



The Impact of Work Stress as Moderation Between Organizational Culture and Performance of Pharmacy Warehouse Staff of Royal Prima Hospital Medan Year 2023

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Abstract: Employees can experience job stress if the work they are responsible for is beyond their abilities. This study aimed to analyze the impact of job stress as a moderation between organizational culture and employee performance. The type of research used is descriptive quantitative explanatory research. This research was conducted at Royal Prima Medan Hospital in 2023. The population of all Pharmacy Warehouse Staff of Royal Prima Medan Hospital was 32 people, and the sampling technique used was saturated sampling. The research data analysis model used in this study is the multiple regression analysis models—coefficient of determination (R^2), statistical test f , and statistical test t . The results of the f -count test are 67.021, while the f -table is 3.32. These results show that $f\text{-count} > f\text{-table}$, and the significance is 0.001 or smaller than $\alpha = 0.05$. The t value for the work stress variable (6.442) is greater than the t table value (1.31), or the sig t value for the work stress variable (0.002) is smaller than the alpha (0.05). The t value for the organizational culture variable (6.412) is greater than the t table value (1.31), or the sig t value for the corporate culture variable (0.008) is smaller than the alpha (0.05). The analysis concludes that part the work stress variable and organizational culture partially have a positive and significant effect on performance, and simultaneously testing of work stress variables and corporate culture together have a positive and significant impact on performance

Key Words: Job Stress, Organizational Culture, Performance.

1. INTRODUCTION:

Job stress can be defined as employees' pressure because job tasks cannot be fulfilled. Stress has become a critical management issue worldwide (Parasian & Adiputra, 2021). Three out of five people claim that job stress is directly related to acute and chronic health problems, so much so that in a 1992 US government report, "job stress" was dubbed the "disease of the 20th century". It is estimated that around 15% of humans suffer psychological stress at some point in their lives, many of which are caused by work-related problems (Ahmad et al., 2019). Stress is a mental strain that disrupts a person's emotional state, thought process, and physical condition. Usually, stress is caused by various factors, both from within and outside the work environment. For example, employees can experience job stress if the work they are responsible for is beyond their abilities. The inability of employees to deal with stress and let it drag on results in the mental and emotional state of the employee, which will ultimately affect their performance.

Organizational culture is one of the references for employees to work in total and provide optimal service. In addition, corporate culture can help improve employee performance by creating high work comfort for employees to give their best abilities (Wardani et al., 2016). However, implementing this organizational culture is not an easy job. If the culture applied in the company is too binding on employee freedom, there will be job dissatisfaction, leading to work stress and affecting employee performance (Ahmad et al., 2019).

Job stress is one of the factors that caused the performance of the Pharmacy Warehouse Staff of Royal Prima Medan Hospital Year 2023 to decrease due to pressure from superiors for excessive work accompanied by two jobs and demands achieving targets with maximum results. In addition, managers tend to observe the preparation of work results (reports) without following the obstacles or problems in their subordinates. This is also caused by poor communication, which can be seen from the many conflicts that occur, such as unhealthy competition and lack of attention from the leadership, so performance decreases. A good organizational culture in the company can be realized and maintained by making rules that apply to the company that regulates employee activities. The powers used in the company are usually outlined in the company's practices that every employee must follow. Based on the description and



background above, the researcher is interested in conducting a study titled “The Impact of Job Stress as Moderation Between Organizational Culture and Performance of Pharmacy Warehouse Staff at Royal Prima Medan Hospital in 2023”.

2. RESEARCH METHOD:

The type of research used is descriptive quantitative explanatory research. This research was conducted at Royal Prima Medan Hospital in 2023. The population of all Pharmacy Warehouse Staff of Royal Prima Medan Hospital was 32 people, and the sampling technique used was saturated sampling. The research data analysis model used in this study is the multiple regression analysis models—coefficient of determination (R^2), f statistical, and t statistical tests.

3. RESULTS AND DISCUSSION:

Respondents in this study were employees who worked in the pharmaceutical warehouse staff of Royal Prima Hospital Medan. The characteristics of respondents are described based on gender, age, education, and length of service. Characteristics of respondents based on gender in the pharmaceutical warehouse staff of Royal Prima Medan Hospital can be seen in table 1:

Table 1. Characteristics of Respondents Based on Gender

No	Gender	Sum	Percentage
1	Female	5	16%
2	Male	27	84%
	Total	32	100%

Source: Results of Research Data Processing, 2022

Table 1 shows that of the 32 respondents in this study, 5 (16%) were female employees, while 27 (84%) were male employees.

Table 2: Characteristics of Respondents Based on Education Level

No	Education Level	Sum	Percentage
1	High School (SMA)	4	13%
2	Diploma 3 (D3)	18	56%
3	Bachelor (S1)	10	31%
	Total	32	100%

Source: Results of Research Data Processing, 2022

In Table 2, it can be concluded that of the 32 respondents in this study, 4 (13%) respondents had a high school education, 18 (56%) respondents had a D3 education, and 10 (31%) had an S1 education.

In this study, the independent variables observed are Job Stress (X_1) and Organizational Culture (X_2), while the dependent variable is Performance. Based on the results of descriptive statistical analysis, the characteristics of the sample used in this study will be displayed, including the number of pieces (N), sample average (mean), maximum value, minimum value, and standard deviation (σ) for each variable.

**Table 3. Multiple Linear Analysis
Coefficients**

Model	Unstandardized Coefficients		Standardized Coefficients
	B	Std. Error	Beta
1	(Constant)	6,095	1,576
	Work Stress	-,065	,046
	Budaya_organisasi	,004	,053
			,009

Source: Results of Research Data Processing, 2022

Based on Table 3. then the multiple linear regression equation in this study is as follows:

$$Y = 6.095 - 0.065 X_1 + 0.003 X_2$$

- The constant regression value of 6.088 means that if work stress (X_1) and organizational culture (X_2) = 0, performance will increase by 6.095.



- The regression coefficient X1 for the work stress variable is negative 0.065, meaning that the effect of the work stress variable is in the direction of improving performance. This shows that the work stress variable has a negative influence on enhancing performance. On the other hand, the work stress variable partially affects performance, which means that the work stress variable is decisive in improving performance.
- The regression coefficient X2 for the organizational culture variable is positive 0.004, which means that the effect of the corporate culture variable is in the direction of improving performance. This shows that the corporate culture variable positively influences enhancing performance.

Table 4. Coefficient of Determination (R Square)**Model Summary**

Model	R	R Square	Adjusted R Square	Std. The error in the Estimate
	,803 ^a	,785	,785	2,445

Source: Results of Research Data Processing, 2022

Based on Table 4. above, the adjusted R Square value is 0.785, meaning that the ability of work stress variables (X1) and organizational culture (X2) to explain variations in performance is 78.5%, the remaining 21.5% is explained by independent variables not examined such as compensation and work discipline.

Table 5. Simultaneous Hypothesis Testing Results / F Test**ANOVAa**

Model	Sum of Squares	Df	Mean Square	F	Sig.
Regression	2725,956	2	1362,978	67,021	,001 ^b
Residual	1261,872	32	14,021		
	3987,828	30			

Source: Results of Research Data Processing, 2022

In Table 5. obtained the results of F Count 67.021 while F Table at $\alpha = 0.05$ with a numerator degree of 2 and a denominator degree of 29 received F table 3.32. Effects, it is known that F-count > F-table and the significance is 0.001 or smaller than $\alpha = 0.05$, so the position of the significance test point is in the H0 rejection area, concluded that H1 is accepted, which means that the variables of work stress and organizational culture together have a positive and significant effect on performance.

Table 6. Partial Hypothesis Test Results/t-test Coefficients

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	1,980	2,568		,611	,543
1 Work Stress	,561	,075	,542	6,442	,002
2 Organizational Culture	,512	,087	,505	6,412	,008

Source: Results of Research Data Processing, 2022

In Table 6. Partial test results obtained the following results:

- The t-value for the work stress variable (6.442) is greater than the t-table value (1.31), or the sig t-value for the work stress variable (0.002) is less than alpha (0.05). Therefore, based on the results, it rejects Ho and accepts H1 for the work stress variable. Thus, partially job stress has a positive and significant effect on performance, that work stress has a natural impact on improving performance.



- The calculated t-value for the organizational culture variable (6.412) is greater than the t-table value (1.31), or the sig t-value for the corporate culture variable (0.008) is less than alpha (0.05). Therefore, based on the results obtained, reject H0 and accept H1 for the organizational culture variable. Thus, partially corporate culture has a positive and significant effect on performance. Furthermore, it means that the existence of organizational culture impacts improving performance.

The Effect of Job Stress and Organizational Culture on Performance

The results of research that have been conducted jointly on work stress and organizational culture have a positive and significant effect on performance in the Pharmacy Warehouse Staff of Royal Prima Medan Hospital. This shows that work stress and corporate culture naturally impact improving performance. Performance is a combination of ability, effort, and opportunity that can be assessed from the results of its work. An employee's performance is individual because each employee has a different ability level in doing his job. Therefore, management can measure employees' performance based on each employee's performance. The results of this study obtained that the variables have a positive and significant effect on the performance of the Pharmacy Warehouse Staff of Royal Prima Medan Hospital by having a value of F Count 67.021. In contrast, the F Table at $\alpha = 0.05$ with a numerator degree of 2 and a denominator degree of 29 obtained F table 3.32. These results show that F count > F table, and significance 0.001 or smaller than $\alpha = 0.05$. Hence, the position of the significance test point is in the H0 rejection area, concluding that H1 is accepted. Therefore, the variables of work stress and organizational culture have a positive and significant effect on performance.

Effect of Job Stress on Performance

The results of this study obtained that the organizational culture variable has a positive and significant effect on performance. The t value for the work stress variable (6.442) is greater than the t table value (1.31), or the sig t value for the work stress variable (0.002) is less than alpha (0.05). Based on the results, it rejects H0 and accepts H1 for the work stress variable. Thus, partially job stress has a positive and significant effect on performance. This means that work stress has a natural impact on improving performance. Based on the results, it rejects H0 and accepts H1 for the organizational culture variable. Thus, partially corporate culture has a positive and significant effect on performance. Therefore, the existence of corporate culture impacts improving performance. Based on these results, the hypothesis of this study is proven correct.

The results of this study supported Ahmad (2019), who stated that his research at PT FIF Group, Manado showed that simultaneously work stress, workload, and work environment had a positive and significant effect on employee performance. Therefore, organizational leaders need to pay attention and improve the existing work environment so that employee performance can be more optimal (Ahmad et al., 2019). Work stress is a condition of tension that affects emotions, thought processes, and a person's condition (Gunawan, 2018). Stress arises when employees are unable to fulfill what the job demands. It is unclear what the job responsibilities are (Setyawati et al., 2018), lack of time to complete tasks (Parasian & Adiputra, 2021), no support facilities to carry out the work, conflicting tasks, are examples of stress triggers (Oktaviani & Irmayanti, 2021).

Effect of Organizational Culture on Performance

The results showed that the organizational culture variable positively and significantly affects performance. The t value for the corporate culture variable (6.412) is greater than the t table value (1.31), or the sig t value for the corporate culture variable (0.008) is smaller than the alpha (0.05). Based on the results obtained, reject H0 and accept H1 for the corporate culture variable. Thus, partially corporate culture has a positive and significant effect on performance. This means that the existence of corporate culture impacts improving performance. Based on these results, the hypothesis of this study is proven correct. Corporate culture has an essential effect on long-term economic performance. Therefore, corporate culture is an even more critical factor in determining the success or failure of the organization (Muis et al., 2018). Unfortunately, organizational culture often gets in the way of long-term financial performance. Corporate culture develops quickly in organizations full of rational and astute people. Although strong to change, organizational culture can be made to improve performance further (Arianty, 2014).

The results of this study are supported by Febriantina (2018), who states that there is a positive influence between organizational culture and teacher performance. This can be seen from the t-count greater than the t-table (46.40 > 4.10), which indicates a significant relationship between corporate culture and teacher performance at SMK Negeri 40 Jakarta (Febriantina et al., 2018). A good organizational culture will create optimal performance, and performance is a record of output results on certain work functions or activities during a specific period (Supardi & Aulia Anshari, 2022); (Huda & Farhan, 2019). Therefore, organizational culture has a positive impact on employee



work performance. Each individual in the organization has a different culture which he will then adjust to the norms and values of the organization (Jufrizen & Rahmadhani, 2020); (Wardani et al., 2016).

4. CONCLUSION:

From the results of research and discussion, conclusions can be drawn that work stress partially has a positive and significant effect on employee performance. Organizational Culture variables partially positively and significantly impact employee performance—the dominant work stress variable improves performance in the Pharmacy Warehouse Staff of Royal Prima Medan Hospital. Work Stress and Organizational Culture simultaneously have a positive and significant effect on employee performance at the Pharmacy Warehouse Staff of Royal Prima Medan Hospital with the coefficient of determination (R^2) value of 78.5%; the remaining 21.5% is explained by independent variables not examined such as compensation and work discipline.

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