} = 2.007$ which means $t_{\text{arithmetic}} > t_{\text{table}}$, then the work stress variable has a significant effect on the performance of civil servants of the North Aceh Regency Inspectorate, with a value of $\beta = 0.630$ and a significance value of $0.01 < 0.05$.
3. Job satisfaction variable (X3) significantly influences employee performance at 95% confidence level, where $t_{\text{arithmetic}} = 2,961$ and $t_{\text{table}} = 2,007$ which means $t_{\text{arithmetic}} > t_{\text{table}}$, then the work stress variable significantly influences the performance of Inspectorate civil servants North Aceh Regency, with a value of $\beta = 0.212$ and a significance value of $0.01 < 0.05$.

From the t test results it is known that the most dominant independent variable influencing employee performance (Y) Inspectorate of North Aceh Regency is the workload variable (X2), with a value of $\beta = 0.630$.

4.2 Discussion

4.2.1 Effect of Job Stress on Employee Performance

The test results of the variable work stress (X1) on Employee Performance (Y) obtained the value of $t_{\text{arithmetic}}$ with a value of $-2,693 \geq 2,007$ is greater than the value of t_{table} at 95% confidence level ($\alpha = 5\%$) of significant $0,000 \geq 0.05$ with $df = nk-1 = 55-3-1 = 51$ obtained t_{table} value of 2.007, then work stress has a negative and significant effect on the performance of civil servants of the North Aceh Regency Inspectorate. Thus, hypothesis 1 is accepted. These results are in accordance with previous studies that have been studied by Anggit Astianto (2014), the results of his research prove that work stress has a significant effect on employee performance

4.2.2 Effect of Workloads on Employee Performance

The test results of the workload variable (X2) on Employee Performance (Y) obtained the value of $t_{\text{arithmetic}}$ with a value of $7.944 \geq 2.007$ is greater than the value of t_{table} at a 95% confidence level ($\alpha = 5\%$) of significant $0,000 \geq 0.05$ with $df = nk-1 = 55-3-1 = 51$ obtained the value of t_{table} of 2.007, then the workload has a positive and significant effect on the performance of civil servants Inspectorate of North Aceh Regency. Thus, hypothesis 2 is accepted. These results are in accordance with previous studies that have been studied by Bunasor Sanim and Bonar M. Sinaga (2015), the results of his research prove that workload has a significant effect on employee performance.

4.2.3 Effect of Job Satisfaction on Employee Performance

The test results on the variable Job satisfaction (X3) on Employee Performance (Y) obtained t value with a value of $2.961 \geq 2.007$ is greater than the value of t table at a 95% confidence level ($\alpha = 5\%$) of significant 0,000 signifikan 0.05 with $df = nk-1 = 55-3-1 = 51$ obtained the value of t table of 2.007, then job satisfaction has a positive and significant effect on the performance of civil servants Inspectorate of North Aceh Regency. Thus, hypothesis 3 is accepted. These results are in accordance with previous studies that have been studied by Sentot Iskandar and Redi Granada Sembada (2012), the results of his research prove that job satisfaction has a significant effect on employee performance.

5 Conclusions

Based on the results of research on work stress, workload, and job satisfaction that affect performance that has been discussed with statistical calculations in testing the hypothesis that has been done with multiple linear regression analysis and discussion of data analysis conducted, the authors draw conclusions as follows:

1. Ha's alternative hypothesis is accepted. This means that work stress variables have a significant effect partially on the performance of civil servants of the North Aceh Regency Inspectorate.
2. The alternative hypothesis Ha is accepted. This means that the workload variable has a partially significant effect on the performance of the civil servants of the North Aceh Regency Inspectorate,
3. The alternative hypothesis Ha is accepted. This means that job satisfaction variables have a partially significant effect on the performance of civil servants of the North Aceh Regency Inspectorate.

6 Suggestion

1. To improve performance, the staff of North Aceh Regency Inspectorate should not only focus on increasing job satisfaction, but also need to pay attention to workloads and also reduce employee frustration as indicators of work stress and hopefully there is no pressure from superiors on subordinates at work
2. Government or superiors in agencies need to increase employee job satisfaction at the district level at least by giving and not delaying appreciation as appreciation and to increase enthusiasm for work
3. Impact or risk that will be faced by agencies if the lack of employee performance because it can affect the performance of agencies in general so that it is considered that the Head of an agency does not have a good performance as well

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