

**The Influence of Work Conflict and Work Stress on Employee Performance
at PT SEN, Jak-Bar**

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ABSTRACT

The aim of this research is to determine the effect of work conflict and work Stress on employee performance using data collection methods using closed questionnaires and data analysis techniques using multiple regression analysis and hypothesis testing. The number of samples in this research is 70 respondents. From the results of distributing questionnaires, it is known that work conflict has no influence on performance and work Stress has an influence, while together conflict and work Stress have an influence on employee performance.

Keywords: *Conflict, Work Stress, Employee Performance*

INTRODUCTION

A company cannot be separated from human labor, the advancement of technology without being supported by human labor means that the company's goals will not be achieved. In a company, employee performance greatly influences the achievements of a company because if the employee's performance is poor, it will also have a negative impact on the company. Likewise, if the employee's performance is good, it will also have a good influence or impact on the company's goals.

In the process of interaction between subsystems, there is bound to be some disharmony or incompatibility between individuals who are members of the organization. This incompatibility will give rise to tension that creates conflict. Tensions can arise, both between individuals and between groups within the organization. There are many factors behind this tension and incompatibility, including different personal characteristics, poor communication, differences in values, and so on. These differences ultimately bring organizations into conflict

Conflicts that occur in an organization will generally have an influence on the work atmosphere, especially employee performance. Therefore, there is a need for management and solidarity in terms of working together to create an atmosphere that does not cause divisions between employees by the company itself, as well as in the office world, unless and when working together, it is very important to create a pleasant atmosphere so that disputes

do not occur and remain maintain brotherhood between employees.

At PT SEN there have been conflicts between employees, there are many things that cause these conflicts to occur, such as misunderstandings, employees' personal problems that are brought up at work can also cause disputes, the work pressure of each employee who is required to continuously achieve their targets is often the reason why this arises. conflict between fellow employees.

From the results of the pre-survey carried out, the majority of employees at PT Solusi Energi Nusantara West Jakarta answered yes, this indicates that work conflict in the company is still high so this reduces employee performance in the work they are responsible for and the majority of employees at PT Solusi Energi Nusantara West Jakarta also considers that work conflict does not actually make performance better. This further strengthens that work Stress has an important role in measuring employee performance, especially employees of PT Solusi Energi Nusantara West Jakarta, and from the results of a pre-survey on work Stress where work Stress is caused by co-workers who are unsupportive or unfair in carrying out work. , then next, work Stress is caused by a work load that exceeds the limit or is overloaded so that PT Solusi Energi Nusantara West Jakarta employees have to do overtime until midnight. The next factor is the role or position that has so much responsibility, so much responsibility results in work Stress for PT Solusi Energi Nusantara West Jakarta employees and linearization of

scientific fields that is not in accordance with the position they are currently holding while working.

From the performance assessment, there has been a decline in almost all aspects, from 2019 to 2021 the assessment shows that aspect 1 has decreased by 10%, aspect 2 has decreased by 6%, aspect 3 has decreased by 4% and aspect 4 has decreased by 9%, and This is an indication of suboptimal performance. And the factors that influence the decline in employee performance are work conflict and work Stress that occur within the company.

Based on the background above, the author concludes that apart from compensation which can affect employee performance, work discipline can also affect the decline in employee performance, therefore the author is interested in taking the title "The Effect of Work Conflict and Work Stress on Employee Performance at PT SEN"

METHODS

This type of research is quantitative with a population of 70 employees so the sample in this research is 70 respondents using a saturated sampling technique.

In collecting data, the type of data used is primary data in the form of a questionnaire given to employees which is closed in nature and provides answers. The data obtained was analyzed using instrument tests and regression analysis and hypothesis testing.

RESEARCH RESULT

1. Respondent Characteristics

From the research results,

the majority of this research is male, this is because it is a project-based company whose work is mostly carried out in the field. So more male employees are needed to support the work.

From the age of the respondents, the majority of respondents were aged 26-25 years because this age range is a very productive age at work, especially work that requires a lot of physical effort. Physical energy is needed because most of the projects owned are engineering projects, surveys and inspections, this is in line with what was said by Apriliyanti (2017) that people in the productive period usually have a higher level of productivity.

In terms of education, Bachelor's Degree is the most common because it requires professional staff who already have special expertise in their respective fields, such as Bachelor's Degree in Chemistry and Bachelor's Degree in Civil Engineering for the Engineering Division, Bachelor's Degree in Economics for the Finance Division, Bachelor's Degree in Law for the Performance Assessment and Law Divisions.

2. Descriptive Analysis

From the results of the descriptive analysis, work conflict is very good, this is proven by the respondents' answers that the majority of respondents listen to each other when someone else is talking.

From the results of the work Stress analysis, it is also very good, this is evidenced by the fact that work demands are not too high.

From the analysis results, employee performance is very good and is proven by the highest scores where many employees enjoy working with each other.

3. Results Test Instrument

From the results of the validity test, it is known that the calculated r value is > r table 0.235 and the significance value is <0.05, so the statement is declared valid.

While the reliability test shows that the reliable value of Cronbach's alpha is > 0.600, the data is declared reliable.

4. Classical Assumption Test Results

a. Normality test

The results of the normality test with the Kolmogorov-Smirnov Test are as follows,

Table 1. Normality Test Results with One Sample

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		70
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	2.01206880
Most Extreme Differences	Absolute	.070
	Positive	.070
	Negative	-.062
Test Statistic		.070
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 this table, the Asymp Sig value is 0.200 > 0.05, the data is normally distributed

b. Test Multicollinearity

The multicollinearity test is carried out by looking at the Tolerance Value and Variance

Inflation Factor (VIF) values. The test results are as follows:

Table 2. Multicollinearity Test Results with Collinearity Statistics.

Coefficients ^a		
Model	Collinearity Statistics	
	Tolerance	VIF
1 (Constant)		
Conflict	.998	1.002
Stress	.998	1.002

a. Dependent Variable: Performance

Based on the test results in the table above the VIF (Variance Inflation Factor) value is (1,002 <10) and the tolerance value (0.998 > 0.10) in the variabel as the same.

c. Autokorelasi Test

Testing was carried out with the Autokorelasi test tool. The test results are as follows:

Table 3. Autokorelasi Test

Model Summary ^b	
Model	Durbin-Watson
1	1.850
a. Predictors: (Constant), Stress, Conflict	
b. Dependent Variable: Performance	

The Durbin-Watson value is 1.850 which is between 1.550 - 2.460 "There is no autocorrelation"

5. Quantitative Analysis

In this analysis it is intended to determine the effect of the independent variables on the dependent variable. The test results are as follows:

a. Multiple Linear Regression Analysis

This analysis is to determine the effect of an Employee Performance variable (Y) which is associated

with Conflict variables (X1), Stress (X2).

Table 4. Results of Multiple Linear Regression Analysis

Coefficients ^a					
Model	Unstandardized Coefficients		t	Sig.	
	B	Std. Error			
1	(Constant)	9.082	5.615	1.617	.110
	Conflict	.480	.085	-.189	.851
	Stress	.808	.088	9.193	.000

a. Dependent Variable: Performance

The regression equation obtained is $Y = 9.082 + 0.480 X1 + 0.808 X2$. From the equation above, it can be concluded as follows:

- 1). The constant value is 9.082, meaning that if the variables Work Conflict (X1) and Job Stress (X2) do not exist, then there is a Performance (Y) value of 9.082 points
- 2). The regression coefficient value of Conflict (X1) is 0.480 which means that if the constant remains and there is no change in the Stress variable (X2), then every 1 (one) unit change in the Conflict variable (X1) will result in a change in Performance (Y). of 0.480 points.
- 3). The regression coefficient value for Work Stress (X2) is 0.808 which means that if the constant remains and there is no change in the Conflict variable (X1), then every 1 (one) unit change in the Stress variable (X2) will result in a change in Performance (Y). amounting to 0.808 points.

b. Analysis of the coefficient of determination

Analysis of the coefficient of determination is intended to determine the percentage influence of the independent variable on the dependent variable either partially or simultaneously. The test results are as follows:

Table 5. Results of the Coefficient of Determination

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.748 ^a	.559	.546	2.042

a. Predictors: (Constant), Stress, Conflict

The r square value is 0.559 or 56%. Work conflict and work stress contribute 56% to the performance variable, while the remaining 44% is influenced by other factors not discussed in this research.

6. Hypothesis testing
Partial hypothesis test (t test)

Hypothesis testing with the t test is used to find out which partial hypotheses are accepted. The test results are as follows:

Table 6. Hypothesis Test Results (t test)

Coefficients ^a			
Model		t	Sig.
1	(Constant)	1.617	.110
	Conflict	-.189	.851
	Stress	9.193	.000

a. Dependent Variable: Performance

1) Effect of Conflict on Performance

The calculated t value > t table or (-0.189 < 1.995) was obtained. This is also reinforced by the p value < sig.0.05 or (0.851 > 0.05). Thus, H01 is accepted and Ha1 is rejected, this shows that there is no partially significant influence between work conflict on

employee performance at PT SEN

2) The Effect of Stress on Performance

The calculated t value > t table or (9.313 > 1.995) was obtained. This is also confirmed by the p value < sig.0.05 or (0.000 < 0.05). Thus, H02 is rejected and Ha2 is accepted, this shows that there is a partially significant influence between work stress on employee performance at PT SEN

Simultaneous Hypothesis Test (Test F)

Hypothesis testing with the F test is used to determine which simultaneous hypotheses are accepted.

Table 7. Simultaneous Hypothesis Testing Results

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	353.802	2	176.901	42.430	.000 ^b
	Residual	279.341	67	4.169		
	Total	633.143	69			

A. Dependent Variable: Performance
B. Predictors: (Constant), Conflict, Hasil Stres

F count > F table or (42,430 > 2,740). This is also confirmed by the p value < sig.0.05 or (0.000 < 0.05). Thus, H03 is rejected and Ha3 is accepted, this shows that there is a significant simultaneous influence between work conflict and work stress on employee performance at PT SEN.

DISCUSSION OF RESEARCH RESULTS

1. Conflict on Performance

In the test results in the table above, the calculated t value > t table or (0.395 < 1.995) is obtained. This is also reinforced by the p value < sig.0.05 or (0.000 > 0.05). Thus, H01 is accepted and Ha1 is rejected, this shows that there is no partially significant influence between work conflict on employee performance at PT Solusi Energy Nusantara, this is

not in line with the research of Handa (2017), Indra (2020) and Pratami (2020). 2020) which states that Conflict has an influence.

2. Work Stress on Performance

Based on the test results in the table above, the calculated t value $>$ t table or ($9.276 > 1.995$) is obtained. This is also confirmed by the p value $<$ sig.0.05 or ($0.000 < 0.05$). Thus, H_02 is rejected and H_{a2} is accepted, this shows that there is a partially significant influence between work stress on employee performance at PT Solusi Energy Nusantara. This is in line with research by Wehelmina (2018), Herdianto (2019), Tri (2020) which states that work stress has an influence on performance.

3. Conflict and Work Stress on Performance

Based on the test results in the table above, the calculated F value $>$ F table or ($42.430 > 2.740$) is obtained. This is also confirmed by the p value $<$ sig.0.05 or ($0.000 < 0.05$). Thus, H_03 is rejected and H_{a3} is accepted, this shows that there is a significant simultaneous influence between work conflict and work stress on employee performance at PT Solusi Energy Nusantara. This is in line with research by Irwan (2017), Cristine (2019) and Marnita (2021) which states that conflict and stress have an influence on employee performance.

CONCLUSION

Based on the problem formulation, there is no partially significant influence between work conflict on employee performance at

PT SEN. Based on the problem formulation, there is a partially significant influence between work stress and employee performance at PT SEN. Based on the problem formulation, there is a significant simultaneous influence between work conflict and work stress on employee performance at PT SEN

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