1. The Effect Of Work Stress And Work Load On Employee Performance (A Case Study Of A Contracted Person In The School Administration Section At The Jombang City Education Office)

by Deni Widyo Prasetyo

THE EFFECT OF WORK STRESS AND WORK LOAD ON EMPLOYEE PERFORMANCE (A CASE STUDY OF A CONTRACTED PERSON IN THE SCHOOL ADMINISTRATION SECTION AT THE JOMBANG CITY EDUCATION OFFICE)

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Abstract: One of the factors that influences the level of the success of an organization is a employees.Their efforts to increase of employee performance, among the preparations are see job stress and workload employees. This research while by low performance and some aspects who affects, so there decreasing performance in employees contract workers of administration school the education office of Jombang city as many as 165 people. The trigger decline in performance this namely the levels of stress and workload employees. Research aims to understand the influence of job stress and workload of the performance of employees contract of administration school the education office of Jombang city. Research sample areas as many as 62 people. Technique analysis in this research using analysis linear regression multiple, and the t-Test results t shows that job stress impact on performance, while workload has not been affecting the employee performance.

Keywords: Job Stress, Workload, and Performance

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1. Introduction

In the current development of the world of education, it requires educational institutions to have a competitive advantage in maintaining quality, service and running educational standards. One of the important advantages of this is the human resources available at the educational institution. Human resources are an important asset in achieving the goals of an institution, because quality human resources will have a positive impact on the achievement of institutional goals.

The achievement of the goals of an institution cannot be separated from the performance of existing human resources. The management of human resources is a top priority in the sustainability of an educational institution. In this case the human resources in question are administrative staff in schools.

According to Muniarti AR & Nasir Isman (2009: 129) school administrative staff are personnel who have roles and responsibilities in realizing the smooth running of educational

activities, the role of administrative staff as support and servants in the school administration process.

Therefore the skills of administrative personnel are a supporting factor that cannot be ignored in achieving school goals.

The achievement of school goals depends on whether or not the employee's performance is good. If the employee's performance is good, it will have a positive impact on school goals. Meanwhile, poor employee performance will have a negative impact on school goals. This can occur due to several factors, such as the suitability of employee competence (quality) with the task to be done or excessive workload (quantity). So that it makes employees experience depression or stress.

According to A.A. Anwar (2012: 9) performance is a work performance or work result (output) both quality and quantity achieved by human resources (SDM) of the time period in carrying out their work tasks in accordance with the responsibilities they give.

The responsibility or workload assigned by educational institutions must be adjusted to the volume of work assigned to the position holder. To find out the appropriate workload standards, it is necessary to analyze the workload for each position.

By doing this analysis can produce a benchmark for employees or organizational units in carrying out work activities, so that it will avoid excessive workload. An appropriate workload will create a good and conducive work climate, so that employees will feel comfortable while working, can minimize stress levels, besides that employee performance will be better.

Likewise with the Jombang City Education Office, which wants its employees to make a high contribution, so that the goals of the institution can be realized. However, based on the performance appraisal data for the administrative staff of the Jombang City Education Office in 2014 and 2015, as many as 165 people experienced a decline in the performance of the 422 existing administrative staff. This figure is very high because more than 25% of the total administrative staff. Therefore, researchers are interested in finding out why the principal gives a poor performance assessment of his administrative staff, which results in a decrease in performance.

According to the survey results that have been conducted, this performance appraisal has decreased due to the less than optimal performance of the administrative personnel. Budget reporting work has been slowed down so that the school operational budget disbursement process is disrupted. The delay in the school's operational budget will hamper several activities that have been arranged to be realized. In the end, these activities will experience delays in implementation.

There are still a few mistakes in the implementation of student nomination verification activities which are carried out annually. This can be caused by a lack of understanding when briefings are held, so that the delivery of information to fellow colleagues is less than optimal. What happened was that the work had to be revised. In addition, each administrative staff member is given 8 hours of working time according to the applicable work contract. however, there are several employees who are not disciplined with their working hours.

Of the several conditions that cause a decrease in performance described by the researcher, there are also other situations that result in administrative staff getting poor assessments, namely workload and stress. Each school has 2 or more administrative staff who have their respective staffing duties. However, there are still many administrative personnel who have educational backgrounds that do not match their job specifications. Thus the workload that is supposed to be done cannot be fully carried out so that it delegates part of the tasks to colleagues who are able to do it. Automatically, the coworker gets an additional workload.

In addition, there are still administrative staff who do not master the science of technology and information, while every job from the Jombang Department of Education is an online application. So that the workload that should be done is delegated to office colleagues who are good at technology. Thus the workmate gets an additional workload.

With a very high workload due to additional workload from friends who do not match competence and mastery of technology, it can make the work atmosphere uncomfortable and result in work stress.

Job stress can also be caused by boredom. Administrative personnel are required to work for 8 hours every day with monotonous work, with inanimate objects in the form of computers and data. This monotonous work activity creates boredom for administrative staff and prefers playing games or social media rather than completing their work so that work will experience delays in completion.

In addition, unsupported facilities and infrastructure will make administrative staff lazy to work. Narrow room conditions can reduce the comfort of administrative personnel at work. Not to mention, if the school is close to a highway with heavy traffic it will have an impact on the power of concentration (comfort) of the administrative staff.

Based on the description above, the authors conducted a study with the title THE EFFECT OF WORK STRESS AND WORK LOAD ON EMPLOYEE PERFORMANCE (A Case Study of Contractors in the School Administration Section of the Jombang City Education Office).

2. Literature Review
Job Stress
In the era of globalization, the world of work is extra to keep up with developments in science and technology in implementing work. This has led to changing needs and new conditions for workers to a variety of very complex challenges and problems.

The challenges and problems that exist can make individuals experience depression or stress. Stress is a natural and natural thing for every individual which is caused by factors from within and outside the human being himself. Natural stress fluctuates, sometimes it will decrease sometimes it also increases depending on working conditions, so a solution is needed to overcome the impact of stress that occurs.

Stress can be said to be an irritation in the body and mind caused by changes and life status. Stress is an internal experience that creates physical and psychological imbalances in a person, as a result of external environmental factors, institutions, organizations, or other people.

According to Davis (1997: 86) in Mulyasa, H.E. suggested that stress is a form of reaction to pressure whose intensity is too high. Meanwhile, the Big Indonesian dictionary states that stress is a mental, emotional, stress disorder or disorder.

Stress according to Anoraga (2005) is a plan to change a person's plans, both physically and mentally, for a change in their environment that disturbs and results in a threat of being threatened.

So it can be accessed job stress is a form of an imbalance of the individual's psychological and physical condition, which causes discomfort and disturbs at work.

Causes of Job Stress
Stress that is too heavy and continues to occur can have negative consequences for workers in interacting with the environment, institutions, or companies which results in obstruction of organizational goals. Every institution certainly does not want its employees to experience these conditions, so it is necessary to find causes and solutions to deal with this.

Stress usually begins with the emergence of stress seeds, so each individual must identify the source and type of stress seeds early. This identification is intended to seek action to prevent excessive stress. According to Mulyana, H.E. (2015) there are various conditions that can cause stress, including:

a. Work responsibilities that are too heavy.

b. Time pressure or pressure

c. Differences in the values or perceptions of members and organizations, institutions or companies.

d. Excessive inspection or supervision.

e. Inadequate feedback.

f. Conflict between members and groups.

g. Change that's hard to understand.

h. Authority is not in accordance with the given responsibility.

i. Roles that are conflicting (antagonistic), or ambiguous (ambiguous)

j. Severe frustration or disappointment.

k. Inadequate punishment (punishment) and reward (reward).

l. An alarming picture of the future.

In addition to the causes above, stress can also arise from things outside the conditions of work, institutions, organizations, or companies that can be identified as follows:

a. Problems related to physical.

b. Marriage problems (divorce or death).

c. Family problem.

d. Poverty or financial problems.

e. Change problems that occur in the neighborhood.

f. Stressful political problems.

Completing the above description, Mondy & Noe (1990: 536-239) suggested nine sources of stress as follows: family, financial problems, environmental conditions, environmental changes, corporate culture, role ambiguity, and working conditions.

Of the various conditions that can cause stress above. Stephen P. Robbins (2008) classifies the effects of stress, including:

1. Psychological symptoms, including:
    a. Quick offended
    b. Not communicative
    c. Daydream a lot
    d. Mental weakness
2. Physical symptoms, including:
    a. Increase heart rate and blood pressure
    b. Tired easily physically
    c. Headache
    d. Sleep problems
3. Behavioral symptoms, including:
    a. Postponing or avoiding work
    b. Sabotage behavior
    c. Abnormal eating behavior

Workload

In an agency or organization it is necessary to share the workload proportionally to employees. This avoids excessive workload for one of the employees. The assignment of workloads should be in accordance with the fields and abilities of the employees, besides that the quantity of work given must be balanced with the number of existing employees.

According to the Minister of Home Affairs Regulation Number 12 of 2008 concerning Guidelines for the Analysis of the Workload of the Ministry of Home Affairs and Local Government. Workload is the amount of work that must be borne by a position / organizational unit and is the product of work volume and time norms.

So in essence, the workload must have a work standard according to the workload analysis that the institution has carried out. Workload analysis is a management technique that is carried out systematically to obtain information on the level of effectiveness and efficiency of an organization's work based on the institution.

Work effectiveness and efficiency is a comparison of work weight or workload with effective working hours in the context of completing tasks and organizational functions. Thus, the effective working hours will be known to carry out the assigned tasks and can identify the workload according to the position based on the workload analysis that has been carried out.

In addition, the implementation of workload analysis can produce benchmarks for employees or organizational units in carrying out their activities, namely in the form of work completion time norms, work efficiency levels, workload standards and work performance, compiling employee formation, and improving work procedures and management systems. other.

In the Regulation of the Minister of Home Affairs Number 12 of 2008 concerning guidelines for workload analysis within the Ministry of Home Affairs and local governments, it is explained that there are several aspects in the workload analysis, namely

1. Time norms

Time that is reasonable and evidently used effectively under normal conditions by an office holder to complete work or one unit of results can be obtained in how long.

Example:

A typist within 30 minutes can produce 2 typed sheets.

Time norms =

$$\frac{1 \text{ type x } 30 \text{ minutes}}{2 \text{ typing sheets}}$$

From this example it can be determined that the standard average ability of a typist is 30 minutes producing 2 typing sheets.

2. Work volume

A set of tasks or work that must be completed within 1 year.

Example: The task of making monthly reports, this assignment is once a month. Then the total volume of work for the task of making monthly reports in 1 year is 235: 20 = 11.75 rounded to 12, the unit of frequency.

3. Effective working hours

Hours of work that must be used to produce or perform tasks.

Example:

For 6 working days:

a. Civil servant working hours per week = 37.5 hours (37 hours 30 minutes)

b. Civil servant working hours per day = 37.5 hours: 6 = 6.25 hours (6 hours 15 minutes)

c. Effective Hours of Work Per Day = 75% x 6.25 Hours = 4 Hours 40 Minutes = 280 Minutes rounded to 275 Minutes (4 Hours 35 Minutes)

d. Effective Hours of Work Per Week = 6 Days x 275 Minutes = 1,650 Minutes

e. Effective Hours of Work Per Month = 24 Days x 275 Minutes = 6,600 Minutes

f. Effective Hours of Work Per Year = 12 Months x 6,600 Minutes = 79,200 Minutes = 1,320 Hours = 1,300 Hours

In Presidential Decree Number 68 of 1995, government agencies have determined the working hours of 37 hours and 30 minutes per week, both for 5 (five) working days or those for 6 (six) working days as determined by the respective Regional Heads.

Performance

Basically, performance is a result of work or achievements achieved by individuals in carrying out tasks according to the responsibilities given by the leadership. Good performance can have a positive impact on the organizational goals that have been set, but if the resulting performance is not optimal, it will have a negative impact on the goals of an organization.

Successful and effective organizations are organizations with individuals who have good performance. An effective or successful organization will be supported by qualified human resources. Thus, there is a match between the success of the organization and the performance of its employees.

The existence of performance can provide an overview of the level of achievement of the implementation of an activity program or policy in realizing the goals, objectives, vision and mission of the organization. Employee performance can be known and measured if the employee has a standard of success or criteria according to the benchmarks set by the organization.

According to Hamzah B. Uno & Nina Lamatenggo (2012: 63) performance is the behavior of a person who produces certain work results after fulfilling a number of requirements, while Mahsun (2006: 25) suggests that performance is a description of the level of achievement of the implementation of an activity / program / policy in realizing the means, goals, vision, mission of the organization as stated in the strategic plan of an organization.

Mariot Tua Efendi (2005: 195) performance is the result of work produced by employees or real behavior that is displayed in accordance with their role in the organization. Roeky Achmad S. (2000: 6) performance is the result or what comes out of a job and their contribution to institution.

From the researcher's opinion above, it can be concluded that performance is a result of the work or responsibility that the institution places on its employees.

Performance Measurement

In any given period each institution will measure the achievement of employee work according to the benchmarks or assessment standards set by the institution. This appraiser aims to determine the size of the employee's performance against the responsibilities that have been given, so that from this assessment a job evaluation can be carried out in order to develop work potential.

According to Sutrisno (2009: 167) there are six aspects of performance indicators which are key areas of achievement for the institution concerned. These key achievement areas include:

a. Work results: the level of quantity and quality that has been produced and the extent to which supervision is carried out.
b. Job knowledge: the level of knowledge associated with work tasks that will have a direct effect on the quantity and quality of work output.
c. Initiative: the level of initiative while carrying out work tasks, especially in terms of handling problems that arise.
d. Mental dexterity: the level of ability and speed in receiving work instructions and adapting to existing work methods and work situations.
e. Attitude: the level of morale and positive attitude in carrying out work tasks.
f. Time and attendance discipline: punctuality level and attendance level.

Relationship Between Variables
Relationship between Job Stress and Performance
The phenomenon of stress at work is a natural condition. Every employee in a government agency, organization, or company is always faced with this problem.
Stress can have a positive or helpful (functional) impact, it can also have a negative (dysfunctional) impact or damage work results. This means that stress has the potential to encourage or interfere with work performance.
Disturbances experienced by employees will have an impact on employee performance. The higher the level of stress experienced, the performance will decrease. The opposite also occurs when a low stress level will increase the employee's work.
mediocrity is not zero, but after the stress reaches its peak it results in zero results, because the employee is sick, resigns or is laid off.

Relationship between Workload and Performance
Good or bad performance against a given workload really depends on how the employee responds to the assigned task.
Employees who believe and feel that the assigned task is a challenge that must be solved even though the task is too excessive, then that person can still feel happy about his job. Conversely, if the excessive task is believed and felt as a burden, they will experience fatigue, both physical and mental fatigue. This is supported by research from Anggit Astianto (2014) which states that workload has a negative effect on performance, every time an increase in workload occurs, it will have an impact on decreasing performance.

Hypothesis
Based on the above framework, the writer puts forward the following hypothesis:
H1: It is suspected that job stress has an effect on the performance of contract workers in the School Administration Section of the Jombang City Education Office.
H2: It is suspected that the workload affects the performance of employees in the School Administration Section of the School Administration Department of Jombang City Education Office.

Table 1. Variable

Variable	Indicator	Grid
Work Stress (X1)	Quick offended	Difficulty controlling emotions
	Not communicative	It's hard to understand
	Daydream a lot	A lot of things in mind
	Tired easily physically	Sleepy
	Headache	Confused / depressed
	Sleep problems	Depression / disorders
	Postponing and avoiding work	Lazy
	Sabotage behavior	Block / interfere with work
	Irregular eating behavior	Digestive problems
Workload (X2)	Time norms	Standard proficiency in average work / day
	Work volume	12 reports / year (routine work)
	Effective working hours	4 hours 35 minutes / day (effective working time)
Performance (Y)	Work result	In accordance with the given time
	Work knowledge	Understanding of the task
	Initiative	Get work done without waiting for orders
	Dexterity	Fast and proficient
	Attitude	to be responsible
	Discipline	On time to come and go home

2. Method
Research design
This research was conducted to determine whether there is a relationship between the variables under study and then analyzed with a hypothesis. The research design used to determine the effect of work stress and workload on employee performance is by using descriptive quantitative methods.

Population and Sample
In this study, the population was 165 employees of the School Administration Section of the Jombang City Education Office who experienced a decline in performance.

Operational Definition of Variables
Work stress (X1)
Is a form of an imbalance of the individual's psychological and physical condition, which causes discomfort and disturbs at work. Job stress indicators according to Stephen P. Robbins (2008) are
a. Psychological symptoms include:
1) Quick to take offense
2) Not communicative
3) Daydream a lot
b. Physical symptoms include:

1) Easily physically tired
2) Dizziness
3) Sleep problems
c. Behavioral symptoms include:
1) Postponing or avoiding work
2) Sabotage behavior
3) Abnormal eating behavior

1. Load work (X2)
Workload is the amount of work that must be carried by a position / organizational unit and is the product of the work volume and time norms. According to Permendagri No. 12 of 2008 the workload indicator in this study is
   a. Time norms
   b. V olume of work, and
   c. Hours of work are effective.
2. Employee performance (Y)
   Performance is a result of work or responsibilities that the institution assigns to its employees. According Sutrisno (2009) k inerja measurable de ngan indicators as follows
   a.   Work result
   b.   Work knowledge
   c.   Initiative
   d.   Dexterity
   e.   Attitude
   f.   Time and attendance discipline
The following will describe the research grid in the research conducted.

Measurement Scale
The questionnaire was measured using a Likert point scale 5. The characteristic of the Likert scale is that the higher the value obtained by a respondent is an indication that the respondent has a more positive attitude towards the object the researcher wants to examine.
Answers from respondents that are qualitative are quantitative in nature, where the answers to the questions are rated as follows:
   1.   For answer (a) given a value of 5, strongly agree.
   2.   For answer (b) given a value of 4, agree.
   3.   For answer (c) given a score of 3, do not hesitate.
   4.   For answer (d) given a value of 2, disagree.
   5.   For answer (e) given a value of 1, strongly disagree.

Types and Sources of Data
1. Primary data
Primary data y aitu data obtained directly from the source and has close links with the problems examined. The primary data obtained by providing a list of pernya ta's (questionnaires), interviews, and direct observations (observation).
2. Secondary Data
Namely the source of data obtained indirectly or through intermediary media (obtained and recorded by other parties) that has been published.

Method of collecting data

In this study, there are several methods used by researchers in the data collection process such as interviews, observation, and documentation. The following will describe some of these ways:

a. Observation, namely data collection techniques by way of making direct observations on the object of research.

b. Questionnaire is a technique of data collection and information by answering a selection of answers to how systematic and based on the targets of investigators.

c. Interview is a data collection technique by holding questions and answers directly to the leader.

d. Documentation, namely collecting and studying data from books, scientific writings, magazines and the internet that have relevance to research

Instrument Test

Validity test

A valid instrument is a measuring instrument used to obtain valid data and can be used to measure what you want to measure. A reliable instrument means that when used several times to measure the same object, it will produce the same data.

Using valid and reliable instruments in data collection, it is hoped that the results of the research will be valid and reliable. So a valid instrument is an absolute requirement to obtain valid and reliable results.

Validity is a measure that shows the level of validity (error) of an Arikunto instrument (2006). A valid or appropriate instrument can be used to measure the object to be measured. The high and low validity of the instrument shows the extent to which a measuring device measures data so that it does not deviate from the description of the variable in question in order to achieve its validity.

The method used for the level of validity is internal validity, which is to test whether there is a match between the parts of the instrument as a whole. To measure the validity, namely by using item analysis, which means calculating the correlation between each item and the total score (existing score) using the *product moment* correlation technique formula, the formula is as follows:

$$r = \frac{n\,(\Sigma XY) - (\Sigma X)(\Sigma Y)}{\sqrt{\{\Sigma X - (\Sigma X)\}\{n(\Sigma Y - (\Sigma Y))\}}}$$

Where: r = correlation
X = score of item X
Y = total items Y
n = number of samples in the study

The basis for making a decision on an item is valid or invalid according to Sugiyono (2013), it can be seen by correlating the item score with the total score if the correlation r is above 0.3, it can be concluded that the instrument item is valid otherwise if the correlation r is below 0.3 it can be concluded that the instrument item is invalid so it must be repaired or discarded.

In this study, a sample of 30 employees was used to test validity and reliability. Following are the results of the validity test for the statement item:

Table 2. Validity Test Results

No item	Variable	r count	r critical	Information
1	Work stress (X_1)	0.635	0.3	valid
2		0.761	0.3	valid
3		0.571	0.3	valid
4		0.614	0.3	valid
5		0.667	0.3	valid
6		0.646	0.3	valid
7		0.432	0.3	valid
8		0.707	0.3	valid
9		0.610	0.3	valid
1	Workload (X_2)	0.638	0.3	valid
2		0.816	0.3	valid
3		0.851	0.3	valid
1	Employee Performance (Y)	0.783	0.3	valid
2		0.840	0.3	valid
3		0.708	0.3	valid
4		0.708	0.3	valid
5		0.471	0.3	valid
6		0.696	0.3	valid

Source: Processed primary data, 2016

Table 2 shows that the correlation between each indicator to the total score of each variable shows a significant result, and shows that r count> 0,3 . So it can be concluded that all question items are declared valid.

Reliability Test

Reliability is an index indicating the extent to which a measurement can be trusted or relied upon, internal consistency reliability testing to be done by way of trying out the instrument once, and then the data obtained in the analysis with a particular technique, the analysis results can be used to predict the reliability of the instrument. Reliability testing uses the Spearman Brown formula. The formula to use:

$$r_{11} = \frac{n}{n-1}\left[1 - \frac{\sum_{i-1}^{n} s_{\overline{i}}^{2}}{s_{\overline{t}}^{2}}\right]$$

by:
r_{11} is the reliability coefficient
n is the number of items.
s is the variance of skol the i-th problem is the total skol variance

The questionnaire is said to be reliable or reliable if a person's answer to the question is consistent or stable over time. The measurement of reliability uses the Cronbach Alpha statistical test where one variable is said to be reliable if it gives a *Cronbach Alpha* value > 0 60 (*Cronbach : 1991*).

The results of reliability testing for each variable are summarized in table 3 of the following:

Table 3. Reliable Test Results

Variable	Alpha	Coefficient α	Information
Work stress (X_1)	0, 804	0.6	Reliable
Expenses Work (X_2)	0.656	0.6	Reliable
Employee performance (Y)	0.794	0.6	Reliable

The results of the reliability test show that all variables have a fairly large Alpha coefficient, which is above 0.6, so it can be said that all the measuring concepts of each variable from the questionnaire are reliable so that further items in each of these variable concepts are suitable for use as a tool measuring.

Data analysis technique
Descriptive Analysis

In this research, the analysis used is descriptive statistical analysis. According Sugiyono (2013: 206) descriptive statistics are statistics used to analyze the data in ways that describe or depict the data that has been collected as without meaning make conclusions or generalizations apply to the public. Descriptive analysis is used to determine the frequency and variation of answers to items or statement items in the questionnaire, to determine the average score category using the following calculations:

$$\frac{\text{the highest score score} - \text{lowest score score}}{\text{number of categories}}$$

$$= \frac{5-1}{5}$$

$$= 0,8$$

Table 4. Score Interpretation

Score	Information
0.00 - 0.199	Very low
0.20 - 0.399	Low
0.40 - 0.599	Enough
0.60 - 0.799	High
0.80 - 1,000	Very high

Source: Sugiyono, 2013: 250

Multiple Regression Analysis

According Sugiyono (2013) says that the regression analysis b erguna to predict how high the value variab e l dependent when the value of the variable independently manipulated (permuted). Multiple regression analysis is used to determine the effect of work stress (X1) and workload (X2) on employee performance (Y). The Multiple Regression Equation uses the formula:

$Y = a + b_1 X_1 + b_2 X_2 + \mathcal{E}$

Information :

Y = employee performance

a = Constant

b_1 = Job stress regression coefficient

b_2 = workload regression coefficient
X_1 = work stress
X_2 = workload
$€$ = Standard error

Data Normality Test

The normality test is used to test whether the regression model has a normal distribution or not. The assumption of normality is a very important requirement in testing the significance (significance) of the regression coefficient. A good regression model is a regression model that has a normal or near-normal distribution, so it is feasible to do statistical testing.

The purpose of the normality test is to test whether the research variables have a normal distribution or not (Ghozali, 2011: 160). The basis for making decisions:
a. If the data spreads around the diagonal line and follows the direction of the diagonal line, the regression model fulfills the normality assumption.
b. If the data spreads far from the diagonal line and or does not follow the direction of the diagonal line, the regression model does not fulfill the assumption of normality.

Symptoms of Multicollinearity

Multicollinearity test aims to test whether the independent variable has a correlation or not, a good regression model is a model where there is no correlation between the independent variables.

The method for detecting multicollinearity is seen from the *Value Inflation Factor* (VIF). If the tolerance value ≤ 0.10 or equal to the VIF value> 0.10, this is the cutoff value used to indicate multicollinearity. On the other hand, if the *tolerance value is* ≥ 0.10 or VIF <10, there will be no multicollinearity. (Ghozali, 2011: 106)

Autocorrelation Symptoms

This test is used to determine whether in the regression equation there are serial conditions or not between confounding variables. For meng e tahui whether or not the regression equation autocorrelation will be used approach Durbin Watson test.

As for the rule used to determine whether the model occurs or the absence of serial error term correlation is the DW value is greater than D_u or less than 4-D_u. based on this statement, the Durbin Watson test criteria for this test are D_u <Dw <4-D_u.

Heteroscedasticity Test

The heteroscedasticity test aims to test whether in the regression model there is an inequality of *variance* and residuals from one observation to another (Ghozali, 2006).

Heteroscedasticity means that the distribution of points and populations in the regression plane is not constant. This symptom results from changes in situations that are not reflected in the regression model. If the *variance* and residuals from one observation to another are constant, it is called homoscedaticity and if it is different it is called heteroscedasticity. Detecting the presence or absence of heteroscedasticity is done by looking at the scatterplot. If a certain pattern occurs (wavy, widened, or narrowed) it is indicated that heteroscedasticity has occurred.

Determinant coefficient (R^2)

Determinant coefficient (R^2) is used to measure how far the model's ability to explain variations in the dependent variable. The coefficient of determination is between zero and one ($0 < R^2 < 1$).

Small R^2 value means that the ability of the independent variables to explain the variation in the dependent variable is very limited. A value close to one means that the independent variables provide almost all the information needed to predict the variation in the dependent variable.

$$KD = r^2 \times 100\%$$

Table 5. Multiple Linear Regression Results
Coefficients [a]

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
(Constant)	25,101	2,566		9,782	,000		
X1	-206	,063	-385	-3,258	,002	1,000	1,000
X2	-199	,137	-172	-1,456	,151	1,000	1,000

Data source : Primary data processed, 2016

Testing Hypothesis Testing t a tau Partial Test

The t statistical test is used to test the effect of each independent variable on the dependent variable. The null hypothesis (H0) has no significant effect and the alternative hypothesis (Ha) shows that there is an influence between the independent variable and the dependent variable. The formulation of the hypothesis from this study can be described as follows:

1. Partial hypothesis between job stress variables on employee performance variables.
H0: there is no significant effect of work stress
on employee performance .
Ha: there is a significant effect of work stress
on employee performance .
2. Partial hypothesis between workload variables on employee performance variables.
H0: there is no significant effect of the load of work
on employee performance .
Ha: terdapat significant influence burden of work
on employee performance .

After knowing the formulation of the hypothesis of this study, a significant level of 5% or 0.05 was

determined because it was considered sufficient to represent the relationship of the variables studied and was a frequently used level of significance. The decision making criteria according to

Sugiyono (2011: 97) are as follows:

a. t count $< \alpha = 0.05$, H_o rejected and H_a accepted ($\alpha = 0.05$)
b. t count $> \alpha = 0.05$, H_o accepted and H_a rejected ($\alpha = 0.05$)

Multiple Linear Regression

Table 6. Multiple Linear Regression Results
Coefficients [a]

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
(Constant)	25,101	2,566		9,782	,000		
X1	-206	,063	-385	-3,258	,002	1,000	1,000
X2	-199	,137	-172	-1,456	,151	1,000	1,000

Data source: Primary data processed, 2016

Based on regression analysis results are presented in Table 6 then idapatkan equation as follows: $Y = 25.101 - 0,206 X_1 - 0,199 X_2$
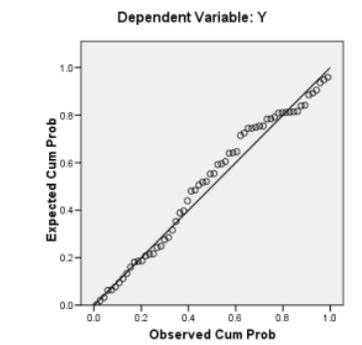
The regression equation shows a negative relationship between Work stress (X_1) and Workload (X_2) with Performance (Y), which means that the higher the work stress , the lower the performance. The higher the workload, the lower the employee's performance.

Classic assumption test

1. Normality test

The normality test aims to test whether in the regression model the independent variable and the dependent variable are both normally distributed or not. Normality of the data in the study seen by the way pay attention to points on the Normal P-Plot of Regression Standardized Residual of the dependent variable. The requirement of the normality test is that if the data spreads around the diagonal line and follows the direction of the diagonal line, the regression model fulfills the assumption of normality. If the data spreads far from the diagonal line and / or does not follow the diagonal line, the regression model does not fulfill the assumption of normality.

Figure 1. Normal Probability Plot
Data source: Primary data processed, 2016

Multicollinearity Test

Multicollinearity testing aims to determine the perfect relationship between the independent variables in the regression model. Symptoms of multicollinearity can be seen from the *tolerance* value and the *Variant Inflation Factor (VIF) value* . If the VIF value is less than 10 and the tolerance value is above 0.1, it can be concluded that the regression model does not occur multicollinearity. (Ghozali, 2011)

Table 7. Multiple Linear Regression Results
Coefficients [a]

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
(Constant)	25,101	2,56 6		9,782	,000		
X1	-206	,063	-385	-3,258	,002	1,000	1,000
X2	-199	,137	-172	-1,456	,151	1,000	1,000

Data source: Primary data processed, 2016

Based on Table 7 shows that VIF all independent variables in this study is less than 10, while the value of tolerance all independent variables more than 0.1 which means no correlation between variables occur free , thus it can be concluded that there are no symptoms of multicollinearity between independent variables in regression model.

Autocorrelation Assumption Test

To be able to detect the presence of autocorrelation, testing with Durbin-Watson can be seen from the results of multiple regression tests. Conventionally, it can be said that a regression equation is said to have met the autocorrelation assumption if the value of the Durbin Watson test approaches two or more. Following are the results of DW calculations using regression:

Table 8. Testing the Assumption of Autocorrelation of Variables X1, X2 Against Y

	du	4-d	dw	Decision
Score	1.6918	1,683	2,317	There is no autocorrelation

Data source : Primary data processed, 2016

In this test the samples tested were n = 62, k (number of variables) = 3, so that the value of dU = 1.6918 was obtained (Durbin-Watson table attachment). The table above shows the *durbine watson* value above the dU value and less than the 4-dU value, du <dw <4-du (1.6918 <2.317 <1.683) and it is stated that there is no correlation.

Heteroscedasticity Test

Heteroscedasticity means that the distribution of points and population in the regression plane is not constant. This symptom arises from changes in situations that are not reflected in the regression model. If there is no clear pattern, and the dots spread above and below the 0 on the y-axis, it will identify heteroscedasticity on the *scatterplot* graph. The following is a *scatterplot* image :
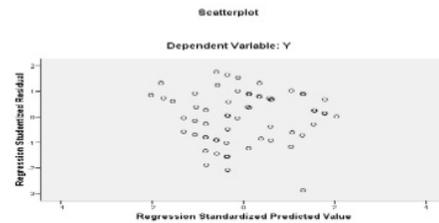
Figure 2. Heteroscedasticity Test Results
Source: SPSS output appendix, 2016

Based on Figure 2, it shows that there is no clear pattern, so there is no heteroscedasticity so that the regression model is suitable for use.

Coefficient of Determination (R^2)

Table 9. Value of determination (R^2)

Model Summary [b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,420 [a]	,177	,149	1,899	2,317

a. Predictors: (Constant), X2, X1
b. Dependent Variable : Y

Data source : Primary data processed, 2016

The value of R^2 of 0, 177 means that performance power Contracts Administration Section School of Education Department of Jombang through this research is influenced by variables of job stress and workload and the rest influenced by other factors not examined in pen elitian this.

Hypothesis Testing With t test

The t test is used to test the effect of the independent variables partially on the dependent variable. The significant degree used was 5% or 0.05. If the significant value is less than the degree of significance, the alternative hypothesis is accepted. The results of the significant value can be seen in the following table 4.11:

Table 10. T Test Results

No.	Variable	t-count	Significance	Information
1	Work Stress (X_1)	-3,258	0.002	Significant
2	Workload (X_2)	-1,456	0, 151	Significant definition

Source: SPSS attachment processed, 2016

Based on table 4.1 1 , it can be explained as follows:
1. First Hypothesis Testing (H1)

Job stress variable (X_1) has a value of $t_{sig} = 0.002 < \alpha = 0.05$. Thus it can be stated that there is an effect of work stress on the performance of the contract personnel of the School Administration Section of the Jombang City Education Office .

    2. Second Hypothesis Testing (H2)

Workload variable (X_2) has a value of $t_{sig} = 0.11 < \alpha = 0.05$. Thus it can be stated that the workload has no effect on the performance of the contract personnel of the School Administration Section of the Jombang City Education Office .

4. Result and Discussion
The Effect of Job Stress on Employee Performance

Based on the results of the study, it can be explained that job stress can reduce the performance of contract workers in the School Administration Section of the Jombang City Education Office. The majority of respondents have difficulty controlling their emotions when there is a lot of work, where this work must be completed on time, so that the work will create a feeling of pressure.

To complete the job, the administrative staff have to work extra hard in their duties, so that sometimes they feel sleepy when working. This will have an impact on the work not maximally.

Disturbances experienced by administrative staff will have an impact on employee performance. The higher the level of stress experienced, the performance will decrease. The opposite also occurs when a low stress level will increase the employee's performance.

Good employee performance will help achieve the goals of the institution, the higher the performance of employees, the faster the goals of the institution are achieved. Therefore, the disturbance that occurs needs to be addressed

Explain about data analyze and discussion research finding. It should be formatted using 12 point, Times New Roman, single spaced.

Effect of workload on employee performance

Based on the results of the study illustrates that the workload is not able to reduce the performance of contract workers in the School Administration Section of the Jombang City Education Office. Although the results of the description show that the respondents' high responses regarding workload, especially being able to complete routine work (daily, monthly, or yearly) on time, this shows that employees can complete routine work on time even though it becomes a burden for employees as an example of a master book and student data bank.

In an agency there is always a measure of the workload that must be given to employees. This workload must be proportional to one employee and another, so that it will have an impact on their performance.

Good or bad performance against a given workload really depends on how the employee responds to the assigned task. Employees who believe and feel that the task given is a challenge that must be solved even though the task is too excessive, then that person can still feel happy about his job. Conversely, if the excessive task is believed and felt as a burden, they will experience fatigue, both physical and mental fatigue.

5. Conclusions

Based on the results of the research conducted, the following conclusions can be drawn:

Job stress affects the performance of contract workers for the School Administration Section of the Jombang City Education Office. So, if the administrative staff is experiencing high

stress, then their performance will decrease. Stress will cause various problems that will be experienced by administrative staff, including at work it will be difficult to control emotions when there is a lot of work and have not been completed, feeling sleepy when working because they have to work overtime, awkward in sleeping because of unsolved tasks. This will have an impact on the performance is not optimal because of the disturbances it experiences. Workload has no effect on the performance of contract workers in the School Administration Section of the Jombang City Education Office. Thus, even if the workload is large or not, employee performance will not be affected. It can be seen that the administrative staff is responsible for

Acknowledgement

The school should pay attention to the work stress of employees when there are many jobs. There should be tolerance, providing input between friends, so that what is being thought can be resolved. In addition, creating good communication between fellow employees needs to be considered, in order to create a comfortable working climate. This attention can be done by refreshing together which can create a sense of kinship between fellow employees.

The school needs to pay attention to the workload of employees, especially in each day, my ability to work effective hours is 4 hours 35 minutes from 6 hours of work / day, for example providing time off to eliminate boredom

The school also needs to pay attention to employee performance, especially in disciplinary work time when entering or leaving. This can be done by guiding and providing input between people that it is necessary to create a disciplined work climate.

This research is expected to be used as a reference for developing research to be conducted with other variables, such as motivation, leadership style, and job satisfaction.

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