

Work Stress and Employee Performance at Uptd Region Ii Gorontalo Regency One-Stop Administration Services Office



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ABSTRACT: This research aims to analyze the influence of work stress on employee performance at the UPTD of Vehicle Document Registrasion Center (SAMSAT) in Gorontalo Regency. The population in this research comprise all employees, totaling 24 individuals. The research employs the entire population as the sample. The data collection technique involves distributing questionnaires directly to the UPTD of Vehicle Document Registration Center (SAMSAT) employees in Gorontalo Regency. The data analysis employs Simple Linear Regression analysis.

The results indicate that work stress significantly impacts employee performance, as evidenced by the t-count (4.063) exceeding the t-table value of 2.073 with a significancw level off 0.05. This means that the work stress variable positively and significantly influences employee performance at the UPTD of Vehicle Document Registration Center (SAMSAT) in Gorontalo Regency. Based on the coefficient of determination calculation, the R-square value is 32,7%, implying that the remaining 67.3% is influenced by other variables wich are not examined in this research,

KEYWORDS: Work Stress, Employee Performance

I. INTRODUCTION

Humans play an active and dominant role in every organizational activity, because humans become planners, doers, and determinants of the realization of organizational goals. Goals cannot be realized without the active role of employees and the tools that the office has so sophisticated. The sophisticated tools owned by the office have no benefit to the office, if the active role of employees is not included. Managing employees is difficult and complex, because they have heterogeneous thoughts, feelings, statuses, desires, and backgrounds that lie below in the organization. Employees cannot be fully regulated and controlled such as managing machinery, capital, or warehouses.

Employees are one of the most important assets. Employees who are the workforce of an organization are sometimes overlooked as valuable assets. Not infrequently, an organization only considers employees only as a burden that must always be suppressed to reduce costs. However, that is an incorrect view. Because employees are the only assets that cannot be duplicated and emulated by other humans because in essence each person is a unique creature created by the Supreme Creator with different characteristics. Therefore, human resource management is needed for an organization. The main objective of human resource management in every organization is to facilitate organizational performance (Oemar & Gangga, 2017).

Organizational performance is determined by employee performance as an individual human being where work behavior becomes the main resource in achieving the desired organizational goals. Employee performance is a real behavior produced by everyone as work achievements produced by employees in accordance with their role in the company.

Initiating and developing employee performance seems to be very important. The need for skilled personnel in various fields is already a global demand that cannot be delayed. Because in the implementation of work in agencies, performance problems are the culprit and root of the main problem. The back and forth of an agency and even an organization depends on the performance of its employees. Especially if the unit wants to prioritize focusing on customer service. Then the main prerequisite that must be built is employee-oriented management. Because it is from the hands of these employees, service to customers is built, and the image of an agency is realized (Rizal et al., 2017).

Every government agency will always strive to improve employee performance in the hope of improving services to the community. High performance of employees can be a competitive advantage for related agencies in providing maximum service to the community. Various ways will be taken by agencies in improving the performance of their employees which include providing proper compensation, creating a conducive work environment. The expected end result of these various efforts is to improve employee performance (Agung Harsanto Eko Siswoyo & Sulistyani, 2020).

Performance is one measure or result that can be seen both individually and institutionally. This illustrates that performance within a company is taken into account. The performance of these employees affects how much they contribute to the agency.

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Inadequate performance is a problem that is often faced by an agency in achieving organizational goals. Performance is the result of work in quality and quantity achieved by employees in carrying out their duties in accordance with the responsibilities given to them (Sondari et al., 2020). As according to (Khoerul, 2005: 12) Performance is the level of success in carrying out tasks and the ability to achieve predetermined goals. Thus, it can be concluded that performance is a sign of the success or failure of a person or organization in carrying out the real work set (Hendrawaty, 2006).

One factor that needs to be considered by every organization so that the performance of its human resources is good is the work stress in employees. According to Robbins (2008:368). Work stress is a condition in which a person experiences tension due to conditions that affect him. Stress at work is something that is experienced almost every day by employees. Stress can affect employee performance (Oemar & Gangga, 2017). Yuen et al. (2013) stated that there is a negative influence between work stress and employee performance. Zafar et al. (2015) stated that there is a significant positive relationship between work stress and employee performance. Stress is a dynamic condition in which an individual is expected of opportunities, demands, or resources related to what the individual requires and the outcome is seen as uncertain and important, stress itself does not have to be bad although it is usually discussed in a negative context stress also has a positive value, from an organizational point of view management may not care when employees experience low to medium levels of stress (Robbins & Judge, 2011). Stress is also a condition that becomes a different component including emotional distress, worry, and loss of involvement in carrying out tasks. Competition and higher professional demands cause many pressures that must be faced by individuals in the work environment. Employees who are always busy with deadlines for completing tasks, the demands of roles in the workplace that are increasingly diverse and sometimes conflict with each other, family problems, excessive workload, and many other challenges that make stress a factor that is almost impossible to avoid.

Likewise, employees in the regional technical service unit of the II samsat region of Gorontalo regency are regional technical implementing elements led by a head who is under and responsible to the head of the agency. with the Gorontalo governor's regulation on UPTD at the Gorontalo provincial financial agency. UPTD region II samsat Gorontalo regency has the task of carrying out some of the technical tasks of the agency in terms of muting local taxes, the weight of these duties and responsibilities makes employees at the Gorontalo district samsat must have professionalism and optimal performance so that they are often faced with dilemmatic conditions that cause work stress, work stress arises from the pressure of time pressure, Excessive workload and many other challenges. Therefore, it is necessary to improve the performance of employees in UPTD region II samsat Gorontalo regency by having to pay attention to several organizational components that become performance measurement tools, including: quality of work, quantity, honesty of employees, initiative, attendance, attitude, cooperation, speed of time, reliability, knowledge of work, responsibility and utilization of working time. So if the organization feels that the performance components above are declining, the organization must immediately look for the factors causing the decline. Based on observations that the author made with employees in this agency, the phenomenon that occurred in UPTD Samsat Region II Gorontalo Regency related to existing problems, namely that there are still some employees who quickly go home without explanation. This is evidenced in table 1.1 of the recapitulation of employee absessions from October 2022 to February 2023.

Table 1. recapitulation of employee absessions from October 2022 to February 2023

No	Month	Number of Absences in 2022/2023								
		Weekdays	Go Home Earlier	Present	Warrant of Duty	Sick	Leave	Allowed	TK	Total
1.	October	424	24	330	22	2	2	-	-	804
2.	November	315	21	210	15	2	2	-	-	565
3.	December	524	23	482	30	4	3	-	5	1071
4.	January	457	11	400	23	9	7	-	18	925
5.	February	570	12	492	48	12	-	-	16	1142

Data Source : SAMSAT Gorontalo Regency 2022 – 2023

Table 2. Job Description

No	Job Description / Job	Target	Results / Achievements
1.	Compile data, manage budgets in performance units in accordance with applicable rules and regulations as guidelines for implementing budget use accountability	100 %	65 %
2.	Accepting, recording, preparing documents, managing activity budgets in		

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	accordance with applicable procedures and regulations in order to manage the budget for work unit activities properly and correctly	100 %	91 %
3.	Carry out budget management based on work plans and work unit budgets in accordance with applicable regulations so that the activity program is carried out in accordance with the provisions	100 %	94 %
4.	Prepare and compile budget usage report materials for the implementation of work unit activities in accordance with applicable rules and regulations so that they can be accounted for	100 %	92 %
5.	Prepare data and materials for preparing budget accountability periodically in work units in accordance with applicable rules and regulations	100 %	84 %
6.	Carry out other official duties given by the leader both verbally and in writing	100 %	74 %

Data Source : SAMSAT Gorontalo Regency

Based on table 1.2 of employee performance data in 2021, from all job descriptions carried out by employees, there is one job that has increased up to 94% from 100%, namely carrying out budget management based on work plans and work unit budgets in accordance with applicable regulations so that the activity program is carried out according to the provisions, so that work in 2021 reaches the target. Unlike table 1.3 of employee performance data in 2022 based on job descriptions carried out by employees, there are still several points that have not reached the target, namely in planning data collection activities and determining sources of income from regional taxes according to operational plans so that the implementation of the current year's program is in accordance with applicable provisions as guidelines for task implementation, evaluating the implementation of tasks within the scope of the data collection and tax determination section Regions by identifying any obstacles that exist in order to improve current and future performance as well as in carrying out monitoring of the implementation of data collection, registration and determination of regional taxes so that the implementation of subordinate duties is thermonitary and well controlled only in the range of 50% from 100% so that this results in the quality of employee work decreasing.

RESEARCH METHODS

The type of data used in this study is using primary data. Primary data is data obtained directly by providing data to data collectors. In this study, primary data was obtained through questionnaire answers from UPTD employees in the region II samsat Gorontalo regency. Questionnaire is a data collection technique carried out by giving respondents a set of written questions to answer (Sugiono, 2018).

The approach used is a quantitative research approach. Quantitative research methods are research methods based on the philosophy of positivism, used to examine certain populations or samples, data collection using research instruments, statistical data analysis with the aim of testing hypotheses that have been set.

RESULTS

DESCRIPTIVE ANALYSIS

Researchers related to the effect of work stress on employee performance began by analyzing respondents' perceptions of the extent to which employee performance runs and work stress in improving employee performance. The criteria for employee respondents refer to the following scale ranges:

Table 3. Scale Range

No	Average Score	Score Percentage	Criteria
1	1-1.99	20 – 40%	Very Not Good/Very Lacking
2	2-2.99	40.1 – 60%	Not Good/Lacking
3	3-3.99	60.1 – 80%	Quite Good/Medium
4	4-4.99	80.1 – 100%	Good/High

Sumber : Kuncoro (2017)

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VALIDITY AND RELIABILITY TEST

A measuring instrument is tested for validity to see if it has performed the expected function. An instrument is considered valid if the correlation number obtained is greater than the critical number ($r_{count} > r_{table}$). The critical value for the validity test in this study was 0.4 with a signification level of 5%. The following table presents the results of the validity and reliability of questionnaires about work stress and employee performance at the samsat office of Gorontalo district. The questionnaire was tested on 24 employees of UPTD Region II Samsat, Gorontalo Regency. The following table presents the results of the validity and reliability of questionnaires about work stress and employee performance at UPTD Region II Samsat, Gorontalo Regency.

Table 4. Test Validity And Reliability Of Work Stress Variables (x) 0,883 0,6 Reliabel

Variabel X				Alphas's	Cutt	Reliabel
Item	Person	Cut	Ket	Cronbush	Off	Ket
Statement	Corelation	Off				
P1	0,523	0,4	valid			
P2	0,497	0,4	valid			
P3	0,640	0,4	valid			
P4	0,523	0,4	valid			
P5	0,497	0,4	valid			
P6	0,64	0,4	valid			
P7	0,523	0,4	valid			
P8	0,497	0,4	valid			
P9	0,64	0,4	valid			
P10	0,523	0,4	valid			
P11	0,497	0,4	valid			
P12	0,640	0,4	valid			
P13	0,523	0,4	valid			
P14	0,497	0,4	valid			
P15	0,640	0,4	valid			
P16	0,523	0,4	valid			
P17	0,497	0,4	valid			
P18	0,64	0,4	Valid			

Data Source ; Processed Data 2023

From the results of the person correlation test shows that each of the statement items contained in the variable X questionnaire still has 4 statement items that are <0.4 and for variable Y there are 2 statement items that are <0.4 however, the Cronbach Alpha test results show that, both variable X (work stress) and variable Y (employee performance) show a value of >0.6 so that researchers conclude that this questionnaire is reliable and can be used.

NORMALITY TEST RESULTS

To see whether the data has been normally distributed or not, researchers conducted a normality test using the kolmogrov Smirnov test which is used as a reference in making decisions whether residual values are normally distributed or not. By looking at the sig value should be more than 0.05.

Table 5. Data Normality Test

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		36
Normal Parameters ^{a,b}	Mean	,0000000
	Std. Deviation	3,21382943
Most Extreme Differences	Absolute	,100
	Positive	,083
	Negative	-,100

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Kolmogorov-Smirnov Z	,602
Asymp. Sig. (2-tailed)	,862

- a. Test distribution is Normal.
- b. Calculated from data.

Source : SPSS 2023 Data Processing Output

Based on the results of the normality test in the table above, it is known that the significance value is $0.862 > 0.05$, so the researcher concludes that the distribution of regression modes is normal.

LINEAR REGRESSION TEST

The Linear Regression Test aims to measure the relationship between two independent and dependent variables. With the aim of knowing the magnitude of the influence of work stress variables on employee performance. Here is regression in a study using SPSS 20.

Table 6. Analysis Test Results Linear regression test

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	63,720	7,268		8,767	,000
Work Stress	,323	,079	,572	4,063	,000

Dependent Variable: Performance

Based on the table above, obtained from the results of computerized data processing using SPSS 20, a simple regression equation is obtained as follows.

$$Y = 63.720 - 0.323 X$$

The figure can be explained that the constant value of 63.720 shows the average value of the work stress variable of 63.720 provided that the variable value of constant work stress or carteris paribus. Coefficient regression variable work stress of 0.323 or 32.3% means that if the performance variable increases by 1%, then the variable work stress will increase by 32.3%. The regression coefficient is positive, so it can be said that there is an influence of variable X on variable Y.

t-Test

This test aims to determine the partial effect of the independent variable (Work Stress) on the related variable (employee performance) in UPTD region II Samsat Kab.Gorontalo. The test was performed using a significant rate of 0.05 (a = 5%). However, before the T test is carried out, the statistical hypothesis is formulated as follows:

H0 : $\beta = 0$ partial work stress does not have a significant effect on employee performance in UPTD Region II Samsat Gorontalo Regency.

Ha : $\beta = 0$ work stress partially has a significant influence on employee performance in UPTD Region II Samsat Gorontalo Regency

Table 7. t-Test

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	63,720	7,268		8,767	,000
Work Stress	,323	,079	,572	4,063	,000

a. Dependent Variable: Performance

Source : SPSS 2023 Data Processing Output

Berdasarkan table diatas, nilai t hitung untuk variable stress kerja sebesar 4,063 > t table 2,073 dan nilai signifikasi (sig.) 0,000 < 0,05 maka dapat disimpulkan bahwa H0 ditolak dan Ha diterima. Dengan demikian, ini menunjukkan bahwa variable independent (Stres Kerja) berpengaruh secara positif dan signifikan terhadap variable dependen (Kinerja Pegawai) di UPTD Samsat wilayah II Kab. Gorontalo.

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COEFFICIENT OF DETERMINATION

The coefficient of determination is used to determine the conformity or permanence between the presumptive value or regression line and the sample data. The coefficient of determination can also be interpreted as the ability of variable X (independent) to affect variable y (dependent). The greater the coefficient of determination, the better the ability of X to explain Y (Sari, 2019). The value of R^2 lies between 0 and 1 ($0 \leq R^2 \leq 1$). In this study using the SPSS application, the results of data analysis were obtained as follows;

Based on the results of the coefficient of determination analysis in the table above, it shows that the amount of the coefficient of determination adjusted to the number or value of r square is 0.327. So it can be concluded that the independent variable (Work Stress) in explaining the dependent variable (Employee Performance) amounted to 0.327 or 32.7% while the remaining 67.3% was influenced by other variables outside the model or that were not explained in the study.

DISCUSSION

The results of this study after statistical testing of spss data, researchers found that work stress variables had a significant positive influence on the performance of UPTD Region II Samsat employees, Gorontalo Regency. These results were proven by the results of linear regression analysis tests and the results of determinant coefficients which showed the effect of work stress of 32.7% on the performance of UPTD Region II Samsat employees, Gorontalo Regency. This proves that work stress is statistically a factor that plays a major role in influencing employee performance. This means that the more work stress increases, the performance of Samsat employees of Gorontalo Regency decreases.

Based on the descriptive analysis of variable x (work stress), an indicator is obtained that has the highest average value of respondents' answers, namely, on the indicator "Workload". Employees state that there is a lot of piling up work that they can complete on time, which can have a physical effect. Employees easily get headaches are also easy to feel tired and their minds are chaotic when they have to complete too much work without enough rest so that in completing a job employees feel burdened. This is in line with research conducted by (Wahyu Kusgiyanto, Suroto, 2017).

It can also be seen in the characteristics of respondents based on age, where UPTD Region II Samsat employees of Gorontalo Regency are on average >45 years old. As the results of research conducted by (Wahyu Kusgiyanto, Suroto, 2017), the results of research show that age can affect employee performance. In his research explaining in the old age range, another study stated that the percentage of individuals at the age of 45 years as much as 57.6% more easily experienced fatigue compared to individuals under the age of 45 years. So in the study it was concluded that someone under the age of 45 years is considered a young age who is able to do work with a heavier workload compared to old age.

Then it can be seen in the characteristics of respondents based on the length of service where UPTD Region II Samsat employees of Gorontalo Regency have an average service period of more than 10 years. As in research (Manabung et al., 2018) reducing the length of work also affects the emergence of work stress. Individuals who have longer work experience tend to be more resistant to the pressures experienced on the job than individuals who have shorter work periods because they have less work experience. Working period has the potential to cause work stress, both for a short period of work and a long period of work can trigger work stress in a worker.

In the results of the descriptive analysis of variable y (employee performance) it can be seen that employees in UPTD Region II Samsat Kab. Gorontalo based on answers from employees are included in the good category with a percentage overall of 85.58%. It can be concluded that all employees at UPTD Region II Samsat Gorontalo Regency already have good performance. The results of this study support the theory put forward by (Muhdar et al., 2012) explaining that stress has different meanings for each individual depending on how the individual responds to the problems faced both related to workload and work environment. Sometimes a person creates a difficulty without knowing that the difficulty is ad, for example there is an excessive negative response from an employee when he accepts the task given. Negative reactions by assuming that he has limitations or does not have the ability to complete tasks well will trigger feelings of stress in employees in the form of stimulus and response. This shows that stress that falls on employees requires good management so that stress can have a positive impact. A positive impact can give birth to good performance as well.

The results of this study are in line with research from (Amrianah, 2019) stress arises due to excessive tasks. Some individuals respond positively as motivation and increased responsibility to complete job tasks well. Furthermore, he also explained that work stress, especially individual stress, is a manifestation of blurring, role conflicts, and excessive workload. So that this condition will further affect the ability of employees to work.

Meanwhile, researchers looked at previous research by (Cahya et al., 2021) where work stress did not significantly affect employee performance with a value of 0.170. Assuming work stress that is too great can threaten one's abilities and interfere with the performance of individual employees.

Thus, the difference in the results of this study shows a statistical difference that work stress has a positive effect of 0.327% on employee performance. Substantively the effect is very small but has a positive impact. This means that for employees of UPTD

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region II Samsat, Gorontalo Regency, work stress is a challenge in improving employee performance. This shows that employees are accustomed to the extraordinary busyness at the Gorontalo Regency Samsat office to improve public services.

CONCLUSIONS

Based on the results of data analysis that has been carried out by researchers and discussions in the previous chapter, from this study it can be concluded that work stress has a positive and significant effect on employee performance at UPTD Region II Samsat Gorontalo Regency. This means that if you experience increased stress while working, employee performance will also increase. On the other hand, what causes UPTD Region II Samsat employees of Gorontalo Regency to experience work stress is caused by the length of service as well as the age factor of the employees themselves, where the average employee has a working period of more than ten years with an age of more than forty years.

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