



EFFECT OF WORK STRESS ON EMPLOYEES PERFORMANCE DIVISION DIGITAL SERVICE PT. TELEKOMUNIKASI INDONESIA, TBK (STUDY ON UNIT DATA SCIENTIST)

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ABSTRACT

Stress is a condition of tension that affects one's emotions, thoughts, and physical condition. Employees who experience stress could be seen from the symptoms that appear, including: physical symptoms, psychological symptoms and behavioral symptoms.

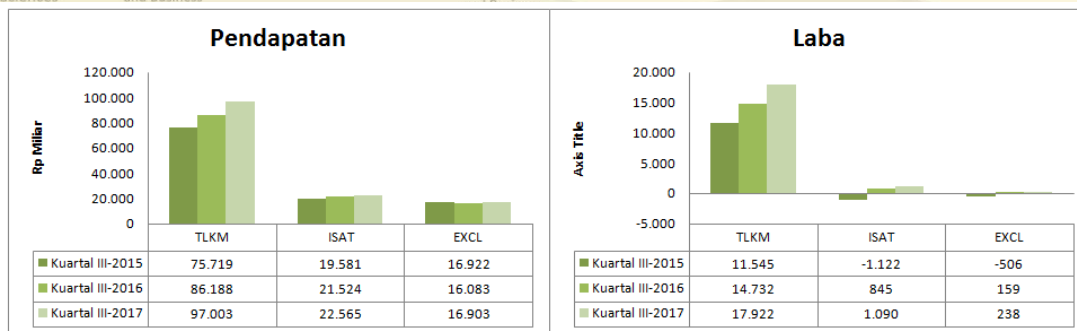
This study uses a quantitative method with descriptive and causal type of research. The data analysis technique used in this study is simple linear regression analysis. The source of this study uses primary data and research data collection using questionnaires and interviews. The samples from this study were 30 respondents using a saturated sampling technique.

The results of this study indicates that training has a positive and significant influence on the performance of employees of the Division Digital Service PT. Telekomunikasi Indonesia, Tbk (Study on Unit Data Scientist). The coefficient of determination (R Square) shows a value of 41,6%. This means that training variables have an influence on the performance variables of 41,6% and the remaining 59,4% are influenced by other non examined variables.

Keyword: *Work Stress, Symtoms of Work Stress, Employees Performance*

1. Introduction

Currently in Indonesia there are three telecommunications companies that compete with each other to rank first among them TELKOM, INDOSAT, AND XL.



Picture 1.1

Revenues and Profits of Telecommunications Companies in Indonesia

Source: <https://www.bareksa.com/id/text/2015/04/16/3-perusahaan-telekomunikasi-berseaja-ketat-siapa-yang-terbaik-dalam-5-tahun/10173/analysis>

Based on figure 1.1, it can be seen that TELKOM, which is a state-owned company, again shows its stability in gaining profit and income. Until the third quarter of 2017, TELKOM managed to record a net profit of Rp 17.92 trillion, up 21.7 percent over the same period last year. The increase in TELKOM's profit was driven by the company's revenue which rose 12.5 percent to Rp 97 trillion from Rp 86 trillion previously, and still ranked first compared to other companies. Indosat was second, then XL was third. This shows that competition in the telecommunications industry is very strict, where every company has a target to be achieved. The tight competition in business today, high professionalism is demanded in the world of work, this is what causes pressure on individuals (employees) to work. Employees themselves are important resources in a company, [2] Human Resources are people who work and function as assets of organizations or companies that can be counted (quantitative) and Human Resources are the driving force of the organization. Based on this explanation, good performance from employees will greatly help the company in realizing its vision and mission. [1] performance or performance is a description of the level of achievement of an activity program or policy in realizing the goals, objectives, vision, mission of the organization as outlined through the strategic planning of an organization.

Employee performance can be seen from the success of employees in completing a job in accordance with the targets set by the TELKOM DDS. The following is the recapitulation of the performance of TELKOM DDS Unit Data Scientist employees in 2016-2017:

TABLE 1.1
EMPLOYEE PERFORMANCE OF TELKOM SCIENTIST

DDS UNIT 2016-2017

| Year | Number of Employees | NKI Assessment Criteria (Individual Values) | | | | |
|------|---------------------|---|----|----|----|----|
| | | P1 | P2 | P3 | P4 | P5 |
| 2016 | 30 | 1 | 19 | 10 | 0 | 0 |
| 2017 | 30 | 0 | 13 | 17 | 0 | 0 |

Source: HC TELKOM DDS



The following are the criteria for evaluating the performance of TELKOM DDS employees:

- P1 (Performance 1) > 110% : Excellent
 P2 (Performance 2) > 103%-110% : Very Good
 P3 (Performance 3) > 96%-103% : Good
 P4 (Performance 4) > 90%-96% : Not Good
 P5 (Performance 5) < 90% : Not Very Good

From the results of the recapitulation of the performance of TELKOM DDS employees in 2016-2017, based on table 1.1 it appears that employee performance has decreased. The number of employees with special criteria in 2016 was 1 person, the criteria were very good as many as 19 people, and good criteria were 10 people. Whereas in 2017 special criteria did not exist, and very well decreased from 19 people to 13 people, and good criteria increased from 10 people to 17 people. The phenomenon in TELKOM DDS Unit Data Scientist which often happens is that the performance of a company is disrupted due to various employee behaviors that are difficult to prevent. Performance in a company is very much determined by the conditions and behavior of employees that the employee has because the employee's performance has an impact on the company's profits. Good company performance can be damaged either directly or indirectly. One form of employee behavior that disrupts company performance is a symptom of work stress [4].

In this study the author will examine the effect of work stress on employee performance. [3] Stress is a condition of tension that affects emotions, the thinking process and the condition of a person. In employees, they develop various types of stress symptoms that can disrupt their performance. These symptoms can be either physical or mental symptoms. People who experience stress can experience nervous and excessive worries. They are often irritable and aggressive, unable to relax or show an uncooperative attitude. They usually escape by consuming alcoholic beverages or smoking excessively. In addition, they can get physical diseases such as digestive problems, high blood pressure, and difficulty sleeping. Job stress is part of stress in everyday life. In working, the potential to experience work stress is quite high, among others, it can be caused due to interactions between superiors, work requires high concentration, workloads that are not in accordance with abilities, unsupporting working conditions, unhealthy job competition and others.

Based on interviews with Manager Data Scientist, the following results were obtained:

- Limited resources but diverse tasks. With a total of 30 resources, each work that is mostly in the form of projects is managed by its resources so that the target is fulfilled.
- The project completion time that is requested is always fast and timely with employees who have different backgrounds, have different competencies, the attitude side of people's habits also affects the work.
- One person is required to be able to do more than one project work, because of limited resources and large demand, the employee must be able to share the time to complete the work.
- Workload increases because every year because the number of project work increases.
- External reputation, if the work is not completed on time with the agreed quality, TELKOM's reputation can be bad and can be subject to fines.

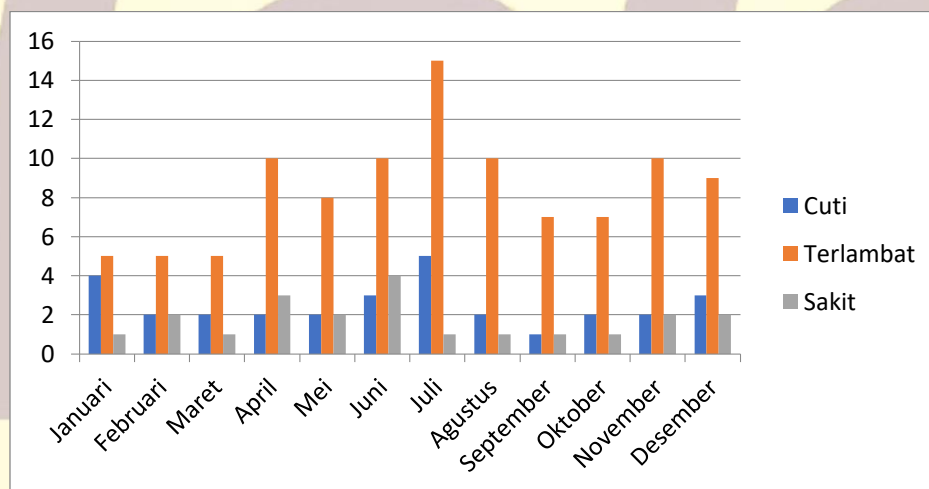
TABLE 1.2

WORKLOAD

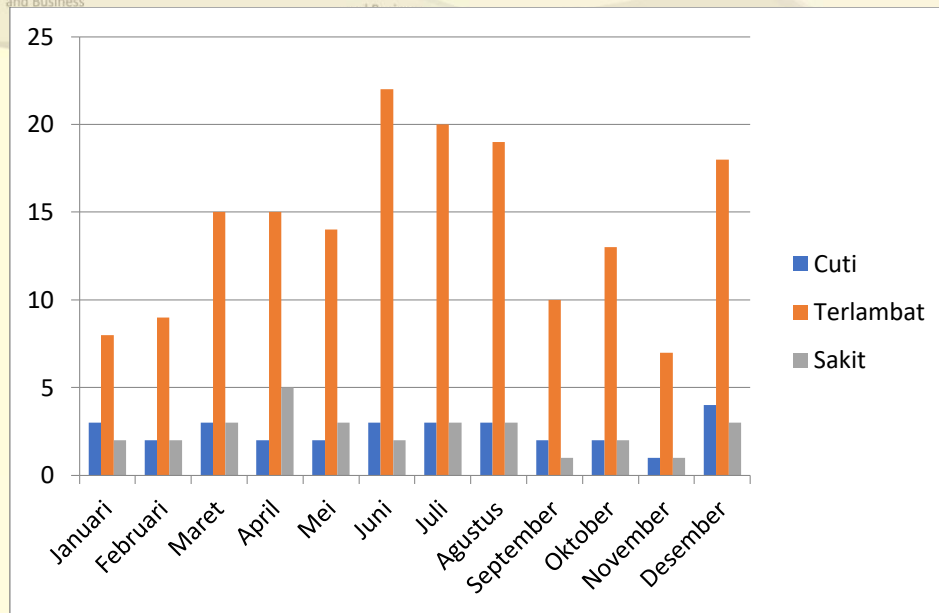
| Year | Number of Employees | Number of Project | Project Realization |
|------|---------------------|-------------------|---------------------|
| 2016 | 30 | 18 | 18 |
| 2017 | 30 | 23 | 23 |

Source: HC TELKOM DDS

Project work is not an easy matter because to win this project TELKOM competes with Indosat and XL companies. Project execution requires creativity in terms of ideas, estimation of costs, time, supporting tools, resources, requires high concentration and accuracy in the process because it must be in accordance with the quality agreed upon with partners or company service users. As can be seen in table 1.2 that the number of employees has not experienced an increase but the number of projects has increased. In 2016 with 30 employees, the number of projects was 18. Then in 2017 with the same number of employees, 30 people but the number of projects increased to 23. With a limited number of resources, 1 employee could work on more than one project resulting in workload which increases. [7] The workload given by the company to employees with limited time that exceeds the capacity of employees can result in work stress. [6] Many numbers of delays are often indicative of work stress. This can be proven by the attendance data of PT. Telekomunikasi Indonesia, Tbk Data Scientist's 2016 and 2017 Digital Service Unit Division are described as follows:



Picture 1.2 TELKOM EMPLOYEE ATTENDANCE GRAPHICS
 SCIENTIST DDS UNIT 2016
 Source : HC TELKOM DDS



Picture 1.3 EMPLOYEE ABSENCE GRAPHICS OF TELKOM SCIENTIST DDS UNIT 2017
Source : HC TELKOM DDS

From the graph above, it can be seen that there is a difference between 2016 and 2017 fluctuating fluctuations in attendance or employee absence at the TELKOM DDS Data Scientist Unit. The highest value category of attendance for 2016 and 2017 is late, namely in July 2016 as many as 15 times and in June 22 times. Based on interviews with Manager Data Scientist, the increase in assignments given, and the pursuit of deadlines because they had to be completed on time, made employees have to work late or go home late that resulted in employees arriving late the next day. Then almost every month there are sick employees with the highest number, namely in June 2016 as many as 4 times and April 2017 5 times. Next is the category of leave with the highest number in July 2016, which is 5 times and December 2017 4 times.

Based on the description above, the writer is interested in conducting research with the research title "**The Effect of Job Stress on Employee Performance at the Digital Service Division of PT. Telekomunikasi Indonesia, Tbk (Study on Data Scientist Units)**".

2. Literature Review

2.1 Understanding of Human Resource

Definition of Human Resource Management according to [8], human resource management is an acknowledgment of the importance of organizational labor as human resources that are very important in contributing to organizational goals and using several functions and activities to ensure that human resources are used effectively and fairly for the benefit of individuals, organizations and society.

2.2 Work Stress

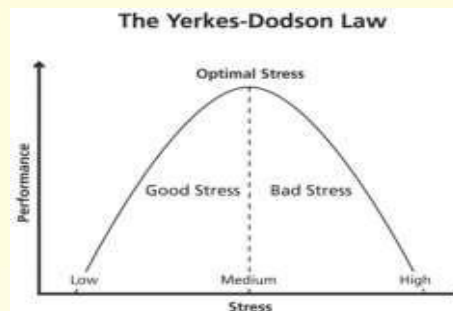
According to [7], work stress is a dynamic condition where individuals are faced with opportunities for demands, or resources related to what is desired by the individual and the results are seen as uncertain and important.

2.3 Employees Performance

According to [5] employee performance is the result of work in quantity and quality achieved by an employee in carrying out his duties in accordance with the responsibilities given to him.

2.4 Relationship Between Work Stress and Employee Performance

Below is a picture of the curve of the Yerkes-Dodson law that explains the relationship between work stress and employee performance:



Picture 2.1 Hukum Yerkes-Dodson

Source :*The Book of Rest : A. J. Marr:2015*

Citing the theory put forward by Yerkes and Dodson, this law states that there will be an increase in performance influenced by the level of pressure or mental (stress), but only to a certain point. When the level of pressure on the individual becomes too high, the performance will decrease, this process is often graphically described as a bell-shaped curve that moves from the lower left to the right and then decreases with increasing arousal / pressure experienced by someone. Based on the law stated by Yerkes-Dodson it can be concluded that work stress has a strong relationship to performance, but the effect of work stress on performance is not always significant, as can be seen from the Yerkes-Dodson legal curve above that stress affects performance and has a level of relationship diverse.

2.5 Kerangka Pemikiran



Picture 2.2 Framework

2.6 Research Methods

The type of research used is descriptive causality with quantitative methods. The population in this study were all employees of the TELKOM Digital Service Unit Data Scientist. In this study the sampling technique used is non probability sampling, which is a saturated sampling technique. This is often done if the population is relatively small, less

than 30 people, or research who want to make generalizations with very little errors. Another term saturated sample is a census, where all members of the population are sampled. Then the number of samples used is 30 respondents according to the total population of the study. The analysis technique used is descriptive analysis and simple linear regression analysis. The measurement scale in this study is the Likert scale.

3. Research Methodology

3.1 Validity and Reliability Test

3.1.1 Validity Test

Based on the results of validity tests that have been conducted, out of the 28 item questionnaires distributed to 30 respondents have a correlation value (r count) above 0.3610 (rtable) so that all valid and feasible statements are used in simple linear regression analysis.

3.1.2 Uji Reliabilitas

The value of Cronbach's Alpha in this study is 0.994 for work stress and 0.866 for employee performance so it can be concluded that all the questionnaires in this study are reliable or consistent because the Cronbach's Alpha value is > 0.60.

3.2 Data Analysis Technique

3.2.1 Deskriptive Analysis

Descriptive analysis is done by dividing the total score by the questionnaire answer score. The overall response of the respondents to the Job Stress variable (X) is 64.57% which is included in the "sufficient" category. While the overall response of respondents to the performance variable (Y) is 82.77% which is included in the good category.

3.2.2 Simple Linier Regression Analysis

TABLE 3
Simple Linear Regression Test Results
Coefficients^a

| Model | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|-----------------|-----------------------------|------------|---------------------------|-------|------|
| | B | Std. Error | Beta | | |
| 1 (Constant) | 1,075 | ,378 | | 2,845 | ,008 |
| Stres Kerja (X) | ,580 | ,130 | ,645 | 4,468 | ,000 |

a. Dependent Variable: Employees Performance (Y)

Source : Hasil Pengolahan Data SPSS ver 23, 2019

The results of processing data in table 3 above can be formulated as a simple linear regression equation: $Y = a + bX$

$$Y = 1,075 + 0,580X$$

The constant value of 1.075 states if the variable X is 0 (zero), then the value of Y is 1.075. While the regression coefficient of 0.580 means that every variable X increases by one, then Y will increase by 0.580.

3.3 Hypothesis Test

H₀ : Job Stress does not have a significant effect on Employee Performance.

H₁ : Job Stress has a significant effect on Employee Performance.

With $\alpha = 5\%$ and $dk = 30 - 2 = 28$, the value of t table is ± 1.7011 . The t-test results obtained based on SPSS processing by referring to Table 3 above, obtained the value of t arithmetic of 2.845 and a significance value of 0,000, then H₀ is rejected. That is, Job Stress has a significant effect on Employee Performance.

3.4 Coefficient Determination

TABLE 4

Test Result of Coefficient Determination

| Model Summary ^b | | | | |
|----------------------------|-------------------|----------|-------------------|----------------------------|
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1 | ,645 ^a | ,416 | ,395 | ,48009 |

a. Predictors: (Constant), Work Stress (X)

b. Dependent Variable: Employees Performance (Y)

Source: Test Result SPSS Ver 23, 2019

The formula for the coefficient of determination is $Kd = r^2 \times 100\%$. Based on the results of the table above, it is known that the value of r^2 is 0.650. Then the calculation of the coefficient of determination is as follows:

$$\begin{aligned} KD &= r^2 \times 100\% \\ &= (0,645)^2 \times 100\% \\ &= 41,6\% \end{aligned}$$

The coefficient of determination from the calculation results obtained at 41.6%. This shows that Job Stress has an influence of 41.6% on Employee Performance, while the remaining 58.4% is influenced by other variables not examined in this study.

4. Conclusion

Based on the results of research and discussion on "The Effect of Job Stress on Employee Performance in the

Digital Service Division (Studies in Unit Data Scientists) can be concluded as follows:

- Based on the results of the descriptive analysis, the results show that the work stress variables are in the sufficient category with a percentage of 64.57%.
- Based on the results of descriptive analysis the results obtained, that the variable employee performance is in the high category with a percentage of 82.77%.
- Based on the test results there is a positive and significant influence between work stress variables on employee performance variables of 41.6%. And the remaining 58.4% is influenced by other variables not examined in this study.

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