

## TABLE OF CONTENTS

### COVER PAGE

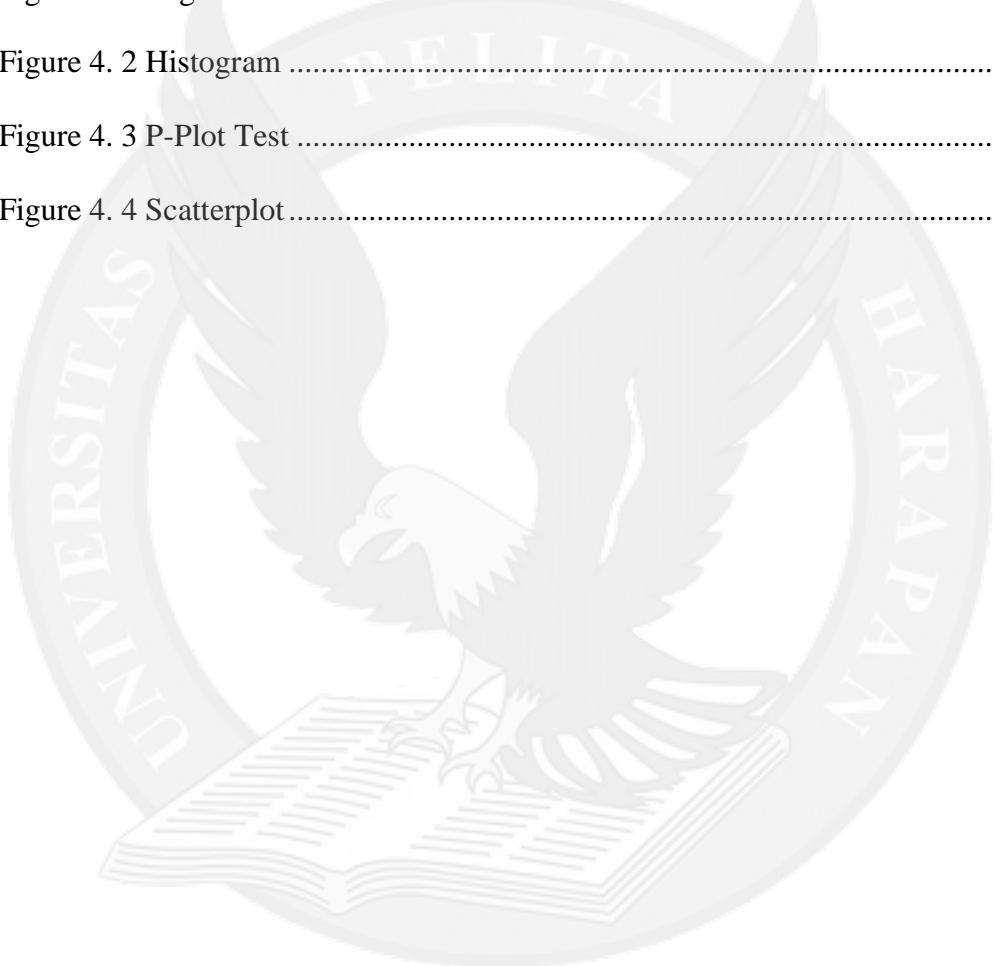
DECLARATION OF AUTHENTICITY OF FINAL PAPER AND UPLOAD AGREEMENT .....	ii
APPROVAL PAGE BY FINAL PAPER ADVISOR .....	iv
APPROVAL PAGE BY FINAL PAPER DEFENSE COMMITTEE.....	v
ABSTRACT .....	vi
ABSTRAK .....	vii
PREFACE.....	viii
TABLE OF CONTENTS.....	x
LIST OF FIGURES.....	xiii
LIST OF TABLES.....	xiv
LIST OF APPENDICES .....	xv
CHAPTER I.....	1
INTRODUCTION.....	1
1.1 Background of Study.....	1
1.2 Problem Limitation .....	7
1.3 Problem Formulation .....	8
1.4 Objective of The Research.....	8
1.5 Benefits of The Research .....	9
1.5.1     Theoretical Implication: .....	9
1.5.2     Practical Relevance: .....	9
CHAPTER II.....	11
LITERATURE REVIEW AND HYPOTHESIS DEVELOPMENT.....	11
2.1     Employee Performance .....	11
2.1.1     Definition of Employee Performance .....	11
2.1.2     Indicators of Employee Performance.....	12
2.2     Work Conflict .....	13
2.2.1     Definition of Work Conflict .....	13
2.2.2     Indicators of Work Conflict .....	14
2.3     Work Stress .....	15

<b>2.3.1</b>	<b>Definition of Work Stress .....</b>	<b>15</b>
<b>2.3.2</b>	<b>Indicators of Work Stress .....</b>	<b>16</b>
<b>2.4</b>	<b>Work Environment .....</b>	<b>17</b>
<b>2.4.1</b>	<b>Definition of Work Environment.....</b>	<b>17</b>
<b>2.4.2</b>	<b>Indicators of Work Environment .....</b>	<b>18</b>
<b>2.5</b>	<b>Previous Research .....</b>	<b>19</b>
<b>2.6</b>	<b>Research Model .....</b>	<b>20</b>
<b>2.7</b>	<b>Hypothesis Development.....</b>	<b>21</b>
<b>2.7.1</b>	<b>The influence of Work Conflict on Employee Performance..</b>	<b>21</b>
<b>2.7.2</b>	<b>The influence of Work Stress on Employee Performance.....</b>	<b>22</b>
<b>2.7.3</b>	<b>The influence of Work Environment on Employee Performance .....</b>	<b>22</b>
<b>2.8</b>	<b>Framework of Thinking.....</b>	<b>24</b>
<b>CHAPTER III .....</b>		<b>25</b>
<b>RESEARCH METHODOLOGY .....</b>		<b>25</b>
<b>3.1</b>	<b>Research Design.....</b>	<b>25</b>
<b>3.2</b>	<b>Population and Sample .....</b>	<b>26</b>
<b>3.3</b>	<b>Data Collection Method .....</b>	<b>27</b>
<b>3.4</b>	<b>Operational Variable and Variable Measurement.....</b>	<b>29</b>
<b>3.4.1</b>	<b>Operational Definition .....</b>	<b>29</b>
<b>3.4.2</b>	<b>Variable Measurement .....</b>	<b>31</b>
<b>3.5</b>	<b>Data Analysis Method .....</b>	<b>32</b>
<b>3.5.1</b>	<b>Instrument Testing.....</b>	<b>32</b>
<b>3.5.2</b>	<b>Descriptive Statistics .....</b>	<b>33</b>
<b>3.5.3</b>	<b>Classical Assumption Test.....</b>	<b>35</b>
<b>3.5.4</b>	<b>Multiple Linear Regression Test .....</b>	<b>36</b>
<b>3.5.5</b>	<b>Hypothesis Testing .....</b>	<b>37</b>
<b>CHAPTER IV.....</b>		<b>40</b>
<b>RESEARCH RESULT AND DISCUSSION .....</b>		<b>40</b>
<b>4.1</b>	<b>General Review of PT Inti Sukses Insani.....</b>	<b>40</b>
<b>4.2</b>	<b>Structure Organization at PT Inti Sukses Insani.....</b>	<b>41</b>
<b>4.3</b>	<b>Research Result .....</b>	<b>44</b>
<b>4.3.1</b>	<b>Instrument Testing.....</b>	<b>44</b>
<b>4.3.1.1</b>	<b>Validity Test .....</b>	<b>44</b>

<b>4.3.1.2 Reliability Test .....</b>	<b>45</b>
<b>4.3.2 Descriptive Statistics .....</b>	<b>46</b>
<b>4.3.2.1 Characteristics of Respondent .....</b>	<b>46</b>
<b>4.3.2.2 Respondent Responses .....</b>	<b>47</b>
<b>4.3.3 Classical Assumption .....</b>	<b>49</b>
<b>4.3.3.1 Normality Test .....</b>	<b>49</b>
<b>4.3.3.2 Heteroscedasticity Test .....</b>	<b>51</b>
<b>4.3.3.3 Multicollinearity Test.....</b>	<b>52</b>
<b>4.3.4 Multiple Linear Regression.....</b>	<b>53</b>
<b>4.3.5 Hypothesis Test .....</b>	<b>54</b>
<b>4.3.5.1 T-Test.....</b>	<b>54</b>
<b>4.3.5.2 F-Test.....</b>	<b>55</b>
<b>4.3.5.3 Determination Test.....</b>	<b>56</b>
<b>4.4 Discussion .....</b>	<b>57</b>
<b>CHAPTER V .....</b>	<b>61</b>
<b>CONCLUTION AND RECOMMENDATION.....</b>	<b>61</b>
<b>5.1 Conclusion .....</b>	<b>61</b>
<b>5.1.1 Conclusion of Background .....</b>	<b>62</b>
<b>5.1.2 Conclusion of Hypothesis .....</b>	<b>63</b>
<b>5.1.2.1 The Influence of Work Conflicts Towards Employee Performance .....</b>	<b>63</b>
<b>5.1.2.2 The Influence of Work Stress Towards Employee Performance .....</b>	<b>63</b>
<b>5.1.2.3 The Influence of Work Environment Towards Employee Performance .....</b>	<b>64</b>
<b>5.1.2.4 The Influence of Work Conflict, Work Stress, and Work Environment Towards Employee Performance .....</b>	<b>64</b>
<b>5.1.3 Conclusion of Research Problem .....</b>	<b>65</b>
<b>5.2 Recommendation .....</b>	<b>68</b>
<b>5.2.1 Recommendation for PT Inti Sukses Insani .....</b>	<b>68</b>
<b>5.2.2 Recommendation for Future Research .....</b>	<b>70</b>
<b>REFERENCES.....</b>	<b>72</b>

## **LIST OF FIGURES**

Figure 1.1 Employee Stress Level .....	4
Figure 1.2 Sales from 2020-2023.....	5
Figure 2. 1 Research Model .....	20
Figure 4. 1 Organizational Structure of PT Inti Sukses Insani .....	41
Figure 4. 2 Histogram .....	49
Figure 4. 3 P-Plot Test .....	50
Figure 4. 4 Scatterplot .....	51



## **LIST OF TABLES**

Table 1.1 Employee Performance Data from April to September 2023 .....	4
Table 2.1 Previous Research .....	19
Table 3. 1 Operational Definition .....	30
Table 3. 2 Variable Measurement .....	31
Table 4. 1 Validity Test .....	44
Table 4. 2 Reliability Test.....	45
Table 4. 3 Respondent Based on Aged .....	46
Table 4. 4 Respondent Based on Gender .....	47
Table 4. 5 Measurement Score.....	47
Table 4. 6 Mean, Median, Mode, Standard Deviation .....	47
Table 4. 7 One Kolmogorov-Smirnov Test .....	50
Table 4. 8 Spearman Test.....	51
Table 4. 9 Multicollinearity Test .....	52
Table 4. 10 Multiple Linear Regression Test.....	53
Table 4. 11 T-Test (Partial Test) .....	55
Table 4. 12 F-Test (Simultaneously) .....	56
Table 4. 13 Determination Test ( $R^2$ ) .....	56

## LIST OF APPENDICES

APPENDIX A: QUESTIONNAIRE.....	A1
APPENDIX B: QUESTIONNAIRE TABULATION DATA .....	B-1
APPENDIX C: SPSS OUTPUT .....	C-1
APPENDIX D: DESCRIPTIVE STATISTICS TEST RESULT .....	D-1
APPENDIX E: CLASSICAL ASSUMPTION TEST RESULT .....	E-1
APPENDIX F: R- TABLE.....	F-1
APPENDIX G: T-TABLE .....	G-1
APPENDIX H: F- TABLE.....	H-1
APPENDIX I: TURNITIN TEST RESULT .....	I-1