

Negative Work Psychology Perspective and Work Environment on Performance

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ABSTRACT

In work, there will always be two sides, positive and negative. It depends on how we respond. However, we realize that we have limitations in controlling external factors, such as the work environment and organizational demands. The high expectations of the organization, often make the workload excessive, and in the accumulation of time, physical abilities decrease, causing the birth of work stress. Likewise with the work environment, warm relationships with coworkers or conflicts, can cause ups and downs in performance. Departing from this phenomenon, this study tries to examine negative psychological factors (stress) and the work environment on performance maintenance. The method used in this study is quantitative with the research subject being Sriwijaya airline employees, totaling 109 people. Data were collected by distributing simple random questionnaires. The collected data was then analyzed by using the statistical probability regression method. The results of the study indicate that there is a possibility of a close or reciprocal relationship that is linear, between work stress and work environment and performance. The best model in maintaining performance is to minimize negative psychological factors. The lower the level of work stress, it explains a good work system and a healthy work environment. This creates a feeling of pleasure and a positive perception of the organization and its work.

Keywords: Airline, Work, Quality of Work, Negative Work Psychology (Stress), Work environment

INTRODUCTION

Business competition in Indonesia is currently very tight, due to the increasing number of new companies in various fields. The company is competing in conducting promotions to attract consumer interest. So that each company innovates and business strategies to avoid bankruptcy. One of them is a company engaged in the transportation sector.

Transportation is a means of supporting the community in daily activities. People will not be able to escape from transportation. Currently, transportation has developed along with the age of technology that has evolved. Unlike in the past, where transportation was still on foot.

Currently, Indonesia has entered the Industrial Revolution 4.0 which is very influential on technology and the economy. The Industrial Revolution 4.0 itself is one of the implementations of the German Modern Technology Strategy 2020. This strategy is implemented through improving manufacturing sector technology, creating a consistent strategic policy framework, and setting certain priorities in the face of global competition (Prabowo, et, al., 2018). This can be felt in everyday life. Economists say that Indonesia's economic growth is projected to reach 6% - 7% in 2030 (Dinsar, 2021) if the development of the industrial revolution 4.0 is carried out properly. Advances in technology have changed the face of the economy, one of which is in the air transportation sector such as PT. Sriwijaya Air.

In the current era of globalization, which is marked by rapid changes, an organization or institution is required to make adjustments in all aspects of the organization. With the limited existing human resources, the organization is expected to be able to optimize it so that the organizational goals that have been set can be achieved. Human Resources are part of the progress of science, development, and technology (Jayaputra, & Sriathi, 2020).

Work stress is a dynamic condition in which an individual is faced with an opportunity, constraint or demand related to what he really wants with what he produces (Abdullah, & Ampauleng, 2018). In simple terms, stress is actually a form of a person's response, both physically and mentally, to a change in the environment that is felt to be disturbing and causes him to be threatened. Work stress factors originating from individual characteristics include: anxiety levels, individual neuroticism levels, tolerance for ambiguity/unclearness, and type A behavior level patterns. While work stress factors originating from outside the organization include: problems in the family, critical life events, financial difficulties (Putra, et, al., 2022).

The relationship between work stress and employee performance can be seen from the increasing work stress of an employee, the more work stress increases, the employee's work performance will also increase to a certain level. Employee work stress will reach a stable point or optimal level which will result in good work performance. At this point the additional stress will not result in an increase in achievement (Valendra, et, al., 2020). So, through this preliminary study, the author tries to analyze the extent to which work stress affects performance. The results of the

preliminary research prove that, 80% of employees feel that during work there is a special pressure that can affect the quality of their performance.

In addition to work stress, researchers also want to know the effect of the employee's work environment. The work environment is everything that can affect employees in carrying out their duties. Placement of employees in positions in accordance with their competencies is also one of the determining factors in increasing job satisfaction. Competence is a basic characteristic of a person (individual) that affects the way of thinking and acting, making generalizations to all situations faced and lasting long enough in humans (Simanjuntak, et, al., 2020).

The physical work environment is said to be good if employees can carry out activities or work optimally, healthy, safe, and comfortable (Farisi, & Utari, 2020). An unfavorable environment can reduce morale and ultimately reduce employee productivity. Therefore, the two components, namely, work stress and work environment are important things to maximize airline services. In this study, the authors focus their research results on PT. Sriwijaya Air by considering the results of preliminary research conducted previously. The focus to be researched is work stress and work environment that affect employee performance. One of the factors in the work environment is lighting. The following is a table of the amount of lighting needed in the work.

THEORETICAL BASIS

Organizational Behavior

According to (Putri, & Rahyuda, 2019) organization can be defined as the arrangement of resources in a work activity, where each activity has been systematically arranged to achieve predetermined goals. In the organization, each person involved is given tasks, authorities and responsibilities that are coordinated to achieve organizational goals. Where the goals of the organization are formulated by deliberation as a common goal that is realized together. Meanwhile, according to (Widarta, 2019) organization is a container that has multiple roles and was established with the aim of being able to provide and realize the wishes of various parties, and satisfaction for the owner is no exception. Meanwhile, according to (Farisi, & Utari, 2020), the organization is a consciously coordinated social unit, with a relatively identifiable

boundary, which works on a relatively continuous basis to achieve a common goal or group of goals.

Human Resources

According to (Handayani, & Daulay, 2021) Human Resource Management is an acknowledgment of the importance of the organization's workforce as a very important human resource in contributing to organizational goals, and using several functions and activities to ensure that human resources are used effectively and fairly for the benefit of individuals, organizations, and society. According to (Prabowo, et, al., 2018)) Human Resource Management (HRM) is the science and art of regulating the relationship and role of the workforce to be effective and efficient in helping the realization of the goals of the company, employees and society. There are various different perspectives in defining the purpose of human resource management, so it can be concluded that human resource management is an organizational system design in the form of a formal policy that utilizes human strengths and talents effectively and efficiently in order to achieve organizational goals.

Work Stress

According to (Wulandari, et, al., 2022) "stress is a condition of tension that affects emotions, thought processes, and one's condition". According to (Widarta, 2019) "Work stress is a condition of tension that creates a physical and psychological imbalance, which affects the emotions, thought processes and conditions of an employee". The problem of stress in the company has become an important symptom since the emergence of demands for efficiency in completing a job. Stress is a consequence of every action and environmental situation that causes excessive psychological and physical demands on a person.

Work Environment

The work environment itself according to (Saputri, & Pamikatsih, 2022) is everything that is around the worker and can affect him in carrying out the tasks assigned. The work environment in the organization has an important meaning for individuals who work in it, because the work environment will affect directly or indirectly the people who are in it (Saptono, et, al., 2020). The work environment is an environment where an employee does his daily work which can affect him in carrying out his duties. According to (Putra, et, al., 2022) a working environment condition is

said to be good, if employees can carry out activities or work optimally, healthy, safe, and comfortable. Therefore, creating a good work environment will be able to determine success in achieving the expected goals of the company.

Performance

The term performance contains various meanings. According to (Handayani, & Daulay, 2021), employee performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities he gives. According to (Widarta, 2019), performance is a description of the level of achievement of the implementation of a program of activities or policies in realizing the goals, objectives, vision, and mission of the organization as outlined in an organization's strategic planning. Meanwhile, according to (Dinsar, 2021), performance is the ability and motivation used to complete a task or job with a certain level of ability. Important in the company's efforts to achieve its goals.

METHOD

Population is a generalization area consisting of: objects/subjects that have certain qualities and characteristics determined by researchers to be studied and then drawn conclusions (Fakhrudin, 2020). So the population used in this study was 150 employees of the Sriwijaya Air Cengkareng office, Banten for the last three months. According to (Fakhrudin, 2020) the sample is part of the number and characteristics possessed by the population. The sample technique used by the author in conducting this research is non-probability sampling. Non-probability sampling is a sampling technique that does not provide equal opportunities/opportunities for each element or member of the population to be selected as samples.

According to (Handayani, & Daulay, 2021) primary data is data obtained directly from the source or object of research. Primary data is usually obtained by direct interviews with the object or by filling out a questionnaire (a list of questions) answered by the object of research. To obtain data in this study, the authors used primary data collection techniques by distributing questionnaires.

According to (Handayani, & Daulay, 2021) secondary data is data that has been published or used by other parties. The secondary data used by the researchers in this study were sourced from books, journals, and the use of internet media to obtain

information, as well as the necessary data.

RESULT

Regression Analysis

Analysis multiple regression analysis is an analysis used to determine the effect of two or more independent variables on the dependent variable using the SPSS 23 for windows program. In addition to measuring the strength of the relationship between two or more variables, it also shows the direction of the relationship between the dependent variable and the independent variable. The dependent variable in this study is employee performance, while the independent variables are work stress and work environment. In this study using multiple linear regression models using the SPSS program, the results are as follows:

$$\text{Performance} = 11.628 + 0.372X_1 + 0.310X_2$$

The constant value (a) shows that the value of employee performance (Y), work stress variable (X1), and work environment (X2) is declared constant with an employee performance value of 11.682

1. The regression coefficient of the work stress variable (X1) is 0.198 which states that there is an influence between work stress and employee performance (Y), if the work stress is getting better, the employee's performance is increasing.
2. The regression coefficient of the work environment variable (X2) is 0.314 which states that there is an influence between work stress and employee performance (Y), if the work environment is better, the employee's performance will increase.
3. sig value. At work stress and work environment of 0.000 < 0.05 which means significant

F Test Statistics

Simultaneous testing is carried out using the F test to determine whether all independent variables in the model have an effect on the dependent variable being tested simultaneously. Based on the results of the F test, the calculated F value is 25,093 with a significance of 0.000. Because the significance level is smaller than 0.05, the regression model can be said that Work Stress (R) and Work Environment (L) have an influence on employee performance.

T Statistical Test

Statistical test results can be seen in table 4.3, if the *probability* t value is less than 0.05 then H_a accepted and H_0 is rejected, whereas if the *probability* t value is greater than 0.05 then H_0 accepted and rejected. H_a .

Table 1. T Statistical Test

Model	Statistic Value		
	Coefficient	T value	Sig Value
Constant	11.628	2.113	0.025
Work Stress	0.372	4.252	0.000
Work Environment	0.310	3.675	0.000

Source: SPSS output, 2021

The results of hypothesis testing 2 can be seen in table 4.3, variable stress work has a significance level of 0.000. This indicates that the work stress variable has a positive and significant effect on employee performance.

The results of hypothesis testing 3 can be seen in table 4.3 the work environment variable has a significance level of 0.001. This indicates that the work environment has a significant positive effect on employee performance because the significance level of the work environment variable is less than 0.05.

Determination Test (R^2)

A value of R^2 means that the ability of the independent variable to explain the dependent variable is very limited. A value close to one means that the independent variables provide almost all the information needed to predict the dependent variable.

Based on the SPSS output, shows the *Adjusted R Square* of 0.309 or 30.9%, this shows that the performance variable can be explained by the work stress variable, and the environment work. While the remaining 0.691 or 69.1% of variables that are not examined such as leadership style, organizational culture and others.

CONCLUSION

Based on the results of research and discussion on the analysis of the effect of work stress, work environment, on employee performance using multiple linear regression models, the following conclusions can be drawn:

1. Job stress has a significant positive effect on employee performance (Case study on employees of Sriwijaya Air Cengkareng Office Banten).
2. The work environment has a significant positive effect on employee performance

(a case study on employees of the Sriwijaya Air Cengkareng Banten Office).

3. Work stress and work environment have a simultaneous effect on employee performance (a case study on employees of the Sriwijaya Air Cengkareng Banten Office).

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