

ABSTRAK

Dalam penelitian ini ditemukan permasalahan kinerja pegawai yang terdapat pada Dinas Pendidikan Provinsi Jawa Barat, masalah penelitian ini adalah belum optimalnya kinerja pegawai yang disebabkan oleh rendahnya lingkungan kerja non fisik serta tingginya konflik kerja dan stres kerja pegawai Dinas Pendidikan Provinsi Jawa Barat. Lingkungan Kerja Non Fisik, Konflik Kerja dan Stres Kerja merupakan faktor yang diduga berpengaruh terhadap kinerja pegawai. Penelitian ini dilakukan berdasarkan data penilaian kinerja pegawai pada instansi Dinas Pendidikan Provinsi Jawa Barat memperoleh kategori sedang pada data penilaian kinerja pegawai yang menunjukkan kinerja pegawai pada Dinas Pendidikan Provinsi Jawa Barat kurang baik. Metode penelitian yang digunakan yaitu metode deskriptif dan verifikatif. Teknik sampling yang digunakan yaitu *non-probability sampling* yang menggunakan teknik *incidental sampling* dengan jumlah sampel sebanyak 79 responden. Metode analisis data yang digunakan adalah uji validitas dan reliabilitas, *Method of Successive Interval* (MSI), analisis regresi linier berganda, korelasi berganda, koefisien determinasi dan uji hipotesis dengan menggunakan alat bantu SPSS Statistic 26. Hasil penelitian menunjukkan bahwa terdapat pengaruh positif dan signifikan antara Lingkungan Kerja Non Fisik terhadap Kinerja Pegawai pada Dinas Pendidikan Provinsi Jawa Barat serta terdapat pengaruh negatif dan signifikan antara Konflik Kerja dan Stres Kerja terhadap Kinerja Pegawai pada Dinas Pendidikan Provinsi Jawa Barat. Besarnya pengaruh Lingkungan Kerja Non Fisik, Konflik Kerja, dan Stres Kerja terhadap Kinerja Pegawai secara simultan adalah sebesar 58,9%. Sedangkan secara parsial besarnya pengaruh Lingkungan Kerja Non Fisik terhadap Kinerja Pegawai sebesar 15,6%, pengaruh Konflik Kerja terhadap Kinerja Pegawai 17,9% dan pengaruh Stres Kerja terhadap Kinerja Pegawai sebesar 29,4%.

Kata Kunci: Lingkungan Kerja Non Fisik, Konflik Kerja, Stres Kerja dan Kinerja Pegawai

ABSTRACT

In this research, employee performance problems were found in the West Java Provincial Education Service. The problem of this research is that employee performance is not yet optimal which is caused by the low non-physical work environment and high work conflict and work stress for employees of the West Java Provincial Education Office. Non-Physical Work Environment, Work Conflict and Work Stress are factors that are thought to influence employee performance. This research was conducted based on employee performance assessment data at the West Java Provincial Education Service agency which obtained a medium category in employee performance assessment data which showed that employee performance at the West Java Provincial Education Service was not good. The research methods used are descriptive and verification methods. The sampling technique used was non-probability sampling which used incidental sampling technique with a sample size of 79 respondents. The data analysis methods used are validity and reliability testing, Method of Successive Interval (MSI), multiple linear regression analysis, multiple correlation, coefficient of determination and hypothesis testing using the SPSS Statistics 26 tool. The results of the study show that there is a positive and significant influence between Non-Physical Work Environment on Employee Performance at the West Java Provincial Education Service and there is a negative and significant influence between Work Conflict and Job Stress on Employee Performance at the West Java Provincial Education Service. The magnitude of the influence of the Non-Physical Work Environment, Work Conflict, and Work Stress on Employee Performance simultaneously is 58.9%. Meanwhile, partially the influence of the Non-Physical Work Environment on Employee Performance is 15.6%, the influence of Work Conflict on Employee Performance is 17.9% and the influence of Job Stress on Employee Performance is 29.4%.

Keywords: Non-Physical Work Environment, Work Conflict, Work Stress and Employee Performance