

CHAPTER 1

INTRODUCTION

1.1. Research Background

In this century, changes and developments in economy happen rapidly that lead a lot of organizations to adapt to survive. These changes resulted higher demands on each individual to improve their quality to be able to compete in modern environment. Beside the individual itself, every organization also does the similar effort by choosing the qualified human resource and also improving the quality of their human resource. Organization or a company have their own goals and objectives, and to achieve their objectives, their human resource is become one of the aspect that give a huge contribution. The employees are the main asset of the organization and has a strategic role within the organization as a thinkers, planners, and controlling the activities of the organization. To achieve organizational goals the employees need to take reasonable steps and give a good contribution to the organization. Seeing the importance of employees in the organization, it would require more serious attention to the task of the workers so the organizational goals can be achieved.

One of the organization or institutions that aim to build and create human resources in the future is educational institutions. The principal task of this educational institution is to prepare students to achieve optimal development. In an educational institution, academic achievement is an important indicator to measure the success of teaching and learning. However, it is undeniable that the level of student achievement is influenced by many other factors besides the

teaching process itself. The education process is a system that consists of input, process and output. Input is the learners who will carry out the learning activities, process is teaching and learning activities while the output is the result of a process that is carried out. The implementation of education process is expected to produce qualified and high competitiveness human resources to face competition in the era of globalization. Improving the quality of human resources is the emphasis of educational purposes. A teacher as an educator is one of the critical success factors of educational goals, because teacher's direct contact with learners to provide guidance that will produce graduates who are expected. The teacher is human resources planners, perpetrators and decisive achievement of educational goals. In supporting the activities of teachers required school climate that is conducive and have good relations between the elements that exist in schools such as; principals, teachers, administrators and students. As well as good relations between the elements those are outside the school such as parents / community.

SD and SMP Swasta Pertiwi Pontianak is an institution or organization that is engaged in the field of education that has the aim of improving the quality of human resources, to form an intelligent, skilled, and cultured person, and also to form a high quality person in order to survive and compete in the environment. This institute or organization expects a credibility and very high productivity of the employees or teachers, so that organizational goals can be achieved. The teachers' performance in SD and SMP Swasta Pertiwi Pontianak can be seen and measured through various aspects. Based on teachers performance measurement that measured by the head master of SD and SMP Pertiwi Potianak can be seen

that majority of the Teachers have a very good performance, but still there are also the teacher that have an average performance. Besides the performance appraisal that measured by the head master, the teachers' performance also can be seen through the process of teaching and learning in class, as well as the learning outcome of the students. In the academic year (2013-2014) there are only four students that failed and need to stay in the same grade. While, in academic year (2014-2015) there are seven students failed in learning process. Based on the data above can be seen that there is an increasing number of the students who failed and need to stay in the same class and one of the factors affecting it is a teachers performance.

The performance of teachers and school employees can be affected by many things, such as job stress and work motivation. According to Ivancevich and Matterson stress is adaptive response, moderated by individual difference that is a consequence of any external (environmental) action situation or event that places excessive psychological and/or physical demand upon a person (in Suwatno 2011 : 255). Stress is one of the issues that will undoubtedly be faced by everyone in life and stress must be overcome either by our own self without the help of other parties or with the help of other parties such as the solutions provided by the leader or manager. In simple terms stress is a response of person both physically and mentally to an environmental changing that is perceived interfere or cause itself threatened. Uncertain working conditions can cause stress, depending on how large the ability of employees can manage it.

Job stress experienced by employees can affect employee performance. Robbins (2013; 602) argues that there is a direct relationship between job stress and employee performance, a large number of studies have investigated the effect of job stress with the performance presented in the model of stress - performance (relationship U inverted). The Inverted U pattern shows the influence of stress level (low - high) and performance (low - high). If there is no stress, challenge in work, performance tends to decrease. Low stimuli, challenges, and demands can cause boredom, frustration, and the feeling that we are not using the capabilities and ability fully. In line with the increasing stress, performance tends to rise, due to stress helping employees to direct all the resources in meeting employment needs, is a healthy stimulus that encourages employees to respond to the challenges of the job. Eventually the stress reaches a stable point according to the ability of employee performance. Furthermore, if the stress even become too large, the performance will start to decline because of stress interfere with the implementation of the work. Employees lose the ability to control it. The most extreme result is performance becomes zero, the employee becomes strong against work, desperate, out or refuse work to avoid stress.

Besides Job stress, motivation is also have an impact to performance of employee (teacher). Motivation is the driving forces that can make a person survive in certain conditions and environments. Each of individual has a different motivation in work. Shortage of motivation also can decrease employee morale; it is bad for organizations or companies and also for the employees itself. There are a lot of researcher have proved that motivation can affect employee

performance. Considering the importance of employee motivation in affecting employee performance this case should be considered seriously by the organization or company. The organization or company should know how to maintain and increase the motivation of their employee.

There are 44 employees in SD and SMP Swasta Pertiwi Pontianak including Principal, Teachers, administration staff and other employees. The data can be seen in the Table.

Table 1.1
The Number of Employees PNS and Non-PNS
SD and SMP Swasta Pertiwi Pontianak

No.	Work Unit	Employees		Total Employee
		PNS	Non-PNS	
1	Principal of SD	1	-	1
2	Principal of SMP	1	-	1
3	Teachers of SD	9	15	24
4	Teachers of SMP	7	9	16
7	Other workers	-	2	2
	Total	18	26	44

Source: TU SD and SMP S. Pertiwi, 2014

Based on the data in the Table 1.1 can be seen that the employment status in SD and SMP Swasta Pertiwi Pontianak is 40.9% civil servant (PNS), and 59.1% Non-civil servant (non-PNS). By the difference in status their motivation of work and Job stress condition would be also difference since the salaries, compensation, and growth opportunities of civil servant is higher than no civil servant. The civil servant teachers have a fixed income that paid by the government, than non-civil servant teachers get the wages depend on the work hours, it means that if they are not teaching they will not have income, even the teachers feel that the wages is not enough to fulfill their needed.

This study is important because seeing in SD and SMP Pertiwi there are still teachers who have work side outside of school, there are teachers who arrive late, do not enter teaching without permission, teachers who teach has no teaching preparation or there is a preparation to teach but incomplete and even there are teachers or employee who choose to resign from the Job. So, based on the background described above then the research is made to analyze about the effect of job stress and motivation on Teachers performance in SD and SMP Swasta Pertiwi Pontianak.

1.2. Problem Statement

Based on the background of the study that described above, the research problem in this study are as follow;

1. Does job stress affect teachers' performance in SD and SMP Swasta Pertiwi Pontianak?
2. Does motivation affect teachers' performance in SD and SMP Swasta Pertiwi Pontianak?

1.3. Research Purpose

The purposes of this study are:

1. To examine and analyze the effect of job stress on performance of teachers in SD and SMP Swasta Pertiwi Pontianak
2. To examine and analyze the effect of motivation on the performance of teachers in SD and SMP Swasta Pertiwi Pontianak

1.4. Research Benefit

1. Theoretical uses

This research is expected to be useful to enrich the knowledge in the field of management, especially about the influence of Job stress and motivation to teachers' performance and useful for further research.

2. Practical Uses

- a. Results of this research are expected to be able to provide additional information to the parties concerned in educational world, about the effect of job stress and motivation on teachers' performance, so that they can do the efforts to maintain and improve the performance of the teacher.
- b. To form the consideration and the driving force related to the improvement and enhancement of work ethic on the employees or teachers in SD and SMP Swasta Pertiwi Pontianak, and also add insight for researchers.
- c. For human resource management department research is expected to increase its participation in the activities of employees, and also to evaluate the activities that have been carried out as well as to develop the role and a prospects in participating to solve management problems.