

ABSTRACT

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THE INFLUENCE OF WORK CONFLICT, WORK STRESS AND WORK ENVIRONMENT TOWARDS EMPLOYEE PERFORMANCE AT PT INTI SUKSES INSANI IN RIAU

(xiv+76 pages; 7 figures; 17 tables; 9 appendices)

Every company always expects its employees to have high performance, because having employees who perform will make an optimal contribution to the company itself. PT Inti Sukses Insani experiences work conflict factors which are one of the causes of ups and downs in work efficiency due to poor communication between employees, which often gives rise to misunderstandings, jealousy between colleagues and hatred between colleagues. Factors that influence employee performance include work conflict, work stress, and work environment.

The majority of the research participants were aged 18-28 years and the majority were male with a total of 36 workers in the company. Primary and secondary data were used in this research, and questionnaires were distributed to 30 samples of workers at CV Sinar Surya Semesta to measure the validity and reliability. In this research, the sampling method used was total sampling with all 36 employees sampled at PT Inti Sukses Insani in Riau and processed using SPSS. This research was also tested using classical assumption tests, multiple linear regression and hypothesis testing.

The results of the normality test with one Kolmogorov-Smirnov gave a result of 0.78 which is above the criteria of 0.05 as well as the Spearman test which states that work conflict has an effect of 0.832 on employee performance, work stress has an effect of 0.822 on employee performance, work environment has an effect of 0.716 on employee performance, and the multicollinearity test which states that independent variables do not have an effect on each other, multiple linear regression tests state that work conflict has the greatest effect of 0.397 on employee performance, determination tests state that 81.1% of work conflict, work stress and work environment have a major effect on employee performance.

This research provides data testing hypothesis results which show that work conflict has a partial effect on employee performance, work stress has a partial effect on employee performance, the work environment has a partial effect on employee performance and employee performance is simultaneously influenced by work conflict, work stress and the work environment.

Keywords: Employee Performance, Work Conflict, Work Environment, Work Stress

References: 23 (2019-2024)

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Setiap perusahaan selalu mengharapkan karyawannya mempunyai kinerja yang tinggi, karena dengan adanya karyawan yang berkinerja maka akan memberikan kontribusi yang optimal bagi perusahaan itu sendiri. PT Inti Sukses Insani mengalami adanya faktor konflik kerja yang menjadi salah satu penyebab naik turunnya efisiensi kerja akibat buruknya komunikasi antar karyawan, sering menimbulkan kesalahpahaman, kecemburuan antar rekan kerja, dan kebencian antar rekan kerja. Faktor-faktor yang mempengaruhi kinerja karyawan antara lain konflik kerja, stres kerja, dan lingkungan kerja.

Penelitian ini mayoritas dari usia 18-28 tahun dan mayoritas jenis kelamin lelaki dengan jumlah pekerja sebanyak 36 dalam perusahaan. Data primer dan sekunder digunakan dalam penelitian ini, dan kuesioner disebarkan kepada 30 sampel pekerja di CV Sinar Surya Semesta untuk diukur uji validitas dan reliabilitasnya. Dalam penelitian ini metode pengambilan sampel yang digunakan adalah total sampling dengan seluruh karyawan sebanyak 36 sample di PT Inti Sukses Insani di Riau dan pengolahannya menggunakan SPSS. Penelitian ini juga diuji dengan uji asumsi klasik, regresi linier berganda dan uji hipotesis.

Hasil uji uji normalitas dengan one Kolmogorov-Smirnov memberi hasil 0.78 dimana di atas criteria 0.05 begitupula dengan spearman test yang menyatakan konflik kerja berpengaruh 0.832 dengan kinerja karyawan, stress kerja berpengaruh 0.822 dengan kinerja karyawan, lingkungan kerja berpengaruh 0.716 dengan kinerja karyawan, serta multicollinearity test yang menyatakan bahwa independent variable tidak memiliki pengaruh satu sama lain, uji regresi linear berganda menyatakan bahwa konflik kerja memiliki pengaruh terbesar 0.397 terhadap kinerja karyawan, uji determinasi menyatakan 81.1% dari konflik kerja, stress kerja dan lingkungan kerja memiliki pengaruh besar terhadap kinerja karyawan.

Penelitian ini memberi hasil pengujian data hipotesis yang menunjukkan bahwa konflik kerja berpengaruh secara parsial terhadap kinerja karyawan, stres kerja berpengaruh secara parsial terhadap kinerja karyawan, lingkungan kerja berpengaruh secara parsial terhadap kinerja karyawan serta kinerja karyawan secara simultan dipengaruhi oleh konflik kerja, stres kerja dan lingkungan kerja

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