



## Effect of Job Stress, Job Competence and Job Training on Employee Performance at PT Indostar Sukses Mandiri Medan

Dennis Swarant<sup>1</sup>, Kristi Endah Ndilosa Ginting<sup>2</sup>

<sup>1,2</sup>Program Studi Manajemen Universitas Prima Indonesia

Email: [dswarant@gmail.com](mailto:dswarant@gmail.com)

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### ABSTRACT

This research was conducted at PT Indostar Sukses Mandiri Medan. The purpose of this study was to examine and analyze the effects of Job Stress, Job Competence and Job Training on Employee Performance at PT Indostar Sukses Mandiri Medan. The research method uses quantitative. Population and sample amounted to 63 employees. The sampling technique used was saturated sampling. The results of the calculation of the partial hypothesis testing obtained  $t_{count} > t_{table}$  or  $3.172 > 2.001$  and the significant obtained was  $0.002 < 0.05$ , meaning that  $H_0$  was rejected and  $H_a$  was accepted, that is, Job Stress partially affected Employee Performance at PT Indostar Sukses Mandiri Medan. The results of the calculation of the hypothesis testing partially and simultaneously Job Stress.

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## 1. Introduction

Nowadays, in facing greater competition, many companies are required to be able to make effective and efficient resources available in a company. The tight and high competitiveness in electronics and electricity needs to be supported by optimal performance of employees within a company. The human component of the organization has a strategic position, because humans know everything that can be the input or resources needed by the organization to be managed and processed so that it can produce quality products as organizational goals.

Employee performance of PT Indostar Sukses Mandiri Medan has decreased as seen from the decrease in the quality of employee work which is reflected in the increase in employee work errors in carrying out their duties. This has triggered the achievement of the company's target, PT Indostar Sukses Mandiri Medan.

Employee work stress at this company has increased as seen from the decline in employee morale and employee desire to resign. This is caused by the organizational structure which is still not implemented properly, which triggers the workload of employees.

Ability karyawan PT Indostar Sukses Mandiri Medan has not supported his current position. This is due to an error in the placement of employees' work without paying attention to education and experience whether or not they are suitable for the work division.

Training is a necessity to support one form of competency improvement activity and is an integral part of Human Resource Management. Job training for PT Indostar Sukses Mandiri Medan employees is still not optimal, as reflected in the lack of improvement in employee performance. This is due to the frequency of job training that is not often carried out, the training material held is different from the employee's job so that the job training that is carried out still does not support employees to do their job maximally.

## 2. Literature Review

### 2.1 The Theory of the Effect of Job Stress on Employee Performance

According to Badeni (2013: 70), if stress is too high, performance begins to decline, because stress intervenes in performance. An employee loses power or ability to cope, becomes unable to make decisions and this affects behavior.

### 2.2 Theory of the Influence of Work Competence on Employee Performance

According to Sedarmayanti (2013: 127), competence is a key determining factor for someone in producing excellent performance. In a collective situation, competence is a key determinant of organizational success.



### 2.3 Theory of the Effect of Job Training on Employee Performance

According to Samsudin (2010: 123), several criteria that can be used as a basis for evaluating the success of a training are changes in performance. If the trainees behave in accordance with the demands of the job, they are expected to have a positive impact on performance.

### 2.4 Hypothesis

Conceptual framework, the hypothesis of this study are:

- H<sub>1</sub> : Work stress affects the performance of employees at PT Indostar Sukses Mandiri Medan  
 H<sub>2</sub> : Job Competence affects Employee Performance at PT Indostar Sukses Mandiri Medan  
 H<sub>3</sub> : Job Training has an effect on Employee Performance at PT Indostar Sukses Mandiri Medan  
 H<sub>4</sub> : Job Stress, Job Competence and Job Training have an effect on Employee Performance at PT Indostar Sukses Mandiri Medan

## 3. Research methods

This research will be conducted at PT Indostar Sukses Mandiri Medan, which is located at Jalan Karya No. 184 Medan. The research time is planned from September 2020 to March 2021. The research approach used in this research is a quantitative approach. This research is a type of quantitative descriptive research. Population in this study amounted to 63 employees. The sampling technique used is *sampling* saturated. The number of samples in this study using the Slovin technique in finding the number of samples obtained was 63 employees and 30 employees for validity and reliability testing conducted by PT Alfa Scorpii.

### 3.1 Identification and Operational Definition of Research Variables

The operational definitions for each of the dependent and independent variables are as follows:

**Table 1**  
Identification & Operational Definition of Research Variables

Research variable	Definition	Indicator	Measurement Scale
Job Stress (X2)	Calm conditions that affect one's emotions, thoughts and physical conditions. Source: Siagian (2013: 300)	1. Physiological symptoms 2. Psychological symptoms 3. Behavioral symptoms Source: Wahjono (2010: 107)	Likert
Competence Work (X1)	An ability (skill & knowledge) to carry out or carry out an activity or job or task. Source: Torang (2014: 53)	1. Motive 2. Character 3. Self concept 4. Knowledge Source: Wibowo (2014: 273)	Likert
Job Training (X1)	Training is an activity carried out to develop employee knowledge, attitudes, behavior and skills so that employees can adjust to the demands of the job at hand.  Source: Darodjat (2015: 76)	1. Training goals and objectives must be clear and measurable 2. The trainers (trainers) must have adequate qualifications 3. Exercise material must be tailored to the objectives to be achieved 4. The training method must be in accordance with the competence objectives of the employees who are participants Source: Mangkunegara (2013: 44)	Likert
Employee performance (Y)	Performance is a tangible behavior that each person displays as a work achievement produced by employees in accordance with their role in the company. Source: Yani (2012: 117)	1. Number of jobs 2. Quality of Work 3. Punctuality 4. Presence 5. The ability to work together Source: Bangun (2012: 233)	Likert

**3.2 Results of Research Data Analysis**

**a. Research Model**

The regression model used is as follows:

**Table 2.**  
Multiple Linear Regression Analysis

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4,744	3,504		1,354	.181
	Stress of Work	.452	.142	.337	3,172	.002
	Job competence	.288	.134	.253	2,155	.035
	Training	.255	.111	.264	2,295	.025

Source: SPSS data, 2020

$$\text{Employee Performance} = 4.744 + 0.452 \text{ Job Stress} + 0.288 \text{ Job Competence} + 0.255 \text{ Job Training} + e$$

A constant of 4.744 states that if the independent variables Job Stress, Job Competence and Job Training are not there or constant, the dependent variable is Employee Performance. on amounting to 4,744 units.

The regression coefficient for the independent variable Job Stress is 0.452 and is positive, this means that if each increase in the independent variable of Work Stress 1 unit will increase the dependent variable Employee Performance by 0.452 units with the assumption that the other variables are constant.

The regression coefficient of the independent variable Job Competence is 0.288 and is positive, this means that if each increase in the independent variable of 1 unit of Work Competence will increase the dependent variable Employee Performance equal to 0.288 units assuming the other variables are constant.

The regression coefficient of the Job Training independent variable is 0.255 and is positive, this means that if each increase in the independent variable of 1 unit of Job Training will increase the dependent variable Employee Performance by 0.255 units with the assumption that the other variables are constant.

**b. Hypothesis Determination Coefficient**

Koefficient of determination, namely:

**Table 3.**  
Coefficient of Determination

Model	Model Summary b			Std. Error of the Estimate
	R	R Square	Adjusted R Square	
dimension 1 0	.649a	.421	.392	8,574

a. Predictors: (Constant), Training, Job Stress, Job Competence

b. Dependent Variable: Employee performance

Source: SPSS data, 2020

Table 3. The results of the test of the coefficient of determination obtained an Adjusted R Square value of 0.392, this means 39.2% of the variation in the dependent variable, namely employee performance. which can be explained by the variation of the independent variables, namely free job stress, job competence and job training, while the remaining 60.8% (100% - 60.8%) is explained by other variables not examined in this study, such as workload, analysis work and development and so on.

**c. Simultaneous Hypothesis Testing (Test F)**

The F testers are:

**Table 4**  
Simultaneous Testing

Model		ANOVA b			F	Sig.
		Sum of Squares	df	Mean Square		
1	Regression	3154,377	3	1051,459	14,303	.000a
	Residual	4337,274	59	73,513		
	Total	7491,651	62			

a. Predictors: (Constant), Training, Job Stress, Job Competence

b. Dependent Variable: Employee performance

Source: SPSS data, 2020

Table 4. The test results obtained by the value of F count (14,303) > F table (2.76) and a significance probability of 0,000 < 0.05, meaning that Ho is rejected and Ha is accepted, namely simultaneously Job



Stress, Job Competence and Job Training affect performance Employees at PT Indostar Sukses Mandiri Medan.

**d. Partial Hypothesis Testing (t test)**

The t test is.

**Table 5.**  
**Partial Testing**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4,744	3,504		1,354	.181
	Stress of Work	.452	.142	.337	3,172	.002
	Job competence	.288	.134	.253	2,155	.035
	Training	.255	.111	.264	2,295	.025

Source: SPSS data, 2020

The results of the calculation of the partial hypothesis testing obtained  $t_{count} > t_{table}$  or  $3.172 > 2.001$  and the significant obtained was  $0.002 < 0.05$ , means that  $H_0$  is rejected and  $H_a$  is accepted, namely partially Job Stress affects Employee Performance at PT Indostar Sukses Mandiri Medan.

The results of the calculation of the partial hypothesis testing obtained  $t_{count} > t_{table}$  or  $2.155 > 2.001$  and the significance obtained was  $0.035 < 0.05$ , means that  $H_0$  is rejected and  $H_a$  is accepted, that is partially work competence affects the performance of employees at PT Indostar Sukses Mandiri Medan.

The results of the calculation of the partial hypothesis testing obtained  $t_{count} > t_{table}$  or  $2.295 > 2.001$  and the significance obtained was  $0.025 < 0.05$ , means that  $H_0$  is rejected and  $H_a$  is accepted, namely partially Job Training has an effect on Employee Performance at PT Indostar Sukses Mandiri Medan.

**3.3 Discussion**

**a. The Effect of Job Stress on Employee Performance at PT Indostar Sukses Mandiri Medan**

The results of the calculation of the partial hypothesis testing obtained  $t_{count} > t_{table}$  or  $3.172 > 2.001$  and the significant obtained was  $0.002 < 0.05$ , means that  $H_0$  is rejected and  $H_a$  is accepted, namely partially Job Stress has an effect on Employee Performance at PT Indostar Sukses Mandiri Medan. According to Badeni (2013: 70), if stress is too high, performance begins to decline, because stress intervenes in performance. An employee loses power or ability to cope, becomes unable to make decisions and this affects behavior. Employee work stress at this company has increased as seen from the decline in employee morale and employee desire to resign. this is due to the organizational structure which is still not implemented properly, which triggers the workload of employees. There are several reasons for resigning employees due to low salary increases, bosses who have too many orders,

**b. Competency Influence Work on Employee Performance at PT Indostar Sukses Mandiri Medan**

The results of the calculation of the partial hypothesis testing obtained  $t_{count} > t_{table}$  or  $2.155 > 2.001$  and the significance obtained was  $0.035 < 0.05$ , means that  $H_0$  is rejected and  $H_a$  is accepted, that is partially work competence affects the performance of employees at PT Indostar Sukses Mandiri Medan. According to Sedarmayanti (2013: 127), competence is a key determining factor for someone in producing excellent performance. in a collective situation, competence is a key determinant of organizational success. Ability karyawan PT Indostar Sukses Mandiri Medan has not supported his current position. This is due to an error in the placement of employees without paying attention to education and experience whether or not they are suitable for the division of work. Many employees are placed in divisions that are not in accordance with their educational background, which causes problems in solving their work

**c. Effect of Training Work on Employee Performance at PT Indostar Sukses Mandiri Medan**

The results of the calculation of the partial hypothesis testing obtained  $t_{count} > t_{table}$  or  $2.295 > 2.001$  and the significance obtained was  $0.025 < 0.05$ , means that  $H_0$  is rejected and  $H_a$  is accepted, namely partially Job Training has an effect on Employee Performance at PT Indostar Sukses Mandiri Medan. According to Samsudin (2010: 123), several criteria that can be used as a basis for evaluating the success of a training are changes in performance. If the trainees behave in accordance with the demands of the job, they are expected to have a positive impact on performance. Training is a necessity to support one form of competency improvement activity and is an integral part of Human Resource Management. Job training for PT Indostar Sukses Mandiri Medan employees is still not optimal, as reflected in the lack of improvement in employee performance. This is due to the frequency of job training that is not often carried out, The training material held is different from the employee's job so that the job training that is carried out still does not support employees to do their job optimally. The management of the company should carefully and objectively choose the participants who take part in



the training and the seminar themes are tailored to the duties and responsibilities of employees who need training. The training that is held is not able to support employees so that it cannot improve employee performance in the company. The management of the company should carefully and objectively choose the participants who take part in the training and the seminar themes are tailored to the duties and responsibilities of employees who need training. The training that is held is not able to support employees so that it cannot improve employee performance in the company. The management of the company should carefully and objectively choose the participants who take part in the training and the seminar themes are tailored to the duties and responsibilities of employees who need training. The training that is held is not able to support employees so that it cannot improve employee performance in the company.

#### 4. Conclusion

The conclusions of this study are as follows:

- a. The results of the calculation of the partial hypothesis testing obtained  $t_{count} > t_{table}$  or  $3.172 > 2.001$  and the significance obtained was  $0.002 < 0.05$ , means that  $H_0$  is rejected and  $H_a$  is accepted, namely partially Job Stress affects Employee Performance at PT Indostar Sukses Mandiri Medan.
- b. The results of the calculation of the partial hypothesis testing obtained  $t_{count} > t_{table}$  or  $2.155 > 2.001$  and the significance obtained was  $0.035 < 0.05$ , means that  $H_0$  is rejected and  $H_a$  is accepted, that is partially work competence affects the performance of employees at PT Indostar Sukses Mandiri Medan.
- c. The results of the calculation of the partial hypothesis testing obtained  $t_{count} > t_{table}$  or  $2.295 > 2.001$  and the significance obtained was  $0.025 < 0.05$ , means that  $H_0$  is rejected and  $H_a$  is accepted, namely partially Job Training has an effect on Employee Performance at PT Indostar Sukses Mandiri Medan.
- d. The test results obtained by the value of F count  $(14.303) > F$  table  $(2.76)$  and the probability of significance of  $0.000 < 0.05$ , meaning that  $H_0$  is rejected and  $H_a$  is accepted, namely that simultaneously Job Stress, Job Competence and Job Training affect Employee Performance at PT Indostar Sukses Mandiri Medan

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