



The Influence of Job Stress and Work Culture on the Performance of Employees at The Lodge Maribaya Company, Bandung City

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Abstract: The objective of this research is to determine the impact of work-related stress on the performance of employees at The Lodge Maribaya firm. (2) This study examines the impact of work culture on employee performance at The Lodge Maribaya company. (3) Additionally, it investigates the role of job stress on work culture at The Lodge Maribaya company. (4) This study examines the impact of job stress and work culture on employee performance at The Lodge Maribaya enterprise. The research was conducted at the company Investama's facility, The Lodge Maribaya. A study was done at Investama's firm, The Lodge Maribaya, with a sample size of 30 individuals. The data utilized in this study consist of primary data and secondary data. Data collecting methods include techniques such as document recording, interviews, and surveys. For doing data analysis using route analysis. The findings of this study indicate that job stress and work culture have a favorable impact on employee performance at The Lodge Maribaya organization. (2) Work stress has a beneficial impact on the work culture at The Lodge Maribaya firm. (3) Work stress has a favorable impact on staff performance at The Lodge Maribaya firm. (4) The work culture of The Lodge Maribaya organization has a beneficial impact on staff performance.

Keyword: Job Stress, Work Culture, Employee Performance

INTRODUCTION

The personnel of a company, also known as human resources, are the most crucial asset. They play a vital role in driving all activities inside the organization. To attain its desired goals, a firm requires effective management, particularly in the area of human resources. This is because human resources serve as the primary asset in the planning, organizing, directing, and mobilizing of various components inside the organization. Hence, a combination of intense

ambition and proficient abilities is essential in order to cultivate a workforce capable of delivering exceptional performance for the organization.

The fundamental concept of strategic human resource management is based on the premise that a company's performance is directly impacted by the actions and responsibilities of its human resource management department. Regardless of the quality of the plan created by managers, if they do not have complete support from colleagues and subordinates, it will undoubtedly be ineffective and unbeneficial for the organization. Each organization within the corporation consistently strives for a certain objective and aims to achieve success in its operations. In order for an organization, whether government or private, to successfully fulfill its objectives, it must use a structured entity comprised of individuals who actively contribute towards the attainment of the firm or organization's goals (Sedarmayanti, 2007: 263). In the absence of proficient skills among employees, the established objectives will remain unattainable. This situation might arise due to a lack of staff commitment and suboptimal performance, resulting in the failure to meet the company's specified objectives.

The name of the establishment is "The Lodge". Maribaya is a privately-owned firm that provides services in the entertainment sector and operates tourism locations. The Lodge Maribaya aims to enhance its services to the community by offering superior quality tourism destination services and ensuring a positive image and experience. In order to accomplish this objective, it is necessary for employees to actively participate, which may be achieved by enhancing their performance. Upon conducting preliminary observations on 10 workers at The Lodge Maribaya, it is evident that their performance has not met the stated performance requirements to its fullest potential.

Human resource management specialists provide many perspectives on the idea of performance, but the underlying definition remains consistent. According to Mangkunegara (2000), performance may be defined as the result, in terms of both quality and quantity, that an employee achieves when fulfilling their assigned obligations. According to Mangkunegara (2009), performance is evaluated based on the outcomes achieved in terms of both quality and quantity. Meanwhile, as stated by Rivai (2001), performance refers to the overall outcome of the work process, encompassing both the actual job performed and the outcomes attained, which are then evaluated against the predetermined requirements, criteria, and standards established by the firm.

According to Hasibuan (2010: 94), performance refers to the outcome of a person's job when they complete the duties allocated to them, depending on their talent, experience, dedication, and time spent. According to Wibowo (2012), performance is defined as the outcome or success of labor. According to Kotter and Heskett (Usman, 2008), performance is the outcome of an employee's productivity within a specific timeframe. According to the aforementioned perspective, it is evident that the two experts assess performance based on job outcomes or work conduct. According to Mangkuprawira (2012), performance refers to the level of success achieved by an individual in completing tasks within a specific timeframe, in comparison to predetermined standards, work outcomes, targets, or criteria that have been agreed upon. According to the aforementioned expert viewpoints, employee performance may be defined as the measurable results achieved by a person in a certain job or activity over a specific timeframe. Performance is the exertion of effort aimed at achieving improved results. The term "performance" in this study is defined according to Rivai's (2001) perspective.

The criteria employed in evaluating performance vary among organizations, contingent upon the methodology and goals of the evaluation implemented by each business. According to Gomes (2003) and Ivancevich (2001), there are eight factors that may be utilized to evaluate employee performance. These dimensions include work quality, work quantity, creativity, work knowledge, cooperation, freedom, initiative, and personal traits. Husnan (2002: 126) establishes performance measures using four dimensions for interpretation: (1) work quality,

which encompasses timeliness, accuracy, employee ability, and skill; (2) work quantity, which involves meeting standards and completing routine tasks efficiently; (3) reliability level, which includes initiative, diligence, and work capability; and (4) attitude, which encompasses employee loyalty, responsibility, and teamwork. Unlike Robbins (Wibowo, 2012), performance is evaluated based on three factors: individual job outcomes, behavior (process), and work attitudes. In his work, Moehariono (2012: 136) asserts that performance assessment should encompass three crucial variables: behavior (process), output (direct product of an activity/program), and outcome (added value). Effect of activities/programs.

According to the viewpoints of Gomes (2003), Ivancevich (2001), Robbins (Wibowo, 2012), and Moehariono (2012), this research focuses on three dimensions: (1) work outcomes, (2) work procedures, and (3) work demeanor. Each performance dimension is explained as follows. (1) Individual work results refer to the outcomes of an individual's efforts, including the number of goods created, which comply with the company's operational criteria. The quality and efficiency of these results are deemed satisfactory. They can take the form of data, information, services, or items (Wirawan, 2009). (2) job process evaluation involves assessing the actions performed by workers in relation to their job and how they execute their tasks (Moehariono, 2012: 136). (3) Work attitude refers to a person's inherent qualities, such as self-assurance, reliability, and collaboration skills (Wirawan, 2009: 80).

According to Triguno (2004: 1), work culture is a philosophical concept that encompasses the beliefs, qualities, habits, and motivations that are deeply ingrained in a group of people's lives and are expressed via their work. According to Sugiarto (2007: 3), the term "work culture" refers to the primary value that is spread across the firm organization. It is seen as the employees' work philosophy and promotes a strong work discipline. Moreover, according to Herliany (2008), work culture may be defined as a philosophical concept that encompasses values which are developed and nurtured inside a group. These values then shape the group's attitudes, conduct, ideals, ideas, perspectives, and actions, all of which are manifested in their work. The primary goal of work culture is to implement firm operational operations by transforming the attitudes and behavior of employees. This transformation aims to enhance performance and serve as a strategic initiative to tackle future business difficulties.

Based on several expert viewpoints, it can be inferred that work culture refers to the prevailing set of values inside a company that are actively shared and contribute to enhancing work productivity and collaboration. The primary goal of work culture is to modify the attitudes and behavior of employees in order to enhance performance and effectively address future business difficulties. It serves as a strategic initiative to drive corporate operations.

The objective of this research is to determine the impact of job stress and work culture on employee performance at The Lodge Maribaya enterprise. (3) This study examines the impact of work stress on the work culture at The Lodge Maribaya company. (4) Additionally, it investigates the combined influence of work stress and work culture on employee performance at The Lodge Maribaya company.

METHOD

The research methodology employed in this study is causal quantitative, with primary and secondary data as the types of data collected. The participants in this study consist of employees from The Lodge Maribaya firm. The variables of interest include job stress, work culture, and employee performance at The Lodge Maribaya company. The research employed data gathering approaches such as document recording, interviews, and questionnaires. The research utilizes a questionnaire as the primary instrument, consisting of a series of inquiries that will be disseminated to the respondents, who are workers of The Lodge Maribaya. Questionnaires, as a tool for collecting ordinal data, must undergo testing for validity and reliability before being utilized to gather data in the field. Validity pertains to the degree to

which an instrument accurately measures the desired construct, whereas reliability pertains to the degree to which the instrument consistently measures the intended construct, indicating its trustworthiness or consistency.

The research employs path analysis, a statistical technique used to examine the strength and direct or indirect impact of the work stress variable (X1) and work culture (X2) on employee performance (Y). Since the data obtained from the questionnaire results for the variables of internal communication, work discipline, and performance are in the form of ordinal data, it is necessary to convert this data into interval data using the "Method of Successive Interval" in order to use it as evidence to support the hypothesis. In addition to converting ordinal data into intervals using the MSI (Method of Successive Interval) method, this research employed path analysis as the data analysis technique. Path analysis is a method used to examine indirect relationship patterns, and its selection was based on the problem formulation, objectives, hypothesis formulation, and type of data collected. Path analysis, as described by Irianto (2012: 283), is an extension of multiple regression analysis that quantifies the indirect impact of the independent variable on the dependent variable. This analysis is utilized to ascertain the amount of the overall impact as well as the direct and indirect impact of the variables of work stress and work culture on employee performance at The Lodge Maribaya organization.

RESULTS AND DISCUSSION

Table 1. SPSS Output Results Path Analysis of the Influence of X1 and X2 on Y

Parameter	Coefficient	p-value	lpha (α)	Decision
Ryx1x2	0.935	0000	0.05	Rejected Ho
R2yx1x2	0.875	0,000	0.05	Rejected Ho
Pyx1	0.752	0,000	0.05	Rejected Ho
P2yx1	0.566	0,000	0.05	Rejected Ho
Pyx2	0.430	0,000	0.05	Rejected Ho
P2yx2	0.184	0,000	0.05	Rejected Ho
Px2x1	0.318	0,000	0.05	Rejected Ho
P2x2x1	0.101	0,000	0.05	Rejected Ho

According to the findings of the Path Analysis statistical test calculations presented in Table 1, it is evident that both work stress and work culture have a favorable impact on employee performance at The Lodge Maribaya organization. The impact of job stress and work culture on employee performance accounts for 87.50%, whilst other factors contribute to employee performance by just 6.50%. Wibowo (2012) suggests that there are more aspects that might impact the success of employee performance, including work discipline, leadership, work environment, job satisfaction, and individual dedication.

The Path Analysis statistical test calculations indicate a positive correlation between job stress and work culture. The correlation between work stress and work culture is 31.80%, but the impact of job stress on work culture is 10.1%. The correlation between the impact of other factors on work culture is 68.20%. Additional elements that are believed to impact work culture include internal organizational factors, individual factors of employees, and external factors of organizational employees (Martoyo, 2000).

The Path Analysis statistical test calculations indicate a favorable correlation between job stress and employee performance. The correlation between work stress and employee performance is 75.20%, whereas the impact of job stress on employee performance is 56.60%. The Path Analysis statistical test calculations indicate a favorable correlation between work

culture and employee performance. The correlation between work culture and employee performance is 43%, whereas the proportion of work culture's impact on performance is 18.40%.

Discussion

The research findings indicate that job stress and work culture have a significant impact on employee performance at The Lodge Maribaya organization. The findings of this study support the hypothesis that when employees experience stress in the workplace due to factors related to fairness and impartiality, they will have an impact on the overall work culture of their particular organizations. Additionally, it has an impact on the performance of employees, therefore enabling the attainment of organizational objectives (Kadarisman, 2012). This implies that providing employees with a minimal level of work stress can enhance their performance. When employees perceive that their work is meaningful and proportional to their dedication to the company, they are more likely to maintain or even enhance their performance. In order to attain the objectives of an organization (Hasibuan, 2009). Additional empirical studies that corroborate the conclusions of this research include the results of a study done by Alimudin (2012), which demonstrates that both job stress and work culture exert a positive and substantial impact on employee performance.

Studies on the impact of work stress factors on work culture indicate that work stress has a beneficial effect on the work culture at The Lodge Maribaya organization. This research provides evidence in favor of Ardana's (2012) theory, which posits that job stress is often counterbalanced by a positive work culture. Additional empirical evidence supporting this research comes from Alimudin's (2012) study, which demonstrates a beneficial and substantial impact of job stress on organizational culture.

A study investigating the impact of work stress factors on employee performance revealed that the work stress variable had a beneficial impact on employee performance at The Lodge Maribaya organization. Rivai's (2013) hypothesis asserts that decreasing work stress will enhance employee performance, whereas an increase in work stress will detrimentally affect employee performance. Work stress is often seen as a sort of appreciation for those who demonstrate exceptional work performance and complete their job responsibilities. It also signifies acknowledgment of their skills and potential to advance to higher positions within the firm (Manullang, 2008). Additional empirical studies that corroborate this research include the findings of Candra (2012), which demonstrate that job stress has a notable and constructive impact on employee performance.

The research is limited by the narrowness of the population sample. It is recommended that future researchers employ larger firms or agencies with a wider population to enhance the trustworthiness of the research findings. In addition, the factors under investigation remain restricted, so there is a desire to examine other variables that are highly suspected of exerting an impact on employee performance.

CONCLUSION

The research and discussion indicate the following conclusions: (1) Work stress and work culture have a positive impact on employee performance at The Lodge Maribaya company, and (2) Work stress has a positive influence on work culture at The Lodge Maribaya company. The establishment is called Lodge Maribaya. (3) Work stress has a beneficial impact on employee performance at The Lodge Maribaya firm. (4) Work culture also has a favorable effect on employee performance at The Lodge Maribaya company. According to the aforementioned results, The Lodge Maribaya Investama organization should enhance employee performance by addressing the stress that employees may encounter in order to foster a positive work culture inside the company. The impact of job stress and work culture on

employee performance is significant, and it is crucial to actively manage these factors in order to enhance the performance of each individual. Future researchers interested in studying work stress, work culture, and employee performance should aim to expand the population and sample size to enhance the reliability of research findings. Additionally, it is recommended that they explore other variables that are highly suspected to have an impact. Factors that might impact employee performance include educational attainment, work ethic, managerial skills, work environment, job happiness, and personal dedication.

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