

CHAPTER I

INTRODUCTION

1.1 BACKGROUND OF THE STUDY

Companies must have employee's performance planning which is a process in which employees and managers work together to plan what employees have to do in the coming year, determine how performance must be measured, recognize and plan ways to overcome obstacles, and achieve a shared understanding of the work. The performance of an employee will be good if he has high skills, is willing to work because he is paid or given a salary according to the agreement and has a hope (expectation) for a better future. Regarding salary / wages and the expectation is the thing that creates motivation for an employee willing to carry out work activities with good performance. Someone who is not motivated only gives minimum effort in terms of work. If a group of employees and superiors have good performance, it will have an impact on good corporate performance.

Everyone wherever he is in an organization can act as a source of job stress for others. Managing stress yourself means controlling yourself in life. As a manager, managing the job stress of workers at work is more about understanding the causes of job stress in others and taking actions to reduce them in order to implement organizational goals. The effectiveness of the two-way communication process between managers and workers is important to identify potential job stressors and their solutions, because stress will always befall workers and organizations. Stress as an imbalance between desire and ability to fulfill it so that it has important consequences for him.

Job stress is a dynamic condition in which individuals are faced with opportunities, obstacles and desires and the results obtained are very important but cannot be ascertained.

PT Bandung Bina Distribusi is a family owned business that established since 1964. PT Bandung Bina Distribusi is a company that located in Komplek Prima Center, Jalan Gatot Subroto No. 18 G and also in Jalan Tojai No B5.B6 Komplek Gudang Mabar Estate with main office at Jalan MT. Haryono No 17 Medan. PT Bandung Bina Distribusi engaged in distribution of Unilever product.

Table 1.1 Employee's Job Performance at PT Bandung Bina Distribusi Medan

Year	Total Employee	Criteria			
		Very Good	Good	Enough	Bad
2014	37	20	11	4	2
2015	37	17	15	3	2
2016	37	19	9	6	3
2017	37	16	11	9	1
2018	37	13	17	2	5

Source: Prepared by the writer (PT Bandung Bina Distribusi Medan, 2019)

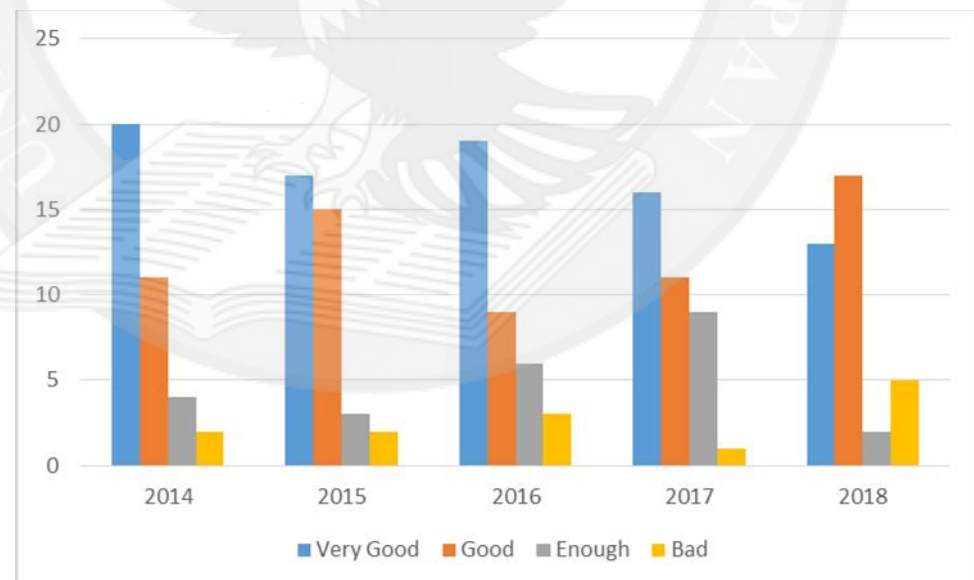


Figure 1.1 Employee's Job Performance at PT Bandung Bina Distribusi Medan

Source: Prepared by the writer (PT Bandung Bina Distribusi Medan, 2019)

Employee's performances at PT Bandung Bina Distribusi Medan currently have problem. From the data above it can be seen that the employee's performance of PT. Bandung Bina Distribusi Medan are having problems where the performance of these employees decreases every year. This is caused by the job stress experienced through pressures from the leaders and managers.

The employees feel like the job given is too much and there are no guidance from the leaders, this means that even when the job they are doing is too much or not suitable to them, they have no option but to deal with the tasks on their own. This will not only give stress to the employees but will also affect the quality of the tasks given.

Base on description above writer is interested to investigate whether it is indeed job stress that affects sales decline through this study entitled: **“The Impact of Job Stress towards Employee's Job Performances at PT Bandung Bina Distribusi Medan”**

1.2 PROBLEM OF LIMITATION

In this research, there are some problems that need to be identified such as, leaders and managers are giving too much pressure to the employees, there is no guidance on the job given by the leaders to the employees, minimum time given to achieve target assigned by the company and inflexible company regulations towards the employees. These leads to the lower performance of employees in doing their job, the sincerity in doing their job and will decrease their commitment in their work. The limitation of this research are as follows:

- a. The first limitation is leaders and managers are giving too much pressure to the employees in PT. Bandung Bina Distribusi.
- b. The second limitation is there is no guidance on the job given by the leaders to the employees

- c. The third limitation is time given by the company to achieve target assigned is too short and inflexible company regulations towards the employees.

To avoid the crisscross under consideration and analyzing then the research will only covering the problem of job stress, and its influence on employees' job performance at PT Bandung Bina Distribusi Medan. The indicators of job stress includes healthy pattern, harmonious pattern, and pathological pattern, while the indicators of employee's job performance include target, quality, timely, and obey the principle.

1.3 PROBLEM FORMULATION

Based on the background of study at PT Bandung Bina Distribusi Medan, here are the research questions:

- a. How is the employee's job stress at PT Bandung Bina Distribusi Medan?
- b. How is the employee's job performance at PT Bandung Bina Distribusi Medan?
- c. Does job stress have impact towards employees' job performance at PT Bandung Bina Distribusi?

1.4 OBJECTIVE OF THE RESEARCH

The following are the objectives of this research:

- a. To describe the employee's job stress at PT Bandung Bina Distribusi Medan.
- b. To evaluate the employee's job performance at PT Bandung Bina Distribusi Medan.
- c. To investigate whether of job stress has impact towards Employee's job performance at PT Bandung Bina Distribusi Medan.

1.5 BENEFIT OF THE RESEARCH

The writer expects that there are theoretical and practical benefits in this research:

1.5.1 Theoretical Benefit

This research will contribute in the impact of job stress towards employee's job performance

1.5.2 Practical Benefit

- a. For the writer, this research study can enrich knowledge related to employees' job performance and job stress.
- b. For PT Bandung Bina Distribusi Medan, this research study may provide input for the corporation that giving a proper job stress package is very important in increasing employee's job performance.
- c. For other researchers, provide knowledge and information to readers so it can be taken as reference and material for further research.

1.6 SYSTEMS OF WRITING

The system of writing is as follows:

Chapter I: Introduction

This chapter elaborates background of study, problem limitation, problem formulation, objective, and benefits of the research, and systems of writing

Chapter II: Literature Review and Hypothesis Development

This chapter describes definition of job stress, factors influencing job stress, job stress's method and system, job stress dimensions and indicators, definition of employee's job performances, factors influencing employee's job performance and measurement method of job stress, hypothesis development, research model, and framework of thinking.

Chapter III: Research Methodology

This chapter explains research design, population and sample of research, data collection method, operational variable definition and variable measurement, and data analysis method.

Chapter IV: Data Analysis and Discussion

This chapter elaborates the general view of the company, data analysis, descriptive statistic, result of data quality testing, result of hypothesis testing, and discussion about research.

Chapter V: Conclusion

This chapter describes the clear explanation of research result, the impact from the result of research conducted theoretically and or practically.