WORK STRESS ON EMPLOYEES PERFORMANCE OF PT ANGKASA PURA KARGO BANTEN WITH WORK ENVIRONMENT AS A MEDIATING VARIABLE

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Work stress, work environment and employee performance

Modern technological development in industry has done a lot of good in helping to complete a job. Can improve the performance of an employee. This research aims to determine the effect of work stress and the work environment on employee performance in the regulated agent division of PT Angkasa Pura Kargo. This type of research is quantitative statistics using smartpls4, with outer measurements models and inner models. The method of data collection using the questionnaires distributed online to 100 employees on the Regulated Agent division as respondents, using a saturated sampling technique. The results of this research show that the calculated T value > T table and P Values < 0.05 means that partially work stress has a significant effect on employee performance, the work environment has a significant effect on employee performance, work stress has a significant effect on the work environment. Simultaneously, work stress and the work environment influence employee performance with an R Square of 0.837. or 83.7%. belongs to the strong category.

1. INTRODUCTION

The application of modern technologies in corporate organizations provides many benefits in the advancement of activity and productivity. It also helps companies solve various aspects of organizational and corporate continuity. Technological developments must also be followed with developments on the quality of human resources (SDM). This is one of the key keys to determine the success of an institution or company. In the implementation of the activities, Sdm plays an important role as an actor who performs the functions of the organization. Workers who work well, have a high performance and will be able to the achievement of the objectives and objectives that have been set. Good performance of employees will produce services or services with good quantity and quality. Getting the trust of the community to meet the needs of the consumer.

The performance of its own employees is a product of both the quality and quantity that an employee achieves in carrying out his duties as he is assigned to them. The rise in employee performance is affected by some elements. Among other things, work stress and work environment. Job stress can arise if job demands do not match job stress abilities can help or damage the performance of employees. Depends on how much stress levels there are. When stress is low or no pressure, workers work with no effort to achieve more than they’ve had in years. Excessive stress can threaten one’s ability to deal with activity that affects his work environment. As a result, employees develop a wide range of stress symptoms that can interfere with work accomplishments.

Working stress can have a positive impact (eustress) needed to produce high performance. But often, work stress is more harmful to employees or even companies [1]. When stress reaches the top, Employee’s working ability tends to not produce performance improvements, Performance has begun to decrease. The most extreme consequences, performance becomes zero because employees become sick or are not hard to work anymore, disappeared, Go out or escape from work and may be dismissed. Negative impacts (distress) caused by work stress can be physical symptoms. Neither a psychiatric. Working stress can arise both internally and externally. If the employee’s capacity is higher than the employee’s demand, There is a feeling bored but on the contrary, if the employee’s capacity is lower than the employment demands, Then there will be more fatigue in the work. Optimal work stress. Both inside or outside influences., has a good impact on employee performance. Thus,
the ideal optimal level of work stress can be achieved, because of the employee's enthusiasm, enthusiasm, sharp insight and calmness, employee performance will be higher.

The work environment is something that exists around workers and which can influence them in carrying out assigned tasks, for example cleanliness, air temperature, work safety, lighting and so on (Sunyoto, 2013) in [2]. Work Environment provides a reason for someone to work well according to the work standards that have been set. By paying attention to the work environment both physically and mentally, providing comfort in carrying out work. Working conditions are used as guidelines for repetitive tasks, a change in procedure will have an impact on employee performance in achieving its goals. The work environment can simplify the work process, minimize errors, emphasize work flow and support organizational activities so that they run in a controlled, systematic, effective and consistent manner. Thus, the quality and quantity of work output will have an impact on employee performance.

Employee performance is a measure of performance which includes effectiveness and efficiency. According to [3]) effectiveness is related to achieving targets while efficiency is the ratio between effective output and the input required to achieve it. Factors that can influence performance are the employee's ability to carry out work consisting of and the lack of knowledge, skills and expertise as well as work attitudes and behavior. The benchmarks for determining the magnitude or high level of performance in each organization or agency vary depending on the type of activity, the output produced or who carries it out. As an element of performance appraisal, it includes matters of employee improvement, employee development, employee satisfaction, compensation decisions, communication skills. Improvement in performance can be measured from speed, quality, service and value demonstrated through work activities. Management's success in improving employee performance depends on the success of organizational work units in achieving optimal goals.

PT Angkasa Pura Kargo, especially in the Regulated agent division, is an Indonesian legal entity that carries out business activities with air transport business entities that obtain permission from the Director General of Civil Aviation to carry out security checks on cargo and post. Based on the Decree of the Director General of Transportation number SKEP/255/IV/2011 concerning security inspections of cargo and postal items transported by commercial aircraft, cargo and postal security inspections are carried out by Regulated Agents. [4]

The Regulated Agent is tasked with inspecting the goods and guaranteeing that the goods sent are declared safe, not dangerous, and that the contents of the goods are not prohibited items. The work activities of a Regulated Agent are very complete, starting from receiving cargo, checking completeness of documents, security checks, controlling and protecting cargo, to handing over to air transportation business entities. Supported by sophisticated work equipment, it requires good qualifications and competence from employees. This is of course the employee's responsibility so that the cargo and post sent can reach the recipient in good and safe condition. The importance of effectiveness, work efficiency and consistency can cause work stress for employees, for this reason each unit needs to pay attention to the level of stress experienced by employees. Executing work requires consistency so that the work runs well. Supported by a good work environment, room cleanliness, work space area, lighting, room capacity and so on which can improve employee performance.

In improving employee performance, PT Angkasa Pura Kargo's regulatory agents need to pay attention to work environment factors and work stress originating from work activities, infrastructure and resource conditions. Eustress will encourage employees to do their work with enthusiasm and enthusiasm so that output increases. On the other hand, very high levels of stress due to job demands and a less conducive work environment will result in stress that reduces employee performance. Therefore, companies also need to manage employee work environments well. Adequate lighting, sufficient cleanliness of space, appropriate placement of work tools and good functioning of infrastructure. A good and positive work environment can increase employee work productivity. A good physical and positive perception is what will cause employees to work productively and achieve
high performance. How do work stress and the work environment in the regulated agent division affect employee performance? Based on the description above, this research is entitled Work Stress on Employee Performance of PT Angkasa Pura Kargo Banten With the Work Environment as a Mediating Variable

2. METHOD
This type of research is explanatory research intended to test the hypothesis between the independent variable and the dependent variable. The research approach uses quantitative descriptive research methods using questionnaires, observation, interviews and documentation [12]. The population in this study were all employees of PT Angkasa Pura Kargo, Regulated Agent Division, totaling 100 people. The questionnaire method was using a Likert scale, prepared in a Google form and then distributed online to employees. The sampling technique used was saturated sampling, the entire population was included as research respondents. Data analysis using SmartPLS4 with outer model and inner model

3. RESULTS AND DISCUSSION

Average Variance Extracted (AVE)

<table>
<thead>
<tr>
<th>Construct</th>
<th>Average Variance extracted (AVE)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work Stress</td>
<td>0.701</td>
</tr>
<tr>
<td>Work Environment</td>
<td>0.721</td>
</tr>
<tr>
<td>Employee Performance</td>
<td>0.687</td>
</tr>
</tbody>
</table>

Source: Data Analysis 2023

Based on data from table 1, the AVE value, work stress is 0.701, and work environment is 0.721, > 0.5. then it can be said that the data is convergently valid

Composite Reliability

<table>
<thead>
<tr>
<th>Construct</th>
<th>Crobach’s Alpha</th>
<th>Composite Reliability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work Stress</td>
<td>0.914</td>
<td>0.934</td>
</tr>
<tr>
<td>Work Environment</td>
<td>0.922</td>
<td>0.939</td>
</tr>
<tr>
<td>Employee Performance</td>
<td>0.935</td>
<td>0.946</td>
</tr>
</tbody>
</table>

Source: Data Analysis 2023

Table 2 shows the composite reliability value of work stress 0.934, work environment 0.939, employee performance 0.946 greater than 0.7 [13] so it can be said that all latent variables are reliable

Path Coefficient Value

<table>
<thead>
<tr>
<th>Exogenous variables</th>
<th>Employee performance</th>
<th>Direction of relationship</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work stress</td>
<td>0.259</td>
<td>Positive</td>
</tr>
<tr>
<td>work environment</td>
<td>0.712</td>
<td>Positive</td>
</tr>
</tbody>
</table>

Source: Data processed 2023

From table 3 it can be seen that the work stress variable on employee performance has a value of 0.259 and the work environment on employee performance is 0.712. Therefore, the direction of the relationship between Exogenous Variables and Endogenous Variables is positive

R Square

<table>
<thead>
<tr>
<th>Construct</th>
<th>R Square</th>
<th>R square Adjusted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee performance</td>
<td>0.837</td>
<td>0.834</td>
</tr>
</tbody>
</table>

Source: Data Analysis 2023

Based on Table 4 above, the R square value of 0.837 illustrates that work stress and the work environment have an influence on employee performance by 83.7%, including the strong category.
This shows that 16.3% of PT Angkasa Pura Kargo employee performance is influenced by other factors not examined in this research.

**Q Square**

Based on manual calculations, the q square value is $0.163 > 0$. This means that the model has a predictive relevance of 16.3%, which is in the good category.

**F Square**

<table>
<thead>
<tr>
<th>No.</th>
<th>Connection</th>
<th>Mark</th>
<th>Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Work stress on employee performance</td>
<td>0.203</td>
<td>Weak</td>
</tr>
<tr>
<td>2.</td>
<td>Work environment on employee performance</td>
<td>1.529</td>
<td>Strong</td>
</tr>
<tr>
<td>3.</td>
<td>Work stress on the work environment</td>
<td>1.032</td>
<td>Strong</td>
</tr>
</tbody>
</table>

Source: Data Analysis 2023

Based on table 5, it can be seen that the partial influence of work stress on employee performance has a value of 0.203 (weak) and the work environment on employee performance is 1.529 (strong). Job stress on employee performance 1.032 (strong) Therefore, the influence between variables is partially strong.

**Hypothesis test**

The results of research hypothesis testing can be seen in the following table:

<table>
<thead>
<tr>
<th>Construct</th>
<th>Original sample estimate</th>
<th>T Statistic</th>
<th>P Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>X1→Y</td>
<td>0.712</td>
<td>8.701</td>
<td>0.000</td>
</tr>
<tr>
<td>X2→Y</td>
<td>0.259</td>
<td>3.264</td>
<td>0.001</td>
</tr>
<tr>
<td>X1→X2</td>
<td>0.713</td>
<td>5.534</td>
<td>0.000</td>
</tr>
<tr>
<td>X1→X2→Y</td>
<td>0.507</td>
<td>5.832</td>
<td>0.000</td>
</tr>
</tbody>
</table>

Source: Data Analysis 2023

Based on table 6 above, the t calculated result of work stress on employee performance is 8.701 greater than t table 1.984, P Values 0.000 < 0.05, therefore hypothesis 1 is accepted. Likewise, the work environment on employee performance t statistic 3.264 > from t table 1.984. P Values 0.001 < 0.05, therefore hypothesis 2 is accepted.

Likewise in hypothesis 3, the influence of work stress on the work environment where the t statistic is 5.534 > 1.984. P Values 0.000 < 0.05, therefore hypothesis 3 is accepted. In the indirect effect with hypothesis 4, it is suspected that there is an influence of work stress on employee performance through the work environment. The t statistic value is 5.382 > t table 1.984, p value 0.000 < 0.05, thus hypothesis 4 is accepted.

The highest original sample estimate value that influences employee performance (Y) is the influence of work stress variable (X1) of 0.712. This shows that work stress (X1) has a higher influence than work environment variables (X2) directly on employee performance variables (Y). Meanwhile, the estimated value of work stress on the work environment is 0.713, indicating that work stress allows employees to have a work environment that has an impact on carrying out work activities.

**Discussion**

**Work Stress towards Employee Performance**

Based on the P values in the path coefficient, the variable work stress has a P Values 0.000 < 0.05. Additionally, the t statistic is 8.701 > the critical t value of 1.984. then Hypothesis 1 is accepted that work stress has a significant effect on employee performance in the regulated agent division of PT Angkasa Pura Kargo. The original sample estimate value partially explains the influence of work stress on employee performance with a Path coefficient value of 0.712. This means that every one unit increase in the work stress variable can increase employee performance by 71.2%. This results of the questionnaire for each indicator show that work activities can cause Eustress and distress types of stress. Can provide motivation and inspiration for employees. Distress arises when there are too many
tasks given by the leadership so that they don't have time to complete all the existing work. Role conflict in the workplace makes you more careful in doing your work. Unclear roles make you bored and uncomfortable, no support from fellow employees or superiors also creates conflict. So the indicators are efficiency, effectiveness and consistency. Punctuality, working methods, implementation of theory and work practices that run well will make the work system better and neater. So that employees will not have difficulty carrying out their activities. always energetic, optimistic, creative, and open to continuous improvement. Because of strong human resources is a company asset to build a corporation that is advanced, developing and able to adapt to every change.

**Work Environment towards Employee Performance**

Based on the P Values 0.001 < 0.05, Additionally, the T statistic is 3.264 > the critical t value of 1.984. then H2 is accepted that the work environment has a significant effect on employee performance in the regulated agent division of PT Angkasa Pura Kargo. The original sample estimate value partially explains the influence of work stress on employee performance with a Path coefficient value of 0.259. This means that every one unit increase in work environment variables can increase employee performance by 25.9%. This can be proven by the results of the questionnaire for each indicator. that working relationships will facilitate the achievement of goals. Always have good relations with co-workers. A calm atmosphere will create a comfortable working atmosphere, comfortable with the existing working atmosphere in the company. The facilities provided by the company are appropriate to the work being carried out, and will support the work process. The company pays attention to employee welfare, and is able to meet life's needs. Applying extra work supervision to employees will make it easier to achieve goals. Safety and cleanliness in the workplace can make work activities safe. So that employees will feel comfortable working, providing the best for consumers. The implication of this research is that the work environment influences employee performance. Management needs to monitor the comfort of the work environment, ease of access and completeness of facilities to make it easier for employees to carry out their duties. In other words, good performance is strongly supported by a good work environment.

**Work stress towards work environment**

Based on the P Values 0.000 < 0.05, Additionally, the T statistic is 5.534 > the critical t value of 1.984. then H3 is accepted that work stress has a significant effect on the work environment of the regulated agent division of PT Angkasa Pura Kargo. The original sample estimate value partially explains the influence of work stress on employee performance with a Path coefficient value of 0.713. This means that every one unit increase in the work stress variable can improve the work environment by 71.3%. Proven by the results of the questionnaire for each indicator. Workplace regulations are not as expected. Too many tasks given by the leadership means they don't have time to complete all the existing work, the workload increases. These conditions make the work environment less comfortable. Accumulation of goods and documents on the work desk hampers the work process. On the other hand, the comfort of the room and the tidiness of the workplace make it easier for employees to carry out their activities. The implication of this research is that the heads of regulated agent division units should provide employee functions and roles according to their duties so that work is carried out regularly and work activities with equipment become more skilled. Employees do not need to do other work that is not their duty and function, and if necessary, management can add employees so that the ratio of work to workers is ideal.

**Work Stress towards Employee Performance through work environment**

Based on the P Values 0.000 < 0.05, Additionally, the T statistic is 5.382 > the critical t value of 1.984. then H4 is accepted that work stress through the work environment has a positive and significant effect on employee performance in the regulated agent division of PT Angkasa Pura Kargo. The original sample estimate value explains that there is a simultaneous influence of work stress and work environment on employee performance with a Path coefficient value of 0.507. This means that every one unit increase in the work stress variable can increase employee performance by 50.7%. The positive influence of stress will encourage individuals to do something, raise awareness,
and produce new experiences. Work enthusiasm and working in a disciplined manner will increase the quantity and quality of the agency's output. Creating a comfortable work environment with strict work procedures can encourage employees to work more effectively, efficiently and consistently. Adequate work equipment, good relations with fellow employees and superiors. Facilitate activities and work processes smoothly so that the company's output increases in the form of increased performance from employees, continuing to improve competence, enriching oneself with knowledge and skills, and strengthening personal integrity and commitment to carrying out functions and responsibilities within the company.

4. CONCLUSION
Based on the results of the research and discussion that have been described, conclusions can be drawn: The Work Stress has a positive and significant effect on employee performance with Regulated Agent PT Angkasa Pura Kargo Banten with t statistic 8.701 > t table 1.984 Work Environment has a positive and significant effect on employee performance with Regulated Agent PT Angkasa Pura Kargo with t statistic 3.264 > t table 1.984. The work stress has a positive and significant effect on the work environment with t statistic 5.534 > t table 1.984. Work stress and work environment simultaneously influence employee performance for Regulated agent employee at PT Angkasa Pura Kargo Banten, with t statistic 3.582 > t table 1.984. The R square is 0.837, which means that 83.7% of the work stress through work environment influences employee performance in the strong category, while other factors influence 16.3%.

REFERENCE