

# THE EFFECT OF WORK STRESS AND INDIVIDUAL CHARACTERISTICS ON EMPLOYEE PERFORMANCE AT PT MITRA AGRO SERVINDO MEDAN

Ahmad Reezky Ananda<sup>1</sup>, Nur Aisyah<sup>2</sup>, Sjahrir Effendy<sup>3</sup>

<sup>1,2,3</sup> Master of Psychology Study Program, Universitas Medan Area

Corresponding Email: [ahmadreezkyananda16@gmail.com](mailto:ahmadreezkyananda16@gmail.com)

## Abstract

This research get the result that if the variable work stress (X1) and individual characteristics (X2) simultaneously have a value of zero, then employee performance (Y) will have a value of 17.226, if work stress variable (X1) increases by one unit, then employee performance (Y) will increase by 0.432 units and if the individual characteristic variable (X2) increases by one unit, then employee performance (Y) will increase by 0.178 units. The Job Stress variable has a tcount of -0.798. This value is smaller than the ttable value (-0.798 < 1.659) with a Sig. which is greater than 0.05 (0.432 > 0.05). This shows that partially, work stress variable does not have a significant effect on the performance of employees of PT Mitra Agro Servindo. The Individual Characteristics variable has a tcount of 1.384. This value is smaller than the ttable value (1.384 > 1.659) and is positive with a Sig value. which is smaller than 0.178 (0.021 > 0.05). This shows that partially, individual characteristic variables do not have a significant effect on the performance of employees of PT Mitra Agro Servindo. These results indicate that the variables of job stress and individual characteristics have an influence of 9.3% on the performance of employees of PT Mitra Agro Servindo while the remaining 90.7% is explained by other variables not examined in this study. individual characteristic variables do not have a significant effect on the performance of employees of PT Mitra Agro Servindo. These results indicate that the variables of job stress and individual characteristics have an influence of 9.3% on the performance of employees of PT Mitra Agro Servindo while the remaining 90.7% is explained by other variables not examined in this study. individual characteristic variables do not have a significant effect on the performance of employees of PT Mitra Agro Servindo. These results indicate that the variables of job stress and individual characteristics have an influence of 9.3% on the performance of employees of PT Mitra Agro Servindo while the remaining 90.7% is explained by other variables not examined in this study.

Keywords: *Job Stress, Individual Characteristics, Employee Performance*

## 1.INTRODUCTION

Human resources are one of the important components of the company. Human resources have the potential to develop and actively improve performance in order to achieve company goals. Especially in the competition in the current era of globalization which is increasingly being felt tighter, human resource management must be considered by company leaders to maintain the existence and sustainability of the company. Organizing and managing employees is not just providing job descriptions and regulations that must be obeyed, but there needs to be a harmonious and conducive relationship between the company and the employees working in the company to achieve company goals together. Employees are a very important component in a company and are expected to be productive and agile in carrying out government duties, therefore employees must be utilized optimally so that their presence can be felt and benefit the company. Achieving company goals is highly dependent on employees, to develop capabilities in terms of developing knowledge, skills, and attitudes. Therefore special attention is needed in maintaining the relationship between the head of the company and its employees so that the level of work stress of

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employees can be known, this can be seen through the application of motivation and paying attention to forms of increasing job satisfaction so that employees can carry out the goals of the company.

Work stress as a condition of tension that affects one's thinking processes, emotions, and conditions, the result is too much stress can threaten one's ability to deal with the environment and will ultimately interfere with the implementation of one's duties. In general, stress is seen as a negative condition. However, stress at a certain level can trigger better employee performance because stress arises as a result of pressure from both superiors and competition in the work environment. This can happen because stress at a certain level can trigger employees to create innovative ideas to solve problems and work so that stress becomes a constructive state. Excessive work stress can be harmful to employees, if excessive stress can adversely affect the ability of each individual to relate to his environment normally. Stress is also a condition of tension that affects one's emotions, thoughts and physical condition. Job stress is a feeling of pressure or pressure experienced by employees in dealing with work. Job stress can be seen from symptoms including emotional instability, feeling uneasy, likes to be alone, difficulty sleeping, excessive smoking, unable to relax, anxiety, tension, nervousness, increased blood pressure and experiencing digestive disorders until the employee's performance decreases.

This is in line with the data I obtained in the following table:

**Table 1. Productivity Data of PT. Mitra Agro Servindo Medan**

No.	Total Revenue per month	Period
1.	IDR 573,834,000	Jan 2023
2.	IDR 563,922,000	Feb 2023
3.	IDR 488,766,000	March 2023
4.	IDR 361,799,000	Apr 2023
5.	IDR 355,390,000	May 2023
6.	IDR 280,555,000	June 2023
7.	IDR 254,877,000	July 2023

PT. Mitra Agro Servindo Medan has problems with decreasing employee performance. This can be seen from the data in Table 1 above which shows a decrease in total productivity which has decreased quite drastically from March to July 2023. This research focuses on one of the companies in the sales and management of palm oil, namely PT. Mitra Agro Servindo Medan is required to work optimally. In the last few months, it can be seen that PT. Mitra Agro Servindo Medan experienced a decline in production and sales related to the decline in employee performance. Job stress is influenced by environmental, corporate and personal factors. Stress cannot be avoided, but how can one minimize this stress so that one can still act positively. Always think positive is the key to avoid stress. Things that need to be known in managing stress include first recognizing feelings that are full of pressure, and doing positive activities so that positive feelings also arise in oneself.

A company that is ready to move forward must have a well-organized management, starting from service to good treatment for its employees. On the other hand, the development and maintenance of employees must be prioritized considering that employees are an important asset for the company. Therefore, things that are expected to affect performance such as motivation at work, work stress must be considered, and to prevent a decrease in performance, in this case patient

care. To support quality human resources and high performance, it can be started from each individual employee, such as work motivation and job satisfaction on employee work stress so that existence is maintained. Low motivation will make employees lazy at work. Because of that it is very important to optimize the performance of human resources to continue to be productive even in uncertain conditions like today. Based on that, researchers are interested in examining more deeply what are the behavioral signs of burnout, which are interpreted by (Reva et al., 2004) as employees' efforts to minimize their relationship or contact with work. The forms of loss of enthusiasm for work are as follows: using work time for personal gain, extending rest periods, arriving late, absenteeism, and early retirement. Human resources are something that cannot be separated from the company, because the operational activities of a company cannot be separated from human resources.

The most needed element in the world of work is the formation of individual characteristics because the formation of characteristics is a thought in which there are all programs formed from their life experiences (employees) are the pioneers of everything. This program then forms a belief system which can eventually shape the pattern of thinking that can influence behavior (Emin, 2007). Individual characteristics are interests, attitudes towards oneself, work and work situations, individual needs, abilities or competencies, knowledge about work and emotions, moods, feelings, beliefs and values (Ardana et al., 2012). Individual characteristics, that is, everyone has views, goals, needs and abilities that are different from one another. This difference will carry over into the world of work, which will cause one person's satisfaction with another to be different, even though they work in the same place. Irawan (2012) explained in his research, individual characteristics are interests, which are attitudes that make a person satisfied with certain objects or ideas. Interest has a positive impact on achieving job satisfaction. Individual characteristics must get serious attention from the company. Individual characteristics are individual differences with other individuals. The most important resource in an organization is human resources, people who give their energy, talent, creativity and effort to the organization so that an organization can continue to exist. Individual characteristics are characteristics or special traits possessed by employees that can make them have different abilities from other employees to maintain and improve their performance. In fact, every company aims to gain significant profits and maintain the life of the business that is run in the long term. One part that plays a vital role in the growth and development of a company is its human resources. Human resources are the biggest asset of a company so managing and developing human resource assets is very important in maintaining and advancing a company in the long term.

Based on this, the purpose of this research is to find out:

1. To determine the relationship between work stress and individual characteristics on employee performance at PT Mitra Agro Servindo
2. To determine the relationship between work stress and employee performance at PT Mitra Agro Servindo
3. To determine the relationship between individual characteristics and employee performance at PT Mitra Agro Servindo

## 2. RESULTS AND DISCUSSION

This type of research uses a survey approach, the identification of research variables consists of vThe dependent variable is Employee Performance (Y) while the independent variables are Job Stress (X1) and Individual Characteristics (X2). operational definitions of research variables, research subjects, data collection methods, validity and reliability of measuring instruments, and data analysis methods. The population is 95 employees, the total number of which consists of objects or subjects that have certain characteristics and qualities determined by researchers to be studied and then conclusions drawn (Sugiyono, 2017). In this study, 95 samples were taken based on the total sampling technique.

The data collection method is obtained through a scale instrument. According to Azwar (2015) a psychological scale is a measurement tool that measures aspects or attributes of psychological samples through behavioral indicators translated into question items or statements. The data needed in this study were obtained through three kinds of scale instruments, namely the Individual Characteristics, Work Stress and Individual Characteristics scales.

## 2.1. Test Results

### Validity test

The results of the validity test for the 16 questionnaire items in this study using the  $r$  table of 0.1996 are as follows:

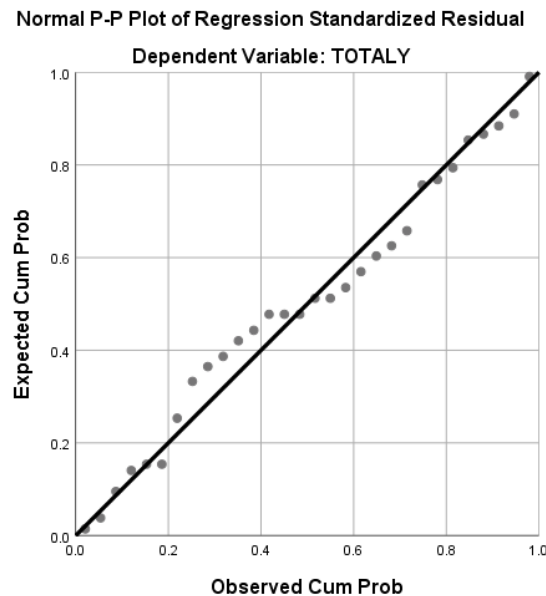
Variable	No Questions	r count	r table	Conclusion
X1 Work Stress	1	0.19	0.1996	Invalid
	2	0.349	0.1996	Valid
	3	0.290	0.1996	Valid
	4	-0.41	0.1996	Invalid
	5	0.336	0.1996	Valid
X2 Characteristics Individual	6	0.218	0.1996	Valid
	7	0.212	0.1996	Valid
	8	-0.173	0.1996	Invalid
	9	0.505	0.1996	Valid
	10	0.425	0.1996	Valid
	11	0.263	0.1996	Valid
Y Performance Employee	12	0.222	0.1996	Valid
	13	0.176	0.1996	Invalid
	14	0.95	0.1996	Valid
	15	0.384	0.1996	Valid
	16	0.258	0.1996	Valid

From the results of the validity test, there were 12 questions that were considered valid, and 4 questions that were considered invalid.

## 2.2. Classical Assumption Testing

### Normality test

The normality test was carried out to test the distribution of data on the regression and research variables. The normality test can be done by performing a graph test. Data that is normally distributed will spread around the diagonal line and follow that line (Indrawati, 2015).



The results of the graph test above show that the data spreads around the diagonal line and follows the line so that the data is considered to meet the assumption of normality. This study will also use the non-parametric Kolmogorov-Smirnov statistical test to minimize the possibility that the data only looks normal visually. Data is considered normally distributed if it has an Asymp.sig value  $> 0.05$ . The results of the Kolmogorov-Smirnov statistical test showed an Asymp.sig value of 0.20 so that the data used in this study were normally distributed.

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		30
Normal Parameters <sup>a,b</sup>	Mean	.0000000
	Std. Deviation	.77011903
Most Extreme Differences	Absolute	.094
	Positive	.070
	Negative	-.094
Test Statistic		.094
Asymp. Sig. (2-tailed)		.200 <sup>c,d</sup>
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		
d. This is a lower bound of the true significance.		

### Multicollinearity Test

A good regression model does not have a high correlation between the independent variables. According to Lahey and Garson in Indrawati (2015), the requirement for a regression model that does not have symptoms of multicollinearity is to have a tolerance value of  $> 0.20$  and a variance inflation error (VIF) value of  $< 10$ .

Collinearity Statistics	
Tolerance	VIF
.992	1.008
.992	1.008

The results of the multicollinearity test in this study can be seen in the following table:

The results of the multicollinearity test in this study can be seen in the following table, which shows that this regression model has no symptoms of multicollinearity.

### Heteroscedasticity Test

The heteroscedasticity test is a test carried out to identify the occurrence of variable dissimilarity from one residual observation to another observation in a regression model. The heteroscedasticity test can be done by looking at the scatterplot graph. (Indrawati, 2015). If there is no clear pattern or the points spread, then it is considered that there are no symptoms of heteroscedasticity in the data. The results of the heteroscedasticity test in this study can be seen in the following figure: The results of the heteroscedasticity test in this study show that the points are spread out and do not form a particular pattern. Therefore, it can be concluded that there was no data heteroscedasticity in this study.

### 2.3. Multiple Linear Regression Analysis

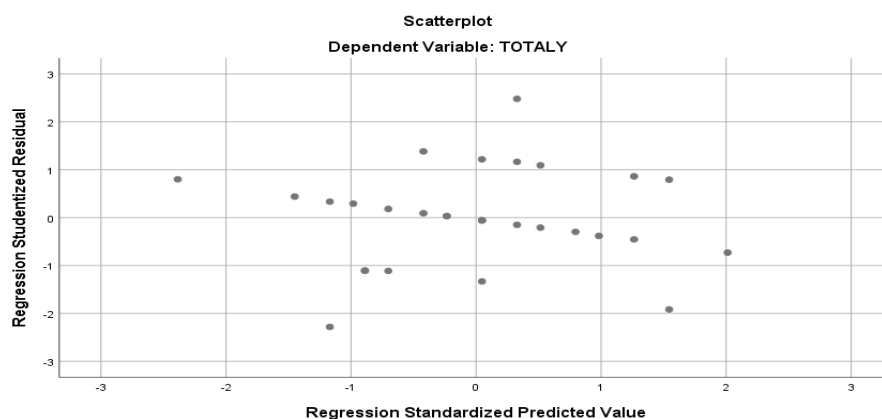
Multiple linear regression analysis in this study was conducted to determine how much the causal influence between job stress variables and individual characteristics has on entrepreneurial intentions. Regression analysis is also used to identify how employee performance can be predicted through work stress and individual characteristics. The results of multiple linear regression analysis calculations in this study can be seen in the following table:

From the results of the calculations performed in the table above, the constant values and regression coefficients are obtained so that the multiple linear regression equation can be formed as follows:

$$Y = 17.226 + 0.432X_1 + 0.178X_2$$

The equation can then be interpreted as follows:

1.  $a = 17.226$  indicates that if the variable work stress ( $X_1$ ) and individual characteristics



Coefficients <sup>a</sup>					
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1	(Constant)	17.226	3.954	4.356	.000
	TOTALX1	-.115	.145	-.147	.432
	TOTALX2	.185	.134	.255	.178
a. Dependent Variable: TOTALY					

2. (X2) simultaneously have a value of zero, then employee performance (Y) will have a value of 17.226.

2.  $b_1 = 0.432$  indicates that if the variable work stress (X1) increases by one unit, then employee performance (Y) will increase by 0.432 units

3.  $b_2 = 0.178$  indicates that if the individual characteristic variable (X2) increases by one unit, then employee performance (Y) will increase by 0.178 units.

The calculations in the table above produce positive regression coefficient values which indicate that there is a positive relationship between the work characteristics variable (X2) and employee performance. That is, the higher the score of the self-characteristic variable, the performance will also increase. The calculation also produces a negative regression coefficient which indicates that there is a negative relationship between the work stress variable (X1) and employee performance. This explains that the higher the score of the work stress variable, the performance will decrease.

## 2.4.Hypothesis Testing

### Simultaneous Testing (Test F)

Simultaneous testing or F test is a test carried out to test the significance of the Fcount simultaneously or simultaneously. The hypothesis used in this study are:

H0: Job stress and individual characteristics do not have a positive and significant effect on the performance of employees of PT Mitra Agro Servindo

H1 : Job stress and individual characteristics have a positive and significant impact on the performance of employees of PT Mitra Agro Servindo

This study involved 105 respondents and 3 variables, so the Ftable value to be used was 3.08. Next, calculations are carried out to get the F value. The results of calculating the F value can be seen in the following table.

From the results of the calculations in the table above, the Fcount value is obtained which is smaller than Ftable ( $1,387 < 3.08$ ) and has a positive value. In addition, a significance value was obtained that was greater than 0.05 ( $0.267 > 0.05$ ). This shows that simultaneously, job stress and individual characteristics do not have a significant effect on the performance of employees of PT Mitra Agro Servindo, so that H1 in this study is rejected and H0 is accepted.



### Partial Testing (t test)

ANOVA <sup>a</sup>						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1.767	2	.884	1.387	.267 <sup>b</sup>
	Residual	17.199	27	.637		
	Total	18.967	29			
a. Dependent Variable: TOTALY						
b. Predictors: (Constant), TOTALX2, TOTALX1						

partial testing or t-test is carried out to separately test the significance of the influence that exists between the work stress variable and individual characteristics on employee performance variables. The alternative hypothesis used in this study are:

H1a : Work stress has a significant and positive effect on the performance of employees of PT Mitra Agro Servindo

H1b : Individual characteristics have a significant and positive effect on the performance of employees of PT Mitra Agro Servindo

The results of the t test calculation can be seen in the following table:

Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	t	Sig.
1	(Constant)	17.226	3.954		4.356	.000
	TOTALX1	-.115	.145	-.147	-.798	.432
	TOTALX2	.185	.134	.255	1.384	.178
a. Dependent Variable: TOTALY						

This study uses a significance level of 0.05 with a df value of 105, so the ttable value to be used is 1.659. Based on the results of the calculations that have been carried out in the table above, the conclusions obtained from the research hypothesis are as follows:

#### 1. Effect of work stress on employee performance

The Job Stress variable has a tcount of -0.798. This value is smaller than the ttable value ( $-0.798 < 1.659$ ) with a Sig. which is greater than 0.05 ( $0.432 > 0.05$ ). This shows that partially, the variable of work stress has no significant effect on the performance of employees of PT Mitra Agro Servindo, so that H1a in this study is rejected.



## 2. The influence of individual characteristics on employee performance

The Individual Characteristics variable has a tcount of 1.384. This value is smaller than the ttable value ( $1.384 > 1.659$ ) and is positive with a Sig value. which is smaller than 0.178 ( $0.021 > 0.05$ ). This shows that partially, individual characteristic variables do not have a significant effect on the performance of employees of PT Mitra Agro Servindo, so that H1b in this study is rejected.

### Coefficient of Determination

Model Summary <sup>b</sup>				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.305 <sup>a</sup>	.093	.026	.798
a. Predictors: (Constant), TOTALX2, TOTALX1				
b. Dependent Variable: TOTALY				

The coefficient of determination is used to measure how much the independent variables explain the independent variables in a study. The value of the coefficient of determination ranges from 0-1. The results of calculating the value of the coefficient of determination can be seen in the following table:

The calculations in the table above produce an R value of 0.093 and an R Square value of 0.026. The magnitude of the effect of work stress and individual characteristics on employee performance can be found by changing the R Square value into a percentage form with the following formula:

$$KD = r^2 \times 100\% \quad (4.2)$$

$$KD = 0.093 \times 100\% = 9.3\%$$

The coefficient of determination in this study is 9.3%. These results indicate that the variables of job stress and individual characteristics have an influence of 9.3% on the performance of employees of PT Mitra Agro Servindo while the remaining 90.7% is explained by other variables not examined in this study.

## 2.5. Discussion of Research Results

This research get the result that that if the variable work stress (X1) and individual characteristics (X2) simultaneously have a value of zero, then employee performance (Y) will have a value of 17.226. In addition, that if the work stress variable (X1) increases by one unit, then employee performance (Y) will increase by 0.432 units and if the individual characteristics variable (X2) increases by one unit, then employee performance (Y) will increase by 0.178 units. The Job Stress variable has a tcount of -0.798. This value is smaller than the ttable value ( $-0.798 < 1.659$ ) with a Sig. which is greater than 0.05 ( $0.432 > 0.05$ ). This shows that partially, work stress variable does not have a significant effect on the performance of employees of PT Mitra Agro Servindo. Likewise with the Individual Characteristics variable which has a tcount of 1.384. This value is smaller than the ttable value ( $1.384 > 1.659$ ) and is positive with a Sig value. which is smaller than 0.178 ( $0.021 > 0.05$ ). This shows that partially, individual characteristic variables do not have a significant effect on the performance of employees of PT Mitra Agro Servindo.

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In addition, it was also found that the coefficient of determination in this study was 9.3%. These results indicate that the variables of job stress and individual characteristics have an influence of 9.3% on the performance of employees of PT Mitra Agro Servindo while the remaining 90.7% is explained by other variables not examined in this study.

## **2.6. Limitations of research**

This research has been carried out with standard scientific procedures, then received guidance from experts who are considered competent. It's just that in practice, researchers realize this research is not free from limitations. The following are some of the limitations of the research that the researcher will describe:

1. The variables studied in this study as independent variables are only two variables, of course there are many other variables that can be studied related to employee performance so that by examining several variables that have not been studied in this study it can further strengthen the understanding of practitioners in the field of industrial and organizational psychology or HR development.
2. This research was only conducted in one agency or company, of course it cannot be guaranteed on a national scale, because each company has individual characteristics, culture or work climate and even work stress in different companies. Therefore, it is necessary to carry out more in-depth research with a wider range.
3. The experience of researchers who are still relatively minimal certainly does not escape from various oversights both in terms of data collection, data analysis, discussion, and drawing conclusions of this study.

## **3. CONCLUSION**

Based on the research findings, analysis and hypothesis testing, several conclusions can be drawn as follows:

1. This study found that if the variable work stress (X1) and individual characteristics (X2) simultaneously have a value of zero, then employee performance (Y) will have a value of 17.226.
2. if the work stress variable (X1) increases by one unit, then employee performance (Y) will increase by 0.432 units and if the individual characteristics variable (X2) increases by one unit, then employee performance (Y) will increase by 0.178 units .
3. The Job Stress Variable has a tcount of -0.798. This value is smaller than the ttable value ( $-0.798 < 1.659$ ) with a Sig. which is greater than 0.05 ( $0.432 > 0.05$ ). This shows that partially, work stress variable does not have a significant effect on the performance of employees of PT Mitra Agro Servindo.
4. Individual Characteristics Variable has a tcount of 1.384. This value is smaller than the ttable value ( $1.384 > 1.659$ ) and is positive with a Sig value. which is smaller than 0.178 ( $0.021 > 0.05$ ). This shows that partially, individual characteristic variables do not have a significant effect on the performance of employees of PT Mitra Agro Servindo.
5. These results indicate that the variables of job stress and individual characteristics have an influence of 9.3% on the performance of employees of PT Mitra Agro Servindo while the remaining 90.7% is explained by other variables not examined in this study.

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