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THE INFLUENCE OF WORK STRESS, WORKLOAD, AND WORK DISCIPLINE ON EMPLOYEE PERFORMANCE AT THE WONOKROMO URBAN VILLAGE OFFICE

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ABSTRACT

This study aims to determine and analyze: (1) the effect of work stress on employee performance at Wonokromo Ward/Village Office; (2) the effect of workload on employee performance at Wonokromo Ward/Village Office; (3) the effect of work discipline on employee performance at Wonokromo Ward/Village Office; and (4) the effect of work stress, workload, and work discipline simultaneously on employee performance at Wonokromo Ward/Village Office. This research includes causal associative using an associative approach. This research is categorized as survey research, where the research instrument is a questionnaire. The sample in this study were employees of the Wonokromo Ward/Village Office, totaling 24 people. The instrument validity test uses r-count ≥ r-table, while the reliability test uses Cronbach's Alpha ≥ 0,60, and data analysis is carried out at 5% significance showing that: (1) work stress has a positive value but insignificant effect in employee performance at the Wonokromo Ward/Village Office with a t-count value of 0.613 < 1.721 and a significance of 0.547 > 0.05; (2) workload has a positive value but insignificance effect on employee performance at Wonokromo Ward/Village Office with a t-count value of 0.382 < 1.721 and a significance of 0.707 > 0.05; (3) work discipline has a positive value and significant effect on employee performance at the Wonokromo Ward/Village Office with a t-count value of 1.906 > 1.721 and a significant of 0.01 < 0.005; and (4) work stress, workload, and work discipline simultaneously have a positive value and significant effect on employee performance at the Wonokromo Ward/Village Office with an F-count value of 4.477 > 3.10 and a significance of 0.00.

Keywords: Work Stress, Workload, Work Discipline, Employee Performance

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I. BACKGROUND

Human Resource Management of an organization is very important. An organization with talented people will be competitive in business organizations. Systematic efforts to achieve competitive advantage through competency-based workforce development is a new paradigm. Competitive advantage is a unique position developed by a company in the face of competitors so that the organization can complete and grow sustainably (Filliantoni, *et al*, 2019).

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The quality of human resources can be achieved through several efforts, including providing education and training, improving discipline, providing strict sanctions, and assessing work performance. With education and training, employees will gain additional knowledge and skills, allowing them to perform work with higher quality than before (Pemula et al, 2017).

Employee performance in the organization allows employees to perform all tasks for which they are responsible. Tasks are usually created using indicators of success that are determined within the work environment. As a result, we can see that the employee is in a certain level of performance. Strength is a combination ability and effort to produce what it does (Ridwan, 2017).

Arif Yusuf Hamali (2018) says stress at work is becoming an increasingly important issue for workers, employers and society. Workplace stress is becoming an increasingly important issue in the current economic climate. Where workers are faced with situations such as overwork, occupational disease, low job satisfaction, and lack of autonomy.

According to Afandi (2018), work stress is a condition that arises due to interactions between individuals and their jobs, where there are incompatible characteristics and unclear changes that occur within the company or agency. In other words, job stress is related to employees' negative emotions about their jobs. Therefore, it can be concluded that work stress is a person's emotional state caused by various causes, which is characterized by changes in characteristics and behavior in a person's life. Employee performance tends to decrease when stress increases, because pressure requires employees to devote all their resources to meet various job demands.

Rohman & Ichsan, 2021 Workload is about determining the amount of work spent or needed to complete a task within a certain period of time. It has a huge impact on your ability to handle the amount of work you receive.

Some things that can affect employee performance include employee workload. Too much workload causes tension in employees, causing stress. This can be caused by too high a level of expertise, work speed, too much work volume, therefore there needs to be special attention in the application or division of positions in an agency. Employees must feel that the work they do is in accordance with their abilities and expertise, if it is not appropriate, it will affect their work. The workload itself, for example, such as the targets set by the company, is a workload that is borne by employees and can affect physical conditions and mental conditions (Trisnawatsy, et al, 2021).

Discipline shows the state or attitude of respect that exists within each employee for organizational rules and regulations. Employee discipline is very necessary to improve employee work without work discipline and the rules and regulations that exist in the organization. Often ignored if employee discipline is inadequate (Irwanto, Febrina Melinda, 2015).

According to Martief (2020), in accordance with Law No. 5 of 2014 concerning the State Civil Apparatus regarding the vision to realize a State Civil Apparatus that has integrity, is professional, serves and prosperous, it is said that to realize the state civil apparatus as part of bureaucratic reform, it is necessary to establish the state civil apparatus as a profession that has the obligation to manage and develop itself and is obliged to be accountable for its performance. There are 7 (seven) performance indicators of the Ministry of Social Affairs of the Republic of Indonesia, namely: increasing the social welfare of the poor, increasing community participation in the implementation of social welfare, increasing services, protection and social rehabilitation towards independence, increasing protection for victims of emergencies, increasing the quality of social welfare implementation, increasing internal supervision in the field of transparent and accountable social welfare, increasing efficiency, effectiveness of social welfare management.

II. RESEARCH METHODS

This study uses a quantitative approach that is causal associative. According to Renaldi (2017) quantitative data is data that is calculated, processed and analyzed based on mathematical or statistical techniques. Causal associative because there is a causal relationship between the independent variables (X1) work stress, (X2) workload, and (X3) work discipline on the dependent variable (Y) employee performance.

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In this study, the research population was all employees of the Wonokromo Village Office. The number of employees of Wonokromo Village Office is 24 people. The data used in this study are primary data and supporting data. In this study, the measurement scale used is a Likert scale.

Data processing techniques in this study, using the help of the SPSS version 25 program. The data analysis method in this study is as follows:

1. **Data Instrument Test**
   a. **Validity Test**

      The validity test is used to test and determine the accuracy and accuracy of the measuring instrument. The validity testing process is carried out by comparing the calculated r value of each item in the Cronbach Alpha output attachment in the column (corrected item - total correction) with r table for degrees of freedom (df) = n - 2, if r count > table and positive value, then the item or statement or indicator is declared valid. This test is said to be valid if it is greater than 0.05, the test is said to be invalid if it is smaller than 0.05 (Utami et al, 2019).

   b. **Reliability Test**

      Reliability test is a measuring tool to measure a questionnaire which is an indicator of a variable, a questionnaire is said to be reliable or reliable if a person's answer to a statement is consistent or stable over time where the measurement is only done once and then the results will be compared with the statement. Another or measuring the correlation between the answers to the instrument statements can be said to be consistent if the instrument is called proven reliable, namely if the Cronbach Alpha value indicator is greater than 0.60 (Utami et al, 2019).

2. **Classical Assumption Test**
   a. **Normality Test**

      According to (Imam Ghozali, 2018) the normality test aims to test whether in the regression model, confounding or residual variables have a normal distribution. To check normality, two ways can be done, namely graphical and statistical analysis.

      To find out whether the data follows a normal distribution, it can be done using various methods including the Kolmogrov Smirno method, with a significance value or probability < 0.05, the distribution is abnormal (symmetrical). And the significance value or probability value ≥ 0.05 then the distribution is normal (an symmetrical).

   b. **Multicollinearity Test**

      Multicollinearity means that the independent variables included in the regression model have a perfect or almost perfect linear relationship (Priyatno, 2014). To determine the presence or absence of multicollinearity in the regression model, it can be seen from the tolerance value and the variance indlation factor (VIF) value.

      1) If the VIF value is ≤ 10, then there is no multicollinearity problem in the regression model.
      2) If the VIF value is > 10, it is stated that there is a multicollinearity problem in the regression model.

   c. **Heteroscedasticity Test**

      According to Priyatno (2014) Heteroscedasticity is a variance that is not the same for all observations in a regression model. Good regression should be free from heteroscedasticity. The following model is declared to have a heteroscedasticity problem, if there is an unequal variation in the variables in the model.

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The heteroscedasticity test is intended to analyze whether there is an inequality of variation between the residues of an observation and the residues of other observations in a regression model. To detect the occurrence of heteroscedasticity is as follows:

1) If there is a certain pattern of dots, which forms a regular pattern (wavy, widening, then narrowing), then it is stated that heteroscedasticity occurs.
2) If there is no clear pattern such as spreading above and below the number 0 on the Y axis, it is stated that there is no heteroscedasticity.

3. Hypothesis Test

a. Test t

The t test was conducted to test the truth of the statement hypothesized by the researcher. In addition, the t test was conducted to analyze the effect of each independent variable (X) on the dependent variable (Y). According to Priyatno (2014) the testing criteria for the t test are as follows:

1) If t-count > t-table and the significance value ≤ 0.05, it is stated that Ha is accepted because it has a significant effect and H0 is rejected because it has a significant effect.
2) If t-count < t-table and significance value > 0.05, then Ha is rejected because it has a significant effect and H0 is accepted because it has an insignificant effect.

b. F Test

The F test was conducted to determine the effect of all variables independent to the dependent variable simultaneously. This test requires an F table value with a 5% significance level, with df 1 (number of variables - 1) and df 2 = (n - k - 1). Then F count, compared with F table (Ghozali, 2013). The test criteria are as follows:

1) If F-count > F-table and the significance value is ≤ 0.05, it is stated that Ha is accepted because it has a significant effect and H0 is rejected because it has an insignificant effect.
2) If F-count < F-table and the significance value is > 0.05, it is stated that Ha is rejected because it does not have an insignificant effect and H0 is accepted because it has a significant effect.

c. Test Coefficient of Determination (R^2)

The purpose of the coefficient of determination is to determine the percentage change in the dependent variable (Y) caused by the independent variable (X) (Sujarweni, 2015: 164). This can be seen from the magnitude of the coefficient of determination (R2), between zero and one. If R2 = zero, then the data shows no influence between the independent variable and the dependent variable. If the R2 value is close to zero, then there is little influence between the independent variable and the dependent variable. The more the R2 value approaches one, the greater the influence between the independent variable and the dependent.

4. Multiple Linear Regression Analysis Test

Multiple linear regression analysis is an elaboration of simple linear regression which is used to examine the relationship between the dependent variable (Y) and a combination or more independent variables (X). According to Priyatno (2014) multiple linear regression analysis is used to determine or analyze the relationship between the dependent variable (Y) and a combination or more independent variables (X). linear relationship between two or more independent variables and the dependent variable. The model of the multiple linear regression analysis equation is as follows:
$Y = \alpha + \beta 1\ X1 + \beta 2\ X2 + \beta 3\ X3 + \varepsilon$, where:

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Y	: Employee Performance
α	: Constant
β1, β2, β3	: Regression
Coefficient X1	: Job Stress
X2	: Workload
X3	: Work Discipline
ε	: Residual

III. RESULT AND DISCUSSION

1. Data Instrument Test

a. Validity Test

Table 1 Validity Test

Variabel	Indikator	r hitung	r tabel	Pernyataan
Stres Kerja (X1)	X1.1 Hubungan Kerja	0,455	0,3438	Valid
	X1.2 Rasa Bosan atau Jemuh	0,542		Valid
	X1.3 Sering Menunda Pekerjaan	0,553		Valid
	X1.4 Darah Tinggi dan Sakit Kepala	0,592		Valid
Beban Kerja (X2)	X2.1 Kondisi Pekerjaan	0,954		Valid
	X2.2 Penggunaan Waktu Kerja	0,924		Valid
	X2.3 Target yang Harus Dicapai	0,761		Valid
Disiplin Kerja (X3)	X3.1 Selalu Hadir Tepat Waktu	0,774		Valid
	X3.2 Tepat Waktu Dalam Absensi Kehadiran	0,831		Valid
	X3.3 Selalu Mentaati Ketentuan Jam Kerja	0,722		Valid
	X3.4 Selalu Mengutamakan Jam Kerja yang Efektif dan Efisien	0,843		Valid
	X3.5 Memiliki Sikap yang Baik	0,845		Valid
Kinerja Pegawai (Y)	Y1.1 Kualitas	0,790		Valid
	Y1.2 Kuantitas	0,706		Valid
	Y1.3 Efektivitas	0,592		Valid

It can be seen in this table that each statement from the indicator is able to represent each variable, because it can be seen that all items of the research variable have r count ≥ r table, namely at a significant level of 0.05 using a sample of 24 respondents (n = 24), the value of r table with degree of freedom (df) = 24 - 2 = 22 and produces r table 0.3438 so it can be concluded that all indicators on each variable are valid.

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b. Reliability Test

Table 2 Reliability Test

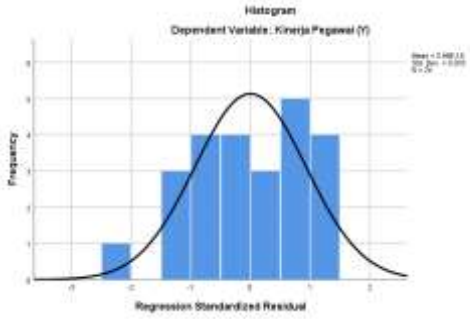
No.	Variabel	Nilai *Cronbach Alpha*	Reliabilitas	Keterangan
1.	Stres Kerja (X1)	0,168	0,60	Reliabel
2.	Beban Kerja (X2)	0,847		Reliabel
3.	Disiplin Kerja (X3)	0,860		Reliabel
4.	Kinerja Pegawai (Y)	0,481		Reliabel

Based on this table, it shows that all of the variable indicators of the statement items used in this research questionnaire have a Cronbach Alpha value that is above 0.60. So the questionnaire used in this study is declared reliable and suitable for use as a measuring tool.

2. Classoical Assumption Test

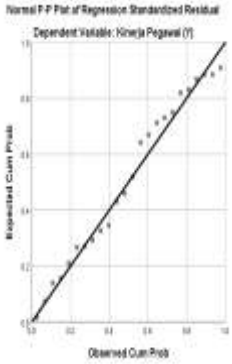
a. Normality Test

Figure 1 Histogram of Normality Test



Based on the picture above, it can be seen that the histogram is bell- shaped. The graph is not tilted to the left side, nor to the right side, which means that the data is normally distributed.

Figure 2 Probability Plot Graph



Based on the probability plot graph, it can be seen that the data spreads around the diagonal line and follows the direction of the diagonal line. So it shows that the data is normally distributed so that the regression model fulfills the assumption of normality.

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b. Multicollinearity Test

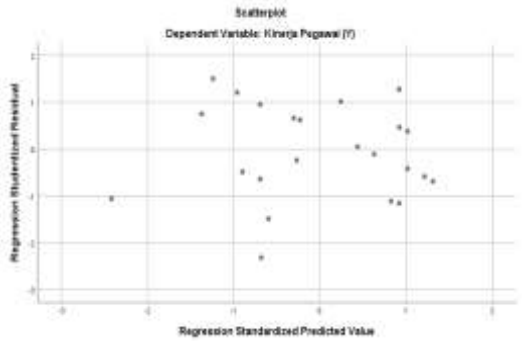
Table 3 Uji Multicollinearity Test

Coefficients[a]								
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	6.574	2.653		2.478	.022		
	Stres Kerja (X1)	.098	.160	.116	.613	.547	.837	1.195
	Beban Kerja (X2)	.086	.225	.117	.382	.707	.319	3.132
	Disiplin Kerja (X3)	.293	.154	.568	1.906	.001	.337	2.966
a. Dependent Variable: Kinerja Pegawai (Y)								

Based on this data, it can be seen that the calculation results of the Tolerance value of the work stress variable (X1) are 0.837, workload (X2) is 0.319, and work discipline (X3) is 0.337, which means it still above 0.1 and the VIF value of the work stress variable (X1) is 1.195, workload (X2) is 3.132, and work discipline (X3) is 2.966 which is still below the value of 10. Thus, it can be stated that this regression model has no symptoms or no multicollinearity between the independent variables.

c. Heteroscedasticity Test

Figure 3 Scatterplot



Based on this figure, it can be seen that the points spread unevenly or do not form a clear pattern, and it can be seen that the points spread above and below 0 on the Y axis, it can be concluded that there are no symptoms or no heteroscedasticity.

3. Hypothesis Test

a. Test t

Table 4 Test t

Coefficients[a]								
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	6.574	2.653		2.478	.022		
	Stres Kerja (X1)	.098	.160	.116	.613	.547	.837	1.195
	Beban Kerja (X2)	.086	.225	.117	.382	.707	.319	3.132
	Disiplin Kerja (X3)	.293	.154	.568	1.906	.001	.337	2.966
a. Dependent Variable: Kinerja Pegawai (Y)								

Based on this table, the results of the t test can be seen, which are as follows:

1) The work stress variable (X1) has a t count of 0.613 < t table (1.721) with a significant value of 0.547 > 0.05, indicating that the work stress variable (X1) partially has no significant effect on employee performance (Y).
2) The workload variable (X2) has t count 0.382 < t table (1.721) with a significant value of 0.707> 0.05, indicating that the workload variable (X2) partially has no significant effect on employee performance (Y).

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3) The work discipline variable (X3) has t count 1.906> t table (1.721) with a significant value of 0.01 <0.05 indicating that the work discipline variable (X3) partially has a significant effect on employee performance (Y).

b. F Test

Table 5 F Test

ANOVA[a]						
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	23.302	3	7.767	4.477	.000[b]
	Residual	34.698	20	1.735		
	Total	58.000	23			
a. Dependent Variable: Kinerja Pegawai (Y)						
b. Predictors: (Constant), Disiplin Kerja (X3), Stres Kerja (X1), Beban Kerja (X2)						

Based on this table, it can be seen from the F test results, that the work stress variable (X1) workload variable (X2) and work discipline variable (X3) have F count (4.477) > F table (3.10) indicating that the work stress variable (X1), workload variable (X2), and work discipline variable (X3) simultaneously affect employee performance (Y).

c. Test Coefficient of Determination (R^2)

Table 6 Test Coefficient of Determination (R^2)

Model Summary[b]					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.634[a]	.402	.312	1.317	2.268
a. Predictors: (Constant), Disiplin Kerja (X3), Stres Kerja (X1), Beban Kerja (X2)					
b. Dependent Variable: Kinerja Pegawai (Y)					

Based on the results of table 4.16 of the coefficient of determination (R2) test, the value (R2) is 0.312. This shows that 31.2% of employee performance is influenced by work stress, workload, and work discipline. While the remaining 68.8% is influenced by other variables not examined in this study.

4. Multiple Linear Regression Analysis Test

Table 7 Multiple Linear Regression Analysis Test

Coefficients[a]								
		Unstandardized Coefficients		Standardized Coefficients			Collinearity Statistics	
Model		B	Std. Error	Beta	T	Sig.	Tolerance	VIF
1	(Constant)	6.574	2.653		2.478	.022		
	Stres Kerja (X1)	.098	.160	.116	.613	.547	.837	1.195
	Beban Kerja (X2)	.086	.225	.117	.382	.707	.319	3.132
	Disiplin Kerja (X3)	.293	.154	.568	1.906	.001	.337	2.966
a. Dependent Variable: Kinerja Pegawai (Y)								

Based on this table, it can be seen that the coefficient value to see the multiple linear regression equation is as follows:

Y = 6.574 + 0.098X1 + 0.086X2 + .293X3 + e

The regression values above can be explained as follows:

1) The constant value (α) is 6.574 indicating that no change occurs, if the variable work stress (X1), workload (X2), and work discipline (X3) has a value of 0. Then the employee performance (Y) value is 6.574.

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2) The regression coefficient value of work stress (X1) is 0.098 which has a positive value indicating a unidirectional relationship, meaning that if the work stress variable increases by one-unit assuming other variables (workload, and work discipline) are constant is 0, then employee performance increases by 0.098.
3) The regression coefficient value of workload (X2) is 0.086 which has a positive value, indicating a unidirectional relationship, meaning that if the workload variable increases by one unit with the assumption that other variables (work stress, and work discipline) are constant is 0, then employee performance increases by 0.086.
4) The regression coefficient value of work discipline (X3) is 0.293 which has a positive value indicating a unidirectional relationship, meaning that if the work discipline variable increases by one unit assuming other variables (work stress, and workload) are constant is 0, then employee performance increases by 0.293.

DISCUSSION

This study aims to determine and analyze the effect of work stress, workload, and work discipline on employee performance at the Wonokromo Village Office.

1. The Effect of Job Stress on Employee Performance at Wonokromo Village Office

The results of this study indicate that there is no effect of job stress on employee performance at the Wonokromo Village Office. From the calculation results prove that the hypothesis statement H1 is rejected because the t-count value< t-table value is 0.613< 1.721 and a significance of 0.. > 0,05. This shows that partially job stress has a positive but insignificant effect on employee performance at the Wonokromo Village Office.

This non-effect suggests that agencies can focus more improving employee job satisfaction and health rather than simply reducing job stress, as long as performance is maintained. However, it is still important to monitor job stress, as in the long run, it can affect the overall health and well-being of wonokromo urban village employees.

2. The Effect of Workload on Employee Performance at Wonokromo Village Office

The results of this study indicate that there is no effect of workload on employee performance at the Wonokromo Village Office. The calculation results prove that the H2 hypothesis statement is rejected because the t-count value < t-table value 0.382 < 1.721 and a significance value of 0.707> 0.05. This shows that partially workload has a positive but insignificant effect on employee performance at the Wonokromo Village Office.

Thus, although workload does not have a significant influence on employee performance at the Wonokromo Village Office, it is important to maintain work balance so that employees can work optimally in the long term.

3. The Effect of Work Discipline on Employee Performance at Wonokromo Village Office

The results of this study indicate that there is an effect of work discipline on employee performance at the Wonokromo Village Office. From the calculation results prove that the H3 statement is accepted because the t- count value > t-table value 1.906 > 1.721 with a significant value of 0.01 <0.05. This shows that partially work discipline has a positive and significant effect on employee performance at the Wonokromo Village Office.

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Work discipline as a significant factor in employee performance at Wonokromo Village Office shows that obedience to rules and work responsibilities are important foundations in supporting the success of the agency.

4. The Effect of Work Stress, Workload, and Work Discipline on Employee Performance at Wonokromo Village Office

The results of this study indicate that there is a simultaneous influence between work stress, workload, and work discipline on employee performance at the Wonokromo Village Office. The calculation results prove that the H4 hypothesis statement can be accepted because the F-count> F-table value is 4,477> 3.10. The significance value is 0.00. It can be concluded that work stress, workload, and work discipline simultaneously have a positive and significant effect on employee performance at the Wonokromo Village Office.

Simultaneously, work stress, workload, and work discipline have a significant influence on employee performance at Wonokromo Village Office. These three variables complement each other and affect employee performance in terms of quality, quantity and effectiveness. Good management of these three variables can ensure an increase in the overall performance of individuals and agencies.

IV. CLOSING

This study aims to analyze and test the effect of work stress, workload, and work discipline on employee performance at Wonokromo Village Office. The results of research analysis and discussion show that (1) Work stress partially has a positive but insignificant effect on employee performance at Wonokromo Village Office; (2) Workload partially has a positive but insignificant effect on employee performance at Wonokromo Village Office; (3) Work discipline partially has a positive and significant effect on employee performance at Wonokromo Village Office; (4) Work stress, workload, and work discipline simultaneously have a positive and significant effect on employee performance at Wonokromo Village Office.

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