The Analysis of the Influence of Work Behavior, Work Stress and Wages on the Performance of Cleaning Officers in the Environmental Service of Karo District

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ABSTRACT

This study aims to analyze the effect of work behavior, work stress and Wages on the performance of cleaning staff at the Karo Regency's Environmental Department. Hereupon as the independent variables are work behavior (X1), work stress (X2) and Wages (X3) towards performance (Y). The type of research that used in this research is descriptive in associative type research with a quantitative approach. The total samples in this study are 91 people of cleaning staff at the Karo Regency's Environmental Department. Data collection techniques carried out by collecting primary data including questionnaires, interviews, observations and documentation studies, and secondary data collection, such as literature study, documentation and browsing. The data analysis method using multiple linear regression. The results of the simultaneous test showed that the variables of work behavior, work stress and Wages simultaneously had a positive and significant effect on the performance of cleaning staff at the Karo Regency's Environmental Department. While partially there are 2 (two) independent variables, namely work stress and Wages which have a positive and significant effect on the performance of cleaning staff at the Karo Regency's Environmental Department. While the work behavior variable does not have a positive and significant effect on the performance of cleaning staff at the Karo Regency's Environmental Department.

Keyword: Performance, Work Behavior, work Stress, Wages

INTRODUCTION

Garbage is one of the environmental problems that has been a concern of the world for a long time and needs serious handling so that it does not cause a dangerous impact. Everyone is inseparable from the waste problem because everyone produces waste from their activities. The increase in the volume of waste is in line with the rate of population growth, increased technology, socio-cultural activities and the economic growth of people in an area (Azkha, 2007). The World Bank in a report entitled "What a Waste: A Global Review of Solid Waste Management", revealed that the amount of solid waste in world cities will continue to increase by 70% from this year to 2025 from 1.3 billion tons per year. year to 2.2 tons per year. Kabanjahe City is the center of government in Karo Regency and as the center of strategic activities which causes many people to come and live in Kabanjahe City. The large number of residents in Kabanjahe City affects the volume of waste produced every day. Meanwhile, the number of cleaning officers is 91 people consisting of 7 foremen, 46 sweepers in Kabanjahe, 14 pedicab drivers, 11 drivers and 13 conductors / drivers of garbage trucks. Waste production in Kabanjahe City

in 2019 is an average of 240 cubic meters per day (Karo Regency Environmental Service, 2019).

Table 1: Waste production in Kabanjahe City

No	Description	2015	2016	2017	2018	2019
1	Total volume of trash that is handled (m³)	147.507	195.655	205.184	216.148	226.725
2	Total volume of waste production (m³)	203.847	250.254	253.118	261.109	272.789
3	Waste volume ratio handled against the volume of waste production (%)	72,36	78,18	81,06	82,78	83.71

Based on the results of a survey by researchers, the road gutters in Kabanjahe City are often filled with plastic waste, residential waste, soil and sand sediment, the remains of community building rehab materials and food wrappers that are thrown by residents carelessly onto the road. Even the Green Open Space (RTH) or city park located on Jalan Selamat Ketaren Kabanjahe or in front of the KPU Karo Office is covered with garbage or household waste, thus damaging the park (https://www.hetanews.com/article/150448/tak-treated-garden-city-kabanjahe-so-garbage- disposal-accessed June 10, 2019). For waste management in the city of Kabanjahe, the Karo Regency Environmental Agency has provided 10 units of garbage collection cars and trash drivers. Each car consists of 1 driver and 3 kernet. There are as many as 40 transport officers. The schedule for transporting waste in Kabanjahe is carried out 3-4 times per day. The street sweepers consist of 45 sweepers. The sweeping schedule is done 3 times a day, namely morning, evening and night with an average working hour of 8 hours each day. To pay this employee, the Karo District Environmental Agency.

The performance of good human resources can be seen from how cleaners are able to show their work well. Apart from the pressure that comes from the work environment, the family environment and social environment also have the potential to cause anxiety. The impact arising from this problem can be detrimental to the officers themselves, related agencies and local residents. Provision of work wages that have not met expectations, payment of wages that are not regularly paid every month, the work bond system is not clear so that officers with poor performance may not have their contracts extended This becomes a negative perspective because it will create anxiety that can cause work stress for officers. Based on the work wages received by cleaning workers at the Karo Regency Environmental Service, it was found that the cleaning workers' wages were less than expected. The wages received by officers have not been able to overcome the expenses of officers, so that it can cause negative perceptions about wages and influence someone's thinking to leave.

With daily difficulties with workloads, they have to reach the target set by the office and the demands of the organization so that cleaning workers have good work behavior in providing services that will cause work stress, job dissatisfaction for officers with work wages, which are feared for decreased performance of officers and not optimal. will have an impact on the cleanliness of Kabanjahe City, which is currently being carried out, is disturbed or even stopped. Excessive work stress and work wages that are not as expected can affect the performance of sweeping officers so that they do not carry out their work optimally. Sunyoto (2012) states that work stress experienced by employees due to the environment they face will affect their performance and job satisfaction. So that management needs to improve the quality of the organizational environment for employees. Reducing the stress experienced by employees will certainly improve the health of the organization. Excessive work stress can lead to decreased performance of officers. This decrease in performance can result in goals being unable to run optimally. The performance of the cleaning officers of the Karo Regency Environmental Service in keeping the city of Kabanjahe and its

surroundings has not been achieved properly.

Work Behavior

According to Thoha (2011) human behavior is a function of the interaction between a person or individual and their environment. Work behavior is a field of study that studies the impact of a person on human attitudes and actions in the work environment. Robbins explains that organizational behavior focuses on behavior or actions within the organization and a set of achievements and variables regarding the narrow attitudes of employees.

According to Sinamo (2002), there are eight paradigms at the level of work behavior that can be the basis for success at the personal, organizational, and social levels, namely working sincerely, working thoroughly, working properly, working hard, working seriously, working creatively, working excellence, and works perfectly.

Work stress

Stress according to Luthan (2006) is an individual's interaction with their environment, but the definition is detailed as an adaptive response that is connected by individual differences and or psychological processes that are a consequence of action, which places excessive psychological demands on a person. Mangkunegara (2013) states that work stress is a feeling of pressure experienced by employees in facing work. Meanwhile, according to Hans Selye (Munandar, 2008) stress is an abstraction, people cannot see a stressor (stressor), which can be seen is the result of stress generators.

Wages

According to Law No.13 of 2003 concerning Manpower, wages are defined as rights of workers / laborers that are received and expressed in the form of money as compensation from employers or employers to workers / laborers who are determined and paid according to a work agreement, agreement, or regulation. legislation

including allowances for workers / laborers and their families for a job or service that has been or will be performed (Law No. 13 of 2003). From various definitions of wages, it can be concluded that wages are the benefits received by workers from employers for services provided to companies based on the length of hours worked and the number of products produced, as well as an agreement between workers and employers in determining the amount of wages.

Performance

Wibowo (2016) states that performance comes from the notion of performance, there is also an understanding of performance as a result of work or work performance, but performance has a broader meaning, not only the result of work, but including how the work process takes place. Prawisentono (Sutrisno, 2016), performance is the result of work that can be achieved by a person or group of people in an organization, in accordance with their respective authorities and responsibilities, in order to achieve the goals of the organization concerned legally does not violate the law and is in accordance with morals or ethics. It can be concluded that performance is basically what employees / employees do or not do so that they affect how much they contribute to the agency or organization including the quality of service served. Bernadin and Russel (Sutrisno, 2016) proposed six primary performances that can be used to measure performance, namely:

1. Quality. Is the extent to which the process or the results of the implementation of activities close to perfection or close to the expected goals.
2. Quantity, is the amount produced.
3. Timeliness, is the extent to which an activity is completed at the desired time, by taking into account the coordination of other outputs and the time available for other people's activities.
4. Cost effectiveness, is the extent to which the use of organizational resources

(human, financial, technology and material) is maximized to achieve the highest results.

5. Need for supervision, is the degree to which a worker carries out a job without requiring a supervisor to prevent unwanted actions.
6. InteIDRersonal impact. Is the degree to which employees maintain self-esteem, good name and cooperation between colleagues and subordinates.

Conceptual Framework

Research wants to see and analyze how much influence work behavior, job stress and work wages have on employee performance. In accordance with the description on the background of the problem, literature review and previous research, a conceptual research framework is prepared as follows:
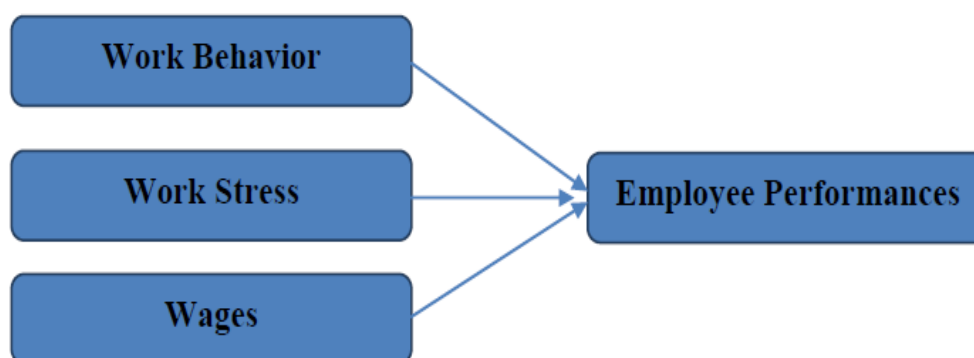

Figure 1: Research conceptual framework

The operational definition and measurement of the variables are explained as follows:

1. Work behavior (X1) is a function of the interaction between an individual and their environment. The indicators used are motivation, attitudes, beliefs and rewards
2. Job stress (X2) is a stressful condition that creates a physical and psychological imbalance that affects an employee's emotions, thought processes, and conditions. The indicators used are the level of consistency in work, the level of aggression at work (psychic), behavior in work and organization and physicality at work.
3. Work Wages (X3) are remuneration paid to daily workers based on the agreement that has been agreed to pay them. The indicators used are the suitability of expectations with reality and suitability for workloads.
4. Performance (Y) is an achievement of certain job requirements which in the end can be directly reflected in the output produced both by quantity and

quality, the resulting output as stated above can be physical or non-physical. The indicators used are quantity of work, quality of work and utilization of results.

RESEARCH METHOD

This type of research is a descriptive and associative research type with a quantitative approach. It is said that the quantitative approach is because the approach used in the research proposal, process, hypothesis, go to the field, data analysis and data conclusions until writing uses aspects of measurement, calculation, formula and certainty of numerical data. This research is a descriptive study because it aims to make descriptions of the facts and characteristics of a particular population or area in a systematic, factual and thorough manner (Ginting, 2008: 55).

The study used a questionnaire for data collection by giving a set of questions or written statements to respondents to answer them (Sugiyono, 2010: 199).

The questionnaire was conducted on the cleaning officers of the Karo Regency Environmental Service. The population in this study were the cleaning officers of the Karo Regency Environmental Service. totalled 91 people consisting of 7 foremen, 46 sweepers in Kabanjahe, 14 pedicab drivers, 11 drivers and 13 conductors / drivers of garbage trucks (source: Karo Regency Environmental Service, 2019). Sampling in this study is a total sampling technique, namely the technique of determining the sample which makes all members of the population as a sample in conducting research. So the sample in this study was 91 people

The data analysis technique in this research is quantitative data analysis techniques using multiple linear regression models. The regression model formed is

$$Y = a + b1X1 + b2X2 + b3X3 + \varepsilon$$

with work behavior variables (X1), job stress (X2) and Wages (X3) on Employee Performance (Y), constants (a), regression coefficients (b1 / b2 / b3) and standard errors (ε).

RESULT AND DISCUSSION
Descriptive Respondents

It is known that the dominant female gender in this study was 52.7%, while the male was 47.3%. The descriptive age of the respondents shows that the most respondents are in the 31-40 year age group as many as 34 people (37.4%) and respondents aged 41-50 years are 26 people (28.6%). This shows that the age of the respondent is that the respondent is dominated by the productive age. The descriptive tenure of the respondents shows that the working period of the respondents is mostly in the group of 6 - 10 years of work as many as 34 people (37.4%) and a working period of 11-15 years as many as 26 people (28.6%). The descriptive education of the respondents shows that the education of the respondents is

predominantly high school education / equivalent as many as 37 people (40.6%) and respondents with a diploma - junior high school education / equivalent are 27 people (29.7%). This shows that education for cleaning officers at the Environmental Office of Karo District is dominated by junior and senior high school education.

In Karo Regency, the Regional Minimum Wage (UMR) for Karo Regency for 2019 is IDR 2,910,000, -. Based on the descriptive results of respondents, it is known that the employees' dominant wages are at IDR 1,000,000 - 1,999,999, and this is far from the UMR Karo district.

Table 1: Respondents' Wages

No	Category	Total	Percentage
1	IDR. 1.000.000 - 1.999.999	59	0.65
2	IDR. 2.000.000 - 2.910.000	21	0.23
3	Equal UMR (2.910.000)	0	0
4	Above UMR (IDR. 3.000.000)	11	0.12
	Total	**91**	**100**

Validity and Reliability Test

The results of data processing show that all items in the questionnaire are declared valid where all r count> r table (0.207) and the Sig. (2-tailed) <0.05 and the Pearson correlation is positive, so it can be concluded that all items in this questionnaire are suitable for use. Cronbach's alpha value of research> 0.6 so that the question items in the questionnaire are declared reliable or consistent, so the questionnaire is declared reliable to be used.
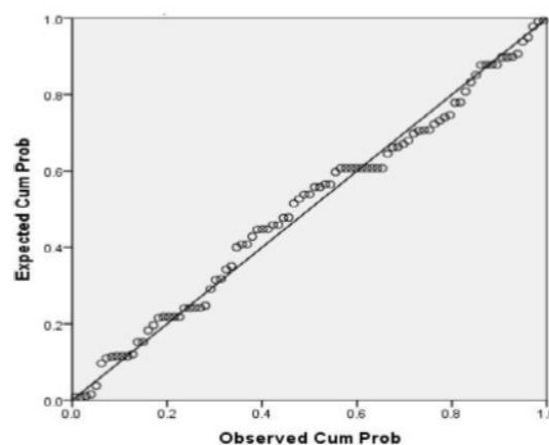
Classic assumption test

Figure 2: P-Plot Graph (SPSS output)

Based on Figure 2, there are points spreading around the diagonal line and the spread is somewhat close to the diagonal line so that it can be concluded that the data in the regression model is normally distributed and the regression model meets the assumption of normality.

Figure 3: Scatterplot Graph (SPSS output)

Table 3: Value of Collinearity Statistics (SPSS output)

Model		Collinearity Statistics	
		Tolerance	**VIF**
1	(constant)		
	Behavior	.759	1.318
	Stress	.805	1.242
	Wages	.863	1.159

It can be seen that the tolerance value for each independent variable is >0.10, namely for the work behavior variable 0.759, the work stress variable 0.805 and the work wage variable 0.863. The VIF value for the three independent variables is also <10, namely 1.318 for work behavior, 1.242 for work stress and 1.159 for work wages. So it can be concluded that there is no multicollinearity between the independent variables in this regression model.

The test was carried out with the Scatterplot graph, it appears that the dots spread randomly and do not form a certain pattern and are spread either above or below the number 0 on the Y axis, so it is concluded that there is no heteroscedasticity in the model.

Analysis of the Coefficient of Determination (R Square)

Table 4: Test Results of the Coefficient of Determination (R Square)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.580[a]	.336	.313	1.336
a. *Predictors*: (*Constant*), Wages, Stress, Behavior				
b. Dependent Variable: Performance				

The test results using the coefficient of determination show an Adjusted R Square value of 0.313, this means 31.3% of the variation in the dependent variable, namely employee performance is influenced by work behavior, work stress and work wages. The remaining 68.7% can be explained by other variables not included in this research model such as work motivation, work discipline, education, compensation, communication, abilities and skills, knowledge, work design, perso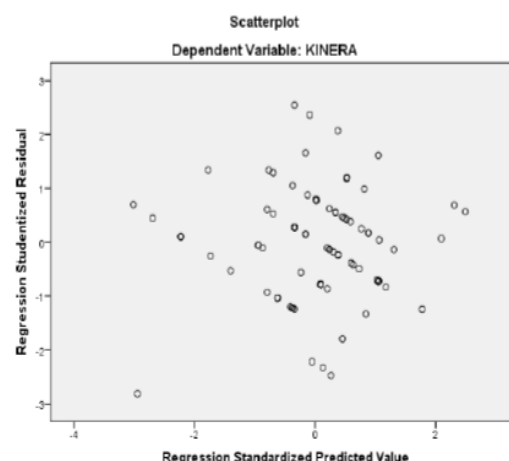nality, leadership, leadership style, organizational culture, job satisfaction, work environment, loyalty, and commitment.

Multiple Regression Test Analysis

The t table value is obtained by the following formula: df = n-k with,

n = number of samples

k = number of independent variables and dependent variables

It is known that t table is equal to 87 degrees of freedom and a significance level of 5%, then it is known that the value of t table is 1.66.

Table 5: Multiple Regression Partial Test Results

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	3.756	1.466		2.562	.012
Behavior	.033	.071	.046	.462	.645
Stress	.169	.073	.226	2.323	.022
Wages	.433	.090	.454	4.827	.000

Based on Table 5, the following are the partial test results from multiple linear regression:

1. Work behavior variable where the value of t count <t table (0.462 <1.66) and the significance is greater than 0.05 (0.645> 0.05) then H0 is accepted and Ha is rejected. This means that work behavior does not have a significant and positive effect on the performance of cleaning staff at the Karo District Environmental Service. This shows that there is a unidirectional relationship, so that if the behavior of cleaning workers is improved it will improve the performance of the officers, although it is less significant.

2. The work stress variable has a value of tcount> ttable (2.323> 1.66) and the significance is less than 0.05 (0.022 <0.05), so H0 is rejected and Ha is accepted. This means that work stress has a positive and significant effect on the performance of cleaning staff at the Karo District Environmental Service. The research conducted shows that the job stress experienced by cleaners tends to be high, but the performance generated by cleaners remains high.

3. The wage variable has tcount> ttable (4,827> 1.66) and the significance is less than 0.05 (0.000 <0.05), so H0 is rejected and Ha is accepted. This means that work wages have a positive and significant effect on the performance of cleaners in the Karo District Environmental Service.

Table 6: Simultaneous Multiple Regression Test Results

	Model	Sum of Squares	df	Mean Square	F	Sig.
1	Regression	78.605	3	26.202	14.686	.000[b]
	Residual	155.219	87	1.784		
	Total	**233.824**	**90**			
a. Dependent Variable: Performance						
b. Predictors: (Constant): Wages, Stress, Behavior						

The Ftable value is obtained by the formula:
df1 = k-1 and df2 = n-k
where n = number of samples and k = number of independent variables and dependent variables
then df1 = 3 and df2 = 87
with α = 5%, the value of Ftable is 2.71

From Table 6 that the significance value of F = 0.000 (smaller than α = 0.05) and the value of Fcount> Ftable (14.686> 2.71) then H0 is rejected and and Ha is accepted. Thus, it can be concluded that the variables of work behavior, work stress and work wages simultaneously have a positive and significant effect on the performance of cleaners in the Karo District Environmental Service.

CONCLUSION

1. Partially (t test), there are 2 independent variables, namely job stress and work wages that have a positive and significant effect on the performance of cleaners in the Karo District Environmental Service. While the work behavior variable does not have a positive and significant effect on the performance of cleaning officers in the Karo District Environmental Service.

2. Based on the F test, the variables work behavior, work stress and work wages simultaneously (simultaneously) have a positive and significant effect on the performance of cleaners at the Karo District Environmental Service.

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