The Effect of Employee Conflict and Work Stress on Employee Performance at PT. ISS Indonesia in Cilandak

Juwita Ramadhani Fitria

Universitas Pamulang
e-mail: Dosen00226@unpam.ac.id

Abstract

The purpose of this study was to determine the effect of work conflict and work stress on employee performance at PT. ISS Indonesia either partially or simultaneously. The method used is quantitative. The sampling technique used is saturated sampling and the sample obtained in this study amounted to 57 respondents. Data analysis used validity test, reliability test, classical assumption test, regression analysis, correlation coefficient analysis, coefficient of determination analysis and hypothesis testing. The result of this study is that work conflict has a significant effect on employee performance with the regression equation $Y = 55,469 + -0.657X1$, the correlation value is -0.746, meaning that the two variables have a strong relationship. The value of the coefficient of determination is 55.6%. Hypothesis test obtained t count > t table or (7.305 > 2.002). Thus, H0 is rejected and H1 is accepted, meaning that there is a significant effect of work conflict on employee performance. Work stress has a significant effect on employee performance with the regression equation $Y = 51.997 + -0.561X2$, the correlation value is -0.689, meaning that the two variables have a strong relationship. The value of the coefficient of determination is 47.5%. Hypothesis test obtained t arithmetic > t table or (7.957 > 2.002). Thus, H0 is rejected and H2 is accepted, meaning that there is a significant effect of work stress on employee performance. Work conflict and work stress have a significant effect on employee performance with the regression equation $Y = 55.596 + -0.557X1 + -0.104X2$. The correlation value is 0.748, meaning that the independent variable and the dependent variable have a strong relationship. The value of the coefficient of determination is 55.9% while the remaining 44.1% is influenced by other factors. Hypothesis test obtained value of F arithmetic > F table or (34.265 > 2.780). Thus, H0 is rejected and H3 is accepted. This means that there is a simultaneous significant effect of work conflict and work stress on employee performance.

Keywords: Work Conflict, Work Stress, Employee Performance.

1. Introduction

The demands on human needs are increasing, this condition gives birth to increasingly high competition in the business world, causing the business world to become very competitive, the business climate is always changing and uncertain, making it demand the right efforts and corporate strategies for the survival of the company. Remain secure and use the available resources effectively and efficiently. Human Resources is a key factor in achieving company goals. The shape and purpose of the company, various visions are designed for the benefit of humans where in the implementation of the mission they are managed and managed by humans. This means that humans are a strategic resource in all company activities.

2. Literature Review

Work Conflict

The term "conflict" is etymologically derived from the Latin "con" which means together and "fligere" which means collision or collision. In general, the term social conflict contains a series of phenomena of interpersonal conflict and conflict, from national class conflicts to international conflicts and wars.
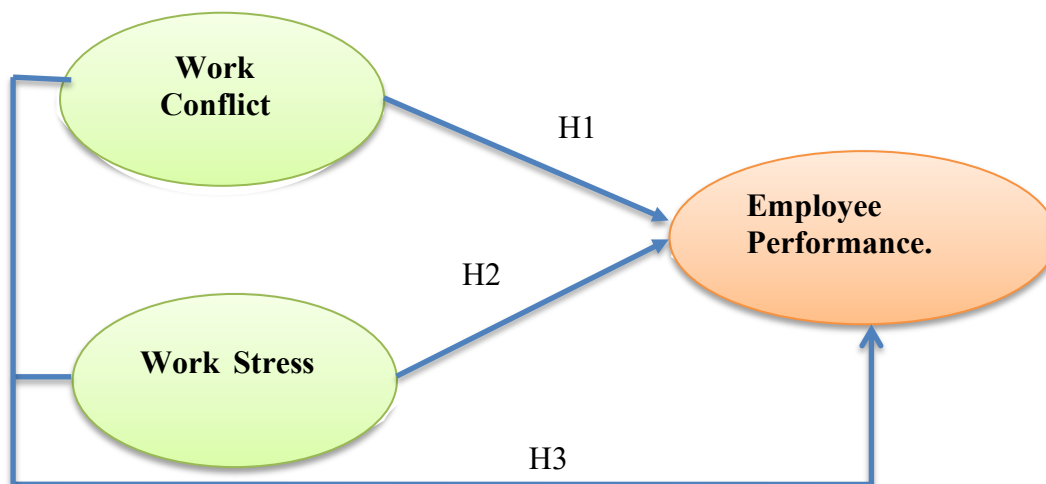
Work Stress

According to Umam (2015: 211) "work stress can be interpreted as a source or work stressor that causes individual reactions in the form of physiological, psychological and behavioral reactions".

Employee Performance.

According to Mangkunegara (2016: 9) "employee performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with his responsibilities". According to Mangkunegara (2016: 9) put forward the definition of performance as. "Expressions such as output, efficiency, and effectiveness are often associated with productivity."

Framework

Figure 1. Research Framework

Hypothesis:
H1: Work Conflict has a positive and significant effect on employee performance
H2: Work Stress has a positive and significant effect on employee performance.
H3: Work Conflict and Work Stress have a positive and significant effect on employee performance.

3. Methods

This research is a type of research that uses quantitative research methods in the form of survey research conducted on employees of PT. ISS Indonesia with 57 employees. Sugiyono (2017), the

survey method is used to get from certain natural places, but researchers carry out treatments in data collection, for example by distributing questionnaires, tests, interviews, structured and so on. Sugiyono (2013: 14) quantitative research aims to show the relationship between variables, test theories and look for generalizations that have predictive value. The researcher chose probability sampling by using simple random sampling technique. According to Sugiyono (2017: 118) "Probability sampling is a sampling technique that provides equal opportunities for each element (member) of the population to be selected as a sample member.

4. Results and Discussion

Validity Test

Validity test is intended to test the statement on each question item on the questionnaire is valid or not. To process the validity test, the researcher used SPSS Version 26 software with the following criteria.
1) If the value of r arithmetic > r table, then the instrument is declared valid
2) If the value of r count < r table, then the instrument is declared invalid
The results of the validity test of the work conflict variable are as follows.

Table 1. Validity Test

Variables	Item	Validity
Work Conflict	10	Valid
Work Stress	10	Valid
Employee Performance	10	Valid

Based on the test results from table 1 all statements are declared valid because all of them have a calculated r number greater than the r-table number of all result for variable r arithmetic > r table (0,261) which means valid.

Reliability Test

Reliability testing is intended to test a questionnaire is reliable or reliable or not. According to Ghozali (2017: 47) "Reliability Test is a tool to measure a questionnaire which is an indicator of a variable or construct. A questionnaire is said to be reliable or reliable if a person's answer to the statement is consistent or stable over time. As for the criteria or provisions in deciding whether the statement is reliable or not, the following are the provisions. the researcher used SPSS Version 26 software with the following criteria.

1) If the value Cronbach Alpha >0,600, then the instrument is declared Reliable
2) If the value Cronbach Alpha < 0,600, then the instrument is declared Unreliable

Table 2. Reliability Test

Variables	Cronbach Alpha	Standard Cronbach Alpha	Decision
Work Conflict (X1)	0.861	0.600	Reliable
Work Stress (X2)	0.876	0.600	Reliable
Employee Performance (Y)	0.770	0.600	Reliable

Based on table 2, it can be seen that Cronbach's Alpha is greater than 0.6. This shows that all statements in this study are said to be reliable

Classic Assumption Test

The classical assumption test is used to determine the accuracy of the data, or the significance of the relationship between the independent variable and the dependent variable so that the analysis results can be interpreted more accurately, efficiently, and avoid the weaknesses that occur because there are still symptoms of classical assumptions or whether the data is feasible or not. which is used is continued as research data.

Normality Test

Normality test was conducted to test whether in the regression model, the dependent variable and the independent variable were normally distributed or not normally distributed. A good regression model is a normal or close to normal data distribution. To ensure the assumption that the equation is normally distributed, it is done through a measuring instrument approach for calculating the dependent variable residual.

Table 3. *Kolmogorov-Smirnov Test*

Tests of Normality						
	Kolmogorov-Smirnov[a]			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
Employee Performance (Y)	.111	57	.075	.963	57	.079
*. This is a lower bound of the true significance.						
a. Lilliefors Significance Correction						

Multicollinearity Test

The multicollinearity test was conducted to ensure that the independent variables did not have multicollinearity or did not have a correlation between the independent variables. A good regression model should not have a correlation between the independent variables.

Table 4. Collinearity Statistic Test

Variables	*Colinerity Statistics*	
	Tolerance	VIF
Work Conflict (X1)	0.212	4.728
Work Stress(X2)	0.212	4.728

Autocorrelation Test

The autocorrelation test is intended to determine whether or not there is a deviation in the correlation between sample members. To find out that there is an autocorrelation, the Durbin-Watson (DW) test is carried out by comparing the Durbin-Watson value with the criteria or guidelines in interpretation. The criteria for the Durbin-Watson Test guideline (DW Test) which are the reference are as follows.

Table 5. Durbin-Watson Test Interpretation Guidelines

Criteria	Information
< 1,000	There is an autocorrelation disorder
1,100 – 1,550	Without conclusion
1,550 – 2,460	**There is no autocorrelation disorder**
2,460 – 2,900	Without conclusion
> 2,900	There is an autocorrelation disorder

Tabel 6. Autocorrelation Test Results With Durbin-Watson

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.748[a]	.559	.543	4.422	1.846

a. Predictors: (Constant), Work Conflict (X1), Work stress (X2)
b. Dependent Variable: Employee Performance (Y)

Heteroscedasticity Test

Heteroscedasticity testing is to test whether in a model the residual variance inequality. One way to detect the presence of heteroscedasticity is the Glejser test where the results of this test can be seen whether in the regression model there an inequality of variance from one observation to another observation is:

Table 7. Results of Heteroscedasticity Testing with Glejser Test

Coefficients[a]

Model	Unstandardized Coefficients B	Std. Error	Standardized Coefficients Beta	t	Sig.
(Constant)	-1.522	1.617		-.941	.351
Work Conflict (X1)	-.025	.097	-.069	-.258	.797
Work Stress (X2)	.164	.090	.489	1.828	.073

a. Dependent Variable: Employee Performance

Coefficient of Determination Analysis.

The analysis of the coefficient of determination is intended to determine the percentage of the power of influence between the independent variables on the dependent variable either partially or simultaneously, in this study the variables of work conflict (X1) and work stress (X2) on employee performance (Y). The following is the result of the calculation of the coefficient of determination which is further processed with the SPSS Version 26 program, as follows.

Table 8. coefficient of determination test

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.748[a]	.559	.543	4.422

a. Predictors: (Constant), Work Conflict (X1) Work Stress (X2),

Partial Hypothesis test

Hypothesis testing of work conflict variables (X1) and work stress (X2) on employee

performance (Y) was carried out by t-test (partial test). In this study, the 5% (0.05) significance criterion was used, namely by comparing the significance value with 0.05 with the following criteria.

Table 9. Hypothesis Test Results (t Test) Variable Work Conflict (X1) Against Employee Performance (Y)

	Coefficients^a					
		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	55.469	2.853		19.442	.000
	Work Conflict (X1)	-.657	.079	-.746	-8.296	.000
a. Dependent Variable: Employee Performance (Y)						

Table 10. T-Test Results of Work Stress Variables (X2) Against Employee Performance (Y)

	Coefficients^a					
		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	51.997	2.865		18.150	.000
	Work Stress v(X2)	-.561	.080	-.689	-7.051	.000
a. Dependent Variable: Employee Performance (Y)						

Simultaneous Hypothesis Testing (Test F).

To test the effect of the variable work conflict and work stress simultaneously on employee performance, the F statistic test (simultaneous test) with a significance of 5% was carried out. In this study, a significance criterion of 5% (0.05) was used, namely comparing the calculated F value with the F table with the following conditions.

Table 11. Hypothesis Results (Test F) Simultaneously Work Conflict (X1) and Work Stress (X2) Against Employee Performance (Y)

	ANOVA^a					
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1340.023	2	670.011	34.265	.000^b
	Residual	1055.907	54	19.554		
	Total	2395.930	56			
a. Dependent Variable: Employee Performance (Y)						
b. Predictors: (Constant), Work Conflict (X1), Work Stress (X1)						

Discussion

The Effect of Work Conflict (X1) on Employee Performance (Y).

Based on the results of testing and analysis, the regression equation value is Y = 55,469 + -0.657X1, the correlation coefficient value is -0.746, meaning that the two variables have a strong relationship. The value of determination or contribution of influence is 0.556 or 55.6% while the remaining 44.4% is influenced by other factors. Hypothesis test obtained value value < Sig. 0.05 or (0.000 < 0.05). Thus, H0 is rejected and H1 is accepted, meaning that there is a significant effect of work conflict on employee performance.

42

The Effect of Work Stress (X2) on Employee Performance (Y)

Based on the results of testing and analysis, the value of the regression equation Y = 51.997 + -0.561X2, the correlation coefficient value of -0.689 means that the two variables have a strong relationship level. The value of determination or contribution of influence is 0.475 or 47.5% while the remaining 52.5% is influenced by other factors. value value < Sig.0.05 or (0.000 < 0.05). Thus, H0 is rejected and H2 is accepted, meaning that there is a significant effect of work stress on employee performance.

The Effect of Work Conflict (X1) and Work Stress (X2) on Employee Performance (Y)

Based on the results of testing and research analysis, it shows that work conflict (X1) and work stress (X2) have a significant effect on employee performance with the regression equation Y = 55.596 + -0.557X1 + -0.104X2. The value of the correlation coefficient or the level of relationship between the independent variable and the dependent variable was obtained at 0.748. It means having a strong relationship. The value of the coefficient of determination or the contribution of the influence that is not examined is 55.9% while the remaining 44.1% is influenced by other factors. Hypothesis testing is obtained by the calculated F value > FT table or (34.265 > 2.780). This is also reinforced by value < Sig.0.05 or (0.000 < 0.05). Thus, H0 is rejected and H3 is accepted. This means that there is a simultaneous significant effect of work conflict and work stress on employee performance.

5. Conclusion

Based on the results of research and discussion in Chapter IV, regarding the effect of work conflict and work stress on employee performance, as follows, work conflict has a significant effect on employee performance with the regression equation Y = 55,469 + -0.657X1, the correlation value is -0.746, meaning that both variables have a strong negative relationship. The value of the coefficient of determination is 55.6%. Hypothesis test obtained value < Sig. 0.05 or (0.000 < 0.05). Thus, H0 is rejected and H1 is accepted, meaning that there is a significant effect of work conflict on employee performance. Work stress has a significant effect on employee performance with the regression equation Y = 51.997 + -0.561X2 The correlation value is -0.689, meaning that both variables have a strong negative relationship. The value of the coefficient of determination is 47.5%. Hypothesis test obtained value < Sig. 0.05 or (0.000 < 0.05). Thus, H0 is rejected and H2 is accepted, meaning that there is a significant effect of work stress on employee performance. Work conflict and work stress have a significant effect on employee performance with the regression equation Y = 55.596 + -0.557X1 + -0.104X2. The correlation value is 0.748, meaning that the independent variable and the dependent variable have a strong relationship. The value of the coefficient of determination is 55.9% while the remaining 44.1% is influenced by other factors not examined. Hypothesis test obtained value of F arithmetic > F table or (34.265 > 2.780). This is also reinforced by value < Sig.0.05 or (0.000 < 0.05). Thus, H0 is rejected and H3 is accepted. This means that there is a simultaneous significant effect of work conflict and work stress on employee performance.

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