

# **The Effect of Stress and Work Environment on the Performance of Civil Servants at the Serpong South of Tangerang District Office**

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## **Abstract**

This study aims to determine how the influence of stress and work environment on the performance of civil servants at the Serpong District Office, to find out how the influence of stress and work environment on the performance of civil servants at the Serpong district office. The method used in this study is a quantitative method, namely through approaches, data collection and analysis using statistics. The data used are observation techniques, questionnaires (a questionnaire of 58 respondents) and literature. The analytical methods used in this research are validity test, reliability test, normality test, multicollinearity test, autocorrelation test, heteroscedasticity test, simple linear regression test, multiple linear regression test, correlation coefficient test, determination test and significant test (t test and test). f). The significant value of F is 0.000 ( $<0.05$ ), so it can be concluded that the hypothesis is accepted, meaning that the stress and work environment variables have a significant effect on the performance of Civil Servants. The value of R (correlation coefficient) is 0.254. So it can be interpreted that the degree of relationship between the variables of stress and work environment on employee performance is a very strong correlation. The value of the coefficient of determination (R) is obtained at 86.5%. While the remaining 13.5% is influenced by other factors not discussed in this study. It is known that the significant value for the effect of X1 (stress) on Y (employee performance) is  $0.000 < 0.05$  and the t value is  $17.838 > 1.673$ , so it can be concluded that  $H_{a1}$  is accepted which means that there is an effect of X1 on Y. work) on Y (employee performance) is  $0.000 < 0.05$  and the t value is  $2.471 > 1.673$ , so it can be concluded that  $H_{a2}$  is accepted which means there is an effect of X2 on Y. It is known that the significant value for the effect of X1 (stress) on Y (employee performance) is  $0.000 < 0.05$  and the t value is  $17.838 > 1.673$  and it is known that the significant value for the effect of X2 (work environment) on Y (employee performance) is  $0.000 < 0.05$  and the t value is  $2.471 > 1.673$ , so it can be concluded that  $H_{a1}$  and  $H_{a2}$  are accepted meaning there is an effect of X1 and X2 on Y together. This means that stress and the work environment have quite a role in improving employee performance at the Serpong District Office.

*Keywords: Stress, Work Environment and Performance of Civil Servants*

## **1. Introduction**

The duties of government employees at the Serpong District Office are one of the duties of the government department, namely carrying out monitoring and evaluation of reports on controlling identity cards (KTP) and carrying out guidance, supervision, control and monitoring of government affairs. One of the duties of the Community Empowerment Section is to facilitate the activities of community empowerment, youth and sports institutions. One of the tasks of the Economics and

Development Division is to formulate and implement strategic and technical policies, guidelines, norms, standard procedures and criteria in the economic and development section. One of the duties of the Department of Peace and Order is to carry out facilities for fostering religious harmony in the sub-district area. One of the duties of the Social Welfare Division is to facilitate the implementation of social service activities and health services to the community. One of the duties of the Planning and Finance division is to carry out financial administration and financial administration development within the planning and finance division. And the duties of the Head of the General and Personnel Sub-section are to carry out public relations and public information. And one of the work situations that occur at the Serpong District Office is in the General and Personnel section, the tasks that should be carried out by that section are preparing document preparation materials, providing services administration, carrying out public relations and public information. And the tasks listed in the General and Personnel section are not in accordance with the organizational structure, for example, General and Civil Service employees work on archiving Land Deed documents and participate in issuing Identity Cards (KTP) and Family Cards (KK). So the tasks listed make employees increase their workload, then the data shows that employees experience work stress, causing a decrease in employee performance.

In addition to work stress, the work environment can also cause an important factor in improving employee performance, a work environment that can improve performance, namely a clean and pleasant work environment, neat, orderly, smooth air circulation, cool, spacious, the room and an environment that does not hinder movement in the workplace. work. Thus, environmental conditions that should be considered are lighting, air temperature, comfortable working conditions, space for movement, facilities for work (computers). Conditions in the work environment can lead to a decrease in employee performance, due to dissatisfaction felt by employees.

The work environment has a direct influence on employees who carry out these community services. The work environment has an important role in completing the tasks given, which are automatically able to create performance and satisfaction from the employee. The condition of the working environment at the Serpong District Office has not yet reached a good level. In addition to the data above, there are several employee work rooms that have not achieved good, namely the employee space is too narrow, and someThe employee's work room has a room with dirty wall paint. Seeing this, the government of the Serpong District Office must improve the work environment which includes lighting, air temperature, use of color, and the necessary space for movement. With such problems, performance planning becomes ineffective, because work stress and the work environment can reduce employee performance at work. the number of Civil Servants there are 58 employees within three years the number of targets varies, in 2017 the target is 77.27% with the realization that has been achieved. While the following years with the same target but the realization has not been achieved. So the data shows that the performance of employees every year has decreased

Performance is basically closely related to productivity issues, and productivity is basically closely related to efficiency and effectiveness. The performance of an employee is an individual thing, because each employee has a different level of ability in carrying out their duties. The results of work in quality and quantity achieved by an employee are the results of work in quality and quantity achieved by an employee in carrying out their duties in accordance with the responsibilities given to him. Based on observations of the problems that arise are not yet achieved the quality of work, quantity of work, responsibility, cooperation between employees and attitudes towards work. The government must have employees who have high performance. So that high employee performance can help the government On the other hand, if the performance is low, it will be detrimental to the community, the tendency of declining employee performance is certainly closely related to work stress and the work environment.

Based on the above background, the formulation of the problem in this study is:

1. How does stress affect the performance of Civil Servants at the Serpong District Office?

2. How does the work environment affect the performance of Civil Servants at the Serpong District Office?
3. How is the effect of stress and work environment simultaneously on the performance of Civil Servants at the Serpong District Office.

## **2. Literature Review**

### **Job Stress**

What is meant by job stress according to (Stephen Robbins, 2014:792) is a condition of tension that affects emotions, thought processes and one's condition. People who experience stress become nervous and feel worried. According to S.P Hasibuan (2014: 204) Stress is a condition of tension that affects a person's emotions, thought processes and conditions. Job stress is a depressed feeling experienced by employees that can affect employee performance where employees cannot adjust to work and work situations. These conditions can come from the family environment, work environment and social environment..

### **Work environment**

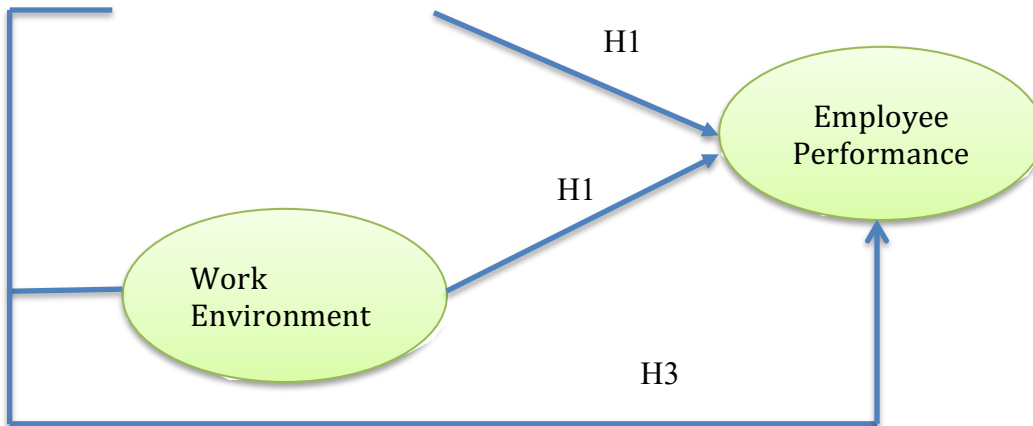
The work environment is everything that is around employees that can affect the implementation of work. The work environment is very important in the company to be considered by management. Although the work environment does not carry out the production process in a company or agency, the work environment has a direct influence on the employees who carry out the production process. The work environment has an important role in completing the tasks assigned and charged to employees, which are automatically able to create performance and satisfaction from these employees. According to Edi Sutrisno (2015: 118) "the work environment is the overall work facilities and infrastructure around employees who are doing work that can affect the implementation of work including the place of work, facilities, cleanliness, lighting, tranquility including the working relationship between people who is in place so that the enthusiasm of workers will increase.

### **Employee Performance**

The implication of leadership on the organization is how far the leader can transform the approaches of leadership theory as a reference in carrying out their duties. So that leaders have the ability to influence and motivate subordinates which will affect performance improvement. Performance can be interpreted as a description of the level of achievement of the implementation of an activity or program or policy in realizing the support, goals, vision and mission of the organization contained in the strategic plan of an organization. Some understanding of performance according to experts. Employee performance According to Hasibuan (2017: 94) "is a work achieved by a person in carrying out assigned tasks based on skills, experience, and sincerity and time".

### **Framework**





**Figure 1. Research Framework**

Hypothesis:

H1: Job Stress has a positive and significant effect on employee performance

H2: Work Environment has a positive and significant effect on employee performance.

H3: Job Stress and Work Environment have a positive and significant effect on employee performance.

### 3. Methods

The type of research in this research is quantitative research. According to Sugiyono (2015:13) "Quantitative research methods can be interpreted as research methods based on the philosophy of positivism, used to examine certain populations or samples, sampling techniques are generally carried out randomly, data collection uses research instruments, data analysts are quantitative /statistics with the aim of testing the established hypothesis". While the method used in this study uses the associative method. The research site is at the Serpong sub-district office on JL. Raya Serpong - South Tangerang City. The population in this study is the population obtained from the results of the number of Civil Servants at the Serpong District Office which will be used as a population of 58 Civil Servants (PNS) and the Sample In research at the Serpong District Office the number of samples in Civil Servants is only 58 people, meaning that in this study Using saturated sample. Data Analysis Techniques using Research Instrument Testing and Testing Research Data Classical Assumption Test consists of Normality Test, Multicollinearity Test, Autocorrelation Test and Heteroscedasticity Test and using Multiple Regression Analysis, continued using Correlation Coefficient Analysis and Coefficient of Determination then using Hypothesis Testing, namely Partial Test (t statistical test) and F test (simultaneous test).

### 4. Results and Discussion

#### Multiple Linear Regression Analysis

**Table 1. Multiple Regression Processing Results**

Model	Coefficients <sup>a</sup>		t	Sig.
	Unstandardized Coefficients	Standardized Coefficients		

		B	Std. Error	Beta	
1	(Constant)	2.573	1.928	1.335	.188
	Job Stress	.738	.087	.742	8.436
	Work Environment	.199	.081	.217	2.471

a. Dependent Variable: Employee Performance

Based on the results of the regression calculations in the table above, the regression equation  $Y = 2.573 + 0.738 X1 + 0.199 X2$  From the above equation, it can be concluded as follows:

1. The constant value of 2.573 states that if the value of the Stress (X1) and Work Environment (X2) variables does not exist or = 0, then the performance value is 2.573.
2. The correlation coefficient of the stress variable (X1) is 0.738, meaning that for every additional 1 (one) point in the work environment variable, it increases performance by 0.738 times.
3. The correlation coefficient of the work environment variable (X2) is 0.199, meaning that for every additional 1 (one) point of the work environment variable, it will increase performance by 0.199 times.

**Correlation Coefficient Test**

**Table 2. Correlation Coefficient Analysis Results**

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.930 <sup>a</sup>	.865	.860	2.324

a. Predictors: (Constant), Work Environment, Job stress  
b. Dependent Variable: Y

From the table above, obtained a coefficient value of 0.930 or 93%, it can be concluded that the variable Stress (X1) on Employee Performance (Y) has a very strong effect, namely 93%, the remaining 7% is influenced by other factors outside of this study.

**Coefficient of Determination Test**

**Table 3. The Result of the Coefficient of Determination**

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.930 <sup>a</sup>	.865	.860	2.324

a. Predictors: (Constant), Work Environment, Job stress

Based on the table above, the calculation results can be seen that the coefficient of determination (R square) obtained is 0.865. This means that 86.5% can be explained by variables X1 (Stress) and X2 (Work Environment) while the remaining 13.5% is influenced by other factors outside of this study.

**Hypothesis test**

**Table 4. T-Test Results of Stress Variable (X1)**

Model	Unstandardized Coefficients	Standardized Coefficients	t	Sig.
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	B	Std. Error	Beta		
(Constant)	3.391	1.984		1.709	.093
1 Job Stress	.916	.051	.922	17.838	.000

a. Dependent Variable: Employee Performance

From the table above, it is obtained that the value of t arithmetic > t table (17.838 > 1.673) from a significant value of 0.000 < 0.005, it can be concluded that H1 is accepted or the Stress variable (X1) partially has a significant effect on Employee Performance (Y).

**Table 5. Results of t-test of Work Environment Variables**

Model	Coefficients <sup>a</sup>			T	Sig.
	Unstandardized Coefficients		Standardized Coefficients		
	B	Std. Error	Beta		
(Constant)	2.573	1.928		1.335	.188
1 Job Stress	.738	.087	.742	8.436	.000
Work Environment	.199	.081	.217	2.471	.017

a. Dependent Variable: Employee Performance

From the table above, the value of t arithmetic > t table (2.471 > 1.673) from a significant value of 0.000 < 0.05, it can be concluded that H2 is accepted or the Work Environment variable (X2) partially has a significant effect on Employee Performance (Y).

**Table 6. Results of Simultaneous F Test Data Management**

Model	ANOVA <sup>a</sup>				
	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	1907.806	2	953.903	176.667	.000 <sup>b</sup>
Residual	296.970	55	5.399		
Total	2204.776	57			

a. Dependent Variable: Employee Performance  
 b. Predictors: (Constant), Work Environment, Job stress

From the table above, it is obtained that F count = 176,667 > 3.16 or (F count > F table) so that Ho\_1 is rejected and Ha\_1 is accepted. This means that there is a significant and simultaneous influence between stress and work environment on employee performance.

**5. Conclusion**

Based on the formulation of the problem, stress has a significant influence on employee performance where the value of t count > t table (17.838 > 1.673) from a significant value of 0.000 < 0.005 so that Ha\_1 is accepted and H0 is rejected, namely there is a stress effect (X1) partially there is a partial effect. significant on employee performance (Y).

Based on the problem formulation, the work environment has a significant influence on employee performance where the value of t count > t table (2.471 > 1.673) from a significant value of 0.000 < 0.005 so Ha\_2 is accepted and H0 is rejected, namely "there is a partial work environment influence (X2) there is a significant effect on employee performance (Y).Based on the problem formulation, the effect of stress and work environment has a significant effect on employee performance where the calculated F value > F table 176.667 > 3.16 and a significant value of 0.000 > 0.05 thus H0 is rejected and Ha\_3 is accepted, meaning that there is an effect of stress and work environment simultaneously on employee performance. The significant value of F is 0.000 < 0.05, so it can be concluded that the hypothesis is accepted, meaning that the variables of stress and work environment have a significant effect on employee performance together. The value of R (correlation coefficient)

is 0.254. So it can be interpreted that the degree of relationship between the variables of stress and work environment on employee performance is a very strong correlation. The value of the coefficient of determination (R square) is obtained at 0.865, so it can be concluded that the stress variable (X1) and the work environment (X2) affect the variable (Y) by 86.5%. While the remaining 13.5% is influenced by other factors not discussed in this study.

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