

Effect Of Work Stress During Pandemic Covid-19 On Employee Performance At Fuel Terminal Tasikmalaya

Pengaruh Stress Kerja Saat Pandemi Covid-19 Terhadap Kinerja Karyawan Di Terminal Bahan Bakar Tasikmalaya

Tiara Maulidani Pratiwi¹, Dian Indiyati²

¹ International ICT Business, Faculty of Economic and Business, Telkom University, Indonesia, tiaramaulidani@student.telkomuniversity.ac.id

² International ICT Business, Faculty of Economic and Business, Telkom University, Indonesia, dianindiyati@telkomuniversity.ac.id

Abstract

The COVID-19 pandemic has had a terrible influence on Indonesia especially on human resource that termination of employment (LAYSOFF). PT PERTAMINA is an oil and gas mining company, one of the companies trying not to lay off employees during the COVID-19 pandemic for employees because the role of human resources is significant in the company. This study aimed to find out how the effect of work stress during the COVID-19 pandemic on the performance of the Fuel Terminal Tasikmalaya employees. The method used in this study is a quantitative method assisted by distributing questionnaires to 47 employees of the Fuel Terminal Tasikmalaya. The data analysis technique used is a simple regression analysis technique with SPSS 25 Software. Result of the hypothesis is H0 accepted, H0 which shows Work Stress has no significant effect on Employee Performance. This research suggest the companies should conduct regular training to maximize the performance of employees who are still not in accordance with the criteria of the company so as to minimize the occurrence of termination of employment (LAYOFFS) and for the future research expected that the next researcher will conduct research with other independent variables that were not studied in this study.

Keyword: work stress, COVID-19, employee performance, SPSS 25 Software.

I. INTRODUCTION

Currently, Indonesia is still in a state of the Covid-19 pandemic, and this has an impact on the decline in the Indonesian economy because of the limited space for activities. In addition, the impact has reached many companies that went bankrupt as a result of the pandemic and the lack of human resources due to a reduction in human resources in the company itself (Rizal, 2020). As a result of the COVID-19 pandemic, the company was forced to reduce the human resources in it by way of Termination of Employment (PHK). The following is data from statista.com for the status of workers affected by COVID-19 in Indonesia in May 2020 (Statista.com, 2021).

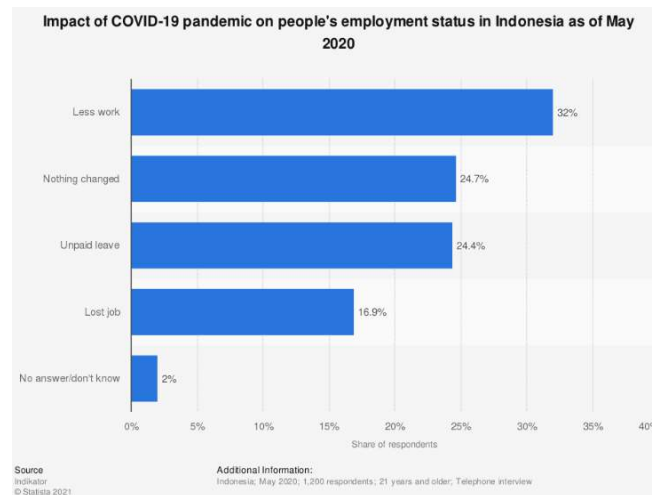


Figure 1. 1 Employment status due to pandemic COVID-19 in Indonesia
Source: statista.com, 2021

Judging from the graph in May 2020, it shows the highest percentage, namely less work, getting a percentage of up to 32%. Less work is workers who are still working in the company but have to stop their work due to limited space for work. In the case of less work, this can affect the performance of the company so that the company cannot achieve its goals optimally. Meanwhile, workers with lost work status are workers who are affected by the reduction of employees from their company or Termination of Work (PHK) (Statista.com, 2021).

Behind the many companies that terminate employment, there are also industries that maintain existing human resources in their companies according to the recommendation of the Ministry of Manpower which uses alternatives to avoid Termination of Employment (PHK). This research will be conducted in one of the Oil and Gas (Migas) industries, namely PT PERTAMINA.

PERTAMINA's Vice President of Corporate Communications said that although PT PERTAMINA was affected by COVID-19 which caused heavy losses to the company, PT PERTAMINA would still focus on pursuing oil and gas operations and production targets by adjust such as adjusting the COVID-19 prevention health protocol and optimizing costs. In addition, PT PERTAMINA avoids making Termination of Employment (PHK) decisions for employees, the strategy in avoiding Termination of Employment (PHK) is that the company continues to operate upstream, and downstream work and distribution also continues to run well. There are about 1.2 million workers who continue to carry out work activities in an effort to avoid termination of employment (PHK) (PT PERTAMINA, 2020).

One of the most important aspects of an organization is human resources. Human resources in this organization play a role in helping the organization to achieve its goals. According to Hasibuan (2019:10) Human Resource Management is the art of managing the role of the workforce to be effective and efficient in helping to achieve the goals of the company, employees, and society. This press release can be proven by PT PERTAMINA in sub holding Supply & Distribution Region III during the pandemic Covid-19 period, it is still able to carry out its duties and responsibilities to meet customer needs.

According to Mangkunegara (2017:1) Human resources in the company need to be managed in order to achieve a balance between the needs of employees and the demands and capabilities of the company. The balance is so that the company can develop productively. In measuring this balance, you can use performance appraisals on employees in the company to see the abilities and work results of employees. Performance is the result of work in quality and quantity achieved by an employee in carrying out his duties and responsibilities (Mangkunegara, 2017:67). In this case the importance of performance for the company to realize the goals of the company itself. The following are the results of measuring the performance of the Tasikmalaya Fuel Terminal employees:

Table 1. 1 Employee Performance Appraisal

	K	C	B	BS
2019	0%	0%	21%	79%

2020	0%	9%	24%	67%
2021	0%	4%	22%	74%

Source: data internal company, 2022

For the less criteria every year, it shows that there are no employees who are judged to be lacking in performance. For the Sufficient criteria in 2019 it shows that there are no employees who meet the sufficient criteria, but in 2020 it shows the percentage of 9% and then in 2021 it has decreased to 4%, this indicates that the employee's performance from 2019 to 2020 has undergone a good change so that the percentage in the criteria Quite reduced. For the Good criteria in 2019 the percentage is 21% and there is an increase in 2020 to 24% but in 2021 there is a decrease in the percentage to 22%. For the Very Good criteria in 2019 it shows a percentage of 79% then in 2020 there is a decrease in the percentage to 67% but in 2021 there is an increase in the percentage to 74%. And, this can be seen through the recapitulation of absenteeism which is presented in percentage form in 2019, 2020 and 2021.

Table 1. 2 Percentage of Presented			
Description	Percentage		
	2019	2020	2021
Present	98.7%	98.5%	98.3%
Absence	1.3%	1.5%	1.7%
Overtime	70.7%	98.6%	72.6%

Source: data internal company, 2022

Table 1.2 is a table of attendance lists for 2019, 2020 and 2021 with a description of present, absence and overtime. The total percentage of worker attendance at the Fuel Terminal Tasikmalaya is very good with a total one year working. For the percentage every year there is no significant difference in 2019 reaching 98.7%, in 2020 reaching 98.5%, and in 2021 reaching 98.3%. As for the percentage of overtime, there is the highest overtime, reaching 98.6% in 2020.

Based on the results of interviews conducted by researchers on this high overtime rate, overtime can occur when high demand for high tasks and limited time requires employees to work outside their working hours. According to Davis dan Newton (1999) in Rivai & Mulyadi (2013:311) argues that the number of tasks can be a source of stress if it is not proportional to the ability of both expertise and physical as well as time. In addition, according to Davis and Newton in Rivai & Mulyadi (2013:312) Job stress can occur due to limited time in doing tasks so that employees are rushed to be chased for a short time to complete tasks

Narayanamurthy & Tortorella (2021: 1) stated that a Deloitte survey of Chinese companies showed a decline in performance due to COVID-19 as well as an increase in stress, inadequate infrastructure, a lost work environment, unrealistic performance expectations, poor manager-employee relationships, and difficulty build trust with co-workers. This can have a negative impact on employee performance. From some of the information above, researchers are interested in seeing how big the role of the variable, namely Work Stress, can affect Employee Performance at the Fuel Terminal Tasikmalaya.

II. LITERATURE REVIEW

A. Work Stress

According to Mangkunegara (2017:157) Job stress is a feeling of pressure experienced by employees in dealing with work. Symptoms of work stress are unstable emotions, feeling uneasy, being alone, having trouble sleeping, smoking excessively, not being able to relax, being anxious, tense, nervous, increasing blood pressure, and experiencing digestive disorders.

B. Performance

According to Fahmi (2016) on Sapitri & Nidya (2020:1339) Performance is the result obtained by an organization, both profit oriented and non-profit oriented organizations that are produced over a period.

C. Employee Performance

According to Tentama, F. (2015) on Sari et al. (2020:2426), the importance of paying attention to the quality of human resources so that the quality of human resources is effective. The participation of performance brings a great influence in providing benefits to the organization. According to the Fuadi (2019) on Rohman et al. (2021), Performance appraisal has several benefits for employees, including (1) Increased employee motivation, (2) Increased job satisfaction, (3) Clarity of expected work result standards, (4) Opportunity to communicate with leaders, and (5) Self-assessment.

D. The Relationship between Work Stress and Employee Performance

Work stress is a natural response from the body when we feel the pressure around us exceeds the limits of our ability to control the pressure in the environment, usually pressure from work demands, but also when we are already at a high level of stress. it will be more difficult to control the mood, control the mind, control the emotions. The role of employees in the company is very important, so that the morale of the employees must be maintained to achieve the company's goals together.

From the results of these theories, it can be concluded that work stress will affect employee performance because of work stress it will reduce morale, feel unable to move, and productivity will be reduced from before. this is in line with several previous studies, namely by Sandra & Luterlean (2020), and Tresna & Luterlean (2021) which state that work stress has a positive and significant effect on employee performance.

H₁ : Work Stress has a significant affect on employee performance

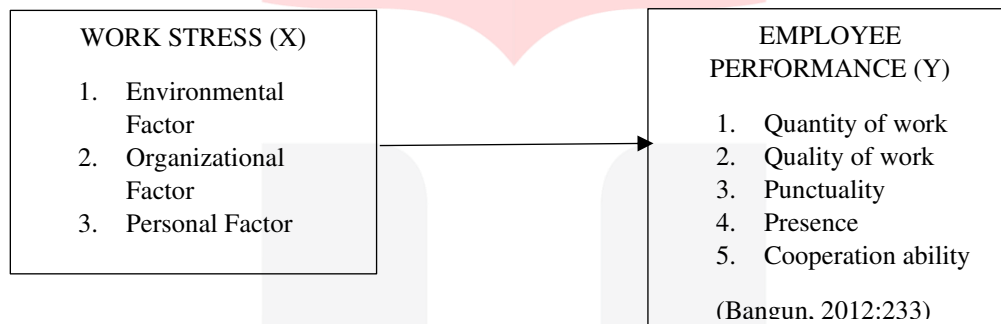


Figure 2. 1 Research Framework
Source: Processed by author, 2022

III. RESEARCH METHODS

The type of research used in this study is descriptive and causal. The method used in this study is a quantitative method assisted by distributing questionnaires to 47 employees of the Fuel Terminal Tasikmalaya. The data analysis technique used is a simple regression analysis technique used the Software Package for the Social Science (SPSS) version 25 include validity test, reliability test, data analysis technique, MSI, classic assumption test, hypotheses test (t-test), coefficient determination (R^2). The setting of this research using non-contrived setting and the implementation time is used cross-sectional. This research was conducted 2 Variable, that is Independent Variable and Dependent Variable.

A. Independent variable

In this study there is 1 independent variable, namely Work Stress. Stress is a natural response from the body which indicates that there are various pressures that are felt, resulting in a decrease in enthusiasm in carrying out activities.

B. Dependent variable

In this study there is one dependent variable, namely: Employee Performance. Employee performance is a reference to measure how well the competence of a worker while working.

IV. DISCUSSION

The results chart presents the results of the study. The results of the study can be supplemented with tables, graphs (figures), and/or charts. The discussion section describes the results of data processing, interprets the findings logically, relates them to relevant reference sources.

A. Validity and reliability test

1. Validity test

All statement items on employee performance variables are valid. This is evidenced by the $R\text{-count} > R\text{-table}$ (0.294), meaning that each statement item on the employee performance variable is valid and suitable to be used as a research measuring tool.

2. Reliability test

All statement items on the work stress variable and employee performance variable are reliable. This is evidenced by the value of the Reliabilities coefficient (Cronbach Alpha) greater than 0.6, meaning that each statement item on the work stress variable and employee performance variable is declared consistent in repeated measurements on the same object.

B. Descriptive statistics

The results of the average dimensions of work stress are in a high enough category (63,6%) so that it can be interpreted that Tasikmalaya Fuel Terminal employees during the COVID-19 pandemic can manage stress so that stress at work can still be controlled so that it does not occur excessive work stress and for the results of the average dimension of employee performance are located in the high category (79,9%) so that it can be interpreted that Tasikmalaya Fuel Terminal employees can manage their performance well.

C. Simple Regression Analysis

Table 4. 1 Simple Regression Analysis

	B	t	Sig.
Constant	31.133		
Work Stress	0,263	1.553	0,127

Source: Processed data SPSS 25 by author, 2022

The regression model is obtained as follows:

$$Y = 31,133 + 0,263X$$

The equation in the regression model above can be interpreted as follows:

1. constant value (a) of 31,133 means that the effect of Employee Performance is 31,133.
2. The coefficient value (b) is 0.263 which is positive. This states that the higher the value on work stress, the more value on employee performance so that it can be interpreted that Work Stress has a positive influence on Employee Performance

D. Hypothesis Testing (T-Test)

The results of the value of t in Table 4.9, it is known that the value of t-count is 1.553 and for the value of t-table it can be known $\alpha = 5\%$ or 0.05 and $df = 47-2 = 45$ obtained t-table 2.014. Then the Work Stress variable (X) has a calculated value (1.553) < t-table (2.014) and a significance value of 0.127 which means more than 0.05 So it can be concluded that H_0 is accepted and H_1 is rejected which means the Work Stress variable (X) has no effect on the Employee Performance variable (Y).

E. Coefficient of Determination (R^2)

Table 4. 2 Coefficient of Determination

R	R Square
0,226	0,51

Source: Processed data SPSS 25 by author, 2022

The value of the coefficient of determination of 0.226. This value can be used to see the magnitude of the effect of Work Stress on Employee Performance. To find out how much influence it has can use the following formula:

$$CD = r^2 \times 100\%$$

$$= 0,051 \times 100\%$$

$$= 5,1\%$$

From the results of the calculation of the coefficient of determination obtained by 5.1% so that it can show that variable independent (Work Stress) has an influence of 5.1% on variable dependent (Employee Performance) and for 94.9% is influenced by other variables that were not studied in this study.

V. CONCLUSION AND SUGGESTION

Based on the results of research and discussions on the Effect of Work Stress during the COVID-19 pandemic on the Performance of Tasikmalaya Fuel Terminal Employees, it can be concluded and suggest as follows:

- A. Based on the test results, there is a positive but not significant influence between work stress during the COVID-19 pandemic on the performance of Tasikmalaya Fuel Terminal employees, besides that there is also a large influence of work stress during the COVID-19 pandemic on Tasikmalaya fuel terminal employee performance by 5.1% while for the remaining 94.9% it is influenced by other variables that were not studied in this study
- B. There are suggestions that will be submitted. It is hoped that this advice can be useful for the company and be used as a reference for the company to maintain good things and improve things that need to be improved. The influence of independent variables was 5.1% on dependent variables. Therefore, it is expected that the next researcher will conduct research with other independent variables such as work motivation, work environment, leadership style, because considering the influence of independent variables that were not studied in this study by 94.9%. In addition, it is also expected to use different methods to gain new knowledge related to the research to be researched.

REFERENCE

- Bangun, W. (2012). *Manajemen Sumber Daya Manusia*. Erlangga.
- Hasibuan, M. S. . (2019). *Manajemen Sumber Daya Manusia* (23rd ed.). PT Bumi Aksara.
- Mangkunegara, A. P. (2017). *Manajemen sumber daya manusia perusahaan* (S. Sandiasih (ed.); 14th ed.). PT Remaja Rosdakarya.
- Massie, R. N., Areros, W. A., & Rumawas, W. (2018). Pengaruh Stres Kerja Terhadap Kinerja Karyawan Pada Kantor Pengelola It Center Manado. *Jurnal Administrasi Bisnis*, 6(2), 43.
- Narayanamurthy, G., & Tortorella, G. (2021). Impact of COVID-19 outbreak on employee performance – Moderating role of industry 4.0 base technologies. *International Journal of Production Economics*, 234(October 2020), 108075. <https://doi.org/10.1016/j.ijpe.2021.108075>
- PT PERTAMINA. (2020). *Industri Migas Terdampak COVID-19, Pertamina Tetap Kejar Target Operasi* | Pertamina. Pertamina. <https://www.pertamina.com/id/news-room/news-release/industri-migas-terdampak-covid-19-pertamina-tetap-kejar-target-operasi>
- Rivai, V., & Mulyadi, D. (2013). *Kepemimpinan dan Perilaku Organisasi* (2nd ed.). PT RajaGrafindo Persada.
- Rizal, J. G. (2020). *Pandemi Covid-19, Apa Saja Dampak pada Sektor Ketenagakerjaan Indonesia?* Halaman all - Kompas.com. Kompas.Com. <https://www.kompas.com/tren/read/2020/08/11/102500165/pandemi-covid-19-apa-saja-dampak-pada-sektor-ketenagakerjaan-indonesia-?page=all>
- Robbins, S. P., & Judge, T. A. (2013). *Organizational Behavior*. In *Pearson* (15th editi). Pearson Education.
- Statista.com. (2021). • *Indonesia: COVID-19 impact on people's employment 2020* | Statista. Statista Research Development. <https://www.statista.com/statistics/1137401/indonesia-covid-19-impact-on-peoples-jobs/>