THE INFLUENCE OF WORK SHIFTS AND WORK STRESS ON EMPLOYEE PERFORMANCE AT THE ALFAMART KOTABUMI BRANCH, NORTH LAMPUNG

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Abstract *: The results of the interview above show that the work shift factor gets the highest position, which is as many as 13 answers. Then, the second position is work stress as many as 8 answers and it is concluded that the factors that have a major influence on employee performance are work shifts and work stress. To strengthen indications of declining employee performance, the authors conducted interviews with 15 employees. These interviews were conducted with employees and the results could be more objective. Interviews were conducted to determine the factors that influence the decline in employee performance. Of the 15 employees, each answered 2 answers regarding the factors that decreased employee performance.*

Keywords: *Shift Work, Work Stress, Employee Performance*

INTRODUCTION

Currently, in the face of globalization, human resources (HR) play a very important role in a company, the success or failure of a company in achieving predetermined goals depends on the ability of human resources (employees) to carry out the tasks assigned. . If the individuals in the company, namely their human resources, can run effectively, the company will continue to run effectively. In other words, the continuity of a company is determined by the performance of its employees. Every company always expects its employees to have achievements, because having

employees who excel will make an optimal contribution to the company. Human resource management is an important thing to apply for a company since the basic steps such as planning, selection, recruitment, development, maintenance, and use human resources that aim for the progress of individual and company goals. Employee performance is the thing that can determine the success of the company.

Having employees who excel in the company can improve the performance of the company. The performance of this company can be from the high

performance of the employees. 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 given to him. Low company performance will make it difficult for the company to compete and achieve its goals.

Shift work is a pattern of work time given to employees to do something and is usually divided into morning and evening work. In this regard, work shifts have an influence on employee performance. The use of shift work is one of the strategies carried out by the company to increase productivity optimally and efficiently. Not everyone can adapt to the shift work system, shift work requires a lot of adjustments to sleep, meal times and family time together. Indications of poor work shifts can be seen from disturbed sleep patterns, problems that are often encountered by employees during night shift work, namely the lack of rest time when doing night work, often negligence on duty, for example, what we most often encounter is negligence in putting things out of place. Which should be, and less than optimal in serving consumers, Efforts to minimize the bad impact of work shifts, the company rotates shifts every 1 week to improve employee performance.

The second decreasing performance factor is work stress. Stress is a condition in which a person experiences tension because of conditions that affect him. These conditions can be obtained from within a person and the environment No a person. Stress at work DIBRANCH ALFAMART KOTABUMI LAMPUNG UTARA Indicated from unfavorable working conditions. Like the many cases of theft, robbery, and crimes that are still happening. In addition, the heavy workload on employees causes employees to be stressed and tired so that lack of concentration can also make employees experience stress. This study entitled the effect of work shifts and work stress on employee performance at the Alfamart Kotabumi branch, North Lampung.

THEORETICAL STUDY

1. Definition of Shift Work

According to Sumamur (1994), shift work is a pattern of working time given to workers to do something by the company and is usually divided into morning, afternoon and evening work. The proportion of shift workers is increasing from year to year, this is due to the investment spent on purchasing machines that require continuous use day and night to get better results. As a result workers also have to work day and night. This creates a lot of problems, especially for

workers who are not or less able to adjust to the usual working hours.

2. Shift Work Management

According to Tayari and Smith (1997) there are several things that need to be considered for shift work management, namely as follows:

a. If possible, night shift work is reduced without reducing compensation and other benefits.

b. The number of night shift employees should be limited to reduce the number of working days of night shift workers

c. The length of the work shift does not exceed 8 hours.

d. During the day and night shifts, the time given is at least 24 hours off, so they can arrange the schedule

3. Shift Work System

According to Stanton (1999) there are two kinds of work shift systems which consist of: Permanent Shift Workers Every day, workers on the night shift are people who are willing to work at night and can manage their sleep schedule. Labor rotation system can be done with slow rotation and fast rotation. And the slow labor rotation system itself is not carried out continuously at the specified position, there will be shift changes carried out for 1 month.

4. Impact of Shift Work

According to Cooper and Payne (1988) suggest that the effects of work shifts that can be felt include: Impact on physiology Sleep quality: Naps have many disturbances that are not as effective as night sleep, rest disturbances to replace lack of sleep during night work are less than optimal.

Due to the night shift, you feel sleepy and tired Decreased appetite and indigestion Impact on psychosocial Psychosocial impact shows a bigger problem than physiological impact.

5. Work Stress

Luthans (2002) defines stress as a response in adjusting which is influenced by individual differences and psychological processes, as a consequence of environmental actions, situations or events that hold too many psychological and physical demands on a person. Environment and the response of each individual in dealing with it can be different.

HYPOTHESIS

Based on previous research stated that "INFLUENCE OF THE WORK SHIFT SYSTEM ON WORK STRESS OF EMPLOYEES IN THE OPERATOR SECTION AT SPBU BARATAN JEMBER" research conducted by Septika Wahyu Ekaningtyas in 2016, shows that

work shifts have a positive and significant effect on the work stress of employees on the operator's side.

Furthermore, research conducted by Rikit Mala Ratih, Nurdiana Mulyatini, Roni Marsiana Suhendi in 2020, entitled "INFLUENCE OF WORK SHIFT ON EMPLOYEE EFFECTIVENESS (A Study At PT. BKS (Berkat Karunia Surya) in Banjar City) shows that there are employees of PT. BKS in Banjar City is very effective at work because employees always come on time. Work Shift (X) has no effect on Employee Work Effectiveness (Y). This means that work shifts have no significant effect on Employee Work Effectiveness, then the research entitled "INFLUENCE OF WORK SHIFT, WORK STRESS AND WORK ENVIRONMENT ON EMPLOYEE PERFORMANCE IN THE PRODUCTION DIVISION PT X" conducted by Fidia Putri and Yupiter Gulo in 2019, shows that the shift variable Work, work stress and work environment have a negative effect on employee performance.

Furthermore, research conducted by Andri Satriadi Firmana with the title "RELATED WORK SHIFT WITH WORK STRESS IN OPERATIONS EMPLOYEES OF PT. NEWMONT NUSA TENGGARA IN WEST SUMBAWA REGENCY EMPLOYEES OF OPERATIONS OF PT. NEWMONT NUSA TENGGARA IN WEST SUMBAWA DISTRICT" indicates that the nature of work has no effect on performance, while work stress has a very significant effect on employee performance.

DATA ANALYSIS TECHNIQUE

The population in this study were employees of the operator, totaling 13 people. According to Sugiyono (2016) saturated sample is a sampling technique when all members of the population are used as samples. The sample in this study were 75 people.

Simple Linear Regression Analysis Linear Regression is a tool used to predict future demand based on past data or to determine the effect of one independent variable on one dependent variable. According to Siregar (2013) simple linear regression is used only for one independent variable and one dependent variable.

RESULTS AND DISCUSSION

1. Research Analysis

Characteristics of respondents, namely the results showed that most of the respondents were male as many as 44 people or 58.7%, while the female sex was 31 people or 41.3%. The number of

respondents by age shows that most of the respondents are between 21 and 30 years old, namely 45 people or 60%, while those between 18 and 20 years are 30 or 40% and none of the respondents are more than 30 years old.

The last characteristic of most of the research respondents was SMK, namely 44 people or 58.7%, respondents with high school education level were 26 people and S1 were 5 people.

The characteristics of the tenure of most of the respondents are between 1 to 20 months, namely 62 people or 82.7%, while those who work 21 months to 40 months are 11 people or 14.7%, and the remaining 2 people with a working period of more than 40 months Or 2.7%. To obtain information about the respondents, table 2 is presented regarding the respondents who were sampled.

Table 1. Number of Respondents by Gender.

No	Gender	Frequency	Percentage
1.	Male	44	58,7 %
2.	Female	31	41,3%
	Total	75	100%

Table 2 shows that most of the research respondents were male, as many as 44 people or 58.7%, while the female sex was 31 people or 41.3%.

Tabel 2. Number of respondents by age

No	Age (Year)	Frequency	Percentage
1.	18-20	30	40 %
2.	21-30	45	60 %
3.	> 30	0	0
	Total	75	100%

Table 3 shows that most of the respondents aged between 21 to 30 years, namely 45 people or 60%, while those aged between 18 to 20 years were 30 or 40% and none of the respondents were more than 30 years old.

Tabel 3. Number of respondents by last education

No	Last Education	Frequency	Percentage
1.	SMK	44	58,7 %
2.	SMA	26	34,7%
3.	S1	5	6,7 %
	Total	75	100 %

Table 4 shows that the last education of most of the research respondents was SMK, namely 44 people or 58.7%, respondents with a high school education level were 26 people and S1 were 5 people.

2. Test Data Analysis

The regression used in this study aims to determine the effect of work shift variables, work stress and performance. Multiple linear regression equation using two independent variables as follows: Y= a + b1X1 + b2X2 + R.

Table 4. Multiple Linear Regression Test Results

Model	Unstandardized Coefficients		Standardized Coefficients		
	B	Std. Error	Beta	t	Sig.
1 (Constant)	47,200	2,492		18,943	0,000
Shift Work	-0,274	0,074	-0,403	-3,725	0,000
Work Stress	-0,565	0,136	-0,448	-4,142	0,000

The results of data processing Multiple Linear Regression Analysis on the coefficient values can be seen in table 5 are entered in the multiple linear regression equation, then the resulting equation is as follows: Y = 47.200 – 0.274 X1 – 0.565 X2. The explanation of the equation of the coefficient value is as follows:

a. Constant a = 47.200, the constant value is 47.200, meaning that if there is no increase in work shift and work stress or the value is zero, then the employee's performance is 47.200;

b. The coefficient of X1 = -0.274, -0.274 indicates the regression coefficient of X1 is negative, meaning that if the work shift is increased by 1 unit, then the employee's performance decreases by 0.274 units;

c. The coefficient X2 = -0.565, -0.565 shows the regression

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coefficient X2 is negative, meaning that if work stress is increased by 1 unit, then employee performance decreases by 0.565 units.

The Coefficient of Determination

Test, analysis of R2 (R Square) or the Coefficient of Determination is used to find out how big the percentage contribution of the influence of the independent variables together or simultaneously on the dependent variable.

Table 5. Determinant Test Results.

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0,797a	0,635	0,625	3,08670

The coefficient values can be seen in table 5 are entered in the multiple linear regression equation, then the resulting equation is as follows: Y = 47.200 – 0.274 X1 – 0.565 X2. The explanation of the equation of the coefficient value is as follows:

a. Constant a = 47.200, the constant value is 47.200, meaning that if there is no increase in work shift and work stress or the value is zero, then the employee's performance is 47.200;

b. The coefficient of X1 = -0.274, -0.274 indicates the regression coefficient of X1 is negative, meaning that if the work shift is increased by 1 unit, then the employee's performance decreases by 0.274 units;

c. The coefficient X2 = -0.565, -0.565 shows the regression coefficient X2 is negative, meaning that if work stress is increased by 1 unit, then employee performance decreases by 0.565 units.

The Coefficient of Determination Test, analysis of R2 (R Square) or the Coefficient of Determination is used to find out how big the percentage contribution of the influence of the independent variables together or simultaneously on the dependent variable.

Table 6. Results of Partial T Test (t Test).

Model	T	Sig.
	-3,725	0,000
	-4,142	0,000

Based on the test results in Table 3, it is found that the calculated t value of the work shift variable is -3.725 smaller than t table -1.993 and the Sig value of 0.000 is smaller than 0.05, so it can be concluded that the work shift variable has a significant negative effect on employee performance variables.

The calculated t value of the work stress variable is -4.142 which is smaller than the t table -1.993 and the Sig value of 0.000 is smaller than 0.05, so it can be concluded that the work stress variable has a significant negative effect on the employee performance variable.

From the results of the recapitulation of respondent data, it can be seen that the average for the work shift variable (X1) obtained an average number of interpretations of 3.59 this number is included in the good category and the average number of interpretations of the work stress variable (X2) obtained a figure of 3 .85 this number is included in the good category, while the average number of interpretations of the employee performance variable (Y) is 3.29 this number is included in the fairly good category.

The calculation results show the coefficient of determination (r2) is 0.635, which means that the contribution of work shifts and work stress to employee performance is 63.5%, while the remaining 36.5% is influenced by other factors not examined in this study.

Based on the results of testing individually or partially for the X1 variable against Y, the sig value is 0.000 which is smaller than 0.05 and the t-count value is -3.725 which is smaller than t table -1.993 which can be concluded that the work shift (X1) has an effect significant and negative on employee performance (Y), meaning that the higher the impact of work shifts on employees, the lower the employee performance of Branch Alfamart Kotabumi, North Lampung, or vice versa, namely the lower the impact of work shifts on employees, the higher the performance of Branch employees. Alfamart Kotabumi, North Lampung.

The results of this study are in line with the results of research from Maurits and Widodo [Based on the test results in Table 6, the t value of the work shift

variable is -3.725 smaller than t table - 1.993 and the Sig value of 0.000 is smaller than 0.05, it can be concluded that work shift variable has a significant negative effect on employee performance variables.

The calculated t value of the work stress variable is -4.142 which is smaller than the t table -1.993 and the Sig value of 0.000 is smaller than 0.05, so it can be concluded that the work stress variable has a significant negative effect on the employee performance variable.

From the results of the recapitulation of respondent data, it can be seen that the average for the work shift variable (X1) obtained an average number of interpretations of 3.59 this number is included in the good category and the average number of interpretations of the work stress variable (X2) obtained a figure of 3 .85 this number is included in the good category, while the average number of interpretations of the employee performance variable (Y) is 3.29 this number is included in the fairly good category.

CLOSING

Based on the results of research and analysis that has been done, the following conclusions can be drawn:

1. Shift work has a significant and negative effect on employee

performance at PT Branch Alfamart Kotabumi Lampung Utara by 51.5% and the remaining 48.5% which is influenced by other variables.

2. Job stress has a significant and negative effect on employee performance at PT Branch Alfamart Kotabumi Lampung Utara by 56.7% and the remaining 43.3% is influenced by other variables.

3. Shift work and work stress have a significant effect simultaneously on employee performance at pt. Indonesian techno. This is indicated by the coefficient of determination of 63.5% and the remaining 36.5% is influenced by other variables.

Based on the results of testing individually or partially for the x1 variable against y, the sig value is 0.000 which is smaller than 0.05 and the t- count value is -3.725 which is smaller than t table -1.993 which can be concluded that the work shift (x1) has an effect significant and negative on employee performance (y), meaning that the higher the impact of work shifts on employees, the lower the employee performance at PT Branch Alfamart Kotabumi Lampung Utara or vice versa, namely the lower the impact of work shifts on employees, the higher the employee's performance PT branch Alfamart Kotabumi, North Lampung. The results of this study are in line with the results of

research from Maurits and Widodo [Maurits and Widodo, 2008].

The results of the partial test of the x2 variable against y obtained a sig value of 0.000 which is smaller than 0.05 and a t-count value of -4.142 which is smaller than t table -1.993 which can be concluded that work stress has a significant and negative effect on employee performance, meaning that the higher the impact of work stress on employees, it will affect the decrease in employee performance or vice versa with the lower the impact of work stress on employees, it will affect the increase in employee performance, pt. Alfamart Kotabumi, North Lampung branch.

The results of this study are in line with the results of research which concludes that there is a very significant negative relationship between work stress and performance where the higher the work stress, the lower the employee's performance [Hidayati, et al., 2008].

The results of testing together or simultaneously between x1 and x2 against y obtained a significance value of 0.000 which is smaller than 0.05 and a calculated f value of 62.538 which is greater than f table of 3.119, so it can be concluded that work shifts and work stress simultaneously or jointly have a significant effect on employee performance.

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