

## THE EFFECT OF COMPENSATION AND WORK STRESS ON EMPLOYEE PERFORMANCE IN THE SALES FORCE SECTION OF PT. WORLD INNOVATIVE TELECOMMUNICATION MAKASSAR

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### *Abstract*

This study aims to determine the effect of compensation and work stress on the performance of sales force employees at PT. World Innovative Telecommunication Makassar. The sample in this study were 100 sales force employees (promoters). The data used were primary data and secondary data obtained from distributing questionnaires. The results of this study indicate that there is a positive influence between the compensation variable (X1) on employee performance (Y) and there is a negative effect between the work stress variable (X2) on employee performance variables which can be shown through the multiple linear regression equation, namely  $Y = 11.104 + 1.241 X1 - 0.147 X2$  and has a significant effect on the tcount value of each variable of  $13.855 > t$  table (X1) and  $-2.055 > t$  table (X2), with a significance level of  $0.000 < 0.05$  (X1) and  $0.043 < 0.05$  (X2). The R Square value of 0.657 indicates that the compensation variable and work stress variable in this study contributed 65.7%, while 34.3% was explained by causes and other factors.

**Keywords:** Compensation, Job Stress, Employee Performance

### INTRODUCTION

Currently in the business environment are required to make high employee performance for the development of the company. Companies must be able to build and improve performance in their environment. The success of the company is influenced by several factors, one important factor is human resources, because human resources are actors from the entire level of planning to the level of evaluation that can utilize other resources owned by the company. Attention to human resources is very important in order to obtain employee performance as expected in order to achieve the vision and mission and goals of the company.

It must be realized that employees are a direct source of energy involved in carrying out industrial activities. Therefore, the industry is obliged to provide optimal attention to employees, both attention that has direct ties in efforts to increase employee skills and expertise as well as the level of welfare. This is attempted to generate employee commitment and consistency to work optimally in accordance with industry work standards. The industry requires employees who have great performance (job performance).

Appropriate compensation is one way to retain the best employees in the company. If the company has found the right people, company management must

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try to keep them. Otherwise, management will be competing with other companies working quickly to interest them. Basically, needs are divided into two, namely financial needs and non-financial needs. To fulfill various kinds of needs, humans want to work. Therefore, compensation is needed as a stimulus for employees to work properly and seriously. So, if compensation is given correctly, employees will be more satisfied and motivated to achieve company goals.

An interview was conducted on January 27 located in Rappocini named Kak Masyita, one of the salespeople from PT. World Innovative Telecommunication Makassar, financial compensation greatly influences high and low performance in the company because employees have a mindset that focuses on income and basic salary. The basic salary received by the OPPO promoter is around IDR 2,500,000 to IDR 5,000,000. In terms of giving incentives, companies have rules through calculating targets and also calculating points, such as if the more OPPO series phones are sold at high prices, the higher the incentive points will be.

One aspect that can support good employee performance is low and not excessive work stress. According to (Umar 2009) Mental stress is defined as a state of tension that affects emotions, thinking processes and the state of a worker. There is a direct link between stress and performance because when an employee has a high level of stress, the employee will not be able to work properly and maximally this will affect his performance.

Based on the observations that have been made by many employees of the sales force of PT. World Innovative Telecommunication Makassar experience work stress when the workload and demands of the work they do are increasing day by day because they have to and are required to achieve sales targets every month. Promoters also added that stress occurs due to roles, there is a bias in differentiating gender in promoters, consumers prefer and are interested in buying female promoters compared to male promoters, if conditions like this occur, male promoters lose enthusiasm for work. Many employees also say that this fairly heavy workload indicates the company has several problems in managing employee stress and there will be a decrease in employee performance.

Most employees have not been able to fulfill their responsibilities in achieving sales targets set by the company. In addition, coupled with problems with the unstable quality of employee sales (up and down), and difficulty achieving sales targets, there is also a decrease in quantity that does not match the number of sales made by employees, often reaching the lowest point, even if sales made by employees have increased but still cannot reach the targets set by the company.

The problems that arise in the performance of employees of PT. World Innovative Telecommunication Makassar, according to most employees, is related to the compensation received by employees. Therefore, to improve the performance of employees, companies need to provide proper and fair

compensation. If the compensation system provided by the company is proper and fair, it will motivate employees and employees feel far from work pressure or work stress.

## LITERATURE REVIEW

### Compensation

Compensation is a form of award or reward that is carried out directly and indirectly which is given fairly and appropriately to employees in return for their service contribution to achieving company goals. (Marwansyah, 2016).

According to (Wibowo 2016) compensation is the number of packages that the organization offers to workers in exchange for the use of its workforce. Compensation includes direct and indirect forms of payment as a form of employee benefits and incentives to motivate employees to work hard to achieve productivity and effective work. (Mangkuprawira 2011).

### Work Stress

Stress at work is an event that is considered normal in the world of work. Because every job from the base to the top management level certainly has the potential for work stress to arise, either due to internal or external forces. Stress is defined as a state of tension that affects emotions, thought processes and the state of a worker (Umar 2009). There is a direct relationship between stress and performance. Work pressure can be referred to as the respondent's assumptions about various conditions related to work or individual employee circumstances.

Job stress is a condition of inability to deal with threats faced by the mental, physical and spiritual condition of humans which at one time can affect an employee's condition in achieving a goal set by the company. If an employee in the company experiences work stress, it will interfere with the employee's ability to deal with the work environment in the company (Haryono, Suryani, & Wulandari, 2009).

### Performance

According to (Mankunegara 2013) Performance is the result of work in quality and quantity achieved by an employee in carrying out their duties in accordance with the responsibilities given. Performance appraisal is the process by which the organization oversees the performance of individual work. In the performance appraisal assessed employee contribution to the organization during a certain period. Performance appraisal feedback lets employees know how well they are doing in comparison to organizational standards. Employee performance in the form of work results or level of success in carrying out work (Kaswan 2012).

Companies or government organizations in achieving goals must go through activities that are driven by a group of people in the organization. The success of

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a company or organization in carrying out its duties can be seen from the performance of its employees. Performance must be used as an evaluation material for a company or organization. Good performance is of course a hope for all companies and institutions that employ employees, because the performance of these employees is ultimately expected to improve the company's overall performance. If the employee's performance is good, the company's performance will also be good, and vice versa, if the employee's performance is not good, the company's performance will not be good either(Edison 2016).

**METHOD**

This study uses quantitative research with the research method, namely correlational research. The population in this study were employees of the sales force of PT. World Innovative Telecommunication Makassar. In this study the sampling technique used was random sampling and used a sample calculation using the Slovin formula, which after passing the calculation, a total of 100 people were obtained. The data used are primary data and secondary data obtained using a pull out questionnaire. In this study using multiple linear analysis to find out how big the relationship between the independent variables compensation (X1) and work stress (X2) with the dependent variable, namely employee performance (Y) at PT. World Innovative Telecommunication Makassar. The research data is also tested hypothesis.

**DISCUSSION RESULT**

**Contents Results and Discussion**

**Normality test**

**One-Sample Kolmogorov-Smirnov Test**

		Unstandardized Residuals
N		100
Normal Parameters, b	Means	.0000000
	std. Deviation	4.35883573
Most Differences	Extreme absolute	.052
	Positive	.030
	Negative	-.052
Test Statistics		.052
asymp. Sig. (2-tailed)		.200c,d

a. Test distribution is Normal.  
 b. Calculated from data.  
 c. Lilliefors Significance Correction.  
 d. This is a lower bound of the true significance.

Source: *Processed data (2023)*

Based on the results of the normality test above, the Asymp value is obtained. Sig. (2-tailed) of 0.200 which indicates that the value is greater than 0.05, so it can be stated that the data in this study are normally distributed.

### Multicollinearity Test

Coefficients <sup>a</sup>					
Model	Unstandardized Coefficients		Standardized Coefficients	Collinearity Statistics	
	B	std. Error	Betas	tolerance	VIF
(Constant)	11.104	4,861			
Compensation	1,241	0.090	0.822	<b>0.983</b>	<b>1.018</b>
Work Stress	-0.147	0.072	-0.122	<b>0.983</b>	<b>1.018</b>

Source: Processed data (2023)

Based on the multicollinearity test above, it is known that all independent variables in the study have VIF values less than 10.00 and tolerance values greater than 10% or 0.1, which means that there is no correlation between variables so that it can be stated that there are no symptoms of multicollinearity in each variable. in the proposed regression model.

### Heteroscedasticity Test

Coefficients <sup>a</sup>					
Model	Unstandardized Coefficients		Standardized Coefficients		
	B	std. Error	Betas	t	Sig
(Constant)	0869	3023		0.287	0.774
Compensation	0.091	0.056	0.165	1635	0.105
Work Stress	-0.024	0.044	-0.055	-0.544	0.587

Source: Processed data (2023)

Based on the above results, the results of the hereoskedasticity test using the Glajser test show that each independent variable has a significance value of > 0.05 with the details of the Compensation variable having a Sig value. 0.105 > 0.05, and the Job Stress variable has a Sig value. 0.587 > 0.05. Based on this, it shows that there is no heteroscedasticity in the variables tested, which means that there is no correlation between the size of the data and the residuals.

### Autocorrelation Test

Summary model <sup>b</sup>					
Model	R	R Square	Adjusted R Square	std. Error of the Estimate	Durbin-Watson
1	.815a	.664	.657	4.40354	1915

a. Predictors: (Constant), job stress, compensation

b. Dependent Variable: performance

Source: Processed data (2023)

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Based on the test results table above, the Durbin Watson value is 1.915, this value will be compared with the table value using a 5% degree of confidence, with a population of 100, and the number of independent variables is two, so in the Durbin Watson table (du = 1.715 and dl = 1.633) and the Durbin Watson value is greater, it can be concluded that there is no autocorrelation.

**Multiple Linear Regression Analysis**

**Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Standardized Coefficients	Q	Sig.
	B	std. Error	Betas		
1 (Constant)	11.104	4,861		2,284	.025
compensation	1,241	.090	.822	13,855	.000
work stress	-.147	.072	-.122	-2,055	.043

a. Dependent Variable: performance  
Source: Processed data (2023)

Based on the table above, the multiple regression equation in this study is as follows:

$$Y = 11.104 + 1.241 X1 - 0.147 X2 + e$$

Based on the multiple linear regression equation, it can be concluded that:

- a) The constant value of the coefficient  $\alpha$  is 11.104, indicating that the consistency value of the variable Y (employee performance) is 11.104.
- b) The X1 coefficient (compensation) of 1.205 indicates that the compensation variable has a positive effect on performance. So that for every increase in compensation by one unit, the performance will increase by 1.205 assuming that other variables are constant
- c) The X2 coefficient (work stress) is -2.055 so that for every increase in work stress by one unit, the performance will decrease by 2.055 assuming that the other variables are constant.

**Hypothesis testing**

**F test results**

**ANOVA<sup>a</sup>**

Model	Sum of Squares	df	MeanSquare	F	Sig.
Regression	3723.215	2	1861607	96003	.000b
residual	1880945	97	19,391		
Total	5604.160	99			

a. Dependent Variable: performance  
b. Predictors: (Constant), job stress, compensation  
Source: Processed data (2023)

Based on the table above, the calculated f value is 91.629. This value is greater than the f table ( $96.003 > 3.09$ ). The significant value in the F test is 0.001 which indicates that the value is less than 0.05 ( $0.001 < 0.05$ ). The calculated f value is greater than the f table and the significant value is less than 0.05, so you can conclude that compensation and work stress simultaneously affect employee performance.

### T test results

Coefficients<sup>a</sup>

Model	Unstandardized Coefficients		Standardized Coefficients	Q	Sig.
	B	std. Error	Betas		
(Constant)	11.104	4,861		2,284	.025
Compensation	1,241	.090	.822	13,855	.000
work stress	-.147	.072	-.122	-2,055	.043

a. Dependent Variable: performance

Source: Processed data (2023)

Testing the hypothesis through this t test, the overall level used by the author is 0.05 and the degrees of freedom with the formula, ( $df = n - k$  ( $100 - 3$ )) shows a value of 1.984, while the results of the t test using SPSS are as follows:

- a) The compensation variable (X1) has a t count of 13.855 while a t table of 1.984 and a sig value of 0.000. This shows that  $t \text{ count} > t \text{ table}$  ( $13.855 > 1.984$ ) and the value of Sig. of  $0.000 < 0.05$ , then H1 is accepted and H0 is rejected, so it can be concluded that the compensation coefficient partially affects the performance of the sales force employees at PT. World Innovative Telecommunication Makassar
- b) The work stress variable (X2) has a t count of -2.055 while the t table is 1.984 and the Sig value. of 0.043. This shows that  $t \text{ count} > t \text{ table}$  ( $2.055 < 1.984$ ) and the value of Sig. of  $0.043 < 0.05$ , then H2 is accepted and H0 is rejected, so it can be concluded that the coefficient of work stress partially affects the performance of the sales force employees at PT. World Innovative Telecommunication Makassar.

### Coefficient of Determination

Summary model<sup>b</sup>

Model	R	R Square	Adjusted R Square	std. Error of the Estimate
1	.815a	.664	.657	4.40354

a. Predictors: (Constant), job stress, compensation

b. Dependent Variable: performance

Source: Processed data (2023)

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Based on the table above, the Adjusted R Square value is 0.657. So it can be explained that the dependent variable, namely employee performance, can be explained by the independent variable, namely compensation and work stress of 65.7%. While the other 34.3% is explained by other variables not included in this study.

### Discussion

#### Effect of compensation on Employee Performance

Based on the t statistical test coefficient table, the calculated t value for the compensation variable (X1) is 13.855 while the t table is 1.984. So it can be seen that  $t_{count} > t_{table}$  and a significant value of 0.000 is less than 0.05. Based on the results of the study it can be concluded that compensation (X1) affects employee performance (Y). Compensation has a positive and significant effect on employee performance at PT. World Innovative Telecommunication Makassar. Compensation as all types of awards in the form of direct compensation or indirect compensation given to employees in a proper and fair manner for services rendered in achieving company goals. Compensation is not just about repaying employee services, but also about how to reward employees properly.

#### Effect of Job Stress on Employee Performance

Based on the t statistical test coefficient table, the calculated t value for the work stress variable (X2) is -2.055 (negative value) and the t count is 1.984. So it can be seen  $t_{count} > t_{table}$ , and a significant value of 0.043 is less than 0.05. Based on the results of the study it can be concluded that work stress (X2) affects employee performance (Y). Job stress has a negative and significant effect on employee performance, meaning that the higher the stress felt by employees, the worse employee performance will be, and vice versa if the work stress experienced decreases, employee performance will increase.

#### Effect of compensation and work stress on performance

Based on the results of the study showing that compensation (X1) and work stress (X2) simultaneously affect employee performance (Y), the results of the F test show that the calculated f value is 91.629. This value is greater than the f table ( $96.003 > 3.09$ ). The significant value in the F test is 0.000 which indicates that the value is less than 0.05 ( $0.000 < 0.05$ ). The calculated f value is greater than the f table and the significance value is smaller, it can be concluded that compensation and work stress simultaneously affect performance. The results of the study show that compensation and work stress affect employee performance. This shows that the better the compensation given to employees and the lower the symptoms of stress experienced by employees will improve employee performance. Good performance appraisal is a work control process based on monitoring and feedback that is carried out to find out how far the performance

of an individual or employee being evaluated is based on certain standards. Performance appraisal is carried out effectively with the aim of directing employee behavior in order to produce high quality services. Another benefit of performance appraisal is that it is used to improve work performance. Compensation adjustments, development needs, and seeing irregularities or errors in work. Performance appraisal is carried out effectively with the aim of directing employee behavior in order to produce high quality services. Another benefit of performance appraisal is that it is used to improve work performance. Compensation adjustments, development needs, and seeing irregularities or errors in work. Performance appraisal is carried out effectively with the aim of directing employee behavior in order to produce high quality services. Another benefit of performance appraisal is that it is used to improve work performance. Compensation adjustments, development needs, and seeing irregularities or errors in work.

## CONCLUSION

1. Compensation has a positive and significant effect on employee performance so that this indicates that if the compensation given increases, it will increase employee performance.
2. Work stress has a negative and significant effect on employee performance so this indicates that if an increase in work stress occurs it will decrease employee performance.
3. Compensation and work stress simultaneously or simultaneously affect the performance of employees of PT. World Innovative Telecommunication Makassar.

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