

Employee Performance Analysis of The Conflict Side and Work Stress at Local television in Surabaya

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Abstract: Local Television in Surabaya is an industry engaged in entertainment, found the problem of low employee performance. The purpose of this research is to know the influence of conflict and work stress both partially, simultaneously to the employee's performance. This research is a quantitative study with a sample number of 63 respondents who were local television employees in Surabaya using saturated sampling techniques.

Based on the calculation results of SPSS version 23 known partial conflicts have no effect and are not significant to the employee's performance with T calculate $1,039 < T_{table} 1.670$ with a significant value of $0.299 > 0.05$. Partially there is no influence between conflict and employee performance. While work stress has a partial effect on the performance of employees with Thitung results = $3,333 > 1.670$ with a value of $0.001 < 0.05$. Simultaneous conflicts and occupational stress affect employees ' performance with the results of $F 9.965 > F_{table} 3.15$ with a significant value of 0.000 which means a significant value of < 0.05 .

Keywords: conflict, work stress, employee performance.

Introduction

Nowadays economic growth is growing rapidly, Competition in the business world is also increasingly strict, especially in terms of services, namely television. The television Industry strives to make TV broadcasts creatively and be the most excellent. It is not detached from the role and management of good and professional HR management that has a great impact on the progress or development of the company or organization [1]. Human resource management is currently seen as an important asset in achieving the vision and mission of the Company or organization to achieve a competitive advantage [2]. The participation of the employees professionally in carrying out the duties and responsibilities given to make one of the determining aspects. In reality, working together and interacting between employees is not easy, because every employee has a different way of thinking and perspective.

Several factors cause a decrease in employee performance in one of the company's conflicts and occupational stress. [3] Argue that conflicts can have a positive impact on employees, if motivated to be more enthusiastic in work and can control the conflict. However, if the conflict cannot be controlled correctly, this may result in decreased performance in the company.

[4] Argues that stress is the pressure received by employees of co-workers or working environment conditions that trigger tension that can affect the emotion, mindset, and condition of a person. When employees are not able to deal with prolonged stress will impact on performance, which can trigger the emergence of depression or make employees no longer able to work in the company professionally [5].

The results of observations and interviews with employees at local television in Surabaya, employees there have high employment demands to produce an event that will be aired on television. Employees at BBSTV are asked to generate creative ideas and can work well with the work team to be able to produce one particular coverage. In working together and interacting there will always be differences of opinion in achieving goals, this is what can trigger conflicts between co-workers. Employees at BBSTV felt the workload or job assignment given to the division that moved the field very heavily to run, compared to the divisions that work in the office. It can also trigger conflicts due to the uneven division of tasks.

This conflict can impact workplace stress on employees at local television in Surabaya when employees cannot find the solution. Employees at local television in Surabaya have a heavy workload in which employees must set up a TV program to broadcast daily. So employees have to think about what to broadcast and give feedback. Sometimes there are also additional tasks or the latest news, whenever necessary employees must come so that employees feel overwhelmed or depressed of course this can trigger the occurrence of work stress among employees.

From the problem above researchers want to raise the title of employee performance analysis from the side of the conflict and work Stress at local television in Surabaya

Literature Review

Conflict (X1)

The conflict of circumstances in which there is a different perception in looking at the situation and conditions applied in the form of action to cause opposition to certain parties [6]

[7] presents conflict is a conflict experienced by employees either from the individual self, others, the organization with the expected reality.

According to Devinisi above, it can be concluded that a working conflict is an opposition, inconsistency, and conformability between individuals and individuals, individuals with groups, and groups with groups.

Conflict Indicator

1. Goal difference, each group of units in an organization or group each trying to make their goal here there are differences in how to achieve the objectives.
2. The difference in performance assessment, there are differences in the criteria in conducting conflicting assessments.
3. Dependent duties, each individual or group is required to work and interact with each other in accomplishing the task that has been charged that makes the individual or group dependent upon each other.
4. Communication, communication that is not good among coworkers can be a problem or conflict caused by wrong in the delivery of information
5. Personal problems, things that are in the personal person of people, such as personality, embraced norms, habits of life or culture.

Stress (X2)

Stress is a person's feeling because it feels uncomfortable or stressful, quiet in the face of work. (Sinambela, 2017:472) People or individuals who experience stress become often upset or emotional, aggressive and demonstrate a less cooperative attitude.

Stress is a form of state in which there is discomfort resulting from the pressure that affects the emotional, thought patterns and circumstances of a person (Siagian, 2015:300).

From the opinion of the experts above can be concluded that the work stress is the condition of the person's age is depressed because it is not the balance of physical and psychic conditions of a person who influences on emotions, thought patterns and behavior of someone.

Working Stress Indicator

1. Workload, with the provision of heavy-duty work, makes employees feel burdened by the responsibilities are given
2. The Leader pressure, the attitude of the leader or the unfair leader of the employees, makes the employee jealous with other employees who are preferred by the leader, this makes the employees depressed and not quiet when Impact on the employee's performance.
3. Time urges the demands of a given task must match the deadline or target given, making the employee inevitably have to complete the task following the prescribed time this makes the burden for the employee.
4. The family, Faktok from outside the company that could spark work stress is family, which includes economic factors, the negative behavior of children, unharmonious family life or divorce, and a move to stay away from the family.
5. Working environment, this factor is often the employees feel uncomfortable with the environment condition both co-workers and leaders.

Performance (Y)

Employee performance is the result or achievement of employee work in a company for the duties and responsibilities provided by the employer [10].

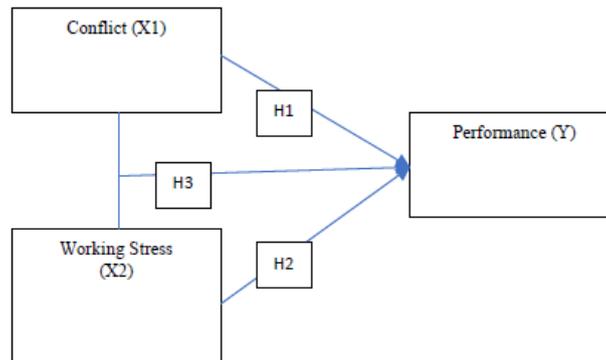
[11]argues that performance is the result of the work of an employee, in general that is influenced by several factors such as ability, motivation, a working environment that influence the company's performance.

From the opinions of some of the above experts can be concluded that performance is a form of a person's work and the outcome achieved by someone in the job.

Employee performance Indicators

1. The quantity of work represents the amount generated and expressed in terms such as the number of units or number of activity cycles completed.
2. Quality of work, obedience in procedures, discipline, and dedication.
3. Employee's ability to work with co-workers as well as cooperative.
4. Attendance is timeliness and achievement of target work that has been determined by the company.

Figure 1
Framework Conceptual



Hypothesis:

- H1: Suspected conflict significant negative impact on employee performance
- H2: Suspected stress significant negative impact on employee performance
- H3: Suspected conflicts and stressful work together significant effect on employee performance

Research Methods

Types of research

The method used in this study is an associative quantitative question that asks the relationship between two or more variables.

The type of research used is causality which is research explaining the causal relationship between the research variables that are affecting variables (conflict and occupational stress) and the affected variable (performance) [12]

Research sites

The location of this research is local television in Surabaya which addresses at Jalan Puncak Permai III, No. 5-7, Tunjungsari, Sukomanunggal, Surabaya, East Java.

Population and samples

In this research, the population is all employees in the office and in the field of local television in Surabaya which amounted to 63 employees.

According to [12]. Samples are part of the amount owned by the population, if the population is less than 100 then it is better taken all. The sampling conducted by researchers is all employees at local television in Surabaya, taken randomly from all populations.

Sampling techniques use saturated Sampling techniques where all population members are used as samples.

Data Collection Techniques

1. Live interviews, conducted directly with research objects or respondents well-face to face, by phone.
2. Observation, researchers go directly to the company observing and see directly the condition or environment of the business.
3. Documentation, studying theories of books, journals, theses, and the study of other supporting literature, as well as from related agencies.
4. Koesioner, the technique of data collection conducted by giving a set of questions or written statements to the respondent to be answered.

Data Analysis Techniques

A. Descriptive statistical analysis

A descriptive analysis is required on research variables, but its nature, not associated with other variables. Based on these variables, analytics can be done to get information on many things

B. Validity and reability

C. The classic assumption includes the test of normality, multicollinearity, heterokedaticity

D. Hypothesis test includes double linear regression test, double correlation (R), double coefficient of determination (R2), T-test (partial), test F (simultan)

Results and Discussion

Results

Analyzable Descriptive statistics

A. Conflict (X1)

Of the 6 Item statement distribution Results, The respondent's answer was obtained the overall average in the medium category, amounting to 2.40. For the highest statement value in item X 1.1 of 3.14 with the statement "feel the difference between personal purpose and company". This result shows employees in local television in Surabaya have a different purpose is evidenced by the results of the spread Koesioner the highest value on the goal difference indicator.

B. Stress (X2)

Based on the data processing obtained an average overall stress variable 2.49 that belongs to the medium category. Based on the results of the research through the distribution of polls conducted by researchers, of the 9 items of the result of the results of the dissemination of respondents response to the highest average, that is in item X 1.1 of 3.14 with the statement "SOP given company Very high ".

C. Performance (Y)

Based on the above data processing obtained an average of 4.48 in the high category, meaning the answers from employees as respondents belong to the high category. Based on the results of the research through the distribution of polls conducted by researchers, of the 7 item statement there is the results of the distributions of respondents answer obtained the highest average that is in item X 1.4 of 4.59 with employee statement "Check-in and checks Out according to the schedule set "in the attendance indicator.

Table 1: Normality test results

One-Sample Kolmogorov-Smirnov Test

		Unstandardiz ed Residual
N		63
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	1.55734435
Most Extreme Differences	Absolute	.107
	Positive	.071
	Negative	-.107
Test Statistic		.107
Asymp. Sig. (2-tailed)		.072 ^c

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

Data normality can be seen from Kolmogorov Smirnov's table which shows that the data is normally distributed because of the Asymp value. Sig> 0.05, and the result from the above table is 0.072 which means that the data is normal

Table 2: Multikolinieritas Test Result

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	3.061	3.174		.965	.339		
	CONFLIC	.139	.133	.133	1.048	.299	.778	1.286
	STRESS	.474	.142	.423	3.333	.001	.778	1.286

a. Dependent Variable: PERFORMANCE

The table above shows that tolerance value does not exist in < 10 which means there is no correlation between free variables. The calculation result shows that the VIF value is 1.286 which means there is no multicollinearity between the free variables in the regression model due to > 0.10

Multiple regression analysis

Regression formulas

$$Y = 3,061 + 0.139 X_1 + 0.474 X_2$$

- a. Value Constants = 3,061

The magnitude value of 3,061 constants indicates that employee performance. If it is not affected by conflicts and occupational stress

- b. Coefficient X1 = 0.139

If a variable regression confusion a conflict of 0.139 increased by 1 score to conflict it would result in a decrease in employee performance of 0.139

- c. coefficient X2 = 0.474

the variable regression coefficient of the stress of 0.474 increased by 1 score for variable work stress it would have caused decreased employee performance by 0.474

Table 3: The correlation coefficient test result (R)

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.499 ^a	.249	.224	1.583	2.155

a. Predictors: (Constant), STRESS, CONFLIC

b. Dependent Variable: PERFORMANCE

The value of the R coefficient obtained is 0.499. This indicates that the relationship between variables conflict, work stress, the performance of the medium category.

From the table above, it can be known that the Adjusted R Square value of 0.224 = 22.4% of performance variables can be explained by the conflict and work stress. While 77,6% is described by other variables.

Table 4: T test result (partial)

		Coefficients^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	3.061	3.174		.965	.339		
	CONFLIC	.139	.133	.133	1.048	.299	.778	1.286
	STRESS	.474	.142	.423	3.333	.001	.778	1.286

a. Dependent Variable: PERFORMANCE

From the table above the conflict, variable obtained t count = 1.046 < Ttabel 1.670 with a significant value of 0,299 which means > 0.05, these results indicate that partial that there is not an influence between conflict with employee performance.

Based on the table above shows the variable stress T hitung = 3.333 > 1.670 with the value 0.001 < 0.05, this indicates that partial that there is an influence between variable stress with employee performance.

Table 5: F Test Result (simultan)

		ANOVA^a				
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	49.948	2	24.974	9.965	.000 ^b
	Residual	150.370	60	2.506		
	Total	200.317	62			

a. Dependent Variable: PERFORMANCE

b. Predictors: (Constant), STRESS, CONFLIC

Based on the table above can be seen the value F 9.965 > F tabel 3.15 with a significant value of 0.000 which means that the value is significantly smaller than 0.05, then it can be concluded that the conflict and stress variables affect the performance of employees.

Conclusions and Suggestions

Conclusions

Influence of conflict on employee performance

Based on the results of the T (partial) test for the conflict variable has a beta coefficient of 0139, Thitung = 1,048 more than a small of this = 1.670 with a significant value of 0.299 so that the conflict variables have no influence and not Significant to employee performance. The working conflict has a significant negative influence on the performance of employees in local television in Surabayahal this is supported by [13] stating that the conflict negatively affects the employee's performance means the higher the level of conflict then will hurt employee performance.

Influence of stress on employee performance

Based on the test results of T (partial) for work stress variables have a beta coefficient of 0474, T-count = 3,333 is greater than T-table = 1.670 with a significant value of 0.001 so that the work stress variable has a

significant influence on Employee performance. This can be proved by a significantly smaller value of alpha of 0.005 ($0.001 < 0.05$).

Occupational stress has a significant positive influence on the performance of employees in the local television in Surabaya research refused from the study [3] which states the work stress of significant negative effect on the employee's performance

Impact of conflict and occupational stress on employee performance

The results of the research based on simultaneous testing that was in the researchers showed that the conflict variable (X1) and work stress (X2) affect the employee's performance (Y). The results of the study of the ANOVA test showed that the F count amounted to 9,965 with a significant rate of 0.000, so the significance is much smaller than 0.05. Then Ho was rejected and Ha accepted. It means that statistically shows that the conflict and stress of work in this research together influence the performance of employees in local television Surabaya. In addition to the value of Adjusted R, Square is known to be a conflict variable (X1) and working stress (X2) to the performance variable (Y) of 0.224 (22.4%) And the rest are influenced by other variables. Of 77.6%.

The results of this study are supported by [2] which states the simultaneous conflict and stress of work influences the employee's performance

Suggestions

Based on the results of research and discussion conducted by researchers, researchers can take the following impulsion:

1. A partial conflict does not affect and is not significant to the performance of local television employees in Surabaya.
2. Work stress is partially influential and significant to the performance of local employees of television in Surabaya.
3. Conflict and work stress simultaneously (jointly) affect the performance of local employees in Surabaya

1. Based on the results of conflict variables research is a goal difference. The company or employer should give understanding and approach employees that they work in the team and must cooperate properly so that the objectives can be achieved and do not promote the sense of egoism.
2. Based on the results of the research stress variables dominated by the workload. The company can make the employees comfortable in working when the environment is comfortable, such as workplace or co-worker easily invited to cooperate, later the workload does not feel dammed.

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