

## Work Environment and Work Stress on Employee Performance in Dalton Hotel Makassar

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### **Abstract**

*This study aims to determine and analyze the effect of work environment and work stress on employee performance at Hotel Dalton, Makassar. The research approach used is a quantitative approach with an explanatory method—sampling using a simple random sampling technique, with a total of 137 employees as respondents. The statistical method used in this study is multiple linear regression. The results of the analysis show that the work environment variable does not have a partial effect on employee performance, but the work stress variable has a partial effect on employee performance variables. Furthermore, work environment and work stress have a simultaneous influence on employee performance at Hotel Dalton, Makassar.*

**Keywords : Environment; Work Stress; Employee Performance**

### **Abstrak**

*Penelitian ini bertujuan untuk menganalisis pengaruh lingkungan kerja dan stress kerja terhadap kinerja karyawan di Hotel Dalton Makasar. Metode yang digunakan pada penelitian ini yaitu pendekatan kuantitatif menggunakan metode eksplanatori – sample menggunakan simple random sampling Teknik dengan total 137 karyawan sebagai responden. Metode statistic dalam penelitian ini menggunakan multiple linier regression. Adapun hasil penelitian menunjukkan bahwa variable lingkungan kerja secara parsial tidak memiliki pengaruh terhadap kinerja karyawan, namun variabel stres kerja secara parsial memiliki pengaruh terhadap kinerja karyawan. Namun secara simultan, variable lingkungan kerja dan variabel stres kerja memiliki pengaruh terhadap kinerja karyawan di Hotel Dalton, Makassar.*

**Keywords : Lingkungan; Stress Kerja; Kinerja Karyawan**

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## INTRODUCTION

One of the factors that influence the level of success of an organization is the performance of its employees. Globalization has brought many challenges for organizations in managing employee performance to achieve organizational goals (Gorondutse and Hilman 2019). Employee performance is the achievement and contribution of individual workers that can be measured. This is a concept with complex aspects and is susceptible to the influence of several variables, which include age, gender, employee recognition and job satisfaction (Hambali et al. 2020; Supriyanto et al. 2020).

In addition, every company wants to ensure that its employees work well and are always required to work optimally which will provide the most profitable contribution to the company. The success or failure of an organization in achieving its goals depends on its success rather than the individual organization itself in carrying out its duties. For example, the thing that must be a concern for human resource managers is that the work environment must meet the lack of work facilities and pay attention to poor performance and be able to provide direction so that employees do not experience stress at work. An organization also needs to encourage its employees to create a conducive work environment where employees can work optimally (Poakita et al., (2019).

The company's work environment needs to be considered by the management. When work activities in the employee's environment are going well, it can create a healthy work atmosphere that affects employee morale at work. According to Sari et al., (2017) states that the conditions of the work environment can be said to be good if employees can carry out work activities every day comfortably and safely in their workplace. If an employee enjoys his work environment, he will enjoy his time at work by using his work time effectively. This is supported by Adha et al., (2019) finding that the work environment has a positive effect on employee performance.

The phenomenon that occurs at the Dalton Hotel, Makassar related to performance is a discipline problem measured at the level of employee absenteeism. The number of employees who are late or sick is caused by several factors such as

the distance from their residence to the workplace due to rules from superiors that require employees to be present for 15 minutes before working hours or arriving earlier than working hours, environmental factors and stress factors that can cause employees to get sick easily. In addition to the work environment, another factor that affects employee performance is work stress.

Stress may have a negative impact on the psychological and biological state of employees. On the other hand, work stress can be influenced by problems within the company. A person can be categorized as experiencing work stress if the stress experienced also involves the organization or company where the individual works. The phenomenon that occurs at the Dalton Hotel, Makassar related to work stress is the setting of performance standards that are too high from the company's superiors. Bosses also often place excessive pressure or demands on completing work on time. But the amount of work that accumulates is sometimes not proportional to the ability of employees to complete their work, so employees feel pressured and easily experience work stress. And also during the busy months where the number of tourist visits is booming and the work conditions are still piling up, usually employees will work overtime which can make employees tired and easily fall ill.

Therefore, this will have an impact on decreasing company performance and employee performance. So the purpose of this study is to measure how much influence the work environment and work stress have on employee performance at Hotel Dalton, Makassar.

## LITERATURE REVIEW

According to Sari et al., (2017) suggest that a good work environment will provide good performance results, by physical or non-physical conditions to obtain security and allow employees to work optimally. Furthermore, in the opinion of Handaru et al., (2017) stated that a work environment is a tool or material used to support the implementation of work both in groups and individually. A similar opinion was expressed by Susita et al., (2017) defining the work environment as a workplace atmosphere that contains several supporting facilities to achieve performance results in carrying out their duties based on organizational goals.

Moreover, Handaru et al., (2017) work stress is a condition in which a person is faced with obstacles and work demands that can affect the physical emotions of employees in completing their tasks. Fahmi, (2018) stress is a condition that suppresses the soul and individual self beyond their limits, if there is no solution and it is not handled immediately it will affect their health According to Pratiwi et al., (2018) stress is an individual's physical and psychological condition that is influenced by the pressure that may come from outside or within a person. Performance is basically what employees do or don't do, employee performance affects how much they contribute to the organization which includes output quantity, output quality, work attendance and cooperative attitude (Gordon, 2000).. Massie et al., (2018) found that job stress has a significant effect on employee performance. This is supported by Rika et al., (2019) found work stress has a positive effect on employee performance.

## RESEARCH DESIGN

The research approach used in this research is quantitative. The type of research used is explanatory research. The data sources used by researchers in this study are primary data sources with the data obtained from observations and questionnaires. The operational research variables, which the researcher then describes in the form of research indicators, can be seen in the table as follows:

**Table 1**  
**Operational Research Variables**

Variable	Indicator
Work Environment according to (Chaudhary 2016)	<ol style="list-style-type: none"> <li>1. Work atmosphere</li> <li>2. Relationship with co-workers</li> <li>3. The relationship between subordinates and leaders</li> <li>4. Availability of work facilities.</li> </ol>
Work Stress according to (Lait and Wallace 2002)	<ol style="list-style-type: none"> <li>1. Task demands</li> <li>2. Role demandsTuntutan antar pribadi</li> </ol>

Variable	Indicator
Employee Performance according to (Kuvaas and Briole, 2006)	3. Organizational structure
	4. Organizational leadership
	1. Quality
	2. Quantity
	3. Punctuality
	4. Effectiveness
	5. Commitment

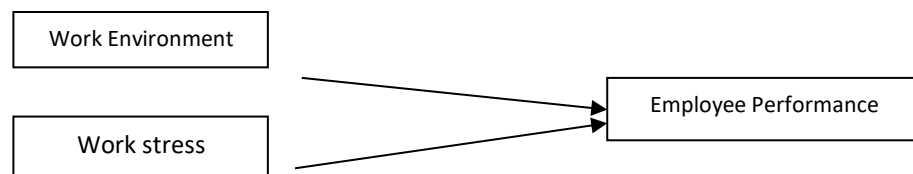
Dalton Hotel & Convention Makassar is one of the three-star hotels in Makassar today. This hotel started operating in 2013 which is located on Jl. Pioneer of Independence No. 2 KM 16, Makassar. It is a ten-minute drive from Makassar Sultan Hasanuddin airport. The population in this study were all employees at Hotel Dalton, Makassar, amounting to 207 people.

**Table 2**  
**List of Number of Employees per Division of Hotel Dalton, Makassar**

Division	Dept. Permanent		Contract		Total
	Men	Women	Men	Women	
Front office	8	4	8	3	23
Housekeeping	11	0	8	4	23
FB service	9	9	10	6	34
FB product	13	7	10	3	33
Accounting	6	0	10	6	22
S&M	2	4	2	5	13
Engineering	15	0	7	3	25
HRD	13	4	7	1	25
Laguna	2	0	4	0	6
A&G	2	0	1	0	3
	105	30	81	35	207

Source: Dalton Hotel, Makassar 2021

This technique is used if the population is homogeneous, using the Slovin formula. The precision or error rate is 5% so that the sample in this study is 137 samples. Data collection techniques using a questionnaire. then the technique used is a random sampling technique taken at random from various groups. This research was conducted to test the validity and reliability of the data. Validity is tested by calculating the correlation between the values obtained from each statement item with the overall value obtained on the measuring instrument (Hair et al. 2019). The method used to test the validity is to use the Pearson Product Moment. In this study, the search for reliability using a reliability test was carried out using the Alpha Cronbach formula and using the SPSS (Statistical Product and Service Solutions) process for windows.



**Figure 1**  
**Conceptual Framework**

H1: Work environment has a partial effect on employee performance in Dalton Hotel, Makassar.

The work environment is a place where employees carry out their activities, where it can bring positive and negative impacts for employees to achieve their work results. There is a significant influence between the work environment on employee performance (Adha, et al., 2019); Work environment partially has a significant effect on employee performance (Sari, et al., 2017); Raf et.al (2014: 1-15) work environment has a positive and significant impact on the performance of an accountant(Raf, et al., 2014)

H2: Work stress has a partial effect on employee performance in Dalton Hotel, Makassar.

Job stress is one of the common problems faced by employees with high frequency which increases. Although stress is generally discussed in a negative context, it also has a positive value. job stress had a negative impact on employee performance (Pradoto et al., 2022); Work stress has a negative and significant effect on employee performance (Pratiwi, et al., 2018); work stress partially has a positive significant effect on employee performance (Sari, et al., 2017);

H3: Work environment and work stress have a simultaneous effect on employee performance in Dalton Hotel, Makassar

The work environment consists of two broader dimensions such as work and context. Work includes all the different characteristics of work such as the way the work is done and accomplished, which involves tasks such as training in task activities, control over one's own work-related activities, sense of accomplishment from work, variety in tasks and intrinsic value to work. a task (Raziq and Maulabakhsh 2015). Work environment and work stress simultaneously have a significant effect on employee performance (Sari, et al., 2017)

## **RESULT AND DISCUSSION**

### **RESULT**

Based on the results of the analysis using the SPSS version 21.0 program, it is known that the magnitude of the relationship between work environment variables and work stress on employee performance at Hotel Dalton, Makassar has an effect of 0.411 or is at the "medium" level. The level of this "medium" relationship indicates that if the work environment and work stress variables are "moderate", it will have a significant impact on employee performance. This also shows that other factors can affect the

relationship of other variables outside this regression equation or variables that are not examined.

Furthermore, the authors conducted a determination test which was used to measure the proportion or percentage of the contribution of the independent variable, namely the work environment (X1) and the work stress variable (X2) on the rise and fall of the dependent variable, namely employee performance (Y) together. The following are the results of calculations using SPSS version 21.0.

**Table 3**  
**Determinant Test**

Model Summary					
Model	R	R Square	Adjusted R Square	Std. an Error of the Estimate	Durbin-Watson
1	.411 <sup>a</sup>	.169	.156	1.39543	1.798

a. Predictors: (Constant), Work Environment, Stress

Source: SPSS version 21.0

Based on the output above, it is known that the coefficient of determination or R Square is 0.169 or equal to 16.9%. This figure shows that the work environment and stress on employee performance are 16.9%. In comparison, the remaining 83.1% is influenced by other variables outside this regression equation.

Furthermore, researchers used the regression equation formula to determine the percentage of the relationship between work environment, work stress, and employee performance, using SPSS version 21.0 as follows :



**Table 4**  
**Partial Test (t)**

Coefficients						
Model	Unstandardized	Coefficients		Standardized		
		B	Std. Error	Beta	t	Sig.
1	(Constant)	8.785	.746		11.783	.000
	Work environment	.080	.102	.112	780	.437
	Work Stress	.164	.075	.313	2.182	.031

a. Dependent Variable: Employee Performance

Source: Spss version 21.0

Based on the test results above to determine the magnitude of the influence of each. In the table above, it is known that the significant value of the work environment variable on employee performance is 0.437. sig value > 0.05 means that the work environment variable has no partial effect on the employee performance variable. In the table above, it is known that the significant value of the work stress variable on employee performance is 0.031. sig value < 0.05 means that the work stress variable has a partial effect on the employee performance variable.

**Table 5**  
**Simultaneous Test (f)**

ANOVA						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	53.015	2	26.507	13.613	.000 <sup>a</sup>
	Residual	260.927	134	1.947		
	Total	313.942	136			

a. Predictors: (Constant), Work Stress, Work Environment

Source: SPSS version 21.0

Based on the output above, it is known that the significant value in the table above is a significant value obtained at 0.000, less than 0.05. Then the variables of work environment and work stress simultaneously affect employee performance.

## **DISCUSSION**

### **a. The influence of work environment partially on employee performance.**

The results of the study indicate that there is no partial relationship between the work environment and employee performance. This shows that whatever working conditions exist at the Dalton hotel do not affect employee performance. A good and comfortable working environment will increase employee morale, so that it can lead the company to achieve optimal company goals and progress. A clean work environment will also create calm and a sense of health in employees. Meanwhile, the bad and unpleasant work environment of employees will not affect workers both in terms of productivity and their performance, because it is considered their obligation to be optimal in serving customers at the Dalton Hotel, Makassar. This is reinforced by the opinion expressed by Poakita et al., (2019) which said that an organization also needs to encourage its employees to create a conducive work environment where employees can work optimally. There is a significant influence between the work environment on employee performance (Adha, et al., 2019); Work environment partially has a significant effect on employee performance (Sari, et al., 2017); Raf et.al (2014: 1-15) work environment has a positive and significant impact on the performance of an accountant(Raf, et al., 2014)

### **b. The influence of work stress partially on employee performance**

Based on the results of the analysis using spss 21.0 shows that there is a partial relationship between job stress on employee performance. This means that employees must be able to focus on work despite the many demands from the management at the Dalton Hotel, Makassar. This is considered necessary so that

employees do not experience work stress which can affect their performance. This is supported by Handaru et al., (2017: 300) said that work stress is a condition in which a person is faced with obstacles and work demands that can affect employees' physical emotions in completing their tasks. work stress partially has a positive significant effect on employee performance (Sari, et al., 2017).

c. The influence of work environment and work stress on employee performance simultaneously

From the explanation above and looking at some relevant research, it can be concluded that the work environment and work stress simultaneously have a positive and significant effect on employee performance at the Dalton Hotel, Makassar. This means that employees who have a good work environment can prevent them from work stress so that employees have good performance at Hotel Dalton, Makassar. In addition, Martana (2015) states that performance is the achievement of work results achieved by employees in carrying out the assessed tasks at the end of the period. Furthermore, Yudianto et al., (2018:19) argues that the achievement of employee performance is the result of the performance achieved by each employee by the tasks assigned and is responsible for his work. Work environment and work stress simultaneously have a significant effect on employee performance (Sari, et al., 2017).

## CONCLUSION

Based on the results of research and discussion, it can be concluded that the work environment does not partially affect employee performance, while work stress partially affects employee performance. Furthermore, it can be seen that the work environment and work stress have a simultaneous effect on employee performance at the Dalton Hotel, Makassar. In addition, Hotel Dalton Makassar needs to continue to improve and improve the conditions of the employee's work environment and work stress due to the demands of tasks that must be completed on time. So there needs to be a monitor from the management of Hotel Dalton, Makassar.

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