

# Employee performance in the Housing, Settlement, and Land Services Department of Central Kalimantan Province: the impact of job stress and job satisfaction

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## Abstract

*This study seeks to empirically elucidate the impact of work stress and job satisfaction on employee performance in Housing, Settlement, and Land Services Department of Central Kalimantan Province. The research methodology employed in this study is a quantitative associative research strategy. The participants in this study were public servants working in the housing, residential, and land services sectors in the province of Central Kalimantan. The total number of participants was 39, and they were selected using a saturated sample technique. The research instrument employed in this study utilized the Likert scale methodology. The findings indicated that workplace stress has a detrimental impact on performance, whereas job happiness has a beneficial and substantial impact on performance. Additionally, work stress and job contentment have a concurrent influence on performance.*

*Keywords: job satisfaction, performance, work stress*

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## 1. INTRODUCTION

Typically, agencies are created to ensure their longevity and deliver optimal service. To accomplish this objective, agencies must endeavor to augment the resources. Every agency seeks employees with a profound level of creativity to propel the firm forward. If an agency effectively and responsibly manages the performance of its personnel, the agency will reap the rewards of their contributions (Gupta et al., 2022). Performance refers to the level of achievement, both in terms of quality and quantity, of the job carried out by an employee or employees. It is measured based on how well they fulfill their obligations (Darmawan et al., 2020). Optimal performance refers to achieving organizational goals by meeting organizational standards—a practical firm endeavor to enhance its human resources competencies, which is crucial in improving HR performance. Consequently, agencies must be more discerning in focusing on issues that can impact each employee's performance (Burris et al., 2023).

One strategy the agency employs to enhance employee performance is to regulate the level of work stress employees encounter (Pradoto et al., 2022). Job stress refers to a factor or stimulus in the workplace that triggers individuals' physiological, psychological, and behavioral responses (Altindag, 2020). Several reasons that impact employees' inclination to depart from the organization encompass elevated work-related stress inside the agency and employees' diminished contentment in exerting their full capabilities for the company's advancement. Employee performance might be negatively impacted by excessive stress. Work stress harms employee performance (Iskamto, 2021). Increased stress levels among employees can harm their physical and psychological well-being, leading to a decline in performance. Work-related stress has a

notable and beneficial impact on employee performance. Work stress can help motivate people to exert more effort (Khuong & Linh, 2020).

In addition to employee work stress, agencies must prioritize employee job satisfaction. An organization must possess the ability to cultivate a sense of contentment and fulfillment among its employees. Employees who experience high levels of pleasure are consistently motivated to perform all assigned responsibilities efficiently and punctually (Rivaldo & Nabella, 2023). Job satisfaction is a measure of how employees feel about their work (Ali & Anwar, 2021). It is reflected in their positive attitude towards their work, which can enhance their performance.

Conversely, employees who do not experience job satisfaction may develop an aggressive attitude or withdraw from social interactions (Cohen & Blecher, 2022). Research before demonstrates a clear and meaningful correlation between job satisfaction and employee performance, with job satisfaction positively impacting performance (Riyanto et al., 2021). According to reports, there is a positive correlation between job satisfaction scores and employee performance, meaning that as job satisfaction increases, so does employee performance.

## **2. LITERATURE REVIEW**

Job stress refers to the sensation of pressure or strain that individuals face when confronted with their work responsibilities (Pandey, 2020). Work stress can be defined as a factor or stimulus that leads to physiological, psychological, and behavioral responses in individuals (Lu et al., 2021). Work stressors refer to any work situations that employees regard as challenging and have the potential to induce stress.

Job satisfaction refers to an employee's subjective evaluation of their work, which is influenced by internal factors, such as personal effort and achievement, and external factors, such as external support and rewards (Joanna & Jerzy, 2020). Job satisfaction is the outcome of assessing an individual's traits concerning their positive emotions towards their employment (Thian, 2021).

Performance is the outcome of an employee or employees' work, measured in terms of the quality and quantity of tasks completed under their assigned obligations (Maryani et al., 2021). The quality discussed here is seen through the cleanliness, smoothness, and meticulousness of individuals performing their duties and functions. Quantity refers to the extent of work that needs to be accomplished by the employee or employees. Achieving high work productivity is one of the organization's primary goals, which includes striving for excellent performance. Attaining optimal performance is inherently linked to the high caliber of human resources.

## **3. METHOD**

Generally, this study employs an associative research design with a quantitative methodology. Associative research is a type of research that seeks to establish the correlation or connection between two or more variables. This research aims to develop a theoretical framework to effectively elucidate, forecast, and manipulate a specific event (Sugiyono, 2017). This study employs the associative technique to explain the impact of work stress and job satisfaction on employee performance at the Housing, Settlement, and Land Service of Central Kalimantan Province.

The research methodology is the survey method, explicitly utilizing a quantitative approach that involves sampling from a specific population. A questionnaire was employed as the primary instrument for data collection throughout the survey, which was subsequently processed and evaluated. This research is conducted at the Housing, Settlement, and Land Service Office of Central Kalimantan Province. The address is at Jalan D.I. Panjaitan No. 5, Palangka Raya, District Jekan Raya, Palangka Raya City, Central Kalimantan 73112.

The population size is below 100 individuals, the complete sample is included (Winarni, 2021). However, if the population exceeds 100 individuals, a sample size of 10-15% or 20-25% of the population can be selected. In this study, the researchers employed a saturation sampling strategy, which involves determining the entire population as the sample. The author surveyed 40 personnel from the Housing, Settlement, and Land Services Department of Central Kalimantan Province.

## **4. RESULT AND DISCUSSION**

The majority of respondents in this research were male, 26 people, with a percentage of 67%. Most respondents aged 40-50 amounted to 16 people, with a rate of 41%. The majority are married, 35 people, with a percentage of 90%. The majority took Strata 1 (S1) as many as 29 people, with a rate of 74%.

Reliability is an index that shows how much a measuring instrument can be trusted or reliable (Hilton, 2004). Rainsch in Sa'adah (2021) means that if  $\alpha > 0.90$ , then reliability is perfect. If  $\alpha$  is between  $0.70 - 0.90$ , then reliability is high. If  $\alpha$  is between  $0.50 - 0.70$ , then reliability is moderate; if  $\alpha < 0.50$ , then reliability is low. Based on the results of data processing using SPSS 25, the following results were obtained:

Table 1. Reliability Test

No.	Research Instrument	Cronbach Alpha	Note
1	Performance	0.769 > 0.50	Reliable
2	Job Stress	0.502 > 0.50	Reliable
3	Job satisfaction	0.698 > 0.50	Reliable

From the variable test results, it can be seen that the variable meets the reliability requirements because the Cronbach Alpha value is  $> 0.50$ .

Multiple linear regression analysis is used to estimate how much influence the job stress variables (X1) and Job Satisfaction (X2) have on performance (Y).

Table 2. Multiple Linear Regression Analysis

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	9.619	2.266		4.245	.000
Job Stress	-.062	.154	-.076	-.402	.690
Job satisfaction	.353	.144	.465	2.455	.019

Source: SPSS data processing, 2022

From these results, the following regression equation model is obtained:

$$Y = -0.076X_1 + 0.465X_2$$

- Work stress regression coefficient (b1) = -0.076, meaning that if there is an increase or increase in work stress (X1) by 100% with the assumption that the job satisfaction variable (X2) is in a fixed or constant condition, then the performance (Y) will experience a decrease of -0.076 or -7.6%.
- Job satisfaction regression coefficient (b2) = 0.465, meaning that if there is an increase or increase in job satisfaction (X2) by 100% with the assumption that the work stress variable (X1) is in a fixed or constant condition, then performance will increase by 0.465 or 46.5%.
- The table also shows the value of t-count  $-0.402 > t$ -table  $-2.028$  and a significance of  $0.690 > 0.05$ , so it can be concluded that  $H_0$  is accepted and  $H_a$  is rejected. This means that the work stress variable (X) does not significantly affect performance (Y). The t-count value is  $2.455 > t$ -table  $2.028$ , and the significance is  $0.019 < 0.05$ , so it can be concluded that  $H_0$  is rejected and  $H_a$  is accepted. This means that the work stress variable (X) partially affects performance (Y).

Table 3. F test

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	18.192	2	9.096	3.926	.029 <sup>b</sup>
Residual	83.398	36	2.317		
Total	101.590	38			

Source: SPSS data processing, 2022

Simultaneous test results between the variables work stress (X1) and job satisfaction (X2) on performance (Y) show an Fcount value of  $3.926 >$  from Ftable of  $3.26$  and a significance value of  $0.029 < 0.05$ , so it can be concluded that  $H_0$  is rejected and  $H_A$  accepted. This means that the variables work stress (X1) and job satisfaction (X2) have a significant simultaneous effect on performance (Y).

According to Ghozali (2018), the coefficient of determination (R Square) measures how much the independent variable can explain the dependent variable. According to Santoso (2015), it is best to use Adjusted R Square for regression with two or more independent variables. Adjusted R Square is the R Square value that has been adjusted, and the value is always smaller than the R Square value. Based on this statement, this research uses Adjusted R Square because it uses two independent variables: job stress and satisfaction.

Table 4. Coefficient of Determination

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.423 <sup>a</sup>	.179	.133	1.522

Source: SPSS data processing, 2022

The SPSS 25 output results in the summary model above (table 4.12) show that the coefficient of determination (R<sup>2</sup>) is 0.179 or equal to 17.9%.

### Discussion

The research results from multiple linear regression analysis show that work stress does not have a significant effect on employee performance, with negative regression, which means work stress harms performance where the work stress regression coefficient ( $b_1$ ) = -0.076, means that if there is an increase or increase in work stress (X1) of 100% assuming that the job satisfaction variable (X2) is in a fixed or constant condition, the performance (Y) will decrease by -0.076 or -7.6%. This is inconsistent with research before, who state that job stress partially affects performance (Hermawan, 2022; Simanjuntak et al., 2021).

For the job satisfaction variable, the results of this study show that there is a partially significant influence on performance, with a positive regression value which means that job satisfaction has a positive effect on performance where the regression coefficient for job satisfaction ( $b_2$ ) = 0.465, meaning that if there is an increase or increase in job satisfaction (X2) of 100% with the assumption that the work stress variable (X1) is in a fixed or constant condition, then performance will increase by 0.465 or 46.5%. Job satisfaction is a worker's feelings about his work, with results created from his efforts (internal) and supported by things that come from outside himself (external) (Ahiri et al., 2022; Darmawan et al., 2020; Irfan, 2020). This is also consistent with research before, which states that job satisfaction has a partially significant effect on performance (Basri & Rauf, 2021; Nurhandayani, 2022).

Based on the research results, it can be seen that the coefficient of determination ( $R^2$ ) is 0.179 or equal to 17.9%. This figure can be interpreted that the variables Job Stress (X1) and Job Satisfaction (X2) simultaneously or together influence the performance variable (Y) by 17.9% while the remainder ( $100\% - 17.9\% = 82.1\%$ ) is influenced by other variables outside this regression equation or variables that are not studied. According to the research results above, it can be seen that the phenomena that occur in all the variables studied have not been optimally achieved, so according to the researchers, that is the reason why this research is essential and exciting to research.

## 5. CONCLUSION

The research results show that work stress harms performance, job satisfaction has a positive and significant effect on performance, and there is a simultaneous influence of work stress and job satisfaction variables on performance.

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