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The influence of job stress and motivation to work performance

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Abstract

The aim of the study is to investigate the influence of job stress and motivation to work performance at Satuan Polisi Pamong Praja Kabupaten Gresik via quantitative methods by using three different questionnaires with Likert scale. This survey has shown that as partial by using t-test and 5% significant, job stress and job motivation affect to job performance significantly, also by using F-test and 5% significant, known that as simultaneously, job stress and job motivation has a significant effect to job performance. In conclusion, job performance can be enriched when job stress condition is less and job motivation is high.

Keyword: Job Stress, Motivation, Work Performance.

La influencia del estrés laboral y la motivación para el desempeño laboral

Resumen

El objetivo del estudio es investigar la influencia del estrés laboral y la motivación para el desempeño laboral en Satuan Polisi Pamong Praja Kabupaten Gresik mediante métodos cuantitativos mediante el uso de tres cuestionarios diferentes con la escala de Likert. Esta encuesta ha demostrado que, al ser parcial al usar la prueba t y al

5%, el estrés laboral y la motivación laboral afectan significativamente al desempeño laboral, también al usar la prueba F y al 5%, lo que se conoce como que simultáneamente, el estrés laboral y la motivación laboral Un efecto significativo para el desempeño laboral. En conclusión, el desempeño laboral puede enriquecerse cuando la condición de estrés laboral es menor y la motivación laboral es alta.

Palabra clave: estrés laboral, motivación, desempeño laboral.

1. INTRODUCTION

Satuan Polisi Pamong Praja (Satpol PP) is one of the governmental officers which has several task and duty such as 1). Administration of public order and tranquility; 2). Law enforcement; 3). Society protection. Those tasks are mentioned in the Indonesian Republics Law number 23 /2014 about Local Governance article 255th. It is undeniable that in carrying out its official task, the members of the Satpol PP unit meet the several problems, both from the result of interactions with colleagues, the community nor with the individuals. Various issues that accumulate can then recreate Job stress. Job Stress in a consequence of each action and environment situation that causes physical and psychological harm to someone.

Davis & Newstrom said that Job stress comes from a few job characteristic dan work environment such as too many tasks handled, the negative supervisor, limited time to do the task, less responsibility, the ambiguity of job, value differences, and conflict. In the other side, each of the employees also has a booster to works, that what they say as motivation. The employee has an internal and external motivation. Meanwhile, Performance assessment plays an important role as a

measure tools of work successful. This performance will be a benchmark for the work condition and performance that is owned by the Satpol PP members. This research formulation is mention as is the work stress and motivation as partially and simultaneously influences the work performance of Satpol PP Kabupaten Gresik member's (Melinda, 2007; Suprihanto, 2003; Thoyib, 1998).

2. THEORITICAL BASE

2.1. Job Stress

Stress is a stressful state both physically and psychologically. The United Kingdom Health and Safety Commission released that stress is a human reaction to excessive pressure or the various needs that surround it. We also Used Higgins theory (1982) about stress, that is a person's physical and psychological condition which is a result of the process of adaptation to the environment. The other statement came from Maramis, a clinical psychology states that stress in any problem or demand for adjustment and therefore something that disturbs our balance if we cannot overcome it. Stress greatly affect our daily lives. Stress is a part of a personality function and partly a trigger function in the environment. Stress arises when we feen unable to deal with the external stressor (Puspitasari et al., 2019).

Attkinson (1987) States that stress can happen when a person meets the threatens event to their physical or psychological health.

Thus event called a stressor, while people's reaction to the event is called stress responses. Stress according to Atkinson has several characteristics, namely the first can be controlled, where the more an event cannot be controlled, the greater the possibility of causing stress; the second can be estimated, where when a person can predict the occurrence of a stressful event, it will reduce the level of stress experienced; the third is the occurrence of events that challenge human boundaries, where a person does activities out of habit or his ability will cause a stressful reaction; and the last is the occurrence of internal conflicts that will cause stress in humans (Annastasi, 1997; Chaplin, 1999).

Various things can be a trigger of stress changes. Higgins states that stress is caused by a combination of the external environment and psychological factors. Internal factors caused by several things, namely self-image, this arises as a result of a bad self-image which causes us to be vulnerable to stress; Individuals who experience setbacks are not clear; inability to adapt to the environment; low level of motivation and low success rate, the other factor is the relationship between the boss and the subordinates (Nazir, 2003; Praptini, 2000).

2.2. Motivation

One other important component in human resource management is motivation. Motivation is the process by which the needs that encourage a person to conduct a series of activities that lead to the

achievement of a particular goal. If the goal is successfully achieved, it will satisfy or meet these needs Said (Munandar, 2001). Freud states that Motivation is an instinct which is similar to his form behind the anger felt by someone who is considered as the place of his reign. Psychologically, Langgulong itself states that motivation is a psychological state that stimulates and gives direction to human activities, over the forces that move and encourage one's activities. Motivation built from needs and drive. Need is a physiological gap that is quite large from the ideal value, while encouragement is a state or conscious drive that occurs as a result of need (Azwar, 2000; Margiati, 1999).

Herzberg stated that employee motivation is influenced by two main factors, namely Hygine's factor and Motivator, namely internal factors that come from personal satisfaction. Through his research in 1984 and in the same factor the same reaction does not always occur. This thinking is based on Herzberg's previous theory, that humans have two sets of needs, the first is humans as animals with the need to avoid pain, and the second is humans as whole people who want to develop psychologically. According to Herzberg, Hygine factor consists of company policy and administration; supervisory methods, interpersonal relationships with colleagues, superiors, and subordinates, work conditions, compensation, job security, status symbols, and personal problems, While the Motivator consists of achievement; recognition of achievement; responsible; achievement, interest in work and personal development (Arikunto, 1998).

2.3. Performance

Performance or work performance by Maier (in As'ad) is a person's success in carrying out a job. Even more firmly Lawer and Potter stated that performance was successful role achievement which was obtained by someone from his actions. From this limitation, As'ad concluded that performance is the result achieved by a person according to the size that applies to their occupation. According to Victor Vroom (in Asad), Performance is the degree to which a person's success in completing his work is called the level of performance'. Usually people with high levels of performance are referred to as productive people, and conversely, people whose level does not reach the standard are said to be unproductive or low-performing. As'ad (1991) in his book *Industrial Psychology*, states that differences in performance that occur in an organization are caused by individual factors and work situations (Soelistyowati & Lutfi, 2005).

3. RESULT

This research uses Quantitative methods by using three different questionnaires with a Likert scale that measures 120 respondents from the Satpol PP Kabupaten Gresik. Thus three different scales used to measure the influence between variables, namely job stress, work motivation as independent variables and performance as the dependent variable. The first independent variable, Work Stress using Higgins Theory about stress and have several indicators are (X1.1) Work

Conflict; (X1.2) Workload; (X1.3) Working Time; (X1.4) Job Characteristics; (X1.5) Group Support; (X1.6) Leadership.

The second independent variable, is Motivation using Herzberg Theory that have a few indicators such as : (X2.1) Company Policies and Administration; (X2.2) Method of Supervision; (X2.3) Working Conditions; (X2.4) Compensation; (X2.5) Work Safety; (X2.6) Status symbol; (X2.7) Personal Problems; (X2.8) Success; (X2.9) Recognition of success; (X2.10) Responsibility; (X2.11) Progress in work; (X2.12) Interest in work; (X2.13) Personal development. While the dependent variable, work performance by Victor Vroom, have five indicators: (Y3.1) Ability; (Y3.2) Effectiveness and Efficiency; (Y3.3) Authority and responsibility; (Y3.4) Discipline; (Y3.5) Initiative. All of data analysed using SPSS 13.0, the result appears at two table below (Alwahdani, 2019).

Table 1
Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	191.832	23.778		8.068	.000
	Stres	-.381	.061	-.001	2.667	.048
	Motivasi	.645	.048	.038	4.563	.032

a. Dependent Variable: Kinerja

Referring to table 6 it can be seen that the regression equation of this study is formed as follows:

$$Y = 191.832 - 0.381 X_1 + 0.645 X_2$$

That is mean work performance will be amount 191.832 if the stress variable decrease amount of 0.381 and motivation increase 0.645 at the same time. Partial test analysis with T-test is used to examine the partial effect of independent variables, namely work stress (X1) and work motivation (X2) on the dependent variable (Y). Test results of the t-test are shown in Table 2 below (Selomo & Govender, 2016).

Table 2

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	191.832	23.778		8.068	.000
	Stres	-.381	.061	-.001	2.667	.048
	Motivasi	.645	.048	.038	4.563	.032

a. Dependent Variable: Kinerja

Table 3

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	53.596	2	26.798	5.455	.041 ^a
	Residual	38397.329	117	328.182		
	Total	38450.925	119			

a. Predictors: (Constant), Motivasi, Stres

b. Dependent Variable: Kinerja

We can see from the T-test above at table 2, Both of Stress and Motivation variable as a partial significant influence to work performance (below 0, 05). By F-Test at the third table, know that stress and motivation simultaneously influence work performance ($F=5.545$ and sig. 0.041 below 0, 05).

4. CONCLUSION

1. By T-test and F-Test knew as partially and simultaneously both of Stress and Motivation influence to Work Performance with a significant level below 0,05.

2. As the liner regression $Y = 191.832 - 0.381 X_1 + 0.645 X_2$ mean if we want to increase the Work Performace at Satpol PP Kabupaten Gresik we have to decrease the staff's stress level and increase their motivation.

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