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DETERMINATION OF WORK STRESS, WORKING DISCIPLINE, WORK EXPENSE WITH WORK SPIRIT AS INTERVENING VARIABLES ON PERFORMANCE USING SEM-PLS (STUDY EMPLOYEE RESEARCH AT PT BANK TABUNGAN NEGARA PERSERO, TBK OFFICE BATAM BRANCH)

Aprialdi Ariska, Jemmy Rumengan, Yunazar Manjang, Tammy Ikbal Rumengan
Student of the Postgraduate Masters Program in Management,
Faculty of Economics, University of Batam
Batam, 29415, Riau Island, Indonesia.
Coresspondent:
Faculty of Economics, University of Batam.
Email: jemmy.rumengan@univbatam.ac.id.
angelinaeleonorarumengan@univbatam.ac.id
lppm@univbatam.ac.id

ABSTRACT

In this study, researchers used respondent data, such as gender, age and length of work of respondents in order to provide information about relationships. Where from the questionnaires distributed as many as 107. The discussion in this chapter is the result of field studies to obtain questionnaire answer data that measures five main variables in this study, namely work stress, work discipline, workload, work morale and performance. Data analysis with parametric and non-parametric statistics using SEM-PLS (Structural Equation Modeling-Partial Least Square) regarding research variables, instrument tests, normality tests, hypothesis testing, and discussion of the results of hypothesis testing and Path Analysis Path. This study uses path analysis (path analysis) to examine relationship patterns that reveal the effect of a variable or a set of other variables, both direct and indirect. The calculation of the path coefficient in this study was assisted by Smart PLS Ver 3.0. To have a direct and indirect effect between variables, the calculation results of the path coefficient and to see the significance

The influence of the X3 variable on X4 has a P-Values value of 0.006 <0.05, so it can be stated that the effect of X3 on X4 is significant. The influence of the variable X3 on Y has a P-Values value of 0.002 <0.05, so it can be stated that the effect of X3 on Y is significant. The effect of the variable X4 on Y has a P-Values value of 0.002 <0.05, so it can be stated that the effect of X4 on Y is significant. The effect of variable X1 on X4 has a P-Values value of 0.000 <0.05, so it can be stated that the effect of X1 on X4 is significant. The effect of variable X1 on Y has a P-Values value of 0.000 <0.05, so it can be stated that the effect of X1 on Y is significant. The effect of the variable X2 on X4 has a P-Values value of 0.000 <0.05, so it can be stated that the effect of X2 on X4 is significant. The influence of the X2 variable on Y has a P-Values value of 0.000 <0.05, so it can be stated that the effect of X2 on Y is significant.

Keywords: Work Stress, Work Discipline, Workload, Work Spirit, Performance

I. INTRODUCTION

PT Bank Tabungan Negara (Persero), Tbk is a state-owned company (BUMN) engaged in banking. We are committed to being a bank that serves and supports the housing sector financing through three main products, personal banking, business and sharia. Business planning that is more focused as a goal that must be achieved in helping all the needs of society today. For the realization of the vision and mission at PT. Bank Tabungan Negara (Persero), Tbk Batam Branch Office, it is necessary to increase the Work Stress that supports the realization of the vision and mission. Job stress is a pressure from within or outside that affects a person's psychology, but stress itself does not always produce bad results on employee performance, sometimes stress is needed to produce a better habit one level in all aspects of work. can meet the needs of employees will provide a sense of satisfaction and encourage their morale, Work Discipline is everything that is around an employee that can affect him in carrying out the tasks that have been assigned to him. Workload is one aspect that every company must pay attention to, because the workload is one that can increase employee work productivity. Every job a person does is a work load for him, these burdens depend on how the person works. Work enthusiasm is a pleasant emotional attitude and loves his job. This attitude is reflected in the attitude of work morale, discipline and work performance. The success of an organization is influenced by the morale of employees in performing tasks in accordance with the responsibilities assigned to them. Performance is the result of work produced by employees or tangible behavior that is displayed in accordance with their role in the organization. Performance is the work result in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities assigned to him. From the various definitions of performance above, it can be concluded that performance is the work achieved by a person in carrying out the tasks assigned to him based on skill, experience and seriousness and on time.

Formulation of the problem

1. Does work stress directly determine the morale of employees ?
2. Does Work Discipline directly determine the Morale of employees ?
3. Does the workload directly determine the morale of employees ?
4. Does Morale directly determine the performance of employees ?
5. Does Job Stress directly determine the performance of employees ?
6. Does Work Discipline directly determine the performance of employees ?
7. Does the Workload directly determine the performance of employees ?

II. RESEARCH METHOD

In this study, researchers used respondent data, such as gender, age and length of work of respondents in order to provide information about relationships. Where from the questionnaires distributed as many as 107. The discussion in this chapter is the result of field studies to obtain questionnaire answer data that measures five main variables in this study, namely *work stress, work discipline, workload, work spirit,* and *performance*.

Data analysis with parametric and non-parametric statistics using SEM-PLS (Structural Equation Modeling-Partial Least Square) regarding research variables, instrument tests, normality tests, hypothesis testing, and discussion of the results of hypothesis testing and Path Analysis Path. This study uses path analysis (path analysis) to examine relationship patterns that reveal the effect of a variable or a set of other variables, both direct and indirect. The calculation of the path coefficient in this study was assisted by Smart PLS Ver 3.0. For the effect of departing directly and indirectly between variables, the results of the calculation of the coordination coordinates are to see the significance.

Population and Sample

The population in this study was in PT bank tabungan negara persero, tbk office batam branch, amounting to 107 people regardless of specific strata and field of duty. Arikunto (in Riduwan, 2012: 210) states that if the subject is less than 100, it is better to take all of them, so that the research is a population study. Because of population limitations, all members of the population were used as the research sample, so this study used a saturated sample, which was taken through the Census Technique using proportional random sampling.

III. RESULT AND DISCUSSION

Internal consistency analysis is a form of reliability used to assess the consistency of results across items on the same test. Internal consistency testing using a composite reliability value with the criteria of a variable is said to be reliable if the composite reliability value is> 0.600 (Hair, Hult, Ringle, & Sarstedt, 2014).

Internal Consistency Analysis

Tabel 1

Variabel	Cronbach's Alpha	rho_A	Composite Reliability	Average Variance Extracted (AVE)
X1	0.782	0.745	0.792	0.265
X2	0.795	0.731	0.788	0.331
X3	0.773	0.849	0.838	0.444
X4	0.731	0.793	0.809	0.404
Y	0.709	0.867	0.771	0.408

Source: Data Processing (2020)

Based on the data of the internal consistency analysis in the table above, the results show that the variables X1, X2, X3, X4 and Y have a composite reliability value> 0.600, so all X1, X2, X3, X4 and Y variables are reliable.

Convergent Validity

Tabel 2

	X1	X2	X3	X4	Y
X1.1	0.593				
X1.2	0.449				
X1.3	0.447				
X1.4	0.706				

X1.5	**0.614**				
X1.6	**0.727**				
X1.7	**0.410**				
X1.8	**0.686**				
X2.1		**0.411**			
X2.2		**0.618**			
X2.3		**0.679**			
X2.4		**0.654**			
X2.5		**0.534**			
X2.6		**0.658**			
X2.7		**0.564**			
X2.8		**0.542**			
X3.1			**0.436**		
X3.2			**0.821**		
X3.3			**0.724**		
X3.4			**0.742**		
X3.5			**0.735**		
X3.6			**0.741**		
X3.7			**0.622**		
X3.8			**0.555**		
X4.2				**0.513**	
X4.3				**0.445**	
X4.4				**0.750**	
X4.5				**0.630**	
X4.6				**0.773**	
X4.7				**0.735**	
X4.8				**0.753**	
Y1					**0.490**
Y2					**0.543**
Y3					**0.432**
Y4					**0.803**
Y5					**0.723**
Y6					**0.855**
Y7					**0.830**
Y8					**0.805**

Source: Data Processing (2020)

Based on the table above, it can be seen that the value of outer loading for variables X1, X2, X3, X4, Y where the value of all the items in the 5 variables tested is greater than 0.4, so all indicators in 5 variables are declared valid.

Disciplinary Validity

Discriminant validity aims to assess an indicator of a construct variable is valid or not, namely by looking at the Heterotrait Value - Monotrait Ratio Of Corelation (HTMT) <0.90, then the variable has good (valid) discriminant validity (Hair, Hult, Ringle, & Sarstedt, 2014).

Tabel 3

Variabel	X1	X2	X3	X4	Y
X1					
X2	0.579				
X3	0.626	0.393			
X4	0.738	0.700	0.637		
Y	0.799	0.691	0.683	0.756	

Source: Data Processing (2020)

Based on the table above, the results of the correlation of variables X1 with X2, X1 with X3, X1 and X4, variables X1 and Y all variables have a correlation value <0.900, thus the correlation value of all variables is declared valid.

Structural Model Analysis (Inner Model)

The structural model analysis or (inner model) aims to test the research hypothesis. The part that needs to be analyzed in the structural model is the coefficient of determination (R Square) by testing the hypothesis. Collinearity test is to prove whether the correlation between latent variables / constructs is strong or not. If there is a strong correlation, it means that the model contains problems from a methodological point of view, because it has an impact on the estimation of its statistical significance. This problem is known as collinearity. The value used to analyze it is by looking at the Variance Inflation Factor (VIF) value. (Hair, Hult, Ringle, & Sarstedt, 2014; Garson, 2016). If the VIF value is greater than 5.00, it means a collinearity problem occurs, and conversely there is no collinearity problem if the VIF value is <5.00 (Hair, Hult, Ringle, & Sarstedt, 2014).

Tabel 4

Variabel	X1	X2	X3	X4	Y
X1				1.350	1.531
X2				1.126	1.312
X3				1.323	1.432
X4					1.798
Y					

Source: Data Processing (2020)

From the data above it can be described that the VIF value for the correlation X1 with Y, X2 with Y, X3 with Y, X4 with Y has a value <5.00 so there is no collinearity problem, thus from the data above, the structural model is in the

case of it does not contain a collinearity problem.

Direct Influence Hypothesis

Testing the direct effect hypothesis aims to prove the hypotheses of the effect of a variable on other variables directly (without intermediaries). If the path coefficient value is positive it indicates that an increase in the value of one variable is followed by an increase in the value of other variables, if the path coefficient value is negative it indicates that an increase in one variable is followed by a decrease in the value of another variable. If the probability value (P-Value) <Alpha (0.05) then Ho is rejected (the effect of a variable with other variables is significant). If the probability value (P-Value)> Alpha (0.05) then Ho is rejected (the effect of one variable with other variables is not significant).

Tabel 5

Variabel	Real sample	Average sample	Standard Deviation	T Statistics	P Values
X1 -> X4	0.317	0.317	0.082	3.863	**0.000**
X1 -> Y	0.327	0.350	0.096	3.411	**0.001**
X2 -> X4	0.322	0.334	0.081	3.968	**0.000**
X2 -> Y	0.276	0.281	0.101	2.742	**0.007**
X3 -> X4	0.247	0.254	0.087	2.820	**0.006**
X3 -> Y	0.209	0.227	0.078	2.673	**0.009**
X4 -> Y	0.187	0.160	0.098	1.912	**0.006**

Source: Data Processing (2020)

1. The direct effect of variable X3 on variable X4 has a path coefficient of 2.820 (positive), so an increase in the value of variable X3 will be followed by an increase in variable X4. The effect of the variable X3 on X4 has a P-Values value of 0.006 <0.05, so it can be stated that the effect of X3 on X4 is significant.
2. The direct effect of variable X3 on variable Y has a path coefficient of 2.673 (positive), so an increase in the value of variable X3 will be followed by an increase in variable Y.The effect of variable X3 on Y has a P-Values value of 0.009 <0.05, so it can be stated that the influence between X3 on Y is significant.
3. The direct effect of variable X4 on variable Y has a path coefficient of 1.912 (positive), so an increase in the value of variable X4 will be followed by an increase in variable Y.The effect of variable X4 on Y has a P-Values value of 0.006 <0.05, so it can be stated that the influence between X4 on Y is significant.
4. The direct effect of variable X1 on variable X4 has a path coefficient of 3.863 (positive), so an increase in the value of variable X1 will be followed by an increase in variable X4. The effect of variable X1 on X4 has a P-Values value of 0.000 <0.05, so it can be stated that the effect of X1 on X4 is significant.

5. The direct effect of variable X1 on variable Y has a path coefficient of 3.411 (positive), so an increase in the value of variable X1 will be followed by an increase in variable Y. The effect of variable X1 on Y has a P-Values value of 0.001 <0.05, so it can be stated that the influence between X1 on Y is significant.
6. The direct effect of variable X2 on variable X4 has a path coefficient of 3.968 (positive), so an increase in the value of variable X2 will be followed by an increase in variable X4. The influence of the variable X2 on X4 has a P-Values value of 0.000 <0.05, so it can be stated that the effect of X2 on X4 is significant.
7. The direct effect of variable X2 on variable Y has a path coefficient of 2.742 (positive), so an increase in the value of variable X2 will be followed by an increase in variable X4. The influence of the X2 variable on Y has a P-Values value of 0.007 <0.05, so it can be stated that the effect of X2 on Y is significant.

Coefficient of Determination

The coefficient of determination (R Square) aims to evaluate the accuracy of the predictions of a variable. In other words, to evaluate how the variation in the value of the dependent variable is affected by the variation in the value of the independent variable in a path model.

Tabel 6

Variabel	R Square	Adjusted R Square
X4	0.444	0.427
Y	0.566	0.549

Source: Data Processing (2020)

IV. CONCLUSION

Handling must be precise and fast for employees with work stress behavior so as not to hamper organizational productivity, the existence of regulations with the application of appropriate sanctions will improve employee work discipline, the importance of analyzing the workload of each employee according to their competencies, employee morale can be obtained by providing opportunities For employees to develop themselves in accepting greater responsibility, transparent and periodic employee performance appraisals are very important to determine the achievement of organizational targets.

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