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## JOB STRESS OF TEACHERS IN PRIMARY SCHOOL OF SULTAN AGUNG PEMATANGSIANTAR

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### ABSTRACT

*Teachers' motivation and performances depend on the socio-cultural and psychological situations in schools where they are teaching. This paper took two factors as variables; Job Stress and Conflict that assumed contribute to the motivation and performances of teachers. With a survey research this study revealed that the Teacher performance in English Learning in Private School of the Sultan Agung Primary School of Pematang Siantar obtained as much as 0.6 in bad level, 8.4% in good level, 56% in good level, and 35% categorized very well. This research has some conclusions; the job stress and conflict of teachers in Sultan Agung Primary school were low or they could resolve the problems; it was found that the class management obtained that managed by teachers in the average score was 4.00 (good). The school management contributes much on the teachers' motivation and performances in Sultan Agung Primary school of Pematang Siantar, Indonesia.*

**Keywords:** Job stress, conflict, motivation, teachers' performances

### INTRODUCTION

In the terms of improving teacher performance, educational institutions need to pay attention to other factors such as motivation. Motivation is an input and provide a driving impetus to direct employees to perform their respective duties in order to achieve goals in accordance with expectations set by the company. Motivation applied in Private Primary School of Sultan Agung Pematang Siantar consists of the need for achievement, affiliation, and the rule. The Sultan Agung Pematang Siantar is motivating all teachers by providing training that can improve teachers' skills such as computer usage training, subject socialization, providing opportunities for all teachers to obtain certification allowance. Education is a conscious effort to cultivate the potential of human resources (HR) through teaching activities aimed at assisting students in their optimal development, such as the development of all potential, skills and personal characteristics in a positive direction. Successful achievement of educational goals is determined primarily by the learning process experienced by students. By learning process, it is expected to increase aspects of knowledge, attitudes and skills of students.

A good school situation leads the better performances of teachers who are in it, for that teacher performance needs to be considered well. Performance of teacher in Primary School (SD) of Sultan Agung Pematang Siantar implement three aspect that is program planning of learning activity, implementation of learning activity and evaluation / assessment of learning. Based on the author's observation in the field, the three aspects that must be implemented is as expected in the learning plan, but the need to be improved again so that its performance is very high.

One of the factors indicated to influence employee performance is stress. Stress is a condition that caused by existence of mismatch between the unwanted situation and the biological, psychological or social systems of individuals. Employee job stress in Private Primary School of Sultan Agung Pematang Siantar consists of task demands, role demands, interpersonal demands, organizational structure, and leadership. In addition to stress factors, conflicts are also indicated as things that can affect the performance of employees in Sultan Agung Pematang Siantar. The types of conflicts occurring in Primary School (SD) of Sultan Agung Pematang Siantar can be seen through the dimensions of functional conflict and dysfunctional conflict. The functional conflicts that occur in Primary School of Sultan Agung Pematang Siantar that the employees compete each other in a healthy to excel at work to achieve a position. While the phenomenon of functional conflict that occurred in Primary School of Sultan Agung Pematang Siantar covering the conflict among colleagues is there are still some teachers who have not been able to work together in completing the task.

### **Formulation of the Problem**

Based on the description above, then the formulation of the problem is:

1. How is the description of job stress of teachers in Private Primary School of Sultan Agung Pematang Siantar?
2. How is the effect of job stress of teacher affecting the performance of teachers in Private Primary School of Sultan Agung Pematang Siantar either simultaneously or partially?

### **RESEARCH OBJECTIVES**

The objectives of this research are:

1. To know the description of job stress of teacher in Private Primary School of Sultan Agung Pematang Siantar.
2. To determine the effect of job stress of teacher that impact the performance of teachers in Private Primary School of Sultan Agung Pematang Siantar either simultaneously or partially.

### **HYPOTHESIS**

Hypothesis is a temporary answer that still must be proven and will be accepted if proven true through research.

The hypothesis taken by the author is:

**A.  $H_0 = 0$ :** Job stress of teacher has no significant effect on teacher performance in Private Primary School of Sultan Agung Pematang Siantar either simultaneously or partially.

**B.  $H_a \neq 0$ :** job stress of teacher has a significant effect to performance of teacher in Private Primary School of Sultan Agung Pematang Siantar either simultaneously or partially.

### **RESEARCH METHODOLOGY**

<sup>12</sup> To be able to produce good research, it takes research design to support and provide the results of a systematic research. The research design is all the necessary process in the planning and execution of research that helps the research in collecting and analyzing the data.

The research design that the authors use in writing this research are as follows:

## 1. Library Research

This kind of research was conducted to find a variety of relevant references both in the form of textbooks and lecture notes related to this thesis.

## 2. Field Research

Field research is a direct study which plunged into the field. The object of research is the Primary School of Sultan Agung which located at Surabaya Street No. 19 Pematangsiantar, Medan, Indonesia

## LITERATURE REVIEW

### Job Stress

In company, employees always get work stress. Job stress is a negative condition. The result, too much stress can threaten a person's ability to deal with the environment, which ultimately disrupts the execution of his duties, means disrupting his work performance. In general, people assume that stress is a negative condition that leads to the emergence of physical or mental illness, or lead to abnormal behavior. According to Leka, S. (2003) Job stress is the respons people may have when presented with work demands and pressures that are not matched to their knowledges and abilities and which challenges their abilities to cope. Thus, Lu, L. etal (2015) assumes that job stress is described as the psychological strain or distress that arises from individual or organizational stressors in the workplace. Work-related stress is determined by work organization, work design and labour relations and occurs when the demands of the job do not match or exceed the capabilities, resources, or needs of the worker, or when the knowledge or abilities of an individual worker or group to cope are not matched with the expectations of the organizational culture of an enterprise (ILO, 2016).

From the understanding above, the author concluded that job stress is a condition in work in which individuals face opportunities, constraints, or demands within an organization to external situations that can cause negative impacts, affect emotions, the process of thinking and the condition of a person if not managed properly.

There are several factors that potentially cause stress on employees, namely:

- 1) Environmental factors, as well as environmental uncertainties affect the design of organizational structures; the uncertainty also affects the level of stress among employees in the organization.
- 2) Organizational factors, many factors within the organization can cause stress. Pressure to avoid mistakes or complete tasks within a limited time frame, excessive workload, demanding and insensitive bosses, and unpleasant co-workers are just a few examples.
- 3) Individual factors, typically individuals only work 35 to 50 hours a week. However, the experiences and problems that people encounter outside of work hours that are more than 120 hours per week can make the work overstressed.

### Work Conflict

Basically the conflict begins on the one hand is made unhappy by the other party about a matter which by the first party is considered important. Conflict in the company occurs in various shapes and patterns, which hampers individual relationships with groups. The existence of different views among each person has the potential to cause friction, hurt and others.

Verma (1998) argues that conflict is as inevitable in a project environment as change seems to be. A process begins when one party has a perception that the other is negatively affecting, or will negatively affect, something of concern or first-party interest. According to Thomas (in Omisore and Abiodun, 2014) defines conflict as a “disagreement in opinions between people or groups, due to differences in attitudes, beliefs, values or needs”.

Based on the understanding, it can be concluded that the work conflict is a mismatch, disagreement and irregularities both intra-individual and social interactions such as individuals, groups, or organizations that can have a negative impact.

### Motivation

Although in practice managers can brand certain employees as unmotivated people, management science asks not to put such a stamp. Motivation is the result of interaction between the individual and his situation. Individuals, of course, vary in their motivational impulses, but overall motivation varies from one situation to another. When it is analyzed about the concept of motivation, remember that the level of motivation varies between individuals and within individuals at different times.

According Osabiya (2015), motivation is some driving force within individuals by which they attempt to achieve specific goal in order to fulfill some need or expectation. Flippo (in Maduka and Okafor, 2014) defined motivation as a psychological process initiate by the emergence of needs involving a good directed action and behavior aimed at satisfying a particular desire. It is inducement given to workers for higher output. Motivation is a set of courses concerned with a kid of strength that boosts performance and expresses and continues conduct towards accomplishing some definite targets (Kalimullah et al (2010); Porter and miles (1974) in Manzoor, 2011). Thus, motivation means a condition that encourages or causes a person to do an act / activity, which takes place consciously.

Two common forms of motivation are intrinsic motivations and extrinsic motivations. Intrinsic motivations result from satisfying an individual’s beliefs and values. On the other hand, extrinsic motivations are based on tangible economic returns, goods, recognition, or services to the individual (Kreps in Furlich, 2016)

### Organizational Performance

Performance is considered to be a function of ability and motivation, thus Job performance is a combination between ability and motivation (Ganta, 2014). Organizational performance is the accumulation of the end result of all processes and work activities of the organization. This is a complex but important concept, and managers need to understand factors that contribute to high organizational performance.

Optimal organizational performance depends on how the company utilizes its production factors economically, effectively and efficiently. Therefore, prior to conducting its operational activities, the company should make the planning, both strategic planning and short-term planning. Budget is a major component of planning, which is financial planning for the future that contains goals and actions in achieving the goals of the organization.

Managerial performance is one factor that can be used to improve organizational effectiveness. Performance will be said to be effective if the subordinate parties have the opportunity to participate in the process of preparing the budget.

### Job Stress of Teachers in Primary School

Teacher is an important part of education and playing an important role in achieving educational goals. The attention of a school to the performance of teachers is very important. Teacher performance is a picture of the graduates achievement achieved in a certain period of

time. Performance is basically the achievement of work, the implementation of work / performance in an organization.

Especially for teachers, the teacher's performance measure is seen from his sense of responsibility in carrying out his mandate, his profession, and his sense of moral responsibility on his shoulders. All of this will look to his obedience and loyalty in carrying out his teacher's duties in the classroom and his educational duties outside the classroom. This attitude will also be accompanied by a sense of responsibility to prepare all teaching equipment before implementing the process of learning. In addition, teachers have also considered the methodology used, including the tools, educational media to be used, and what assessment tools are used in evaluation.

One of the factors that affect a teacher's performance is job stress. Kyriacou and Sutcliffe (in Chan et al, 2010) had exhaustively defined teacher stress as a response to negative effect such as anger or depression by a teacher, usually accompanied by potentially pathogenic, physiological and biochemical changes. Stress on the teacher is demonstrated by the teacher in working easy to complain, feel anxious, and feel difficulty. The emergence of stress felt by teachers is caused by the following factors: Vulnerable stress is caused by dense hours of teaching and high workload, the number of students with various characteristics that must be understood, and the behavior of students who are difficult to regulate. The density of teaching hours and the burden of teaching outside the academic cause the teacher like to complain against the perceived overload. The stress that occurs causes less optimal performance of teachers in teaching and learning activities.

Job stress negatively affects teacher performance. Job stress experienced by teachers is a factor of some constructs, and these factors are significantly related to one another. Stress of teachers is related to a number of occupations and organizational variables. Stress has psychological and social effects; this effect can lead to poor performance. Stress sources of teachers may be summarised as low motivation in students, discipline problems, the pressure of time and the work load, being assessed by others, colleague relationship, conflict and indefiniteness of roles, bad working conditions and self-respect, students' discipline problems, the inadequate support of colleagues, family and friends (Eres and Atanasoska, 2011).

### **The Effect of Job Stress and Work Conflict on Motivation to Performance**

Performance of employees within an organization or company can be affected by job stress and workplace conflict. Stress is not automatically bad for the individual employee or the performance of their organization. Work stress on employee performance can be seen that there is a significant relationship to the negative of work stress on employee performance. If the work stress is high then the performance of employees will decrease and will cause frustration, like anger and also can be quiet and often aloof.

To be able to know the effect of job conflict with employee performance, in the sense of conflict can result in improvement of group performance or also can be dysfunctional because hamper the performance of group in case of conflict hence employee performance will decrease and will cause less good result of performance and also communication between employees will not be good anyway.

From the description above, the authors can conclude that job stress, work conflict and motivation affect the performance of employees. Job stress that exists on employees can cause the level of concentration and ability to think well reduced, but work stress can also improve performance if managed properly. And also with the work conflict that can be

managed properly will create good employee performance as well, because the work conflict can also be managed properly to improve the performance but if it can not be managed properly then causing negative or bad impact on employees.

## RESEARCH RESULTS

### Simultaneous Test (F Test)

To test the significance of the relationship of independent variables with the dependent variable simultaneously, it is used Test F. The calculation is assisted using SPSS version 17. By using the level of significance  $\alpha = 0.05$ , the decision-making criteria used are as follows:

A) If  $F_{\text{count}} > F_{\text{table}}$ ,  $H_0$  is rejected, work stress and work conflict have negative effect on employee performance at Primary School of Sultan Agung Pematangsiantar simultaneously.

B) If  $F_{\text{count}} < F_{\text{table}}$ ,  $H_0$  is accepted, work stress and work conflict have a positive effect on employee performance Primary School of Sultan Agung Pematangsiantar simultaneously.

### Partial Test (t test)

The treatment carried out to find the truth in the sense of accepting or rejecting the hypothesis is called the hypothesis testing. T test is a test conducted to determine whether between the independent variable is the stress of work and the dependent variable is the employee performance has a significant relationship or not. The price of  $t_{\text{count}}$  compared with the  $t_{\text{table}}$  price for error of 5% test two parties and  $df = n-2$ , then obtained the value of  $t_{\text{table}}$ .

To know rejected or not, it is stated with criteria as follows:

A) If  $t_{\text{count}} > t_{\text{table}}$ ,  $H_0$  is rejected, work stress and work conflicts have a negative effect on employee's performance at Primary School of Sultan Agung Pematangsiantar partially.

B) If  $t_{\text{count}} < t_{\text{table}}$ ,  $H_0$  is accepted, work stress and work conflict have positive effect on the performance at Primary School of Sultan Agung Pematangsiantar partially.

In facilitating and accelerating the process of data, the author used computerized software program software of Statistical Product & Service Solutions (SPSS) for Windows Release version 17.

## DISCUSSION

### Performance of English Teachers

Performance is a progress or achievement of work with certain criteria that do based on the potential they have with the assessment of a particular person. Teacher performance is stipulated in Law Number 14 of 2005 on Teachers Performance and Government Regulation Number 19 of 2014 on Teachers Competence. According to the Ministry of National Education on Law Number 20 of 2003 on National Education System, teacher performance indicators are based on three learning activities in the classroom, they are learning program of planning activities, implementation of learning activities and evaluation / assessment of learning.

Teacher performance in English Learning Pematangsiantar can be seen from various factors as contained in questionnaire. The results obtained for teacher performance are as much as 0.6 in bad level, 8.4% in good level, 56% in good level, and 35% categorized very well.

### Discipline of English Learning

Discipline is a regulation established by an organization that is relative and aims as a controlling tool so that their workers can work without passing the limits that have been set.

Discipline on English Learning in Pematangsiantar can be seen from various factors as contained in the questionnaire question. The results obtained for the discipline is as much as 0.4 in the level of not good, 9.5% in the level is good enough, 57.8% in good level, and 32.3% categorized very well.

## **CONCLUSION**

### **Work Discipline in Primary School of Sultan Agung Pematangsiantar**

Work discipline is an attitude that is filled with awareness to obey the rules that exist both in written and not written to achieve organizational goals. Good discipline reflects the magnitude of a person's sense of responsibility for the tasks assigned to him.

Based on the indicators used by the author, it is obtained the results of research that the discipline in Primary School of Sultan Agung Pematangsiantar can be said very well. This is evidenced based on the questionnaires distributed by the author, and obtained an average score of 4.53 answers that are considered very good.

In the frequency dimension of attendance with indicators attending work meetings with an average score of 4.41 with very good answer criteria, teachers should maintain or attend meetings held by the school so as not to catch the news. In the absence notification indicator assigned to the average score of 4.51 with very good answer criteria, to maintain it teachers should disclose their absence to co-workers or to the principal directly. On the indicator of morning gymnastic supervision is at an average value of 4.15 with good value criteria. To improve supervision of morning gymnastics, the head of Elementary School of Sultan Agung Pematangsiantar should be more direct the teacher to attend school no later than 07.00 A.M. so that students are more eager to follow gymnast every morning on Friday.

On indicators report immediately when there are things that are dangerous are at an average value of 4.44 with very good answer criteria. To optimize it the teachers should report immediately to the boss when there is a dangerous thing. On the job alertness indicator is at an average of 4.46 with very good answer criteria. To optimize the teachers should be careful in carrying out the work. In the indicator to guide and encourage subordinates in carrying out the task is at an average value of 4.26 with very good answer criteria. To optimize it, teachers should cooperate with each other in carrying out the tasks so that the distribution of talents owned by each teacher.

On the indicator shows loyalty and love to the Foundation is at an average value of 4.49 with very good answer criteria. To overcome these teachers should keep following the activities organized by the Foundation and School. In the indicators of creating and maintaining the working atmosphere is at an average value of 4.44 with very good answer criteria. To optimize the teachers should be able to maintain a good working atmosphere with as optimal as possible. In the indicators to be a good role model in the environment is at an average value of 4.36 with very good answer criteria. To optimize it teachers should maintain a good role model in school and community environments.

### **Communications in Primary School of Sultan Agung Pematangsiantar**

Communication is an activity to convey messages or information from one person to another through a process both orally and writing so that the recipient is able to receive messages or information in accordance with the intent of the sender.

Communication Pematangsiantar can be seen from various factors as contained in the questionnaire. The results obtained for communication is as much as 0.6% in the level of not



good, good category as much as 4.3%, 49.8% in good levels, and 45.3% categorized very well.

### **Motivation in Primary School of Sultan Agung Pematangsiantar**

Motivation is an art or expertise in a process that explains the intensity, direction and persistence of an individual to achieve his goal so that they can perform as well as possible to achieve organizational goals.

Motivation can be seen from various factors such as the questionnaire. The results obtained for leadership in English Learning is as much as 4.6% in the level of good enough, 55.6% in good level, and 39.8% categorized very well.

### **Working Environment in Primary School of Sultan Agung Pematangsiantar**

A clean working environment will make employees feel comfortable and safe to linger in the workplace. The working relationship between subordinates and superiors is reflected in the physical and non-physical work environment given to employees properly and correctly. Based on the dimensions used and the results of research obtained explained that the working environment in Primary School of Sultan Agung Pematangsiantar said good, both from the physical environment and non physical environment with an overall average value of 4.19 with good answer criteria.

Although it is good, but there are some aspects that are on the value below the average, such as on the dimensions of the physical work environment with the indicator of cleanliness of the workspace is at an average of 4.05 with good answer criteria, to overcome the need of spatial arrangement on Office to look more neat and clean. In the indicator of work space comfort is at an average value of 4.11 with good criteria, to overcome it needs to be made AC in the office space so that teachers and employees can work comfortably on the workplace noise indicator with an average value of 3.51 with good answer criteria to fix this office room should use soundproof.

In the indicator of the state of the room is at an average value of 4.05 with good answer criteria, to increase it needs to be made expansion of the workspace so as not too narrow between one table and the table of other colleagues. In the self-control indicators created in the workplace is at an average value of 4.15 with good answer criteria, to overcome this need for teachers to anticipate self-control.

From the evaluation of the working environment above, it can be concluded that if things have been declared good, then the teacher will feel comfortable and can reduce the saturation because of work so that it can improve its performance to be able to achieve the goals expected by the school.

### **Performance Teachers in Primary School of Sultan Agung Pematangsiantar**

Performance of teachers is the result of achievement that must be achieved by a teacher who is responsible in carrying out tasks done within a predetermined time to get his achievements as a good teacher. The performance of teachers should be improved and maximized by the leadership in order to get a good performance result to get an average rating 4.09 with good answer criteria.

But there are some aspects of the value that is considered good but still needs to be improved. As indicator of ability in developing syllabus obtained average value 3,85 with good answer criterion, to improve Primary School of Sultan Agung Pematangsiantar still willing to consider syllabus for teaching materials that will do. From the indicator of the ability to arrange the learning implementation plan obtained an average value of 3.92 with good answer

criteria, to improve this every teacher who teach should adjust the learning design, so the school plan can run well.

In the indicator of the ability of class management obtained an average score of 4.00 with good answer criteria, to overcome this teacher should be able to manage students in the class well and master the class. In the indicator of ability to use the method of learning to get a score of 4.03 with good answer criteria, to overcome this, teachers should know what teaching materials will be taught to learners. Then the dimension of evaluation or assessment of learning on student talent scoring indicators obtained an average score of 4.00 with good answer criteria. To improve student talent gaining, teachers should test students to learn about gifted students.

From the explanation above, it can be concluded that the agency should pay more attention to all school activities for all aspects that important to note on indicators of implementation of learning so that teachers can provide good material and in accordance with what has been planned. Because of the things above are considered good, the teacher feels the performance given in accordance with what is needed by Private Primary School of Sultan Agung Pematangsiantar.

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