

Analysis of Work Stress and Organization Commitment to Employees Performance Secretariat on District Tasikmalaya

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Abstract- The purpose of this study was to know and analyze the stress of work and organizational commitment and employee performance, and the effect of work stress and organizational commitment to employee performance at the District Secretariat Tasikmalaya regency. The method used is a survey method. The procedure of collecting data obtained through interviews, questionnaires and literature. The sampling technique used purposive sampling with a population of civil servants in the Office of the Regional Secretariat of Tasikmalaya regency as many as 100 people. Data analysis technique used is path analysis. The analysis showed that work stress and organizational commitment and employee performance significantly influence employee performance Tasikmalaya regency Regional Secretariat either partially or simultaneously. Employees should be able to manage job stress wisely.

Keywords: job stress, organizational commitment, employee performance.

1. Introduction

Stress can happen to every individual / human and at any time, because stress is a part of human life that cannot be avoided. Humans will tend to experience stress if they are not able to adjust their desires to existing realities, both inside and outside themselves. All kinds of stress are basically caused by humans' lack of understanding of their own limitations. It is this inability to fight against one's limitations that creates frustration, conflict, anxiety and guilt. This is in line with the opinion of Robbins (2008) which states that the psychological symptoms due to work stress are job dissatisfaction which is more indicated by anxiety, tension, boredom, irritability and procrastination.

According to Gibson, Ivancevich and Donnely (2006), job stress is an adjustment response, mediated by individual differences and / or psychological processes, which are the self-consequences of any external (environmental) action, situation, or event that determines psychological demand. and / or physical excess to someone. The general meaning of stress is a tension that affects one's emotions, thought processes, and physical condition.

Apart from job stress, organizational support as part of the factors that affect performance that comes from internal organizations also plays a role in relation to performance. Although not directly, organizational support is considered important in shaping the behavior of members of the organization. In addition, organizational

support within the public sector also plays a role in shaping the behavior of officials to be able to motivate and increase organizational commitment, which will later support the creation of performance optimization, especially services to the community.

Organizational commitment is shown in an attitude of acceptance, a strong belief in the values and goals of an organization for the achievement of organizational goals. A person's commitment to the organization involves 3 attitudes: (1) Identification with organizational goals, (2) Feelings of involvement in organizational tasks, and (3) Feelings of loyalty to the organization. So it can be concluded that employee commitment to the organization is the level of willingness of employees to identify themselves and participate actively in organizations characterized by a desire to maintain membership in the organization, trust and acceptance of organizational values and goals, and willingness to work as much as possible for the benefit of the organization (Sopiah, 2010).

High commitment makes individuals more concerned with the organization than personal interests and tries to make the organization better. In local government budgeting participation will affect the performance of local governments, because high organizational commitment will increase the influence between budgetary participation and local government performance. Low organizational commitment will make individuals act for personal gain.

As a public sector organization, local governments are required to have a performance oriented towards the interests of the community, and encourage the government to always be responsive to its environmental guidance by striving to provide the best service in a transparent and quality manner, as well as a good division of tasks within the government (Saudi, 2018). The existence of civil servants who work at the Secretariat Office of Tasikmalaya Regency whose workload is heavier, the duration of work is more and does not necessarily make human resources in the organization vulnerable to the potential for work stress that has an impact on performance. Therefore, in order to carry out government activities to the community not to be disturbed, it is necessary to have good human resource management, especially in psychological matters. In addition, organizational support as an external factor also plays a role in creating optimal performance because it is felt that organizational support is needed to be able to motivate employees who are expected to create optimal and better performance.

The phenomenon that occurs in the Tasikmalaya District Secretariat Office from the results of initial observations, found several symptoms of low employee performance. The indication of this can be seen from the behavior of employees who work unprofessionally or carelessly and procrastinate on assignments and jobs, this is thought to be due to high workloads that cause high work stress. In addition, the organizational environment does not appear to have created an atmosphere that encourages the willingness and ability of employees to establish effective cooperative and communication relationships, resulting in a lack of harmony which can hinder the implementation of tasks and jobs.

Based on the description above, it is necessary to conduct research related to this phenomenon which will be outlined in the form of a thesis by taking the title: Analysis of Work Stress and Organizational Commitment on Employee Performance at the Regional Secretariat of Tasikmallaya Regency.

2. Literature Review

According to Luthans (2006) states that: "Job stress is an adaptive response to external situations that produce physical, psychological and behavioral deviations for organizational participation." Meanwhile, Robbins

(2008) identifies 3 factors from sources of stress, namely environmental factors, including: economic uncertainty, political uncertainty, and technological uncertainty; Organizational factors (in organizations), including: task demands, role demands, demands between personal, organizational structure, organizational leadership, organizational life stage; Individual factors, including: family problems, economic problems, and personality. However, stress itself is not necessarily bad, even though it is usually discussed in a negative context, stress also has a positive value. Stress is an opportunity when it offers potential results. In other words, positively stress can be used to seize opportunities to perform at or near the maximum level of ability.

Apart from work stress or work stressors, organizational commitment can also affect employee performance. Support for organizational commitment in the public sector also plays a role in shaping the behavior of officials to be able to motivate and increase organizational commitment, which in turn will support the creation of performance optimization. According to Mathis and Jackson in Sopiah (2010) that: "Organizational commitment is the degree to which employees believe and are willing to accept organizational goals and will remain or will not leave the organization." Basically, employees want to contribute to achieving organizational goals where to achieve these organizational goals has been influenced by the different nature of commitment. Luthans (2006) who suggests 3 dimensions of organizational commitment, namely: 1. Affective commitment; 2. Continuous commitment; 3. Normative commitment.

According to Mangkunegara (2010) states that: "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". Furthermore, Bastian (2008) argues that the essence of employee performance is optimal work results, for that there are several employee performance indicators that must be considered including the following: (Input); (Process); (Output); outcome); (Benefit); (Impact).

Job stress is one of the employee's or employee's internal factors that results in work behavior which later affects performance (Wirawan, 2012). In some cases, stress actually starts from the organization, especially individuals in the organization, where stress can affect the behavior and performance of these individuals in the same organization.

Robbins (2010) argues that the sources of work stressors include organizational factors, namely commitment, pressure to avoid mistakes or complete tasks in a limited period of time, excessive workload, leaders who are always demanding and insensitive, and co-workers. which is no fun. In line with the opinion of Luthans (2006) that individuals who are highly committed to organization will open up opportunities for interaction with other individuals while working together in organizational activities. This interaction will allow the individual concerned to enter and be accepted by the group in the workplace. Thus these individuals get the fulfillment of the need for closeness with a group as well as the need for social support which has an important meaning in reducing work stress.

Luthans (2006) states that there is a positive influence between organizational commitment and desired results such as high performance, low employee turnover, and low absenteeism. This is reinforced by the statement of Sopiah (2008) that employees who are highly committed to the organization will lead to high organizational performance.

Then Newstroom in Sopiah (2008) says that in commitment there is a desire for someone to make serious efforts for the sake of the organization. Effort in this case is in the form of performance contributions made by employees for the company. Sopiah (2008) states that one of the symptoms of high stress is low employee performance.

Thus, it is clear that work stress can be controlled positively on work behavior which will later influence the performance in the organization. Where the optimum work stress is expected to be able to improve employee performance optimally. Increasing organizational commitment is very important for the motivation and quality of employees who work so as to improve employee performance.

3. Framework and Hypothesis

Based on the objectives of this study, the variables analyzed were independent variables, namely job stress (X_1) and organizational commitment (X_2), while the dependent variable was employee performance (variable Y). In this study, it is described through the correlation model in path analysis as follows:

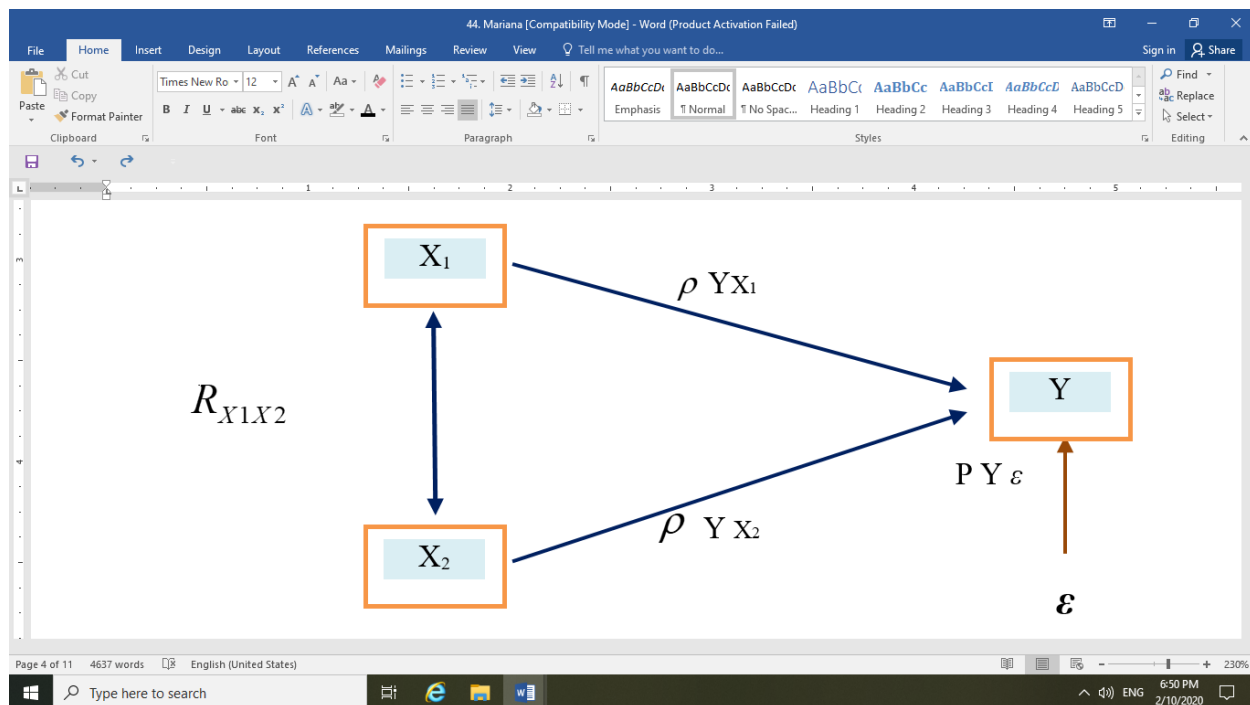


Figure 1. xxx

Hypothesis

1. How is work stress, organizational commitment and employee performance the Regional Secretariat of Tasikmalaya Regency.
2. How to analyze work stress and organizational commitment to employee performance at the Regional Secretariat of Tasikmalaya Regency, either partially or simultaneously.

3. Methodology

The research method can be interpreted as a scientific method used to obtain objective, valid and reliable data with the aim of being able to find, prove and develop knowledge so that it can be used to understand, solve and anticipate problems. The research method used in this research is explanatory research method. According to Winarno Surakhmad (2008) that: "Explanatory research highlights the relationship between research variables and tests the previously prepared hypotheses. Therefore this research is accompanied by testing research.

Although the description contains descriptions, the focus is directed at explaining the relationship between the three variables. "

To examine the relationship between the research variables, namely the path analysis method. This method is used to explain the pair of data from the independent variable and the dependent variable from all research samples for hypothesis testing. This method of path analysis is used in order to determine the magnitude of the influence of a variable on other variables, (the influence of the variable on, as well as the magnitude of the influence between variables ()). Then each independent variable () is measured its effect on these fixed variables to get a picture of the comparison of the effects. the most significant.

4. Finding and Argument

• The influence of work stress and organisational commitment on employee performance at Regional Secretariat of Tasikmalaya Regency

Furthermore, this study has three variables studied, namely job stress as the 1st independent variable work stress (X_1), organizational commitment as the 2nd independent variable organizational commitment (X_2) and employee performance as the dependent variable employee performance (Y). Therefore, because there are three variables, path analysis is used to determine how much direct and indirect influence between independent variables on the dependent variable.

From the results of data processing using Microsoft Excel and SPSS (Statistic Package for Social Science) Version 16.00, the beta coefficient values of the X_1 variables, X_2 variables and Y variables as a whole are found in the Appendix. From the path coefficient value, then it is used to find the proportional effect of each independent variable on the dependent variable, the details are as follows:

Table 1. Direct and Indirect Influence Variable work stress X_1 dan organizational commitment X_2 against Variables employee performance Y

Source: Processed data						
Direct Effect X_1	(PYX_1) (pYX_1)	$(0,368)^2$			0,135	
Through X_2	(PYX_1) (rX_1X_2) (PYX_2)	$(0,368)$	$(0,652)$	$(0,532)$	0,128	
Total Direct influence X_1 through X_2					0,263	(a)
Effect of X_2 on Y						
Direct Influence X_2	(PYX_2) (pYX_2)	$(0,532)^2$			0,283	
Through X_1	(PYX_1) (rX_2X_1) (PYX_1)	$(0,532)$	$(0,652)$	$(0,368)$	0,128	
Total Direct influence X_2 through X_1					0,411	(b)
Collective Influence (r^2)					0,674	(c)
					(a + b)	

Epsilon (1- r^2)	0,326	
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Source: Processed data

Based on the picture above, it can be seen that the total influence of work stress variables and organizational commitment on employee performance is equal to the coefficient of determination (r^2), which is 0.674 meaning that the effect of work stress and organizational commitment on employee performance at the Regional Secretariat Office of Tasikmalaya Regency is 67, 4%. This shows that the performance of employees at the Regional Secretariat Office of Tasikmalaya Regency is 67.4% influenced by the variables of work stress and organizational commitment, while the epsilon value of 32.6% is influenced by other variables not examined.

Based on the results of the path analysis data processing above, it can be visualized in the form of a path analysis structure as follows:

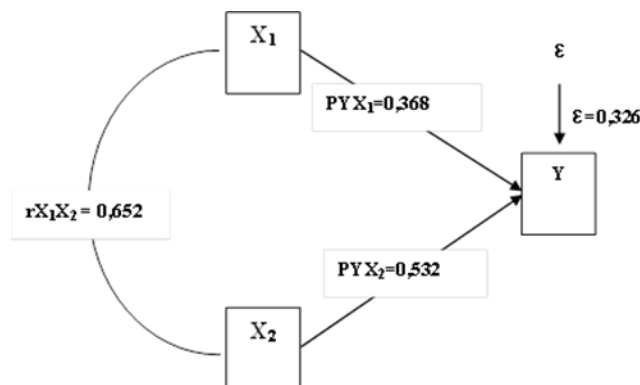


Figure 2. Structural Relationship between Variables X1 and X2 Against Y

Based on Figure 4.1, it can be seen that the effect of work stress on employee performance is 0.368 or 36.8%, while the total effect of organizational commitment on employee performance is 0.532 or 53.2%. The biggest direct influence on employee performance is organizational commitment, this shows that organizational commitment at the Regional Secretariat Office of Tasikmalaya Regency is relatively good so that it provides an optimal contribution in improving employee performance. Organizational commitment has an important role in strengthening the identity of employees in the organization, meaning that employees have a high commitment to the organization, thus creating high loyalty to the organization.

Furthermore, hypothesis testing simultaneously and partially is carried out to test whether there is a significant effect or not. The results of calculations using SPSS in Appendix 6 obtained the following values:

1). Simultaneous Influence Testing

By using a confidence level of 95%. ($\alpha = 0.05$) and a degree of freedom $df = n - 1$, the value of $P\text{-value} = 0.000 < 0.05$ is obtained so that it means that simultaneously work stress and organizational commitment have a significant effect on employee performance. at the Regional Secretariat of Tasikmalaya Regency, thus the hypothesis can be accepted as true.

Based on the results of the analysis, it shows that simultaneously work stress and organizational commitment have a significant effect on employee performance at the Regional Secretariat of Tasikmalaya Regency. The results of this study are relevant to the research conducted by Johartono, (2013) in his research showing that

Work Stress and Organizational Commitment Towards Turnover Intention of Tax Consultant Office Employees in Surabaya. Work stress and organizational commitment together are proven to be able to improve employee performance, meaning that the existence of ideal work stress is at least able to increase the employee's mindset in a positive direction and become a strong person so that they can show their performance, while organizational commitment provides evidence that employees have a strong relationship with the organization so that they continue to be committed to realizing the vision and mission of the organization as demonstrated through good performance. This is in line with the opinion of Robbins (2010) argues that the sources of work stressors are organizational factors, namely commitment, pressure to avoid mistakes or complete tasks within a limited period of time, excessive workload, leaders who are always demanding and insensitive, and unpleasant coworkers. In line with the opinion of Luthans (2006) that individuals who are highly committed to organizations will open up opportunities for interaction with other individuals while working together in organizational activities. This interaction will allow the individual concerned to enter and be accepted by the group in the workplace. Thus these individuals get the fulfillment of the need for closeness with a group as well as the need for social support which has an important meaning in reducing work stress.

2). Partial Influence Testing

By using a confidence level of 95% ($\alpha = 0.05$), the Pvalue value of each variable was obtained as follows:

- Value Pvalue X1 = 0.000 < 0.05

Based on the value of Pvalue, it can be seen that job stress partially has a significant effect on employee performance at the Regional Secretariat of Tasikmalaya Regency.

- Value Pvalue X2 = 0.000 < 0.05

Based on the value of value, it can be seen that organizational commitment partially has a significant effect on employee performance at the Regional Secretariat of Tasikmalaya Regency.

Based on the results of the analysis, it shows that work stress partially has a significant effect on employee performance at the Regional Secretariat of Tasikmalaya Regency. This shows that most employees have a good ability to manage and manage stress wisely so that they are able to convert work stress into positive energy which ultimately shows high performance. Job stress is a natural thing in the world of work, although some people avoid it, work stress also indirectly forms a strong attitude and personality. This is in accordance with the opinion of Handoko (2008) argues that in a very low or high stress state, employee performance will be low. In low stress conditions there will be feelings of boredom because of the lack of challenges, while in high stress conditions employees will feel uncomfortable. If the work stress is at an optimum condition, the performance will also be optimum. These results are also relevant to research conducted by Ria Puspita Sari (2015), in which the results of her research indicate that Job Stress has an effect on the Performance of Jambuluwuk Employees at Malioboro Boutique Hotel Yogyakarta. In addition, research from Ninin Non Ayu Salmah (2015), the results of his research revealed that partially work stress affects the performance of employees at PTPN VII Cinta Manis.

Organizational commitment partially has a significant effect on employee performance at the Regional Secretariat of Tasikmalaya Regency. In this case, organizational commitment is shown in an attitude of acceptance, a strong belief in the values and goals of an organization for the achievement of organizational goals. Commitment is very important in an organization in order to support the achievement of the goals of the organization. The description or form of commitment is often identified with a pledge or commitment to a

particular action. Employee commitment to the organization contributes in predicting important organizational variables related to performance. Employee commitment to the organization is needed as an indicator of employee performance. So that employees with high commitment are expected to show high performance as well. This is in line with what Newstrom states in Sopiah (2008) which states that in commitment there is a desire for someone to do serious effort for the sake of the organization. Effort in this case is in the form of performance contributions made by employees for the company. These results are relevant to previous research from Okto Abrianto (2014), in his research results revealed that organizational commitment has an effect on employee performance in the HRD department of PT. Arthawena Sakti Gemilang Malang.

5. Conclusion

Based on the results of research and discussion of the effect of work stress and organizational commitment on employee performance at the Regional Secretariat of Tasikmalaya Regency, it can be concluded as follows:

1. Work stress at the Regional Secretariat of Tasikmalaya Regency is classified as good. This shows that most employees are able to manage and handle work stress properly at the Regional Secretariat of Tasikmalaya Regency, this is a positive behavior as one of the supporters in an effort to improve performance.
2. Commitment of employees at the Regional Secretariat of Tasikmalaya Regency is classified as good. This shows that employees at the Regional Secretariat of Tasikmalaya Regency have a high commitment to the organization. Organizational commitment is an attitude that reflects employee loyalty to the organization and a continuous process where organizational members express their concern for the organization and its success and continuous progress.
3. Employee performance at the Regional Secretariat of Tasikmalaya Regency is classified as good, meaning that work stress and strong organizational commitment can improve employee performance. The essence of employee performance is optimal work results, for that there are several employee performance indicators that must be considered including input (input); process (process); output (output); result (outcome); benefit (benefit); and impact indicators.
4. Based on the results of the analysis shows that simultaneously and partially, work stress and organizational commitment have a significant effect on employee performance at the Regional Secretariat of Tasikmalaya Regency, thus the hypothesis can be accepted as true. This means that work stress and organizational commitment have an influence on improving employee performance at the Regional Secretariat of Tasikmalaya Regency.

Suggestions

The results of the less than optimal response from the results of the discussion of work stress regarding family economic pressures cause disruption to work, it is recommended that employees be able to anticipate expenditures that are not too important by considering the level of the most basic family needs based on the priority scale of needs, for example by delaying the desire to have four-wheeled vehicles or wishes outside of basic necessities. The results of the less than optimal response from the discussion of organizational commitment regarding the organizational environment convince employees to develop careers in the organization, it is recommended that employees not be too worried about their careers, employees remain focused on improving their quality by participating in various training and employee skills. The results of the analysis can be seen that work stress and organizational commitment have an effect on improving employee

performance at the Regional Secretariat of Tasikmalaya Regency, for that it needs to be maintained and improved so that it is more optimal in efforts to improve employee performance. This effort can be done by holding a counseling program in order to cope with the stress felt by employees, because the perception of each person in dealing with perceived stress will be different. Every employee is required to take part in the counseling program provided by the organization. For further researchers, it is advisable to conduct further research by looking for other independent variables that can affect employee performance, for example welfare programs, job placement, work environment and so on.

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