

THE INFLUENCE OF SKILLS, WORK STRESS, COMMUNICATION, AND MOTIVATION OF EMPLOYEE PERFORMANCE TO PT. MERAK JAYA BETON IN DISTRICTS MOJOKERTO

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ABSTRACT

This study aims to analyze the effect of skills, work stress, communication, and motivation on the performance of the employees of PT. Merak Jaya Beton Mojokerto. The total sample of the study amounted to 55 people. The variables used are skills, work stress, communication, and motivation as independent variables and employee performance as the dependent variable. Data collection was carried out by questionnaire and then analyzed using multiple linear regression analysis methods. Hypothesis testing used is the simultaneous significance test (F-test) and partial significance test (T-test). The results of the F test of this study indicate that the variable of skills (X1), work stress (X2), communication (X3), and motivation (X4) simultaneously influence employee performance. While the T test shows the variable of skills (X1), work stress (X2), communication (X3) have no partial effect on employee performance, while the motivation variable (X4) has a partial effect on employee performance.

Keywords: Skills, Job Stress, Communication, Motivation, and Employee Performance.

PRELIMINARY

With the increasingly rapid development of science and technology and the arrival of the current free era, the business world is increasingly affected by intense competition and causes various kinds of problems, one of the problems faced by companies is how to improve good performance and meet standards. One factor that should not be overlooked by companies in the human resource factor. Human resources within the company are very important for running the wheels of the company to achieve its goals.

HR is a very strategic and important resource among other sources. However, the abundance of resources without the support of qualified human resources will disrupt the sustainability of the company. Quality human resources can be seen from the results of their performance. In a professional framework, good performance is how employees can demonstrate performance that

leads to the achievement of company goals and objectives. The level of success of a company can be seen from the company's performance in managing its resources. The company has a good performance, has effectiveness in achieving production, its human resources, determines the goals achieved both individually and organizationally. Factors that are considered by the company so that the performance of human resources is good skills, job stress, communication, and motivation.

PT. Merak Jaya Beton is a company engaged in ready mix concrete. Ready-mix concrete is usually used on large-scale projects, but at this time, even small projects have started to switch to using ready mix concrete. The advantages of ready mix concrete are that apart from shorter production time, the quality of the concrete produced is more by the mix design, this happens because all mixing processes are carried out using tools. The disadvantage of ready mix concrete is that it requires a fairly wide access road that can be passed by a mixer truck. Mixer trucks are cars that are used to transport ready-mix concrete from the factory to the project site. From the above explanation, PT. Merak Jaya Beton is also very concerned about human resource factors, especially on employee performance related to skills, work stress, communication, and motivation.

Thus, to achieve the desired performance, the level of skill, work stress, effective communication, and motivation between superiors and subordinates and fellow employees must be considered.

FORMULATION OF THE PROBLEM

Based on the background of the problem above, the problem can be formulated as follows:

- 1) How do skills, job stress, communication, and motivation influence employee performance at PT. Merak Jaya Beton partially?
- 2) How do skills, job stress, communication, and motivation influence employee performance at PT. Merak Jaya Beton simultaneously?
- 3) Of the variables skills, job stress, communication, and motivation, which variable is more dominant?

RESEARCH PURPOSES

Based on the formulation of the problem above, the writing objectives to be achieved are as follows:

- 1) To find out how skills, job stress, communication, and motivation influence the performance of employees of PT. Merak Jaya Beton partially.
- 2) To find out how skills, job stress, communication, and motivation influence the performance of employees of PT. Merak Jaya Beton simultaneously.
- 3) To find out from the variable skills, job stress, communication, and motivation which is more dominant.

THEORETICAL FRAMEWORK AND HYPOTHESIS FORMULATION

Skills

Skills are individual things. Each individual will have different skill levels depending on their abilities and experience. Job skills have great benefits for individuals, companies, and society. For individuals, work skills can increase their performance so that they have remuneration for their achievements.

According to Wahyudi (2018: 33) skills are skills or expertise to do a job only obtained in practice, these work skills can be grouped into three categories, namely mental skills, physical skills, and social skills.

Job Stress

According to Robbins in his book organizational behavior (2016: 793), job stress is "a dynamic condition in which individuals face opportunities, constraints, or demands related to what they want and the results are perceived as uncertain but important".

Meanwhile, according to Hasibuan (2017: 201) in his book entitled human resource management, he states that "work stress is a condition of human dependence that affects emotions, the thinking process of a person. People who are under stress become nervous and experience chronic conditions".

Communication

The term communication comes from Latin, which is communication which means notification or exchange. Its character is communication which means general or together. According to Joko Purwanto (2016: 10), there are three main elements of the definition of communication, namely as follows:

- 1) Communication is defined as a process,
- 2) Delivery of information, meaning, and understanding,
- 3) Includes both human and nonhuman aspects

So the definition or definition of communication is a process of transferring or conveying ideas, hopes, warnings, and messages conveyed through the process, containing meaning to make someone understand.

Motivation

Motivation comes from the word Movere which means to move. Motivation is a desire in someone that causes that person to take action, so motivation is a driving force that leads to goals. People who have high motivation usually have good performance (Sudrajat: 2018). According to Rivai and Sagala (2018: 838) there are three sources of motivation, namely: (1) the possibility to develop, (2) the type of work, and (3) whether they can feel proud to be part of the company where they work.

Research Framework

skills, job stress, communication, and motivation have a role in improving employee performance. the company can carry out its activities on an ongoing basis to achieve predetermined goals. thus, the lower the employee's stress level and the better the skills, communication, and motivation, the better the employee's performance. To provide an overview of the research studied, the researchers formulated the following framework:

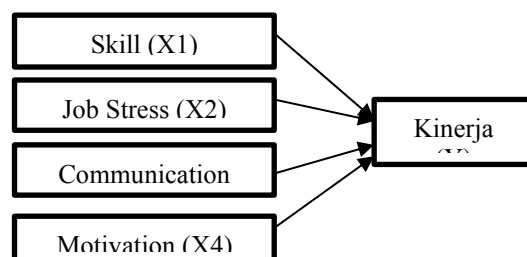


Figure 1.1. Research Framework

Hypothesis

"Hypotheses are developed from theoretical analysis as temporary answers to problems or research questions that require empirical testing." (Sugiono, 2016: 51). The hypothesis formulated in this study are:

Hypothesis 1: Skills, job stress, communication, and motivation partially influence the performance of employees of PT. Merak Jaya Beton Mojokerto.

Hypothesis 2: Skills, work stress, communication, and motivation simultaneously influence the performance of employees of PT. Merak Jaya Beton Mojokerto.

RESEARCH METHODS

The research was conducted at PT. Merak Jaya Beton, Mojokerto branch in Bulaksempu Hamlet, Gebangsari Jatirejo Village, Mojokerto, East Java. The population in this study is unlimited. The population in this study were all employees of PT. Merak Jaya Beton, amounting to 55 people. The data collection procedure using a questionnaire is a data collection technique by providing a list of questions to the respondent in the hope that the respondent will respond to the questions in the questionnaire. In this questionnaire, a closed question model will be used, namely the form of questions that have been accompanied by alternative answers beforehand, so that the respondent can choose one of the alternative answers. In this study, the answers given by consumers are then scored by referring to the Likert scale. With this scale, researchers can find out how the response is given by each respondent. The questionnaire to be given to the respondent will be accompanied by alternative answers given a score of 5 strongly agree, number 4 agrees, number 3 disagrees, number 2 disagrees, number 1 strongly disagrees for all variables.

Validity Test

According to Ghozali (2016), the validity test is used to measure whether a questionnaire is valid or not. A questionnaire is declared valid when the questions on the questionnaire can reveal something that will be measured by the questionnaire.

Reliability Test

Furthermore, because all the items turned out to be valid, then it was forwarded to the reliability test, with steps that were almost the same as the validity test.

Multiple Linear Regression Analysis

Akdon (2017: 197) explains that "Regression or forecasting is a process of systematically estimating what is most likely to happen in the future based on past and present information so that errors can be minimized. Hypothesis testing is done using SPSS. The researcher analyzed the data using multiple linear regression analysis to test the proposed hypothesis. This data analysis technique aims to measure the influence between two or more research variables.

Multiple regression analysis testing is done with the following equation:

$$Y = a + b_1.X_1 + b_2.X_2 + b_3.X_3 + b_4.X_4$$

Information :

Y: Employee Performance

a: Constants

b1 to b4: Regression coefficient to be sought

b1: Skills

b2: Job Stress

b3: Communication

b4: Motivation

Statistical Testing

The F test was carried out to test the level of influence of the independent variable on the dependent variable simultaneously (Ghozali, 2016).

Simultaneous effect of X1, X2, X3, and X4 on Y (F test):

- 1) $H_0: \rho = 0$, meaning that X1, X2, X3, and X4 simultaneously (together) do not have a significant effect on Y
- 2) $H_a: \rho \neq 0$, meaning that X1, X2, X3, and X4 simultaneously (together) have a significant effect on Y

Hypothesis testing is partially used to test the significant level of the effect of the independent variable on the dependent variable.

Partial effect of X1, X2, X3, and X4 on Y (t test):

- 1) $H_0: \rho = 0$, meaning that X1, X2, X3, and X4 partially (individually) do not have a significant effect on Y
- 2) $H_a: \rho \neq 0$, meaning that X1, X2, X3, and X4 partially (individually) have a significant effect on Y

RESULTS AND DISCUSSION (50%)

Validity test

Validity test is done to see whether each variable is valid or not. Based on the results of the validity test, all statement items in the questionnaire are declared valid if $r_{count} > r_{table}$ ($n = 55$), r_{table} can be searched with $df = n - 2$, so $55 - 2 = 53$, then $r_{table} 0.2656$

Table 1.1. Validity Test Results

Variabel		Koefisien Korelasi	Kesimpulan
Keterampilan	X1.1	0,535	Valid
	X1.2	0,578	Valid
	X1.3	0,624	Valid
	X1.4	0,564	Valid
Stres Kerja	X2.1	0,796	Valid
	X2.2	0,510	Valid
	X2.3	0,502	Valid
	X2.4	0,433	Valid

Komunikasi	X3.1	0,358	Valid
	X3.2	0,675	Valid
	X3.3	0,637	Valid
	X3.4	0,706	Valid
Motivasi	X4.1	0,572	Valid
	X4.2	0,733	Valid
	X4.3	0,619	Valid
	X4.4	0,337	Valid
Kinerja	Y1.1	0,475	Valid
	Y1.2	0,738	Valid
	Y1.3	0,589	Valid

Based on the table above, it shows that the results of testing the validity of the indicators of all instrument items are valid, because the correlation value is greater than the r table, so it is stated that all research variables are valid.

Reliability Test

Reliability is an instrument that can be trusted enough to be used as a data collection tool because the instrument is good (Arikunto, 2016). All question items used as research variable instruments have a Cronbach Alpha > 0.6. The reliability criterion can also be measured if the Cronbach Alpha is above 0.6 so that all of them can be declared reliable, meaning that they have a good level of consistency and are reliable for reuse at different times.

Table 1.2. Reliability Test Results

Variabel	Alpha	Kesimpulan
Keterampilan	0,697	Reliabel
Stres Kerja	0,688	Reliabel
Komunikasi	0,722	Reliabel
Motivasi	0,703	Reliabel
Kinerja	0,720	Reliabel

From table 1.2 it can be seen that the skill variable (X1) is identified as having an alpha value of 0.697 thus it is declared to be reliable, the work stress variable (X2) is identified as having an alpha value of 0.688 thus being declared reliable, the communication variable (X3) is identified as having an alpha value. amounting to 0.722 thus declared reliable good, motivation variable (X4) identified to have an alpha value of 0.703, thus declared reliable good, variable performance (Y) identified as having an alpha value of 0.720 thus declared reliable good.

Results of Multiple Linear Regression Analysis

Multiple linear regression analysis between variable X against variable Y can be transformed in the following equation model:

$$Y = 0.983 + 0.057 + (- 0.014) + 0.001 + 0.693$$

From the results of the multiple linear regression equation, each independent variable can be interpreted as affecting employee decisions as follows:

a. Constant (a)

The value of $a = 0.983$ shows a constant price, where if skills, work stress, communication, and motivation = 0, then the performance of the employees of PT. Merak Jaya Beton Mojokerto amounted to 0.983.

b. Skills regression coefficient

$b_1 = 0.057$, this shows that the job skills variable does not have a positive effect on the performance of employees of PT. Merak Jaya Beton or in other words, if the variable job skills is increased by one unit, the employee performance of PT. Merak Jaya Beton will increase by 0.057 with the assumption that the other independent variables are fixed.

c. Job stress regression coefficient

$b_2 = -0.014$, this shows that the work stress variable does not have a positive effect on the performance of employees of PT. Merak Jaya Beton or in other words, if the work stress variable is increased by one unit, the employee performance of PT. Merak Jaya Beton will decrease by - 0.014 with the assumption that the other independent variables are fixed.

d. Communication regression coefficient

$b_3 = 0.001$, this shows that the communication variable does not have a positive effect on the performance of employees of PT. Merak Jaya Beton or in other words, if the communication variable is increased by one unit, the employee performance of PT. Merak Jaya Beton will increase by 0.001 with the assumption that the other independent variables are fixed.

e. Motivation regression coefficient

$b_3 = 0.693$, this shows that the motivation variable has a positive effect on the performance of employees of PT. Merak Jaya Beton or in other words, if the motivation variable is increased by one unit, the employee performance of PT. Merak Jaya Beton will increase by 0.693 assuming that the other independent variables are fixed.

Statistical Testing Results

Table 1.3. Partial Test Result (t test)

Model	t	Sig.
1 (Constant)	.994	.325
Keterampilan	.295	.770
Stres Kerja	-.167	.868
Komunikasi	.015	.988
Motivasi	4.915	.000

Based on the T test above, it can be concluded that:

- For the work skills variable, it was obtained t count of 0.295 and t-table of 2.0086 with a significance of 0.770 ($P > 0.05$). It is known that the value of t-count = 0.295 and t-table = 2.0086 so that t-count < ttable (0.295 < 2.0086). Thus it can be concluded that job skills (X1) do not have a significant effect on the performance of employees of PT. Merak Jaya Beton Mojokerto.
- For the work stress variable, it was obtained t count of 0.167 and t table of 2.0086 with a significance of 0.868 ($P > 0.05$). It is known that the value of t-count = 0.167 and t-table = 2.0086 so that t-count < ttable (0.295 < 2.0086). Thus it can be concluded that job stress (X2) does not have a significant effect on the performance of the employees of PT. Merak Jaya Beton Mojokerto.
- For the communication variable obtained t_count of 0.015 and t-table of 2.0086 with a significance of 0.988 ($P > 0.05$). It is known that the value of t-count = 0.015 and t-table = 2.0086 so that t-count < ttable (0.295 < 2.0086). Thus it can be concluded that communication (X1) has no significant effect on the performance of the employees of PT. Merak Jaya Beton.
- For the work motivation variable, it was obtained t count of 4.915 and t table of 2.0086 with a significance of 0.000 ($P > 0.05$). It is known that the value of t-count = 4.915 and t-table = 2.0086 so that tcount > t-table (4.915 > 2.0086). Thus it can be concluded that work motivation (X4) has a positive and partially significant effect on employee performance at PT. Merak Jaya Beton.

Table 1.4. Simultaneous Test Results (Test f)

Model	Sum of Squares	Mean Square	F	Sig.
Regression	1.781	.445	6.247	.000 ^a
Residual	3.564	.071		
Total	5.345			

Based on the F test that has been carried out, it can be concluded that the variables of skills, work stress, communication, and motivation simultaneously influence employee performance because they have an F-(count) greater than F-table and the p-value is smaller than the level. of significance where f count = 6.247 and p-value 0.000

Table 1.5 Most Dominant Test Results

Model	Unstandardi zed Coefficients		t	Sig.
	B	Std. Error		
(Constant)	.983	.989	.994	.325
keterampilan	.057	.194	.295	.770
stres kerja	-.014	.085	-.167	.868
Komunikasi	.001	.072	.015	.988
motivasi	.693	.141	4.915	.000

To find out the independent variable which has the most dominant influence on the variable, it can be seen from the standardized coefficient betta, the figure obtained from the standardized coefficient betta is the actual degree of influence between the dependent variables, meaning that the variation or change in the dependent variable can be explained by the independent variable of its coefficient of determination. From table 1.5, there is a relationship between independent variables and the dependent variable on the performance of employees of PT. Merak Jaya Beton is the biggest motivation variable (X₄) with a standardized beta coefficient of 0.577 which means variations or changes in the performance of PT. Merak Jaya Beton can be explained by the motivation variable (X₄) which shows the smallest probability, namely $p = 0.000 < 0.05$, which means that the motivation variable (X₄) has a dominant influence when compared to other variables. Based on the full regression approach partially it was found that the motivation variable (X₄) had a dominant influence on the employee performance of PT. Merak Jaya Beton.

CONCLUSIONS AND RECOMMENDATIONS

Conclusion

Based on the results of the discussion from the previous chapter, and the proposed hypothesis, some conclusions can be made as follows:

1. Based on the hypothesis test, it was found that skills, job stress, communication, and motivation together (simultaneously) influence the performance of the employees of PT. Merak Jaya Beton, so the hypothesis proposed in this study is accepted.
2. The partial test shows that skills (X₁), job stress (X₂), and communication (X₃) have no partial effect on employee performance. While motivation (X₄) partially affects the performance of employees of PT. Merak Jaya Beton.

3. Based on the hypothesis test, it is found that the motivation variable (X4) has a dominant influence on the performance of the employees of PT. Merak Jaya Beton Mojokerto, so the hypothesis proposed in this study is accepted.

Suggestion

Based on this conclusion, the following suggestions can be made:

1. PT. Merak Jaya Beton should pay attention to other factors outside of skills, work stress, communication, and motivation so that employee performance is getting better, for example paying attention to factors of discipline, training, and job satisfaction.
2. PT. Merak Jaya Beton should continue to strive to improve skills and communication, as well as pay attention to work stress problems, so that employee performance increases.
3. For future researchers related to performance problems, the next researcher needs to include other variables that are considered to affect employee performance so that these variables can be tested for their effect on employee performance.

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