

The Effect of Stress, Work Environment and Work Engagement on Employee Performance

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ABSTRACT

This type of research is explanatory research, looking at the relationship of free variables is stress, work engagement, and work environment on employee performance. The relationships between study constructs were tested using the Smart PLS 3.0. Data were collected from 120 employees from urban village in the Bukittinggi City. Based on analysis results show that job stress has no effect on work engagement and employee performance. The work environment is positively and significantly related to work engagement and employee performance. The results of the analysis show that work engagement has a positive and significant effect on employee performance. Furthermore, the role of job attractiveness as a mediator between job stress and employee performance has a negative effect. Likewise, the role of work engagement as a mediator between the work environment and employee performance has a significant positive effect.

Keywords: stress, work engagement, work environment, employee performance.

1. INTRODUCTION

An employee in carrying out work in an agency has a very basic problem where an employee with another employee will not have the same performance. Nowadays, finding and gathering a workforce with good performance is not easy, especially in maintaining existing ones. Therefore the company must prioritize employees who are skilled and have good performance so that they can be trained, motivated, and developed according to what the company wants in maintaining quality employees. The employee performance is the extent to which employees do their job well. Employee performance is the main criterion for organizational output, results and success [1]. Employee performance is an indicator of the efficiency and productivity of each employee and the organization's operational efficiency and long-term success. Thus, an effective employee job performance evaluation can contribute to improving employee work performance and achieving organizational goals

to fulfill employee duties and expected organizational goals.

Employee performance is caused by several factors, including job stress [2]; work environment [3]; dan work engagement [4]. The job stress can be defined as an unpleasant experience of negative emotions such as tension, anxiety, frustration, anger and depression resulting from this aspect of work. job stress as psychological stress related to work and the ability of workers to respond to and handle certain situations in the workplace skillfully. The level of employee engagement decreases when stress increases [5].

This study informs and contributes to a better understanding of the relationship between work stress and work environment on the performance of kelurahan employees where there has been no previous research on this issue at the lowest levels of government. This is because there are a lot of jobs in the kelurahan ranging from planning, financial administration, staffing to other general problems such as preparing meetings and so on. In the first quarter, work was busy with APBD approval,

finalization of annual reports such as Accountability Statement Reports, Regional Government Administration Reports, Government Agencies Performance Reports and Regional Financial Reports. Jobs like this are prone to causing stress for employees, especially not supported by a good work environment. Meanwhile, field work that must be audited also increases because between the second and third quarters are the months in which the physical construction of the environment is carried out and must always be monitored both physically and administratively, so that there are no violations in the use of funds. This study aims to determine the effect of work stress and work environment on employee performance which is mediated by the work engagement of civil servants.

The job stress has a direct and positive relationship with job performance. Furthermore, the factors that influence employee performance are work environment factors [6]. The work environment is a place where employees carry out activities, which can have positive and negative impacts for employees to achieve their results [7].

Research conducted by [8] explains that an unhealthy and comfortable environment will reduce employee performance such as productivity levels and employee morale so that it will affect organizational goals. Unhealthy work environment conditions can cause employees not enthusiastic to work, arrive late, and vice versa, if the work environment is healthy, the employees will certainly be enthusiastic at work, not easily sick, easy to concentrate so that work is quickly completed according to the target. . Agencies must provide a comfortable and conducive work environment that is able to lure employees to work productively[8].

Furthermore, the factor that affects employee performance is employee work engagement. [9] explains that work attachment is a positive appreciation and a sense of fulfillment in work that is characterized by vigor, dedication, and absorption. Dedicated employees will become proud and enthusiastic in carrying out their work [10] and they experience feelings of significance, inspiration and challenges. Spirit refers to their energy and mental endurance during work. Finally, employees are highly concentrated and happily engrossed in their work. The employee engagement as a mediator has an effect on

their work and has a significant impact on employee performance[11].

The relationship model between variables can be seen in the path diagram in the following figure:

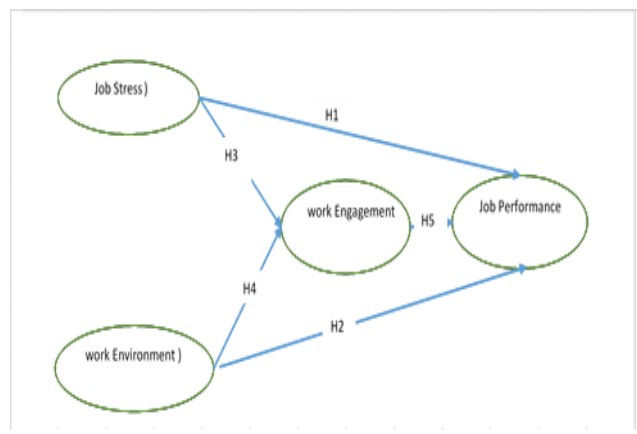


Figure 1. Conceptual Framework

2. METHOD

This research is a type of quantitative research. Research in October 2020. The population in this study were 194 employees. The sample calculation uses the Slovin formula, so that the number of samples in the study is 160.

The measurement of job performance: (1) Job Quality Dimensions, (2) Job Quantity Dimensions and (3) Job time dimension [1].

The Measurement of work engagement: (1) vigor, (2) dedication, (3) absorption [12].

The measurement of job stress: (1) inability to handle work, (2) depression due to workload, (3) difficulty controlling emotions, (4) inability to concentrate on work, (5) great pressure at work[13].

The measurement of Work Environment: (1) Helping employees to be the best, (2) Encouraging their creativity to be expressed, (3) Work culture emphasizes creativity, (4) Helping employees realize potential, (5). Helping employees. add skills, (6) Experts who are recognized in their fields. (7) No complaints about salary, (8) Care for employees and their families, (9) Appreciated based on performance, (10) Talking about fitness, health, and proper eating habits, (11) A pleasant workplace, and (12) The workplace is safe and clean[14].

3. RESULTS AND DISCUSSION

Table 1. Demographics

n =120

Gender	Frequency	Persentase (%)
Male	55	46
Female	65	54
Age (years)		
16-25	7	6
26-35	21	18
36-45	48	40
>46	43	36
Rank		
Rank II	38	32
Rank III	79	66
Rank IV	3	3
Education		
Senior High School	38	32
Diploma	13	11
Bachelor	64	53
Master degree	5	4

Table 2. Descriptive statistics of each scale

Item	Cronbach's Alpha	Composite Reliability	AVE
Work Enaggement	0,895	0,914	0,545
Job Performance	0,963	0,967	0,690
Work Environment	0,928	0,939	0,543
Job Stress	0,804	0,883	0,718

Based on Table 2. The convergent validity value can be seen from the AVE value. It aims to measure the level of variance of a construct component compiled from the indicator. The recommended AVE value must be more than 0.5. AVE value for all constructs > 0.5. The convergent validity value can be seen from the AVE value. The recommended AVE value must be more than 0.5. Composite reliability is

the stage used to test the reliability of the indicators of a variable. An indicator can meet the requirements of being reliable if it has a composite reliability value > 0.6. The Cronbach's Alpha value above 0.6 means that the Cronbach's Alpha value indicates a good level of reliability. The Cronbach alpha value in the study ranged between 0.70 and 0.90 which was considered very satisfying [15]. The value of composite reliability can be seen that the value of each variable in composite reliability is above 0.6. Thus these results indicate that each research variable has met the assessment criteria so that it can be concluded that all variables are said to be reliable.

The determination test (R²) is to determine the influence of the independent variable on the dependent variable, the value of the determination coefficient can be shown in Table 3.

Table 3. R Square

Variable	R Square	R Square Adjusted
Work Engagement	0,468	0,459
Job Performance	0,225	0,205

Based on Table 3, R Square for work engagement of 1% comes from work stress and work environment. R Square of employee performance by 1% comes from work attachments, work stress, and work environment.

Hypothesis testing is carried out based on the results of the Inner Model test (structural model) which includes the parameter coefficient and t-statistic. To see whether a hypothesis can be accepted or rejected, among others, by paying attention to the significance value between the constructs, t-statistics, and p-values. These values can be seen from the bootstrapping results. The rule of thumb used in this study is a hypothesis that has a positive beta coefficient with a significance level of p-value 0.05 (5%).

Table 4. Result of the Research Hypothese

No	Hypoteses	Original (O)	Mean (M)	STD	T Statistics	P Values	
1	Job stress -> Job Performance	-0,052	-0,045	0,101	0,520	0,302	Support
2	Job Stress -> Work Engagement	0,059	0,058	0,073	0,803	0,211	Support
3	Work Environment -> Employee Performance	0,129	0,127	0,131	0,986	0,002	Support
4	Work Environment -> Work Engagement	0,676	0,687	0,052	13,089	0,000	Support
5	Work Engagement -> Employee Performance	0,380	0,387	0,107	3,565	0,000	Support
6	Job Stress -> Work Engagement -> Employee Performance	0,022	0,021	0,030	0,743	0,229	support
7	Work Environment -> Work Engagement -> Employee Performance	0,257	0,267	0,078	3,285	0,001	Support

As shown in Table 4, the PLS analysis results show that job stress has no effect on work engagement and employee performance, providing support for H1 and H2. The work environment is positively and significantly related to work engagement and employee performance. Based on the results of the analysis, these results are in accordance with previous predictions so that they support the H3 and H4 hypotheses. The results of the analysis show that work engagement has a positive and significant effect on employee performance, as hypothesized so that it supports H5. Furthermore, the role of job attractiveness as a mediator between job stress and employee performance has a negative effect. Likewise, the role of work engagement as a mediator between the work environment and employee performance has a significant positive effect. The results of this study support H6 and H7.

Indrance stressor was more strongly negatively related to job performance and dedication for employees with high awareness than employees with low awareness [16]. This research provides support for continuing research and research on stress challenges and inhibitors. Based on the results of research is the conditions of job stress and job satisfaction on employee performance, where there is a unidirectional relationship between Job Stress and Job Satisfaction on

employee performance, and affect partially and simultaneously on performance. employees. Job Stress experienced by employees will have a negative impact on the psychology of employees who work seriously, if allowed to continue this will have an impact on the desire to move from the work unit to another work unit.

A work environment that includes several factors has an impact on the way employees do their jobs. A comfortable and inclusive workplace environment will improve employee performance thereby increasing organizational performance. The work environment is a very important component in the employee doing work activities. By paying attention to a good work environment or creating working conditions that are able to motivate employees to work, it can have an influence on employee morale. Furthermore, the work environment has an influence on employee performance [17].

The work environment in organizations is more subjective and has different effects on each individual [18]. that is not rigid, and high employee participation in the organization. This research is in line with the research conducted which reveals that pleasure at work has a significant positive effect on psychological capital. In addition, psychological capital plays a partially mediating role between pleasure at work and work attachment [19].

The characteristics of employees who have work attachments are those who feel compelled to strive forward towards challenging goals, and always want success. In addition, employee work attachments

also reflect the employee's energy that is brought to work[20].

4. CONCLUSION

Based on analysis results show that job stress has no effect on work engagement and employee performance. The work environment is positively and significantly related to work engagement and employee performance. The results of the analysis show that work engagement has a positive and significant effect on employee performance. Furthermore, the role of job attractiveness as a mediator between job stress and employee performance has a negative effect. Likewise, the role of work engagement as a mediator between the work environment and employee performance has a significant positive effect.

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