



The Effect Of Work Stress, Motivation, And Competence On Employee Performance In The Covid-19 Pandemic Conditions At PT Ace Hardware Indonesia (Study At Ace Hardware Outlets Grand Indonesia Branch In Jakarta).

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Abstract: “The Influence of Work Stress, Motivation, and Competence on Employee Performance in the Covid-19 Pandemic Condition at Pt Ace Hardware Indonesia (Study at Ace Hardware Outlets Grand Indonesia Branch in Jakarta), especially the Operations section, 130 employees of PT Ace Hardware Grand Indonesia Branch. The sample in this study was 100 employees of PT Ace Hardware Grand Indonesia Branch calculated based on the Slovin formula. The sampling method used was convenience sampling. The data collection method used a survey method, with the research instrument being a questionnaire. Data analysis method using Partial Least Square.

The results showed that the results of work stress research with employee performance showed path coefficients values of 0.286 which were close to the value of +1, the T-Statistic value was 4.443 (> 1.96), the f-square value was 0.134, and the p-value was 0.000 (<0.05).). motivation with employee performance which shows a path coefficient value of 0.260 which is close to the value of + 1, the T-Statistic value is 2.474 (> 1.96), the f-square value is 0.072, and the p-value is 0.015 (<0.05). competence with employee performance which shows a path coefficients value of 0.428 which is close to the value of +1, the T-Statistic value is 3.826 (>1.96), the f-square value is 0.231 and the p-value is 0.000 (<0.05). it can be concluded that the first hypothesis (H1), (H2), (H3) is accepted as having a positive effect.

Keywords: Job Stress, Motivation, Competence, Employee Performance

INTRODUCTION

Human resources are a very important role in the company because human resources cause other resources to function and run. Once the importance of the role of human resources, this factor becomes a determinant for the success of the company. Because no matter how great the buildings and offices are, the amount of capital used, the extent of the marketing network, and the maturity of the plans and strategies, all are completely meaningless without the people who move, implement and realize these plans Hapsari (in Hidayanti et al., 2020).

Employee performance is an important factor in achieving company goals. According to Sutrisno (2016) performance is a result of work that has been achieved by someone from his work behavior in carrying out work activities. Furthermore, Pramularso's research (2018) states that employee performance is a measure of how human resources in a company have

played a role or not in the progress of the organization. The potential of well-performing human resources determines the success of the company. To achieve the best performance, of course, it is necessary to have directed the management of human resources through various policies that can adjust the common interests of employees and the company. In addition, employee performance will be good with the awareness and sincerity of employees as individuals in carrying out their duties and responsibilities.

One of the factors triggering a decrease in employee performance is work stress. Worker stress feeds an employee's condition of an imbalance of emotions he is experiencing which is influenced by the work environment. According to Mangkunegara (2017) Furthermore, according to Rivai (2011), work stress is a condition of tension that creates a physical and psychological imbalance, which affects emotions, thought processes, and the condition of an employee depressed, both physical and psychologically.

In addition, the factor of declining employee performance is due to motivation. Work motivation is a way to encourage morale and reduce bad perceptions of employees in doing a job with certain factors by optimizing a job in order to achieve organizational goals.

Based on the results of previous research from Lidya Sari M. Nasution, Tuti Kirana, and Cut Fitri Rostina (2020) stated that work stress has a positive and significant effect on employee performance because work demands that must be completed in a short time will cause employee pressure. Furthermore, research from Alvin Arifin (2020) states that work stress has a positive and significant effect on employee performance.

Based on the results of previous research from Rike Selviasari (2018) which stated that motivation has a significant positive effect on employee performance, it is necessary for the leadership to provide motivation to its employees so that encouragement within employees appears so as to improve performance and achieve company goals. Research from R. Joko Sugiharjo (2019) also states that motivation has a positive and significant effect on employee performance.

Based on the results of previous research from Herry Ginting Like, Tanta Bina Barus, Nadela Veronika Ginting, and Try Cyntia Gultom (2019) stated that competence has a positive and significant effect on employee performance because employees who do not have high competence tend not to be able to understand and understand work properly. either because of the lack of knowledge and skills, they have in carrying out the work, so their performance is not optimal. Furthermore, Muhammad Guruh (2019) in his research stated that competency has a positive and significant effect on employee performance.

LITERATURE REVIEW AND HYPOTHESIS DEVELOPMENT

The variables in this study include the independent variables and the dependent variables.

1. Work Stress (X1)

In addition, Hasibuan (2016) revealed that work stress is a condition of tension that affects one's emotions, thought processes, and conditions.

2. Motivation (X2)

Wibowo (2016) states that work motivation is the result of a collection of external and internal forces that cause workers to choose the appropriate course of action and use certain behaviors.

3. Competency (X3)

According to Wibowo (2016), Competence is the ability to carry out or do a job that is based on skills and experience and is supported by the work attitudes demanded by workers.

Employee performance is the result of work that can be achieved by the organization or employees within a certain period, effectively and efficiently. According to Afandi (2018) says that performance is the result of work that can be achieved by a person or group of people in a company according to their respective authorities and responsibilities in an effort to achieve organizational goals. The literature review is a reference list of all types of references such as books, journals, articles, dissertations, theses, theses, handouts,

laboratory manuals, and other scientific works. Some related literature (Review of related literature).

In accordance with this meaning, a literature review functions as a review (review) of the literature (research reports, etc.) on related issues, not always having to be exactly identical to the problem area being faced but also including concurrent and related (collateral). This study uses the Path Analysis technique to solve the problems that exist in the company. Variables related to Job Stress, Motivation, Competence, and Employee Performance.

METHODS

The data used in this study is primary data, data obtained from respondents by providing questionnaires/question data to employees and secondary data is data collected indirectly from the source. The data obtained in the form of attendance rate data, target achievement data, and employee assessment data are derived from archives or documents owned by the company. Then the data is obtained from the internet in the form of company profiles and the latest company news. And in the form of research studies and previous research.

The analysis technique or method used in this study is multiple linear regression which is used to test hypotheses, while in data processing this research uses the IBM Statistical Package for the Social Sciences (SPSS) Statistics 22.0 for Windows program and inputs report data using Microsoft Excel.

RESULT AND DISCUSSION

The population in this study were employees of PT Ace Hardware Grand Indonesia Branch with a population of 130 employees and 100 were used as samples in this study. calculated based on the Slovin formula. Sampling method using convenience sampling. The data collection method uses a survey method, with the research instrument being a questionnaire. Methods of data analysis using Partial Least Square.

Evaluation of the Structural Model (Inner Model)

After the estimated model meets the outer model criteria, the next step is to test the structural model (inner model). According to Hair et al. (2017), the evaluation of the structural model (inner model) aims to predict the relationship between latent variables. This study tests the structural model (inner model) by looking at the value of the coefficient of determination (R²), Q Square (Q²), and (Goodness of Fit (GoF).

1. Evaluation of the Coefficient of Determination

Assessing the model with PLS begins by looking at the R-Square (R²) for each variable. The coefficient of determination R-square (R²) shows how much variable X explains variable Y. If the value of R-square (R²) is getting bigger, then the independent variables provide all the information needed to predict the variation of the dependent variable. On the other hand, the smaller the value of R-Square (R²), the more limited the ability of the independent variables in explaining the variation of the dependent variable.

In this study, there is one dependent variable, namely employee performance which is influenced by work stress, motivation, and competence variables.

Tabel 1 Koefisien Determinasi Test Results

R Square	R Square Adjusted
Kinerja Karyawan	0.876 0.872

Source: Data processed from PLS, 2022

Based on table 8, the value of R-Square (R²) or the coefficient of determination of the employee performance variable is 0.876. These results indicate that employee performance variables can be explained by work stress, motivation, and competency variables of 87.6% (0.876) while the rest is explained by other variables not examined.

Predictive Relevance Test Results

The predictive relevance test (Q²) was carried out using the blindfolding procedure as presented in the following table.

RESULT AND DISCUSSION

Based on the results that have been discussed and described above, the following results are obtained:

The Effect of Work Stress, Motivation, and Competence on Employee Performance in the Covid-19 Pandemic Conditions at PT Ace Hardware Indonesia (Study at Ace Hardware Outlets Grand Indonesia Branch in Jakarta). Based on the level of explanation, this research is associative research, namely a method that is curious how close is the relationship or influence between the variables studied, what are the forms of equations between the variables studied, and how much influence does a research variable have on other research variables. Meanwhile, based on the analysis and the type of data, this research is quantitative research, which is a data analysis that uses numbers so that problem-solving can be calculated with certainty with mathematical calculations.

This study aims to determine the effect of work stress, motivation, and competence on the performance of employees of PT ACE Hardware Indonesia Grand Indonesia branch. The independent variables assessed in this research model are work stress, motivation, and competence. While the dependent variable assessed in this research model is the performance of employees of PT ACE Hardware Indonesia Grand Indonesia branch.

1. Relationship Between Job Stress and Employee Performance

Based on the test results on the effect of work stress on the performance of employees of PT ACE Hardware Indonesia Grand Indonesia branch. path coefficients 0.261 which are close to the value + 1, the T-Statistic value is 5.407 (> 1.96), the f-square value is 0.300, and the p-value is 0.000 (< 0.05), so it can be concluded that the first hypothesis (H1) is accepted and work stress has a positive and significant effect on the performance of employees of PT ACE Hardware Indonesia Grand Indonesia branch. The higher the existing work stress, will further reduce the performance of employees of PT ACE Hardware Indonesia Grand Indonesia branch.

Work stress is a condition of tension that causes an imbalance in the physical and psychological conditions of employees originating from individuals and organizations, therefore if employees have work stress it will affect their performance at work. In the description of the variable work schedule, excessive working conditions become unfavorable, which is the highest indicator that triggers work stress. From these results, it can be said that the work schedule is very important for employees and if employees feel the work schedule is more than usual it can reduce their work performance. The results of this study are in line with research conducted by Hidayanti, Irwadi, Vivian, Harimas, and Vivi Dayanti Hasan (2020) which found that work stress has a positive and significant effect on employee performance.

2. The Relationship Between Employee Motivation and Performance

Based on the test results on the influence of motivation on employee performance at PT ACE Hardware Indonesia Grand Indonesia branch. The path coefficients value is 0.524 which is close to the value + 1, the T-Statistic value is 7.745 (> 1.96), the fsquare value is 0.417, and the p-value is 0.000 (< 0.05), so it can be concluded that the second hypothesis (H2) is accepted and motivation has a positive effect and significant on the performance of employees of PT ACE Hardware Indonesia Grand Indonesia branch. The higher the motivation, the higher the employee performance of PT ACE Hardware Indonesia Grand Indonesia branch.

Work motivation is an encouragement for someone to do a job optimally so that the desired goals are achieved. Work motivation can result from external and internal factors that cause workers to act accordingly and use certain behaviors. In the description of good work environment variables can increase work motivation to be the highest indicator of work motivation. From the results of this study it can be said that if the work environment supports the employee's performance will be better and the goals to be achieved will be successful.

The results of this study are in line with research conducted by Ryani Dhyani Parashakti & Muhamad Ekhsan (2021), Muhammad Guruh (2019), and Bukhari, Sjahril

Effendi Pasaribu (2019) which found that motivation has a significant and significant effect on employee performance.

3. The Relationship Between Competence and Employee Performance

Based on the test results on the effect of competence on the performance of employees of PT ACE Hardware Indonesia Grand Indonesia branch. It has a path coefficients value of 0.234 which is away from the value of +1, the T-Statistic value is 2.966 (>1.96), the f-square value is 0.070 and the p-value is 0.004 (<0.05), so it can be concluded that the third hypothesis (H3) is accepted and competence has an effect positive and significant impact on the performance of employees of PT ACE Hardware Indonesia Grand Indonesia branch.

Competence is an individual's ability to carry out a job with skills to produce a value of job achievement and carry out a job correctly and has advantages. In the description of the variable, believing that the ability possessed can support a good career is the highest variable and is one of the competence factors that can affect employee performance. From the results of this study, it can be said that employees must put out their best abilities and continue to try to improve their competencies so that work performance can continue to be good.

CONCLUSIONS

Based on the research that has been done, there is a positive influence. The results of this study support previous research conducted by Lidya Sari M. Nasution, Tuti Kirana, and Cut Fitri Rostina (2021), Dally Sukmawati (2017), and Eigis Yani Pramularso (2018) which found that competence has a positive and significant effect on employee performance.

the influence of work stress on the performance of employees of PT ACE Hardware Indonesia Grand Indonesia branch. path coefficients 0.261 which are close to the value + 1, the T-Statistic value is 5.407 (> 1.96), the f-square value is 0.300, and the p-value is 0.000 (<0.05), so it can be concluded that the first hypothesis (H1) is accepted and work stress has a positive and significant effect on the performance of employees of PT ACE Hardware Indonesia Grand Indonesia branch.

The influence of motivation on the performance of employees of PT ACE Hardware Indonesia Grand Indonesia branch. The path coefficients value is 0.524 which is close to the value + 1, the T-Statistic value is 7.745 (> 1.96), the f-square value is 0.417, and the p-value is 0.000 (<0.05), so it can be concluded that the second hypothesis (H2) is accepted and motivation has a positive effect and significantly to the performance of employees of PT ACE Hardware Indonesia Grand Indonesia branch.

Has a path coefficients value of 0.234 away from the +1 value, a T-Statistic value of 2.966 (> 1.96), an f-square value of 0.070 and a p-value of 0.004 (<0.05), so it can be concluded that the third hypothesis (H3) is accepted and competence has an effect positive and significant impact on the performance of employees of PT ACE Hardware Indonesia Grand Indonesia branch.

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