++++++++++++++++++++++++++++

Effect of Competence, Stress and Job Satisfaction on Employee Performance in PT. Dhamma Niaga Plastindo

Harta Wijaya & Melkyory Andronicus*

Universitas Prima Indonesia
e-mail: andromelky@gmail.com

Abstract

PT. Dhamma Niaga Plastindo is a well-known manufacturer of HD/plastic bags of high density polyethylene (HDPE) as raw materials. However, the company consider the needs of human resources development, particularly in improving the employee's competence. Human resource (HR) has a vital role in organization, for its own function in managing systems. The human resources problems in this company is related to employees stress that may affect their work-performance. Concerning the employees job satisfaction, there are many aspects of the work of employees that should be improve to achieve their expectation. Contrary, the organization expects the high work-performance of employees. The method used in this study is quantitative descriptive that featured with explanatory. The population in this study were 130 respondents. Total sample 98 were recognized by using the Slovin formula. Thirty respondents were used to testing the validity and reliability by simple random sampling. The results of the study showed that the competency, stress and job satisfaction simultaneously (Test F) has a positive effect on employee performance with Fcount 17.808 > Ftable 3.09. Partially (t-test) revealed that competency has positive and significant influence on employee performance with tcount 1.672 > ttable 1.66105; while stress has positive and less significant effect on employee performance with tcount 0.368 <ttable 1.66105. However, the job satisfaction has a positive and significant influence on employee performance with tcount 6,95> ttable 1.66105. The Adjusted R Square is 0.342 implies that the competency, stress and job satisfaction affected the employees performance with a percentage level of 34.2%, while the remaining 65.8% is affected by another factor excluded in this research.

Keywords: Competence, Stress, Job satisfaction, Employee performance.

1. Introduction

Plastics have a very vital role in various industries in the modern era, plastics are in demand because they are cheap and lightweight. The plastic industry in Indonesia will continue to grow because of the high needs of society. The Ministry of Industry noted that the number of plastic industries to date has reached 925 companies that produce various kinds of plastic products. This sector employs a workforce of 37,327 people and has a total production of 4.68 million tons. "The national demand for plastic products has reached 4.6 million tons and has increased by five percent in the last five years.

Companies expect high performance from their employees, to optimize the performance of employees must manage human resources as well as possible in order to achieve the success and goals of the company.

HR has an important role for a company organization because human resources are a key component in managing the existing system within the company, so that this system continues to run, in HR management, we must pay attention to several important things such as competence, discipline, education and training as well as the level of work comfort so that The employee concerned can be motivated to provide all the capabilities required by the organization.

Job stress creates a tense situation that causes instability between a person's physical and psychological condition which will cause the person to experience emotions, disturb the employee's thinking process. Employees who are under pressure or stress will affect employee performance within the company.

Every employee job satisfaction will produce feelings from an employee about the results of his work. This can be seen from the employee's attitude to work and everything in his work environment. If much of the work in the process is in accordance with the wishes of the company and the values that are guided by the individual, the higher the level of satisfaction obtained by the employee.

PT. Dhamma Niaga Plastindo is a company engaged in the manufacture of HD / plastic plastic bags using the main source of HDPE (High Density Polyethylene) material, for example pipettes, plastic bags, shopping bags, trash bags, plastic sheets and plastic rolls. The company obtained raw materials from Jakarta in the form of HD plastic pellets. The company has offices JL. Pelita Raya Blok 60-D KIM STAR Tanjung Morawa, Kec. Tanjung Morawa, Kab. Deli Serdang. This company was founded in March 2015 with the number of employees currently numbering 130 people.

The problems that arise in employee performance are the amount of work that is too much, the quality of the work is still not good, there are frequent delays in completing work and the ability to work together in teams is not yet going well.

The problem of employee competence is the absence of work standards for each worker, lack of skills in dealing with different tasks that arise in work, lack of ability in decision making when there are work problems and lack of adaptation to work in the field.

Employee work stress problems where employees experience a high level of work stress even at the level of employee resignation (turn over) due to the large workload conditions and must be done in a fast time, stress due to unclear roles and responsibilities given, there are disharmony relationships between employees (interpersonal factors), unclear career development.

The problem of job satisfaction of employees is that workers are not satisfied with the work given, low salaries, inadequate work teams, inattentive superiors and no promotion for employees who excel.

2. Methodology

Place and time of research

The research was carried out at PT. Dhamma Niaga Plastindo. The company Jl.Pelita Raya Blok 60-D KIM STAR Tanjung Morawa, Kec. Tanjung Morawa, Kab. Deli Serdang. When the research was conducted from September 2019 and is expected to be completed until February 2020.

Population

The population used in the study were 130 employees of PT. Dhamma Niaga Plastindo.

Sample

Researchers used a simple random sample (simple random sampling). The total population is 130 respondents, using the Slovin formula which is used as a sample of 98 respondents in this study

864

and 30 respondents to test the validation of the rest of the population that are not used in the study sample.

Data collection technique

1. Interview
2. Questionnaire
3. Documentation study

3. Result and Discussion

Validity and Reliability Test

Table. 1 Validity and Relability

Variable	Indicator	Correlation (r)		Status	Coefficient Cronbach's Alpha	Status
		r	Sig			
Competence (X_1)	$X_1.1$	$0,835^{**}$	,000	Valid	0,824	Reliable
	$X_1.2$	$0,599^{**}$	,000			
	$X_1.3$	$0,736^{**}$	,000			
	$X_1.4$	$0,435^{*}$	,016			
	$X_1.5$	$0,596^{**}$	,001			
	$X_1.6$	$0,669^{**}$	,000			
	$X_1.7$	$0,684^{**}$	,000			
	$X_1.8$	$0,507^{**}$	,004			
	$X_1.9$	$0,691^{**}$	,000			
	$X_1.10$	$0,525^{**}$	,003			
Stress (X_2)	$X_2.1$	$0,758^{**}$	,000	Valid	0,879	Reliable
	$X_2.2$	$0,732^{**}$	,000			
	$X_2.3$	$0,687^{**}$	,000			
	$X_2.4$	$0,769^{**}$	,000			
	$X_2.5$	$0,732^{**}$	,000			
	$X_2.6$	$0,922^{**}$	,000			
	$X_2.7$	$0,387^{*}$	,034			
	$X_2.8$	$0,821^{**}$	,000			
Job satisfaction (X_3)	$X_3.1$	$0,855^{**}$	,000	Valid	0,957	Reliable
	$X_3.2$	$0,926^{**}$	,000			
	$X_3.3$	$0,722^{**}$	,000			
	$X_3.4$	$0,891^{**}$	,000			
	$X_3.5$	$0,914^{**}$	,000			
	$X_3.6$	$0,926^{**}$	,000			
	$X_3.7$	$0,722^{**}$	,000			
	$X_3.8$	$0,891^{**}$	,000			
	$X_3.9$	$0,722^{**}$	,000			
	$X_3.10$	$0,891^{**}$	,000			
	$X_4.1$	$0,915^{**}$	,000	Valid	0,912	Reliable

Employee performance (Y)	$X_4.2$	$0,939^{**}$	,000
	$X_4.3$	$0,774^{**}$	,000
	$X_4.4$	$0,437^*$	,016
	$X_4.5$	$0,939^{**}$	,000
	$X_4.6$	$0,774^{**}$	,000
	$X_4.7$	$0,772^{**}$	,000
	$X_4.8$	$0,695^{**}$	,000

Descriptive Statistics

Table 2. Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Competence	98	17	37	29.68	4,309
Stress	98	21	37	29,91	3,775
Satisfaction	98	15	39	28,63	4,728
Performance	98	13	32	24,97	4,359
Valid N (listwise)	98				

The competency variable (X1), a sample of 98 respondents has a minimum value of 17 units in the respondent number 34 and a maximum value of 37 units in the respondent number 1, 8, 51 and a mean value of 29.68 and a standard deviation of 4.309.

For the stress variable (X2), a sample of 98 respondents has a minimum value of 21 units on the respondent number 26 and a maximum value of 37 units on the respondent number 49, 54 and a mean value of 29.91 and a standard deviation of 3.775.

Job satisfaction variable (X3), a sample of 98 respondents has a minimum value of 15 units in the respondent number 64 and a maximum value of 39 units in the respondent number 2 and a mean value of 28.63 and a standard deviation of 4.728.

Employee performance variable (Y), a sample of 98 respondents has a minimum value of 13 units in the respondent number 58 and a maximum value of 32 units in the respondent number 2, 42, 55, 72, 74, 77 and a mean value of 24.97 and a standard deviation of 4.359.

Classical Assumption Test Results

Normality Test

The normality test is divided into 2 types of testing, namely:
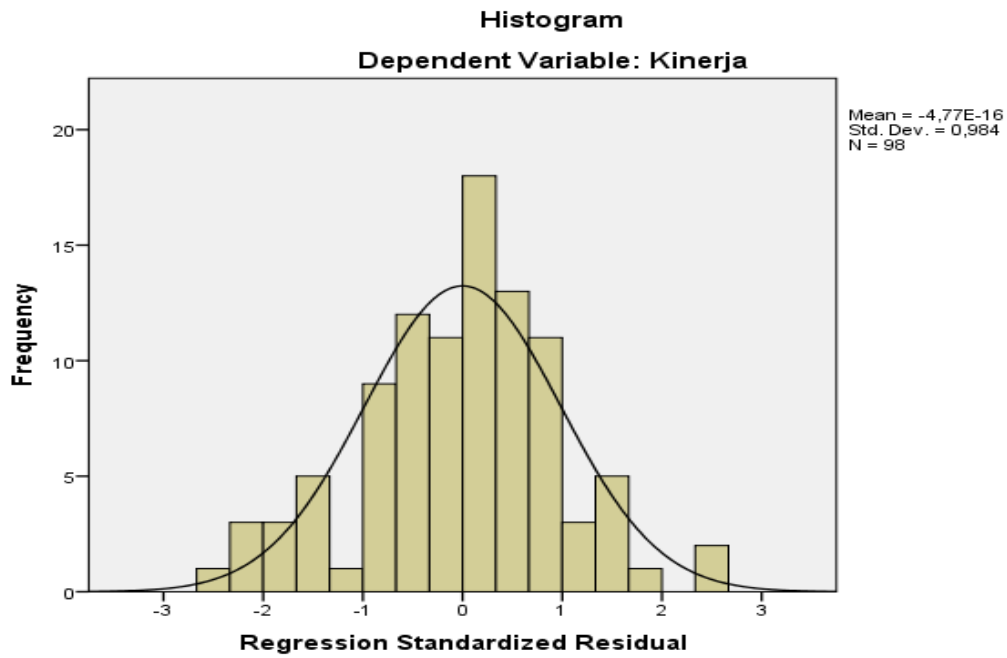1. Test using charts

Figure 1. Histogram Graph

The outline of the bell does not turn left or right so it can be said that the data is normally distributed.
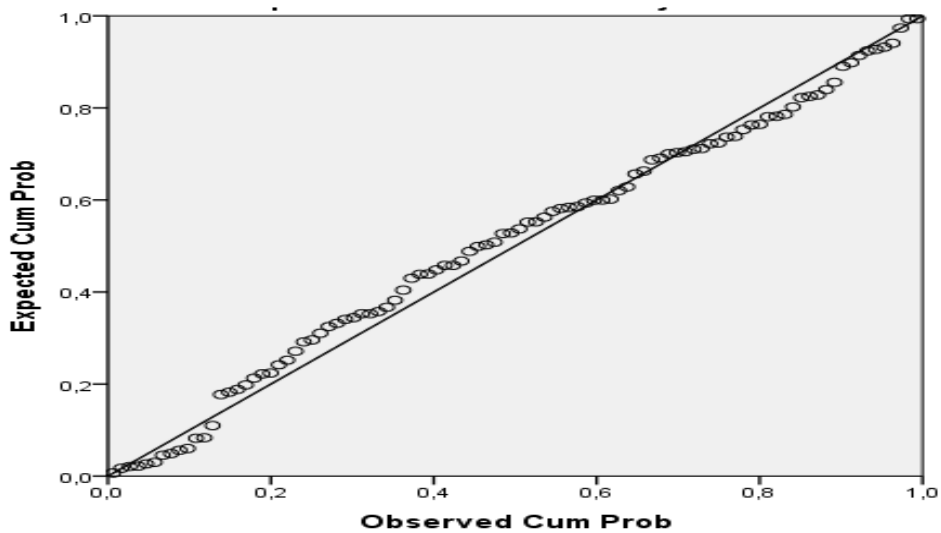

Figure 2. Probability Plot (Normal P-plot Standardized Regression)

The data is scattered around the diagonal line, the spread is mostly close to the diagonal line so that the data can be said to be normally distributed.

2. Test using Statistical Analysis

Table 3. (Kolmogorov-Smirnov method)

One-Sample Kolmogorov-Smirnov Test		Unstandardize d Residual
N		98
Normal Parameters[a,b]	Mean	,0000000
	Std. Deviation	3,48053662
Most Extreme Differences	Absolute	,061
	Positive	,047
	Negative	-,061
Kolmogorov-Smirnov Z		,608
Asymp. Sig. (2-tailed)		**,853**
a. Test distribution is Normal.		
b. Calculated from data.		

The Kolmogorov Smirnov normality test resulted in a significant value of $0.853 > 0.05$, with the results showing that the data was normally distributed.

## Multicollinearity Test

Table 4. Coefficients[a]

Model		Collinearity Statistics	
		Tolerance	VIF
1	Competence	,990	1,010
	Stress	.996	1,004
	Work Satisfaction	,994	1,006

The tolerance value for the competency variable = 0.990, stress = 0.996 and job satisfaction = 0.994, which is above 0.10, while the VIF value of the competency variable = 1.010, stress = 1.004 and job satisfaction = 1.006 are below 10.Therefore, in the multicollinearity test, there is no correlation between variables. independent.

Heteroscedasticity Test

The Heteroscedasticity Test is divided into 2 types of testing, namely:
1. Test using a Scatterplot Graph
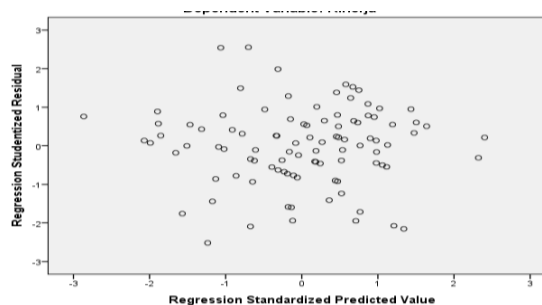
Graph 3. Scatterplot

The Scatterplot graph shows that the distribution points with an irregular pattern either above or below the zero (0) on the Y axis, are not collected in one place, so from the Scatterplot graph it can be concluded that heteroscedasticity does not occur.

2. Statistical test using the Glejser method

Table 5. Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2,952	2,639		1,118	,266
	Competence	-,049	,053	-,095	-,920	,360
	Stress	,037	,060	,064	,620	,536
	Work Satisfaction	,002	,048	,004	,034	,973

The Glejser test results obtained significant values from the competency variable 0.360 > 0.05, the stress variable 0.536 > 0.05 and the job satisfaction variable 0.973 > 0.05, the Glejser test results obtained no heteroscedasticity problem.

Determination Coefficient Test

Table 6. Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.602[a]	.362	.342	3,536

The coefficient of determination test obtained an Adjusted R square value of 0.342, this means 34.2% of the variation in the dependent variable of employee performance which can be explained by variations in the independent variables of competence, stress and job satisfaction while the remaining is 65.8% (100% - 34.2 %) explained by other variables not examined in this study.

F Test (Simultaneous Test)

Table 7. ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	667,837	3	222,612	17,808	.000[b]
	Residual	1175,071	94	12,501		
	Total	1842,908	97			

a. Dependent Variable: Performance
b. Predictors: (Constant), Satisfaction, Stress, Competence

F test (simultaneous test) obtained the value of Fcount 17.808 > Ftable 3.09 with a significance probability level of 0.000 < 0.05. So Ha is accepted and Ho is rejected, meaning that competence, stress and job satisfaction simultaneously have a positive and significant effect on employee performance.

T test (partial test)

Table 8. Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4,611	4,175		1,104	,272
	Competence	,140	,064	,138	1,672	,098
	Stress	,035	,095	,030	,368	,713
	Work Satisfaction	,529	,076	,574	6,950	,000

1. From the partial t-test calculation, the competency value of tcount 1.672> t table 1.66105 and a significant value of 0.098 means that Ha is accepted and Ho is rejected, meaning that competence has a positive and significant effect on the performance of employees of PT. Dhamma Niaga Plastindo.
2. From the partial t-test calculation, the stress value of tcount 0.368 <ttable 1.66105 and a significant value of 0.713 means that Ha is accepted and Ho is rejected, meaning that stress has a positive and less significant effect on the performance of the employees of PT. Dhamma Niaga Plastindo.
3. From the calculation of the t test partially obtained job satisfaction values tcount 6.95> ttable 1.66105 and a significant value of 0.000, so Ha is accepted and Ho is rejected, meaning that job satisfaction has a positive and significant effect on employee performance at PT. Dhamma Niaga Plastindo.

Effect of competence on employee performance

From the partial t-test calculation, the competency value of tcount 1.672> t table 1.66105 and a significant value of 0.098 means that Ha is accepted and Ho is rejected, meaning that competence has a positive and significant effect on the performance of employees of PT. Dhamma Niaga Plastindo. This is in accordance with the research hypothesis at the beginning of the study.

The results of this study are also supported by the results of research by Rahmat, Musa and Dadang (2015), entitled "The Effect of Competence, Motivation and Job Satisfaction on Employee Performance at Pt Elnusa Tbk", that the simultaneous test results of the relationship between competence, motivation and job satisfaction have a positive and positive effect. significant to employee performance. The partial test results of the relationship between competence, motivation and job satisfaction have a positive and significant effect on employee performance.

According to Wibowo (2016: 272), "Competence is part of the basic characteristics of each individual which is linked to the criteria referenced to the superior or effective performance of a job or situation".

From the results of the answers to 10 questions given to respondents, the majority of respondents can answer the competency value 3 (35.3%), namely competence can affect employee performance. Hiring competent human resources greatly affects the work results of employees in every job they do, for that at the time of recruiting prospective company employees must pay attention to the competence of each prospective employee who will be accepted to work in the company.

The effect of stress on employee performance

From the calculation of the t test partially obtained the stress value of tcount 0.368 <ttable 1.66105 and a significant value of 0.713, so Ha is accepted and Ho is rejected, meaning that stress has a positive and less significant effect on the performance of the employees of PT. Dhamma Niaga Plastindo. This is not in accordance with the research hypothesis at the beginning of the study.

The results of this study are also supported by the results of Julvia's (2016) research, entitled "The Effect of Job Stress and Work Conflict on Employee Performance", that the results of the study show that the work stress variable has a significant negative effect on the performance of PT Hikari employees. Work conflict has a significant positive effect on the performance of PT Hikari employees.

According to Hasibuan (2013: 204), "Job stress in general can cause work performance and employee performance to decrease due to the burden of thoughts. For that work stress must be overcome at the beginning of its appearance.

From the results of the answers to the 8 questions given to the respondents, the average majority of respondents answered stress value 5 (33%), namely stress is very capable of affecting employee performance. For this reason, companies must be able to make employees who work comfortable at work. Employees are comfortable working if the workload is done according to their expertise, communication runs smoothly, there is a career path for employees and wages are in accordance with the duties and responsibilities assigned to them.

Effect of job satisfaction on employee performance

From the calculation of the t test partially obtained job satisfaction values tcount 6.950> t table 1.66105 and a significant value of 0.000, so Ha is accepted and Ho is rejected, meaning that job satisfaction has a positive and significant effect on the performance of employees of PT. Dhamma Niaga Plastindo. This is in accordance with the research hypothesis at the beginning of the study.

The results of this study are also supported by the results of research by Oxy Rindiantika and Heru Susilo (2018), entitled "The Effect of Job Satisfaction on Employee Performance with Organizational Citizenship Behavior as an Intervening Variable", that job satisfaction has a positive and significant influence on employee performance.

According to Hasibuan (2011: 203), "Employee job satisfaction is the key to driving morale, discipline, and work performance (performance) of employees in supporting the realization of company goals".

From the results of the answers to the 10 questions given to the respondents, the average majority of respondents answered job satisfaction score 3 (27.8%), namely the company is able to provide job satisfaction to all employees to produce employee performance well. This relationship means that the more satisfied employees are with the company, the work performance and work results shown will be better or vice versa.

4. Conclusion

In the partial test (t test), competence has a positive and significant effect on employee performance at PT. Dhamma Niaga Plastindo. With tcount 1.672> ttable 1.66105 and a significant value of 0.098 then Ha is accepted and Ho is rejected. In the partial test (t test), stress has a positive and less significant effect on employee performance at PT. Dhamma Niaga Plastindo. With tcount 0.368 <ttable 1.66105 and a significant value of 0.713, Ha is accepted and Ho is rejected. In the partial test (t test), job satisfaction has a positive and significant effect on employee performance at PT.

871

Dhamma Niaga Plastindo. With tcount 6,950> ttable 1,66105 and a significant value of 0,000 then Ha is accepted and Ho is rejected. In simultaneous testing (F test) competence, stress and job satisfaction have a positive and significant effect on employee performance at PT. Dhamma Niaga Plastindo with Fcount 17.808> Ftable 3.09 and a significance of 0.000 <0.05. The result of the coefficient of determination test shows 34.2% of the variation in the dependent variable of employee performance which can be explained by the independent variables of competence, stress and job satisfaction, the remaining 65.8% is varied by other factors not examined by the researcher. From the results of this study, it is found that the variable that most influences employee performance (Y) is the variable job satisfaction (X3) t count = 6.950, the competency variable (X1) tcount = 1.672 and the stress variable (X2) tcount = 0.368. For PT. Dhamma Niaga Plastindo. Companies need to make changes and continuous improvements in terms of increasing employee job satisfaction, by doing a number of things: improving relationships with fellow colleagues, liking their own work, good relationships with superiors, appropriate salaries and promotion of career paths.

References

Badeni. 2017. *Kepemimpinan & Perilaku Organisasi (Cetakan ketiga).* Bandung : Alfabeta.

Fahmi, Irfan. 2016. *Perilaku Organisasi Teori, Aplikasi dan Kasus.* Bandung : Alfabeta.

Handoko, T. Hani. 2009. *Manajemen.* Ed. 2, Yogyakarta : BPFE Yogyakarta

Hasibuan, Malayu S.P., 2011. *Manajemen Sumber Daya Manusia.* Bumi Aksara, Jakarta

Hasibuan, Malayu SP. 2013. *Manajemen Sumber Daya Manusia.* Edisi Revisi, Cetakan ke-17. Jakarta : PT. Bumi Aksara.

Julvia. 2016. *Pengaruh Stres Kerja Dan Konflik Kerja Terhadap Kinerja Karyawan PT Hikari.* Jurnal Ilmiah Manajemen Bisnis, VOL. 16, NO. 1, Januari - Juni 2016.

Mangkunegara, A. A. Anwar Prabu. 2013. *Manajemen Sumber Daya Manusia.* Bandung : PT. Remaja Rosdakarya.

Noor, Juliansyah. 2013. *Penelitian Ilmu Manajemen: Tinjauan Filosofis dan Praktis.* Jakarta: Kencana.

Oxy Rindiantika dan Heru Susilo. 2018. Pengaruh Kepuasan Kerja Terhadap Kinerja Karyawan Dengan *Organizational Citizenship Behavior* Sebagai Variabel *Intervening.* Jurnal Administrasi Bisnis (JAB) Vol. 64 No. 1 November 2018.

Parashakti, R. D., Fahlevi, M., Ekhsan, M., & Hadinata, A. (2020, April). The Influence of Work Environment and Competence on Motivation and Its Impact on Employee Performance in Health Sector. In *3rd Asia Pacific International Conference of Management and Business Science (AICMBS 2019)* (pp. 259-267). Atlantis Press.

Rahmat, Musa dan Dadang. 2015. *Pengaruh Kompetensi, Motivasi dan Kepuasan Kerja Terhadap Kinerja Karyawan Di Pt Elnusa Tbk.* Jurnal Ekonomi Volume 6 Nomor 1, November 2015

Rivai, H. Veithal dan Ella Jauvani Sagala. 2011. *Manajemen Sumber Daya Manusia untuk Perusahaan: Dari Teori ke Praktik, Edisi Ke-2*. Jakarta: PT. Rajagrafindo Persada.

Sedarmayanti. 2015. *Manajemen Sumber Daya Manusia Reformasi Birokrasi dan Manajemen Pegawai Negeri Sipil*. Bandung : Refika Aditama.

Sinambela, Lijan Poltak. 2016. *Manajemen Sumber Daya Manusia: Membangun tim kerja yang solid untuk meningkatkan kinerja*. Jakarta: Bumi Aksara.

Sopiah. 2008. *Perilaku Organisasional.* Yogyakarta : CV. Andi Offset.

Sunyoto, Danang. 2012. *Manajemen Sumber Daya Manusia*. Jakarta: PT. Buku Seru.

Sutrisno, H. Eddy. 2012. *Manajemen Sumber Daya Manusia*. Jakarta : Kencana.

Torang, Samosir. 2016. *Organisasi dan Manajemen (Perilaku Struktur, Budaya dan Perubahan Organisasi)*. Bandung : Alfabeta.

Umam, Khaerul. 2012. *Perilaku Organisasi.* Bandung : CV. Pustaka Setia.

Wibowo. 2016. *Manajemen Kinerja*. Edisi Kelima. PT.Rajagrafindo Persada Jakarta-14240.

Yani, H.M. 2012. *Manajemen Sumber Daya Manusia*. Jakarta : Mitra Wacana Media.