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**THE EFFECT OF WORK STRESS AND FINANCIAL COMPENSATION,
OCB ON EMPLOYEE PERFORMANCE**
(Case Study at PT. MENTARI SEJATI PERKASA Private Company in Surabaya)

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ABSTRACT

This investigation the impact of occupation stress and monetary pay and OCB on worker execution. This exploration utilizes an informative sort with a quantitative methodology. Information assortment strategies in this examination were done by the writing study. The information investigation procedure utilized is the Primary Condition Model (SEM) with the Brilliant Incomplete Least Square (PLS) instrument. The consequences of this examination demonstrate that: (1) Occupation stress has no critical impact on OCB; (2) Pay significantly affects OCB; (3) OCB significantly affects worker execution.

Keywords: Job Stress, Financial Compensation, OCB, Performance

INTRODUCTION

Performance is a form of work done by employees that is spent as a basis for evaluating employees / companies ((Hasibuan, 2010). While the definition of employee performance is the achievement of a person's work based on work needs(Wake up, 2012). So it can be concluded that performance is a measure in assessing employees in a company by carrying out their duties and obligations.

In the sentence above, the important point here is Human Resource Management. The success of a company is said to be effective and efficient if it has indicators of the availability of Human Resources who have high quality and professionalism so that it affects Organizational Citizenship Behavior (OCB).

According to Robbins and Judge (2011), hierarchical achievement requires representatives who can tackle job past what has been resolved and the reality infers that associations with

workers who have great Authoritative Citizenship Conduct (OCB) will have preferable execution over different associations. According to(Suzana, 2017) in his research said that organizational behavior has a positive influence on employee performance.

The outcomes/yields created by the organization should satisfy foreordained guidelines, this isn't simply used to build up the organization yet additionally has an adverse consequence that should be kept away from, for instance, the work pressure experienced by representatives. Stress is an internal situation that occurs characterized by physical, environmental and social changes that have a negative influence. Stress is a dynamic situation when a person is faced with opportunities, obstacles or demands related to uncertain desires and successes(Inscription, Vivin Tri, 2017). In his research, he stated that job stress has a negative and significant effect on Organizational Citizenship

Behavior. A high level of stress will have an effect on the level of care for matters beyond one's obligations.

Not only work stress, financial compensation can also have an influence on the nationality of one's organization. Employees who have OCB can do their job or can help colleagues without expecting anything in return. In addition, the company will provide compensation in the form of salaries and allowances in accordance with their position. According to Angelina, (2014) said that monetary remuneration has a positive and critical impact on OCB. The usual problem in Organizational Citizenship Behavior (OCB) is the presence of employees who carry out activities outside of working hours. For example, chatting during work hours, playing gadgets, playing online games, and opening social networks. In this case the Organizational Citizenship Behavior (OCB) is expected to be able to provide roles and influence on employees. From the description above, the authors feel it is important to study and know about "The Effect of After Work and Financial Compensation on OCB and Performance".

The objectives to be achieved from the formulation of the problem are: (1) to analyze the effect of Job Stress Against OCB; (2) analyze the effect of Financial Compensation on OCB; (1) to analyze the effect of OCB on performance.

The company is stalking a competitive position that is substantially different from that of its competitors and more sustainable. (Achmad Daengs, 2019)

LITERATURE REVIEW

Work stress

According to Handoko (2011), work pressure is a state of strain that influences feelings, manners of thinking and the state of individuals. The amount of stress can pose a threat to people's ability to deal with the environment.

Stress is a condition of inability to cope with threats faced by mental, physical, emotional and spiritual which can affect human physical health. Stress is also a self-perception of a situation and environmental conditions.

Meanwhile, according to Hariyono, Widodo, Dyah Suryani (2009), stress is a state of tension that has an influence on one's emotions, thought processes and circumstances. If the stress experienced is excessive, it will have an effect in dealing with the work environment. According to Hermita (2011) interpret stress as an active reaction mediated by individual debates and / or a psychological process which is a consequence process of any activity, situation or implies an external event that becomes a psychological or physical burden from an excessive demand on someone".

From a portion of the definitions above, it very well may be presumed that work pressure is a state of strain caused by the creation of an imbalance in the physical and psychological condition of an employee which originates from himself or a group so that it affects the employee's physical, psychological and behavior.

Financial compensation

Pay comprises of money installments, roundabout awards as advantages and services, and incentives that can motivate employees which cause high levels of productivity to become an important component in work relationships. From the workers' side, compensation is a right and the main source of income, therefore the amount earned must be able to meet the needs of themselves and their families, and there is a guarantee of acceptance. According to Subekhi, Akhmad, (2012) said that compensation is all forms of appreciation for donations to the company.

While Sutrisno, (2014) compensation is all remuneration

given to the company. Compensation is also a remuneration for the work done and as a stimulus for activities that occur in the future. Mangkunegara, Prabu, (2013) clarify that pay is something that is considered practically identical. In business, blessings as cash are remuneration gotten by workers which is an honor given for their administrations. Pay is additionally a significant piece of normal asset the board, since remuneration is the most touchy part of the workplace(Sutrisno, 2014)

Organizational Citizenship Behavior (OCB)

According to Robbins, (2016) explained OCB is the selection of behavior that is not part of the formal work obligations of employees but provides support for the organization to function effectively. Another meaning of OCB is that representative conduct isn't brought about by work requests yet based on volunteerism. Robbins (2016) explained that the Organizational Citizenship Behavior (OCB) that employees must have in contributing to physical and social aspects in their work environment.

Hierarchical Citizenship Conduct (OCB) is a type of action that is done willfully in the work environment that can be completed by representatives outside of work conditions and there is no full authoritative prize framework that can be applied to workers with an end goal to improve authoritative capacities (Wirawan, 2013)

Performance

According to Mangkunegara, Prabu, (2013), states that Performance comes from Job Performance or Actual Performance (work performance or actual achievement achieved by a person

Sedarmayanti, (2013) The meaning of execution is a type of work that will be accomplished by an individual or gathering of individuals in an organization, in view of their position and duty to accomplish the organization's objectives both lawfully, doesn't disregard the law and is as per ethics and morals. Performance as a form of output obtained from a function or indicator of a job or something becomes a profession within a certain time(Wirawan, 2013).

Accomplishment is the achievement of work got from HR both in quality and amount inside a specific timeframe when completing its obligations as per the duties it conveys. Execution implies the outcomes acquired by an individual both in quality and amount dependent on the duty given to him. Furthermore, an individual's exhibition is impacted by the degree of schooling, drive, work insight, and profound initiative of representatives. The aftereffects of an individual's work will give input to him to in every case effectively manage his work competently and are relied upon to deliver quality work.

This data is presented in two groups of data, namely the results of job stress and financial compensation, OCB and performance (variable Y), in general the data description from the results of the performance questionnaire can be presented in the following table. (Rahmat, 2019).

Hypothesis

H1: Job stress has a significant effect on OCB

H2: Financial compensation has a significant effect on OCB

H3: OCB has a significant effect on employee performance

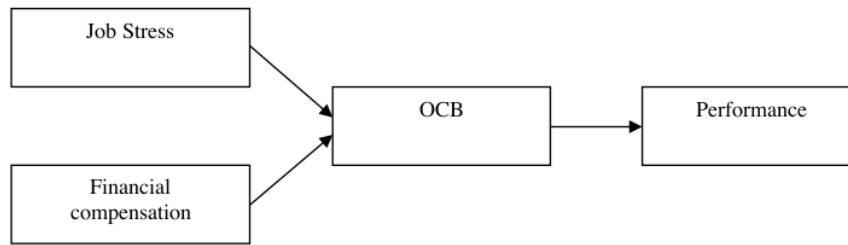


Figure 1. Conceptual framework

METHOD

Types of research

This study used a design in the form of quantitative data analysis and methods for collecting data in the form of a questionnaire or questionnaire. This research is a type of causal research, this is due to the relationship between one variable and another, namely the dependent variable and the independent variable. According to Sugiyono., (2016) Causal variable will occur when there are independent variables and dependent variables. Quantitative method is a research method in which the data used is numeric data and uses statistics as analysis.

Population and Sample

Populace is a space of speculation where there is an information subject/object and has certain characteristics and qualities dictated by the analyst in contemplating it and aggregated (Sugiyono., 2016). In this case the population used consists of all employees of PT. Mentari Sejati Sejahtera as many as 4134 people.

The sample is a member of the large number and characteristics of a population (Sugiyono., 2016). The sampling technique used is a sampling technique with certain considerations (Sugiyono., 2016). According to Now., (2006) The formula used in finding the sample size uses the Slovin formula, namely

$$n = \frac{N}{1 + Ne^2}$$

information :

n = Information:

N = total population

n = Number of Samples

e = Percent allowance of 10%

inaccuracy

$$n = \frac{4134}{1 + (4134 (0,1)^2)}$$

n = 97.6 ~ 98 people

So the sample used is 98 employees of PT. Mentari Sejati Perkasa.

Meaning of Variable Tasks

Operational definition is a definition that is utilized in a variable or develop that utilizes the significance or assurance of exercises or uses tasks that require estimation of the possibility of error (its factors). (Nazir, 2014) The following is a description of the operational definitions of the research variables used by researchers:

1. Work stress (X1)

Stress is a condition of strain that is affected by feelings, perspectives and an individual's condition. The pointers of work pressure agreeing to Hasibuan, (2010):

- 1) Responsibility
- 2) The mentality of the pioneer
- 3) Working time
- 4) Struggle
- 5) Correspondence
- 6) Work authority

2. Financial Compensation (X2)

Compensation is the remuneration

of work that is used as a motivator in carrying out activities in the future. Indicators of financial compensation based on theory Simamora, (2006):

- 1) Wages and pay rates
- 2) Motivating forces
- 3) Stipends

3.OCB (Z)

OCB is a choice in behavior that is not part of the obligation formal work of employees, but provide support for the functioning of the organization effectively. The OCB indicator is based on the theory of the organ contained in a research journal Indarti, Sri, Solimun, Adji Achmad Rinaldo Fernandes, (2017):

- 1) Altruism
- 2) Community good
- 3) Conscience
- 4) Manners
- 5) Sportsmanship

4. Employee Performance (Y)

Performance is something that is obtained because of a function or job indicator or something that becomes a profession within a certain time. Indicators of employee performance according to Mathis, Robert L., (2012):

- 1) Work amount
- 2) Nature of work
- 3) Utilization of time
- 4) Collaboration

Data collection technique

The information assortment strategy utilized is writing study, which is information assortment utilized from library studies or perusing as auxiliary information. The data obtained is

collected and tabulated then processed and analyzed.

Data analysis technique

The investigation strategy utilized is to break down the information and test the theory utilizing The Underlying Condition Model (SEM). Halfway Least Square (PLS) is utilized to answer this theory. Concurring to Ghozali, (2012) The estimation utilizes the Brilliant Halfway Least Square (PLS) device, since it is multi-path and the model utilized is Intelligent. The computation model is acquired utilizing the Brilliant PLS apparatus since this investigation has a multi-way relationship and is developmental and intelligent.

RESULTS AND DISCUSSION

Inner Model Evaluation

Internal models are here and there called inward connections, underlying models and considerable speculations in deciding the impact between research factors (primary models).

Deep Model Tests or Structural Model Tests

The consequences of the investigation of the appropriateness level of the underlying model that are worked from the ends show that the general model is "important" to clarify the factors considered and their impacts on every factor. For the endogenous inactive variable in the primary model R² is 0.67, this shows that the model is "acceptable", R² is 0.33 demonstrating that the model is "moderate", R² is 0.19 demonstrating that the model is "frail" Ghozali, (2012). PLS output as explained below:

Table 1. R-Square Value

	<i>R-Square</i>
Work Stress (X1)	
Financial Compensation (X2)	
OCB (Z)	0.161
Employee performance (Y)	0.148

The consequences of table 1 clarify the factors of Occupation Stress and Monetary Remuneration that influence OCB in the primary model having R2 of 0.161 implying that the model is "Frail". While the OCB variable that influences worker execution has a R2 of 0.148 which implies the model is "Frail". The reasonableness between the primary models can be seen from Q2, specifically:

$$\begin{aligned}
 Q2 &= 1 - [(1 - R1) * (1 - R2)] \\
 &= 1 - [(1 - 0.161) * (1 - 0.148)] \\
 &= 1 - [(0.839) * (0.852)] \\
 &= 1 - [0.715] \\
 &= 0.285
 \end{aligned}$$

The calculated Q2 value is 0.285 where this value is a moderate category value because it is in the interval > 0.15.

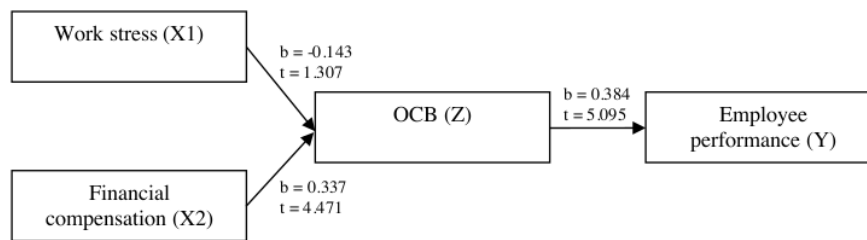


Figure 2. Model Analysis

The exogenous factors in the inward model contemplated are Occupation Stress and Monetary Pay. At that point the endogenous factors in the inward model considered are Representative Execution, while the mediating variable in the internal model contemplated is OCB. The consequences of the internal weight esteem in Figure 1 show that the OCB variable is impacted by Work Pressure and Monetary Remuneration, at that point the Worker Execution variable is affected by OCB which is appeared in the accompanying condition:

$$\begin{aligned}
 Z &= -0.143 X1 + 0.337 X2 \\
 Y &= 0.384 Z
 \end{aligned}$$

Hypothesis Testing Results

Hypothesis 1 (H1) Test

The principal theory isn't demonstrated valid, with a t worth of 1.307 which implies it is more modest than 1.96, this implies that work pressure has no huge impact on OCB. The connection between the two factors is

negative, implying that the higher the work pressure will make the OCB be lower, however not huge, with an enormous impact of -0.143.

Hypothesis 2 (H2)

The subsequent theory is demonstrated right, with a t worth of 4.471, which implies that it is more prominent than 1.96, which implies that monetary pay significantly affects OCB. The connection between the two factors is positive, implying that there is a unidirectional relationship so it implies that the higher the monetary pay, the more OCB can be expanded and has an impact of 0.337.

Hypothesis 3 (H3)

The third theory is demonstrated right, the t worth of 5095 implies that it is more noteworthy than 1.96, this implies that OCB significantly affects worker execution. The connection between the two factors is positive, implying that there is a unidirectional relationship and

it can imply that the higher the OCB, the more effect it will have on the expansion in worker execution which has an enormous impact of 0.384.

DISCUSSION

Effect of Job Stress on OCB

The aftereffects of information investigation demonstrate that Work Pressure has no critical impact on OCB at PT. Mentari Sejati Perkasa, it is demonstrated that the t esteem is 1.307 which implies it is more modest than 1.96, implying that the increment in OCB at PT. Mentari Sejati Perkasa will most likely be unable to be improved by the presence of low work pressure. The impact of work weight on OCB is negative, implying that the higher work pressure will lessen OCB at PT. Mentari Sejati Perkasa, yet not critical. Consequently, the main speculation in this examination which peruses "Occupation stress significantly affects OCB", it very well may be expressed that it can't be acknowledged.

The results of the study support that Job Stress has no significant effect on OCB with a negative influence on PT. Mentari Sejati Perkasa. This means that job stress has a role in influencing OCB at PT. Mentari Sejati Perkasa although not significant. So if PT. Mentari Sejati Perkasa wants to increase the voluntary behavior of every representative of PT. Mentari Sejati Perkasa to focus fair and square of work pressure felt by representatives. These outcomes are not in accordance with the aftereffects of exploration led by Prasasti and Yuniawan (2017) which demonstrate that work pressure has a positive and critical impact on Hierarchical Citizenship Conduct.

Financial Compensation Effects on OCB

The aftereffects of the information examination led show that monetary pay significantly affects OCB at PT. Mentari Sejati Perkasa with a t worth of 4.471,

implying that it is more noteworthy than 1.96, at that point the OCB at PT. Mentari Sejati Perkasa can be framed through supporting monetary remuneration. The impact of Monetary Pay on OCB is positive which demonstrates that the higher the monetary pay planned by the organization will actually want to build the OCB for every representative at PT. Mentari Sejati Perkasa. Along these lines, the second theory in this examination which peruses "Monetary remuneration significantly affects OCB, can be expressed as acknowledged.

The exploration results demonstrate that monetary remuneration has a critical and constructive outcome on OCB. This implies that monetary remuneration has a significant part in expanding OCB in PT. Mentari Sejati Perkasa. All in all, the expansion in OCB in PT Mentari Sejati Perkasa should be possible with satisfactory and steady monetary remuneration. Thusly, if PT. Mentari Sejati Perkasa will expand representative volunteer conduct, so organizations need to focus fair and square of monetary remuneration given to workers. This outcome is in accordance with the discoveries of examination by Angelina and Subudi (2013) which proved that in their research there was an influence between financial compensation and OCB.

OCB Effects on Employee Performance

The consequences of information examination demonstrate that OCB impacts worker execution at PT. Mentari Sejati Perkasa with a t worth of 5.095 significance more prominent than 1.96, it very well may be clarified that high worker execution can be improved through OCB at PT. Mentari Sejati Perkasa. The impact of OCB on representative execution is positive. Hence the third speculation in this examination which peruses "OCB significantly affects representative

execution", can be expressed as acknowledged.

The discoveries in this investigation demonstrate that OCB has a huge and constructive outcome on representative execution at PT. Mentari Sejati Perkasa. This positive impact implies that high OCB assumes a part in improving worker execution at PT. Mentari Sejati Perkasa. Thusly, if PT. Mentari Sejati Perkasa needs to improve worker execution, it is vital for organizations to focus on the OCB level that every representative has. The outcomes in this examination support the discoveries of exploration led by Suzana, (2017) which proves that organizational citizenship behavior has a positive effect on employee performance.

CONCLUSION

1. Job stress has no significant effect on OCB at PT. Mentari Sejati Perkasa. Thus the first hypothesis in this study can be declared unacceptable.
2. Financial Compensation has a significant effect on OCB at PT. Mentari Sejati Perkasa. Thus the second hypothesis in this study can be declared accepted.
3. OCB has a significant influence on Employee Performance at PT. Mentari Sejati Perkasa. Thus the third hypothesis in this study can be declared accepted.

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