THE ROLE OF WORK STRESS, RESILIENCE AND COMPETENCY ON COMPANIES EMPLOYEE PERFORMANCE IN SURABAYA

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Abstract

This study aims to determine and analyze Job Stress, Resilience and Competence partially or simultaneously on the Employee Performance. This study uses the entire population of 75 employees of Companies in Surabaya through the distribution of questionnaires using quantitative data types. The results showed that the t-test analysis for the work stress variable had a negative and no significant effect on employee performance. Resilience and Competence variables have a positive or significant effect on employee performance. And the results of the F test indicate that the variables of Work Stress, Resilience and Competence simultaneously significantly affect on employee performance, this imply that Resilence of the employees and Competence were importante to increasing Job performance of the employees in the Company.

Keyword: Work Stress, Resilience, Competence, Employee Performance

INTRODUCTION

Human resources have a very important role in achieving the goals that have been set, in achieving the goals problems often arise so that they must be resolved regularly so that they do not interfere with the company's operations. The company must always observe the ups and downs of achieving targets, if there is a decline in the company's leaders together with their employees they can immediately solve the problems they face, because if the problems are not addressed immediately it will result in employee performance also declining, especially in companies engaged in service businesses. depends on the services provided by its human resources, and high-performing human resources cannot be separated from a pleasant, stress-free mood.

In general, work stress results in decreased employee performance characterized by symptoms of difficulty focusing at work, frequent mistakes, difficulty sleeping (insomnia), increased blood pressure or irritability and many others. This can cause employee performance and company productivity levels to

decrease, and sometimes work stress can cause negligence. Rivai (2013) said that work stress creates an imbalance between physical and psychological which affects emotions, thinking processes, and one's condition. Meanwhile, Sinambela, Greenberg & Barton, Luthans (2016) explain that work stress is a condition when individuals are under pressure or tension in their work and work environment so that individuals respond negatively and feel burdened in completing their obligations.

According to several research results stating that stress can reduce employee performance (Sumiati, 2020), as well as the results of his research Rachel Natalya Massie et al. (2018) which states that the work stress variable has an effect on employee performance variables. However, according to the results of research from Tony Nawawi, 2022 states that stress has no significant effect on performance. This is a gap that must be proven in this study.

In addition to work stress, employees are expected to have a sense of resilience or toughness so that they are not easily stressed and endanger others. Therefore, employees are expected to have strong resilience to adapt to the current situation. Resilience is the flexibility, the strength of the ability possessed by a person, group or community to fight, minimize, eliminate the consequences of losses from unpleasant conditions or change miserable life circumstances into natural things to overcome Desmita, (2015).

According to Alfi Pratama Putra et al, (2022) in his research said that resilience is an ability to face challenges and will be seen if someone faces a difficult situation by adapting and high resilience can improve employee performance, this is also supported by the results of the study. Muhammad Husain, et al (2022) which states that resilience has a significant effect on employee performance. Likewise, the results of research by Athota et al (2020), there is a positive and significant effect between resilience and employee performance. This finding is also reinforced by Walpita (2020), if the level of resilience is higher, the employee's performance tends to be higher as well.

Competence is also important in improving employee performance. Employee competence is a combination of knowledge, skills, attitudes that are adapted to the field of work required by the organization, so as to produce outstanding employee performance. The performance of employees is also very influential on the running of a company. According to Wibowo (2007: 86) competence is an ability to carry out or perform a job or task based on skills and knowledge and supported by the work attitude required by the job. Thus, competence shows skills or knowledge characterized by professionalism in a particular field as the most important thing, as the superior of that field.

Because low competence will make performance also low in other words that competence has a significant effect on employee performance (Annisa, et al. 2018). However, the results of Siti Mujanah's research (2019), state that the competencies possessed by employees have no significant effect on employee performance. This becomes a research gap that needs to be examined to get the results of whether competence has a significant effect on employee performance.

The performance of the workers is also very influential on the running of a company according to Mangkunega (2013), if the human resources run effectively

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then the company will also continue to run effectively, and vice versa. In other words, the continuity of a company is determined by the performance of its employees, performance is the result of work in quality and quantity achieved by an employee, in carrying out his duties in accordance with the responsibilities given to him. Mangkunegara (2013), states that performance is the result of work in quality and quantity achieved by an employee in carrying out tasks in accordance with the responsibilities given to him. Thus, employee performance can be said to be the result of the work process provided by the employee by providing the best quality and quantity in work in accordance with the duties and responsibilities of the employee. Furthermore, employee performance is measured using quantity, quality, reliability, and attendance (Beny Agus Setiyono, at all. (2018), while the employee performance indicators according to Afandi (2018), are Quantity of work results, Efficiency in carrying out tasks, Initiative, Discipline Work, and Quality of Work

conceptual framework

conceptual framework
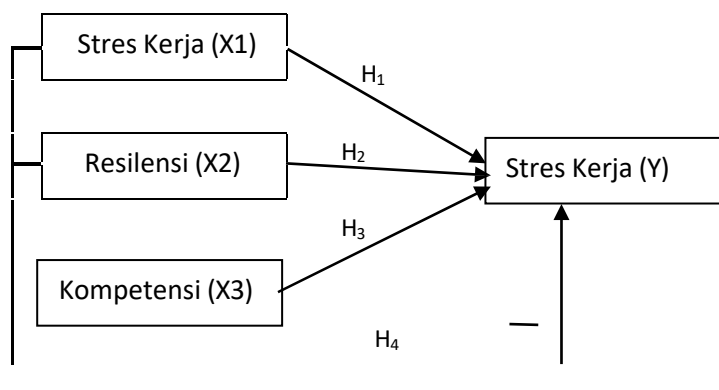
Based on the conceptual and theoretical framework, the formulation of the hypothesis of this research is as follows:
H1 = Job Stress has a significant effect on employee performance
H2 = Resilience has a significant effect on employee performance
H3 = Competence has a significant effect on employee performance
H4 = Work Stress, Resilience and Competence simultaneously have a significant effect on employee performance.

RESEARCH METHODS

In this study the research approach used is a quantitative approach, involving employees of several companies in Surabaya as a respondents, and data was collected by survey with instrument questionnaires thrue google form. The

total sample was 75 employees so they were given a questionnaire to get the data in this study.

The source of the data used is primary data collected through questionnaires that are packaged in a rating scale ranging from 1-5, starting from Strongly Disagree to Strongly Agree. After the data is collected and edited, then it is analyzed using statistics with SPSS version 25 software to know the effect of every variable and to test the hyphotesis.

RESEARCH RESULT
Validity and Reliability Test

To test the validity of the data on Work Stress Variables (X1), Resilience (X2), Competence (X3) as independent variables and Employee Performance as the dependent variable, the researcher used SPSS (Statistical Product and Service Solution) version 25 analysis by comparing r-count and r-table. Degree of freedom (df) = n-2, n is the number of samples, (df) 75-2 = 73 with alpha 0.05, the r-table result is 0.2272. If r-count is greater than r-table then the question can be said to be valid, otherwise if r-count is smaller than r-table then the question can be said to be invalid, the results of all questions are declared valid.

The reliability test is a measuring tool to measure variables from the questionnaire and can be said to be reliable if Cronbach's Alpha is greater than 0.6. The results of this study state that the reliability test of Cronbach's Alpha is greater than 0.6 then all variables have reliable results.

Classic assumption test
Normality test

The results obtained from this study are in accordance with Surjaweni's explanation, (2015) that the normality test is used to see the spread of the variable data used. The way to find out the normality of the residuals is to look at the histogram graph by assuming the observation data with a distribution that leads to a normal distribution.

Table 1. Normality Test

One-Sample Kolmogorov-Smirnov Test		Unstandardized Residual
N		75
Normal Parameters[a,b]	Mean	.0000000
	Std. Deviation	3.61558274
Most Extreme Differences	Absolute	.061
	Positive	.053
	Negative	-.061
Test Statistic		.061
Asymp. Sig. (2-tailed)		.200[c,d]
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		

d. This is a lower bound of the true significance.

From the data of normality test, it can be seen that the significant value (Asump.Sig 2-tailed) is 0.2, greater than 0.05, then the value of the residual is declared to be normally distributed.

Multicollinearity Test

The results of the multicollinearity test obtained from this study are in accordance with the explanation of Ghozali, (2016) which states that the multicollinearity test is used to prove the regression model whether there is a correlation between the independent variables (independent) and a good regression model, there is no correlation between independent variables.

Table 2. Multicollinearity Test

VARIABLE	VALUE	TOLERANCE	Value	VIF	Results
Job Stress (X1)	0,1	0,794	10	1,259	Not Multicolinierity
Resilience (X2)	0,1	0,998	10	1,002	Not Multicolinierity
Competence (X3)	0,1	0,794	10	1,259	Not Multicolinierity

The results of the multicollinearity test as mension on table 2 stated that the variables of work stress, resilience and competence do not occur multicollinearity, because the tolerance value is greater than 0.1 and the VIF value is greater than 10.

Uji Heterokedastisitas

Heteroscedasticity test is a regression model to test the difference between the variance of one residual and another review.
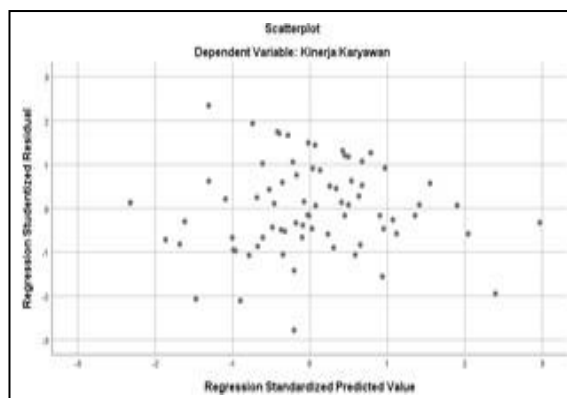

Figure 2 Heteroscedasticity Test

Based on the results of the heteroscedasticity test, there is no heteroscedasticity in the graph, the data is spread out, does not form a clear pattern and the points spread above and below 0 on the Y axis, there is a clear pattern and the points spread above and below the number 0 on the Y axis. And from the test results stated that all variables did not occur heteroscedasticity, because the value of Sig> 0.05.

Multiple Linear Regression Test

Multiple regression analysis can be used if there are at least 2 independent variables.

Table 3 Multiple Linear Regression Test

Coefficients[a]								
Model		Unstandardized Coefficients		Standardized Coefficients			Collinearity Statistics	
		B	Std. Error	Beta	t	Sig.	Tolerance	VIF
1	(Constant)	11.768	7.029		1.674	0.099		
	Job Streess	-0.140	0.108	-0.148	-1.297	0.199	0.794	1.259
	Resilience	0.192	0.064	0.306	3.013	0.004	0.998	1.002
	Competenc ei	1.184	0.286	0.472	4.143	0.000	0.794	1.259
a. Dependent Variable: Kinerja Karyawan								

Regression Equation: $Y = 11.768 + -0.140X1 + 0.192X2 + 1.184X3 + e$

The results of the regression coefficients of the independent variables are work stress, resilience and competence that affect the dependent variable, namely employee performance with a significant value of 0.05. The regression coefficient equation is as follows:

a. The constant has a value of 11.768, if the Work Stress, Resilience, Competence score is 0, then the employee performance score is 11.768.

b. Work Stress variable is -0.140, if Work Stress decreases by 1%, then Employee Performance increases by -0.140 with the assumption that other independent variables have a fixed value. The coefficient has a negative value, meaning that there is a negative relationship between Work Stress and Employee Performance, moving down from Work Stress, to increasing Employee Performance.

c. Resilience variable is equal to, if Resilience has increased by 1%, then employee performance will increase by 0.192. Resilience variable has a positive value, meaning that there is a positive relationship between resilience and employee performance, the higher the resilience, the higher the employee's performance.

d. Competency variable increased by 1%, then Employee Performance increased by 1.184 on condition that other independent variables had unchanged values. The coefficient has a positive value, meaning that there is a positive relationship between Competence and Employee

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Performance, the higher the Competence, the higher the Employee Performance. The standard error (e) which represents all factors has an effect on Y but is not recorded in the equation.

Hypothesis test
T Test (Partial)

Stress variable has a significant effect on employee performance with t-count -1.297 and t-table worth 1.993, and a significance coefficient of 0.199 which is >0.05. This means that there is no influence of work stress on employee performance, so H1 is rejected and has a negative value.

The resilience variable has a significant effect on employee performance with a t-count value of 3.013 and a t-table of 1.993 (3.013 <1.993) and a significance coefficient of 0.004 (0.004 <0.05). This means that there is an effect of Resilience on Employee Performance, so that H2 is accepted and has a positive value.

Competence variable has an effect on employee performance with t-count worth 4.143 and t-table worth 1.993 (4.143 > 1.993) and the significance coefficient value is 0.000 <0.05. There is an influence of competence on employee performance, so H3 is accepted and has a positive value.

F Test (Simultaneous)

The F test is used to test the independent variables whether these variables are simultaneously with the dependent variable.

Table 4 Test F (Simultaneous)

ANOVAᵃ						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	352.426	3	117.475	8.622	.000ᵇ
	Residual	967.360	71	13.625		
	Total	1319.787	74			
a. Dependent Variable: Emplyees Performance						
b. Predictors: (Constant), Compensasion, Job Stress, Resilience						

The results of the F-test was 8.622 and its greater than the value of the F-table of 2.734 (8.622 > 2.734), then work stress, resilience and competence as simultaneously have a significant effect on employee performance with a significance coefficient value of 0.000 which is smaller than 0.05 (0.000 < 0.05) so the hypothesis was accepted.

Coefficient of Determination Test (R2)

The results of the coefficient of determination can be seen in the output of the Model Summary in the table 5.

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Table 5 Coefficient of Determination Test (R2)

Coefficientsª						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	11.768	7.029		1.674	0.099
	Job Stress	-0.140	0.108	-0.148	-1.297	0.199
	Resilience	0.192	0.064	0.306	3.013	0.004
	Competence	1.184	0.286	0.472	4.143	0.000
a. Dependent Variable: Employees Performance						

The results of the analysis of the determinant coefficient (R^2) above obtained the R number of 0.517. From the numerical data obtained R^2 (Adjusted R Square) 0.236 or 23.6%. This proves the percentage of the contribution of the independent variable (Work Stress, Resilience and Competence) which affects the dependent variable (Employee Performance) 23.6%. Meanwhile the rest (100% - 23.6%. = 76.4%) is influenced by other variables outside of this study.

DISCUSSION
The Effect of Work Stress on Employee Performance
The results of testing the work stress hypothesis have no effect on employee performance. This can be seen from the significant magnitude 0.199 > 0.05. The value of t count is -1.297. Then t count is less than t table (-1.297 > 1.993). Then the first hypothesis reads "Work Stress has no effect on Employee Performance of PT Satria Antaran Prima Surabaya". It is not proven that this means that work stress has no effect on employee performance.
The Effect of Resilience on Employee Performance
The results of testing the Resilience hypothesis have an effect on Employee Performance. With a sig value of 0.004 <0.05. t count is more than t table 3.013 > 1.993. Because the value of t arithmetic is positive, then the rule of decision making is, t has an effect because the value of t arithmetic is more than t table. And the significance value is 0.004 which is smaller than 0.05, so it can be concluded that there is an effect of Resilience on the Employee Performance of PT Satria Antaran Prima Surabaya.
The Effect of Competence on Employee Performance
The results of hypothesis testing Competence affect employee performance. The sig value is 0.000 < 0.05. The value of t count is 4.143>1.993. It can be concluded that competence has a positive and significant influence on employee performance, thus the third hypothesis reads "Competence has an effect on employee performance at PT Satria Antaran Prima Surabaya".
The Influence of Work Stress, Resilience and Competence on Employee Performance

Obtained the calculated F value of 8.622. > 2.73. There is a joint influence of work stress, resilience and competence on employee performance. So H4 is accepted. And the significance value is 0.000 < 0.05, so it can be concluded that there is a joint and significant effect of Work Stress, Resilience and Competence on the Employee Performance of PT Satria Antaran Prima Surabaya.

CONCLUSIONS AND IMPLICATIONS

Based on the problem formulation and research results, it can be concluded that work stress has a negative and insignificant effect on employee performance, resilience has a positive and significant effect on employee performance, and competence has a positive and significant effect on employee performance.

The implication of this study shows that although work stress has no significant effect on employee performance, companies must still think about how to overcome work stress in order to achieve certain targets or goals. Every company also needs employees who have resilience, have toughness or agility. And also required employees who have the competence to complete tasks so that they can achieve high performance.

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