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The Effect of Work Stress and Job Satisfaction on Employee Performance of Non-Medical at Santa Maria Hospital

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Abstract: Study This aims to determine whether Job Stress and Job Satisfaction are related in general. simultaneous and Partial has a significant effect on employee performance. The population in this study was all employees of the non-medical House Sick Santa Maria Which address Jl. Raya Bantargebang-Setu No. 119 RT 002 RW 006 Padurenan Village, Mustika Jaya District, Bekasi City, West Java 17156, totaling 60 respondents. Based on the results of the study, it states that factors that influence performance exist. This is evidenced by the multiple linear regression equation obtained, namely $Y = 7.963 + 0.210X_1 + 0.724X_2$. Simultaneously, the results obtained from this study are that the variables of work stress and job satisfaction have a significant effect on employee performance variables, with the results showing that $f \text{ count} > f \text{ table}$ of 35.283 $f \text{ count} > f \text{ table}$ 3.156. Partially, the results show that variables stress Work influential and significant to performance, with results mark Which show $t \text{ count} 3.119 > t \text{ table} 2.002$ and sig. value $0.003 < 0.05$ and job satisfaction variable also has an influence and is significant to performance with the results that show $t \text{ count}$ as big as $7,297 > 2,002$ and sig. value $0.000 < 0.05$.

Keyword: Stres Work, Satisfaction Work, Performance.

INTRODUCTION

One of the resources of an organization plays an important role in achieving its goals. is source Power man. The importance of the role of human resources in short-term and long-term competition in business operations, one organization must give more important than others. An organization is successful in influencing the market if it can attract attention to its advantages with method Which different from other organizations.

The rapidly changing business environment requires the role of human resources in competitive advantage. One way related to human resources is to One way to become a source of competitive advantage is to improve human capital so that it can recognize and adapt to a constantly changing environment. Therefore, an organization must have quality human resources, integrity, discipline, professionalism, and corporate responsibility, because human resource factors greatly influence the company's goals. In this case, it is a determining

factor in how to improve employee capacity and expertise. both in technical and operational fields.

Empowering employees is one way to create a comfortable and safe work environment. This allows employees to maximize their contribution to the company and fosters a sense of emotional satisfaction. Job satisfaction is a positive emotional state or pleasure, resulting from the evaluation of a job or work experience, according to Testa (in Indrasari 2017). Employee satisfaction is closely linked to employee performance, as it increases motivation, commitment, and positive employee participation in their work.

The phenomenon of work stress occurring at Santa Maria Hospital can also be seen in employee dissatisfaction. Employee dissatisfaction can be observed, among other things, from data. turnover rate High employee turnover. Based on Human Resources Department data for the past three years, we can see a fairly high labor turnover rate at Santa Maria Hospital. Below is the labor turnover data for 2019. 2020 and 2021.

Table 1. Data Labour Turnover House Santa Maria Hospital 2019-2021

Year	Employee Who Entered	Employee the One Who Came Out	Percentage Labor Turnover
2019	17	32	16 %
2020	42	60	30 %
2021	39	17	8.5 %

Source: Hospital Knight Medica

From the following data, the results of the labor turnover percentage at Santa Maria Hospital in 2019 were 16%, in 2020 it increased to 30% but in 2021 it decreased to 8.5%. Thus, the highest turnover rate occurred in 2020, with 60 employees leaving. Based on the results of interviews with the Hospital, information was obtained that the causes of the increase in labor turnover were almost the same, caused by voluntary resignation, one of which was influenced by the high level of work stress among employees and partly because the work contract period had expired. The increasing level of work stress experienced by employees was caused by work demands that the employees were unable to carry out in providing good service to the community during the Covid-19 pandemic which caused excessive worry and fear felt by the employees about the impact of being exposed to the virus, coupled with the incident of several hospital employees being exposed to Covid-19 which made other employees more worried about their health and their families at home. Then another cause of the increase in labor turnover was the low job satisfaction felt by employees as seen from employee complaints regarding the inconvenience of several work system policies applied to the work shift system at the hospital, such as loyalty outside of working hours and not being counted as overtime and the provision of rewards that were felt to be less appropriate for their working hours which caused an increase in turnover intention from employees at the hospital.

With the various phenomena or situations above, it shows that work stress and job satisfaction is problem Which Enough Serious for Hospital Knight Medica. And based on the description above, the author is interested in further researching the factors of work stress and job satisfaction that can influence the performance of Santa Maria Hospital employees so that the researcher took the title "The Influence of Work Stress and Job Satisfaction on the Performance of Santa Maria Hospital Employees".

METHOD

This research method uses quantitative causal survey research. A survey is a study conducted to collect information by compiling a list of questions. Which submitted to respondents. In addition, causal investigations show the causal relationship between

independent variables (influencing variables) and dependent variables (influenced variables). Whereas according to (Sugiyono, 2017, p.8), quantitative research methods can be understood as research methods based on positivist philosophy, used to research a specific population or sample, collecting data using research tools, quantitative/statistical data analysis, with the aim of testing previously identified hypotheses, where this research aims to explain the relationship between work stress and job satisfaction on performance employees.

The primary data in this study obtained by the author is data obtained from the results of filling out questionnaires distributed to employees. All non-medical staff at Santa Maria Hospital and secondary data used come from outside the research respondents that are supportive in nature, such as documents and reports at Santa Maria Hospital. The sample taken from the population must be truly representative. The number of samples used is a saturated sample because the population is less than 100 people. This study uses a *simple random sampling technique*. The number of samples used by the author in this article corresponds to the total number of non-medical staff at Santa Maria Hospital Medika Bekasi as many as 60 people.

RESULT AND DISCUSSION

Management Source Power Man

According to Veithzal (Sopiah and Sangaji, 2018), human resource management (HRM) is one of the general management fields that includes aspects of planning, organizing, implementing and controlling personnel activities. According to Yuli (Sopiah and Sangaji, 2018), human resource management is an activity that regulates how the workforce is produced, developed, compensated, and maintained and separated through the employee management process. Management to achieve organizational goals. Storey (Sopiah and Sangaji, 2018), HRM considers humans as valuable assets, sources of competitive advantage through commitment, adaptability, and high quality.

According to Michael Armstrong (Sopiah and Sangaji 2018), human resource management is an approach to managing people based on four basic principles. First, human resource management is the most important asset an organization has, while effective management is the key to organizational success. Second, this success is more likely to be achieved if the organization's people, rules, policies, and procedures are interconnected and contribute to the achievement of organizational goals. and strategic planning. Third, organizational culture and the values, organizational climate, and management behaviors that stem from that culture will significantly influence the best results. Fourth, human resource management is linked to integration, where all members of the organization participate and work together to achieve common goals.

Performance

The term performance comes from the word *job performance* or actual performance (*actual performance* or achievements achieved by someone) (Indrasari, 2017). Performance is the result of the quality and quantity of work carried out by an employee in carrying out tasks in accordance with the responsibilities that are assigned. According to Rivai and Basri (Sopiah and Sangaji, 2018), performance is the result or level of achievement of a person in general during a certain period of time in carrying out tasks relative to previously agreed standards, goals, or job criteria. Meanwhile, according to Busro., (2018), performance is essentially what is done or not done. by employees. Performance management is the totality of activities carried out to improve the performance of a company or organization, including performance individual and groups company It can be concluded from the knowledge of the experts above that performance is the quality and quantity of employee work results in

carrying out their work in accordance with their responsibilities entrusted to them for a certain period of time.

Based on research conducted by Robbins (Sopiah and Sangaji, 2018), there are six indicators for measuring individual employee performance, namely: 1) Quality: Work quality is measured by management's perception of the quality of work produced and the degree to which tasks are performed relative to employee skills and abilities; 2) Quantity: This is the amount produced, usually expressed in terms such as number of units, number of activity cycles completed; 3) Punctuality: This is the level of activity completion. work in time certain standards that have been set as standards for achieving work completion time; 4) Effectiveness: This is the level at which human resource utilization (labor, money, technology, raw materials) is maximized with the aim of increasing the results from each unit of resource utilization; 5) Independence: This is the level at which an employee will be able to carry out their work functions, and work commitment. This is the level at which an employee has a work commitment to the agency. and employee responsibilities towards the organization; 6) Work commitment: Work commitment is the ability of an employee or member of an organization to maintain values in order to achieve the organization's overall goals.

Stres Work

In general, stress is often understood as a state of uncomfortable tension, which is caused by feeling subjective somebody that there is something that is burdening him. Richard in Manktelow (Wijaya, 2017) Stress is a condition or feeling experienced when a person perceives that needs exceed needs source power social and personal which can be mobilized. According to Handoko (Yusuf and Al Faruq, 2021), work stress is a stressful condition that affects a person's thought processes, emotions, and psychological state. As a result, stress Excessive stress can threaten a person's ability to cope with the environment, which in turn interferes with the performance of his or her duties and obligations. Then, Wijaya., (2017) stress is a response to stressors, especially unpleasant situations in general. All kinds of situations can cause stress, such as financial difficulties in life, changes and adjustments, frustration, workload, not being able to reach something, lost business in workplace, and a sense of autocracy. According to Rozi., (2019), stress is a dynamic condition in which an individual is faced with opportunities, limitations, or needs related to something that is highly desired, uncertain, and important.

Based on the opinions of the experts above, it can be concluded that work stress is an adaptive response to external situations that cause physical, psychological, and/or behavioral deviations among organizational members. Indicators from stress work according to Nanda et al., (2020), namely: 1) Task demands are factors associated with a person's job, such as working conditions, physical layout and work environment; 2) Role demands, relate to the pressures placed on a person as a function of the particular role played in an organization; 3) Interpersonal demands are pressures created by other employees; 4) Organizational structure, a picture of an agency characterized by an unclear organizational structure, lack of clarity regarding positions, roles, authority and responsibilities; 5) Leadership attitude, Leadership attitude towards employees can be a source of stress for employees, if the leader does not pay attention to his employees properly, the employees will feel stressed and feel negligent.

Satisfaction Work

According to Mathis and Jackson (Sopiah and Sangaji, 2018), job satisfaction is an expression of positive emotions as a result of evaluation and work experience. Meanwhile, according to Howell and Dipboye (Indrasari, 2017), satisfaction Work Job satisfaction is considered to be the combined result of the extent to which employees like or dislike

different aspects of their jobs. Furthermore, Robin and Judge (Indrasari 2017) define job satisfaction as a positive feeling toward a job as a result of an assessment of one's characteristics. Wijayaningsih (2021) also states that job satisfaction is a positive feeling about one's job, which is the result of an evaluation of one's characteristics. A person with a high level of job satisfaction will have positive feelings about their job. Conversely, someone with low job satisfaction will have negative feelings about their job.

In addition, according to Handoko (Indrasari, 2017), job satisfaction is an employee's emotional state, whether pleasant or unpleasant, regarding their work in an organization. Furthermore, Luthans (Indrasari, 2017) states that job satisfaction is an employee's emotional state where the point of satisfaction occurs or does not occur. the meeting between employee service limits and service level bias, both financial and non-financial. financial. Meanwhile, Locke in Kaswan (Wijaya, 2017), provides a comprehensive definition of job satisfaction, including cognitive, affective and evaluative responses or attitudes and states that job satisfaction is a happy emotional state or positive emotion that comes from an evaluation of work or experience Work.

As for indicators which influences work stress according to Robbins (Massie and Areros 2018) namely: 1) Work is the content of the work that a person does, whether it has satisfying elements; 2) Salary, in the form of the amount of payment a person receives as consequence from implementation work whether it is in accordance with the needs felt fair; 3) Coworkers, friends, and those with whom one constantly interacts during work. One can perceive whether one's coworkers are pleasant or unpleasant; 4) Superior, someone who always gives orders or instructions in carrying out work; 5) Promotion, the possibility that someone can develop through promotion.

Results

1) Test Validity

This Validity Test is conducted to measure the validity of a questionnaire or survey. Validity testing can be done by comparing the calculated r value with the table r value. The r value count taken output SPSS (statistical product and service solution). Validity testing uses the SPSS program with Pearson correlation, which correlates each item with the total score of the questionnaire items.

Table 2. Results Test Validity Stres Work (X_1)

Statement	R count	R table	Conclusion
Statement 1	0.584	0.254	Valid
Statement 2	0.675	0.254	Valid
Statement 3	0.379	0.254	Valid
Statement 4	0.742	0.254	Valid
Statement 5	0.716	0.254	Valid
Statement 6	0.620	0.254	Valid
Statement 7	0.762	0.254	Valid
Statement 8	0.416	0.254	Valid
Statement 9	0.536	0.254	Valid
Statement 10	0.559	0.254	Valid
Statement 11	0.617	0.254	Valid
Statement 12	0.658	0.254	Valid

Source: Data primary processed with SPSS 25

The validity test results for all Job Stress statements have a calculated value $> r$ table. Therefore, it can be concluded that the validity test results are declared valid or valid for use in testing research instruments.

Table 3. Results Test Validity Job Satisfaction

Statement	R count	R table	Conclusion
Statement 1	0,560	0,254	Valid
Statement 2	0,649	0,254	Valid
Statement 3	0,770	0,254	Valid
Statement 4	0,645	0,254	Valid
Statement 5	0,710	0,254	Valid
Statement 6	0,738	0,254	Valid
Statement 7	0,704	0,254	Valid
Statement 8	0,660	0,254	Valid
Statement 9	0,647	0,254	Valid
Statement 10	0,287	0,254	Valid

Source: Data primary processed with SPSS 25

The results of the validity test of all the Job Satisfaction statement items have a calculated $r >$ from the r value of the table. Therefore, it can be concluded that the results of the validity test are declared valid and legitimate for use in testing research instruments.

Table 4. Results Test Validity Performance (Y)

Statement	R count	R table	Conclusion
Statement 1	0.573	0.254	Valid
Statement 2	0.541	0.254	Valid
Statement 3	0.494	0.254	Valid
Statement 4	0.771	0.254	Valid
Statement 5	0.759	0.254	Valid
Statement 6	0.708	0.254	Valid
Statement 7	0.787	0.254	Valid
Statement 8	0.685	0.254	Valid
Statement 9	0.681	0.254	Valid
Statement 10	0.728	0.254	Valid
Statement 11	0.582	0.254	Valid

Good or consistent, so that can be used as a research instrument.

**Table 5. Results Reliability Performance
Reliability Statistics**

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.874	.874	11

Source: Data primary processed with SPSS 25

The results of the test of all Performance statement items have a calculated r value $>$ the table r value. Therefore, it can be concluded that the results of the validity test declared valid and legal for use in research instrument testing.

2) Reliability Test

Reliability testing is used to determine the consistency of a measuring instrument, whether it is reliable and remains consistent when measurements are repeated. A measure is considered reliable if it has a *Cronbach's Alpha* value > 0.60 .

**Table 6. Results Test Reliability Stres Work
Reliability Statistics**

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.841	.844	13

Source: Data primary processed with SPSS 25

Cronbach's alpha value of 0.841. This value is greater than 0.60, or $0.841 > 0.60$. can conclude that results from questionnaire that has spread own level reliability good or consistent, so that it can be used as a research instrument.

Table 7. Results of Reliability Job Satisfaction

Reliability Statistics		
Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.837	.838	10

Source: Data primary processed with SPSS 25

View the results of the reliability test Job satisfaction has a *Cronbach's alpha* value of 0.837. This value is greater than 0.60, or $0.837 > 0.60$. can conclude that results from questionnaire that has spread own level reliability.

3) Test Normality

The normality test aims to determine whether the dependent and independent variables in a regression model are normally distributed. To determine whether the results of the normality test are significant, look at the significance value in the significant column (sig). If the significance value is >0.05 , the data is normally distributed; conversely, if the significance value is <0.05 , the data is not normally distributed. In this study, the normality test uses Nonparametric Kolmogorov Smirnov Test.

Table 8. Results Test Normality

One-Sample Kolmogorov-Smirnov Test		
Unstandardized Residual		
N		60
Normal	Mean	.0000000
Parameters ^{a,b}	Std. Deviation	3.60935860
Most Extreme	Absolute	.070
Differences	Positive	.070
	Negative	-.063
Test Statistics		.070
Asymp. Sig. (2- tailed)		.200 ^{c,d}
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		
d. This is a lower bound of the true significance.		

Source: Data primary processed with SPSS 25

See that mark Asymp. Sig (2-tailed) on variables Stres Work, Satisfaction Work, and Employee Performance is 0.20. Because the significance value is greater than 0.05 or $0.20 > 0.05$. Then can conclude that data variables above are normally distributed so it can be used as a research instrument.

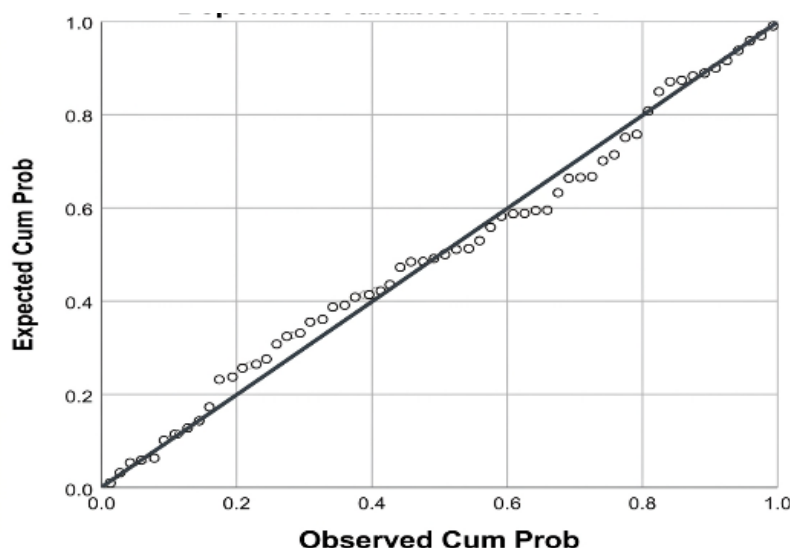


Figure 1. Test Normality

Source: Data primary processed with SPSS 25

Based on the scatterplot image, it can be seen that the points in the image are spread around the diagonal line and follow the direction of the diagonal line. Therefore, the residual data on employee performance is normally distributed.

4) Test Multicollinearity

The multicollinearity test aims to determine whether a correlation exists between the independent variables, namely Job Stress (X_1) and Job Satisfaction (X_2), within a regression model. To detect the presence or absence of correlation between independent variables, see the *tolerance value* and the *Variance Inflation Factor* value. (VIF). In the regression model, if the VIF value is <10 and the *tolerance* is more than 0.1 then the regression model is free from multicollinearity and is declared good. Conversely, if the VIF value is >10 and *tolerance* is less from 0.1 stated multicollinearity happens. Because in a good regression model there should be no correlation between independent variables.

Table 9. Results Test Multicollinearity

		Coefficients ^a				Collinearity Statistics	
		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Tolerance
Model		B	Std. Error	Beta			
1	(Constant)	7.963	4.263		1.868	.067	
	Work Stress	.210	.067	.279	3.119	.003	.981
	Job Satisfaction	.724	.099	.652	7.257	.000	.981

Source: Data primary processed with SPSS 25

The results of the multicollinearity test show that the *tolerance value* for Work Stress (X_1) and Satisfaction Work (X_2) as big as $0.981 > 0.1$ and the VIF (*Variance Inflation Factor*) value is $1.019 < 10$. So, it can be concluded that in this regression model there is no multicollinearity and no correlation between the independent variables.

5) Test Heteroscedasticity

The Heteroscedasticity Test examines the differences in residual *variance* between one observation period and another. How to predict the presence or absence of heteroscedasticity in a model can be seen with the scatterplot image pattern, Regression that does not experience heteroscedasticity is one where the data points are spread around 0, do not form a pattern, and do not gather at one point.

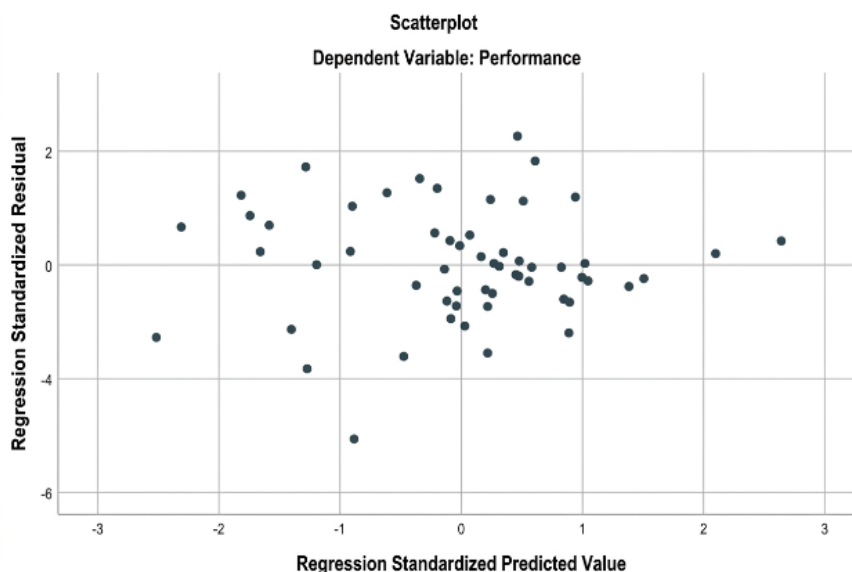


Figure 2. Results of Heteroscedasticity Test
Source: Data primary processed with SPSS 25

Based on the scatterplot image above It can be seen that the data points in the image are spread randomly, namely above, below, and around the number 0, and do not gather at one particular point or form a wavy pattern, widening then narrowing and widening. back. So it can be concluded that there is no heteroscedasticity disturbance in the regression model.

6) Test Regression Linear Multiple

This study aims to see the influence between the independent variables, namely Job Stress (X_1) and Job Satisfaction (X_2) and the dependent variable, namely Performance (Y) with a measurement scale or ratio in an equation. linear. The regression equation used in this study is as follows according to Sujarweni (2019):

$$Y = a + b_1X_1 + b_2X_2$$

Table 10. Results of Multiple Linear Regression Analysis

Table 10: Results of Multiple Linear Regression Analysis								
		Coefficients ^a						
		Unstandardized Coefficients		Standardized Coefficients				
Model		B	Std. Error	Beta	t	Sig.	Collinearity Statistics	
							Tolerance	VIF
1	(Constant)	7.963	4.263		1.868	.067		
	Work Stress	.210	.067	.279	3.119	.003	.981	1.019
	Job Satisfaction	.724	.099	.652	7.257	.000	.981	1.019

Source: Data primary processed with SPSS 25

From the regression equation above, it can be explained as follows:

- Constant: 7,963. The constant has a positive value of 7.963, indicating a unidirectional relationship between the X variables. and variable Y. If the variables Work Stress and Job Satisfaction are considered constant (0) then the percentage of employee performance will increase by 7.963.
- Coefficient Stres Work (X_1). The Job Stress coefficient value is 0.210. This indicates that employee Job Stress will increase by 0.210 units for every 1 increase in the X_1 (Job Stress) score. Therefore, if Job Stress increases by 1 unit, employee Performance will increase by 0.210.
- Coefficient Satisfaction Work (X_2). The Job Satisfaction coefficient value is 0.724. that Satisfaction Work employee will increase by 0.724 units for every 1 increase in the X_2 (Job

Satisfaction) score. So, if Job Satisfaction increases by 1 unit, employee performance will increase by 0.724.

It was concluded that job stress and job satisfaction have a positive effect on employee performance. In other words, if job stress and job satisfaction are properly maximized, this will lead to increased employee performance.

7) Test Partial (t-test)

Partial Test (t-Test) is used to determine the influence of the independent variables of Job Stress and Job Satisfaction with the dependent variable, namely Performance, so it is necessary to conduct a t-test. In this study, the t-table value is 2.002 with a significance level of $\alpha = 5\%$ or 0.05. With a total of 60 respondents.

Table 11. Results Test Partial (Test t)

		Coefficients ^a				Collinearity Statistics	
		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Tolerance
Model		B	Std. Error	Beta			
1	(Constant)	7.963	4.263		1.868	.067	
	Work Stress	.210	.067	.279	3.119	.003	.981
	Job Satisfaction	.724	.099	.652	7.257	.000	.981

Source: Data primary processed with SPSS 25

Obtained results as follows:

- Job Stress (X_1) has a significant influence on Performance (Y). Based on the results of the t-test for the Job Stress variable, the calculated t-value was $3.119 > 2.002$ and the sig. value was $0.003 < 0.05$. Therefore, it can be concluded that H_a is accepted and H_o is rejected. This indicates that Job Stress has a partial and significant effect on employee performance.
- Job Satisfaction (X_2) has a significant influence on Performance (Y). Based on the results of the T-test for the Job Satisfaction variable, the calculated t-value was $7.297 > 2.002$ and the sign. value was $0.000 < 0.05$. Therefore, it can be concluded that H_a is accepted and H_o is rejected. This indicates that Job Satisfaction has a partial and significant effect on employee performance.

8) Simultaneous Test (F Test)

The Simultaneous Test was used to determine the effect of the independent variables of Job Stress and Job Satisfaction on the dependent variable of Employee Performance simultaneously. Based on testing with SPSS 25, the ANOVA results are obtained in the following table:

Table 12. Results Test Simultaneous (F Test)

		ANOVA ^a				
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	951.563	2	475.781	35.283	.000 ^b
	Residual	768.621	57	13.485		
	Total	1720.183	59			

Source: Data primary processed with SPSS 25

Results calculation statistics show f value count $>$ f table that is $35,283 > 3,156$ from results $df = (k,nk) = (2, 58)$ with a significance level of $\alpha = 5\%$ then the significance value obtained is $0.000 < 0.05$. So, it can be concluded that H_a is accepted and H_o is rejected which means that together there is a significant influence of the variables of Work Stress and Job Satisfaction on the Performance of non-medical staff at Santa Maria Hospital.

9) Coefficient Determination (R^2)

The coefficient of determination (R^2) is used to determine the extent of the influence or contribution of the independent variable on the dependent variable. The extent or otherwise of the influence of the independent variable on the dependent variable can be seen in the *R Square table* as follows:

Table 13. Results Coefficient Determination

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.744 ^b	.553	.537	3.672

a. Predictors: (Constant), JOB SATISFACTION, JOB STRESS

B. Dependent Variable: PERFORMANCE

Source: Data primary processed with SPSS 25

Looking at the results of the coefficient of determination, the value obtained obtained is *The R Square* is 0.553. This indicates that the performance of non-medical staff at Santa Maria Hospital is influenced by 0.553, or 55.3%, of Job Stress and Job Satisfaction. The remaining 44.7% is influenced by other variables not examined in this study.

Discussion

This research was conducted at Santa Maria Hospital to determine the influence of job stress and job satisfaction on employee performance. Data was obtained through observation, interviews, and questionnaires.

1) The Influence of Work Stress (X_1) on Employee Performance (Y)

Based on the results of the hypothesis testing through the t-test, the Work Stress (X_1) obtained a calculated T value of 3.119 > T table 2.002 and seen from the calculations that have been carried out, a coefficient value of 0.210 was obtained with a significance value of 0.003 which is smaller than the α value, namely = 0.05 (0.003 < 0.05). So can concluded that H_{01} rejected and H_{a1} is accepted. Based on the distribution of questionnaire statements obtained, reviewed from 3 dimensions of work stress indicators, namely physiological symptoms, psychological symptoms, and behavioral symptoms (Beehr, 2014) in Fakhnurozi and Pragiwani., (2020) it can be concluded that Work Stress has a partial and significant effect on the performance of non-medical staff at Santa Maria Hospital.

2) The Influence of Job Satisfaction (X_2) on Employee Performance (Y)

Based on the results of hypothesis testing through the t-test, Job Satisfaction (X_2) obtained a calculated T value of 7.297 > T Table 2.002 and based on the calculations that have been carried out, the coefficient value is 0.724 with a significance value of 0.000, which is smaller than the value of α , which is = 0.05 (0.000 < 0.05). Thus, it can be concluded that H_{02} rejected And H_{a2} accepted Which It means job satisfaction has a partial and significant influence on Performance employee power non-medical in Hospital Knight Medica.

3) The simultaneous influence of job stress (X_1) and job satisfaction (X_2) on performance employee (Y)

Based on the results of simultaneous hypothesis testing (F test), the calculated F value is 35.283 > F table 3.156 and has a significance value of 0.000 < 0.05. Therefore, it can be concluded that H_{03} is rejected and H_{a3} is accepted. This shows that that there is an influence Which There is a positive and significant effect of the variables of Job Stress and Job Satisfaction simultaneously on the performance of non-medical staff at Santa Maria Hospital. Based on these results, it can be concluded that it is proven that work stress and job satisfaction have an influence on employee performance.

CONCLUSION

Based on the results of research conducted by the author to determine the influence of work stress and job satisfaction on the performance of non-medical employees at home. Santa Maria Hospital, the following conclusions can be drawn:

1. Job stress has a partial and significant effect on employee performance. This is proven by the results of the hypothesis testing using the t-test, which obtained a calculated t-value of 3,119 more big from t table that is 2.002 and the significance value of 0.003 is smaller than the *sig. value* of 0.05.
2. Job satisfaction has a partial and significant effect on employee performance. This is evidenced by the results of the hypothesis testing using the t-test, which obtained a calculated t-value of 7.297, which is greater than the t-table, which is 2.002 and a significance value of 0.000 is smaller than the *sig. value* of 0.05.
3. Job Stress and Job Satisfaction in General simultaneously have a significant effect on employee performance. This is proven by the results of the hypothesis testing through the F test, namely the calculated F value of 35.283 is greater than the F table of 3.156 and the significance value of 0.000 is smaller than *sign.*, namely 0.05.

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