

The Effect of Non-Physical Work Environment and Work Capabilities on Teacher Performance with Level of Work Stress as Intervening Variable on COVID-19 Pandemic at Immanuel Christian School of Medan

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ABSTRACT

This study aims to analyze the non-physical work environment and work ability on teacher performance through work stress at Yayasan Perguruan Kristen Immanuel Medan. The type of research used in this study is causal with a quantitative approach. The population in this study were teachers who worked at the Perguruan Kristen Immanuel Medan, amounting to 72 teachers. The data used are primary and secondary data obtained through a list of statements. The data analysis technique uses structural equation modeling (SEM) with the Smart PLS version 3.0 analysis tool. The results of the study directly show that the non-physical work environment has a positive and significant effect on work stress, work ability has a positive and significant effect on work stress, the non-physical work environment has a positive and insignificant effect on teacher performance, work ability has a positive and insignificant effect on teacher performance, and work stress has a positive and significant effect on teacher performance. Then the results of tests carried out indirectly indicate that work stress is able to mediate the relationship of the non-physical work environment with teacher performance, and work stress is able to mediate the relationship of work ability to teacher performance.

Keywords: Non-physical work environment, work ability, work stress and teacher performance

INTRODUCTION

Human resources in the world of education play an important role. In particular, teachers are educators who can improve the quality and welfare of students because teachers have dual tasks such as educating, teaching, guiding, directing, training, assessing and evaluating students to produce quality human resources in the future. Teachers also play an important role in shaping the character of students. The success of character education is very dependent on the role of the teacher in the learning process at school, therefore the teacher is likened to the second parent in the school.

However, the outbreak of the corona virus disease or known as Covid-19 that entered Indonesia in mid-March 2020 made several systems and regulations in Indonesia change, including in the world of education. Based on Circular No. 4 of 2020 concerning the implementation of education policies during the emergency period of the spread of Coronavirus Disease (COVID-19), it is stated that teaching and learning activities that should be carried out in schools have

turned into online learning to avoid crowds which are part of the health protocol.

The Covid-19 pandemic has made significant changes to the world of education. teachers, students, and parents must be more active in educating by using technology as an intermediary medium such as using Zoom or Google Classroom. Of course, for teachers who understand the use of change technology, this is not a problem. However, for teachers who do not understand and have a low economic level, this change becomes an obstacle for teachers. Therefore, there are pros and cons to the Indonesian people regarding the online learning process, many parents say that the online learning process is not effective and the quality of the material provided has decreased because the teaching and learning process is not in the classroom.

In the increasingly fierce competition between the bakery industry, the company must be able to face conditions like this by producing innovative and quality products. Currently in Medan, there are many bakery industries that already have shops and even have branches in several regions. As for several similar bakery industries in Medan that are able to survive and compete in the market to date, they are Aroma Bakery and Cake Shop, Mawar Bakery and Cake Shop, and Jofie Bakery and Cake Shop. These three bakeries are an industry making various breads and cakes. The products sold are white bread, various small breads, donuts, various cakes, various sponges and various pastries. In terms of marketing, these bakeries have ways of maintaining their business by serving delicious bakery products and creating new variations.

The Immanuel Medan Christian College Foundation is one of the schools in the city of Medan that has made changes to the online learning system. The Immanuel Medan Christian College Foundation is located at Jalan Slamet Riyadi No.1 Medan, Madras Hulu, Medan Polonia, Medan City, North Sumatra Province. The Immanuel Medan Christian College Foundation each has units consisting of Kindergarten (TK), Elementary School (SD), Junior High School

(SMP) and High School (SMA). Therefore, the Immanuel Medan Christian College Foundation has a total of 72 teachers. The Covid-19 pandemic which has made the learning system turn into online learning affects teacher performance, including the performance of teachers at the Immanuel Christian College Foundation which is decreasing and not optimal. The decline in teacher performance can be seen through a pre-survey where student achievement decreases and student acceptance of teacher learning materials is low. The change in policy made by the government also changes the non-physical work environment, work ability, and teacher work stress. Changes in the non-physical work environment, work ability and work stress will affect teacher performance.

LITERATURE REVIEW

Teacher Performance

According to Hayata, Sugiarto, and Rochanah (2021) teacher performance is an important factor in achieving educational goals because teachers are at the forefront of the world of education. Quality learning is highly reflected in the teacher's performance. Thus, the better the teacher's performance, the better the learning in the classroom. Rachmawati and Abudullah (2013) state that teacher performance is the result of a teacher's work in carrying out his duties or work which refers to educational goals.

Based on this definition, teacher performance is an action that describes the work of a teacher that refers to educational goals, related to the fields of teaching, educating, and training students starting from learning planning activities, learning implementation and learning evaluation.

Work Stress

Stress has a different meaning for each individual. Stress is an adaptive response that is influenced by individual differences and/or psychological processes, which is a consequence of any external (environment) action. Situations, or events

that place too many psychological and physical demands on someone (Triatna 2015).

Job stress itself is a pattern of emotional conditions that occur in response to demands from within and from outside the organization. In other words, job stress has a relationship with employees' negative feelings about their work (Cahyono, and Koentjoro, 2015). According to Fatikhin, et al, (2017) state that work stress is a condition in which tension occurs which results in changes to physical conditions, ways of thinking, and emotions. If the stress that arises is not addressed immediately, it will result in a person's ability to interact well with the surrounding environment. The conclusions that can be drawn by researchers from several definitions of the experts above are: Work stress is a condition of tension experienced by humans, especially to employees when facing great demands in carrying out their work.

Non-Physical Work Environment

The non-physical work environment is all conditions that occur and are related to work relationships, both relationships with superiors and relationships with fellow co-workers or relationships with subordinates. According to Yuliantari and Prasasti (2020) the non-physical work environment is a condition of working relations, both related to superiors and related to fellow co-workers, or related to subordinates. According to Sedarmayanti (2013), the non-physical work environment is all conditions that occur related to the relationship between co-workers, or relationships with subordinates. Meanwhile, according to Suwondo and Sutanto (2015) the non-physical work environment is an interaction or relationship between employees and leaders.

Based on the opinion of several experts, it can be said that the non-physical work environment is a work environment that cannot be captured directly with the five human senses, but its existence can be

felt. This non-physical work environment can be felt by employees through relationships with fellow employees, subordinates with superiors, and superiors with subordinates.

Work Capabilities

Ability shows the potential of people to carry out tasks or jobs. A person's ability is a manifestation of the knowledge and skills possessed. Employees who have high abilities can support the achievement of the organization's vision and mission to immediately advance and develop rapidly, in anticipation of global competition. According to Blanchard and Hersey (2013), work ability is a condition that exists in workers who are truly efficient and effective in working according to their field of work.

One factor that is very important and affects the success of employees in carrying out a job is work ability. Sekartini (2016) states that ability shows the potential of people to carry out tasks or jobs. Meanwhile, Wuwungan, Nelwan and Uching (2020) state that work ability is a work result achieved by a person in carrying out the tasks assigned to him based on the skills, experience and sincerity and time of each organization or company.

The conclusion that can be drawn by researchers from several definitions submitted by experts regarding workability is all the potentials possessed by employees to carry out tasks based on knowledge, attitudes, experience, and education. The population in this study were teachers of the Christian College of Immanuel Medan as many as 72 teachers. In this study, the sample used was all 72 teachers of the Immanuel Christian College Medan. . Data analysis using inferential statistics is very important because it can explain various interesting things. For example, from the data that has been collected, researchers can find out how the relationship between two variables, differences in certain variables between different subgroups and how a number of independent variables can explain the variance of a dependent

variable. The method of analysis with Smart PLS 3.3 (Partial Least Square).

MATERIALS & METHODS

This type of research is associative research. According to Sugiyono (2016) associative research is research that aims to determine the relationship between two or more variables. The variables connected in this study are the dependent variable, namely teacher performance (Y), the intervening variable, namely the level of work stress (Z), and the independent variable, namely the non-physical work environment variable (X1) and work ability (X2).

This research was conducted at the Christian College of Immanuel Medan Jalan Slamet Riyadi No.1 Medan, Madras Hulu, Medan Polonia, Medan City, North Sumatra Province. This study uses an interval scale. The interval scale gives a number to the classification or category of objects that have ordinal size properties, plus one other property, namely the same distance or interval and is a feature of the object being measured (Sugiyono, 2017). Activities in data analysis are grouping data based on variables and types of respondents, tabulating data based on variables from all respondents, presenting data for each variable studied, performing calculations to answer problem formulations, and performing calculations to test hypotheses that have been proposed (Sugiyono, 2017).

RESULT

Respondents' Descriptive Results

Table 1: Frequency Distribution and Percentage of Gender

Gender	Total	%
Male	29	40
Female	43	60
Total	72	100

From Table 1 which is the respondent's characteristics by gender, it can be seen that 29 (40%) are male and 43 (60%) are female. This shows that female respondents dominate compared to male respondents.

Table 2: Frequency Distribution and Percentage of Age

Age	Total	%
21-30	6	8
31-40	31	43
	26	36
>50	9	13
Total	72	100

Table 2 shows that the majority of respondents are aged 31-40 years, with the number of teachers reaching 43%, namely 31 people, for ages 41-50 years, the percentage of teachers is 26 people with a percentage of 36%, age > 50 years is 9 people with a percentage of 13%. In this case, the majority of teachers who work at the Immanuel Christian College in Medan are of productive age because at this age teachers are in a work spirit that tends to be high.

Table 3: Frequency Distribution and Percentage of Working Time

Working Time	Total	%
1-10 Years	11	15
11-20 Years	38	53
>21 Years	23	32
Total	72	100

In Table 3, it shows that the majority of respondents are in the 11-20 year length range, totaling 38 teachers with a percentage of 53%. percentage 15%.

Table 4: Distribution Frequency and Percentage of Education

Pendidikan	Total	%
Senior High School	0	0
Bachelor Degree	61	85
Master Degree	11	15
Total	72	100

Table 4 shows that the majority of respondents' last education was S-1 as many as 61 teachers with a percentage of 85%, while S-2 were 11 teachers with a percentage of 15% and none of the teachers had a high school education. The number of teachers with an undergraduate education background is the standard required in the Immanuel Christian College in Medan.

Data Analysis Results

The results of the direct and indirect effects test can be seen in the following table:

Table: 5 Path Coefficients

	Original Sample (O)	Sample Mean (M)	Standard Deviation(STDEV)	T Statistics ((O/STDEV))	P Values	Conclusion
Non-Physical Work > Environment > Job Stress	0,295	0,299	0,118	2,502	0,013	Accepted
Work Capabilities > Job Stress	0,656	0,648	0,111	5,913	0,000	Accepted
Non-Physical Work Environment > Teacher Performance	0,060	0,052	0,119	0,507	0,612	Rejected
Work Capabilities > Teacher Performance	0,125	0,129	0,146	0,854	0,394	Rejected
Job Stress > Teacher Performance	0,764	0,763	0,097	7,854	0,000	Accepted
Non-Physical Work Environment > Job Stress > Teacher Performance	0,225	0,229	0,098	2,301	0,022	Accepted
Work Capabilities > Job Stress > Teacher Performance	0,501	0,493	0,101	4,959	0,000	Accepted

DISCUSSION

The Effect of Non-Physical Work Environment on Work Stress

Based on the results of hypothesis testing, it is shown that the non-physical work environment has a positive and significant effect on work stress at the Christian College of Immanuel Medan. This is evidenced by the path coefficient value of 0.295 with a significant value of 0.013 < 0.05, meaning that the non-physical work environment has a positive and significant effect on the performance of the teacher at the Immanuel Christian College Medan. So that the results of this hypothesis test are accepted.

The results of the non-physical work environment research on work stress at the Immanuel Christian College Medan are in line with research conducted by Utami, Kirana, and Wiyono (2020) "Analysis of Employee Performance Affected by Non-Physical Work Environments and Workload Through Work Stress (Study at UPT Ministry of Health DIY)" and Anita, Tjitrosumarto and Setyohadi (2021) "Teachers' Work Stress During the Covid-19 Pandemic Judging from Compensation and Work Environment at 4 SMKNs in East Jakarta".

The Effect of Work Ability on Work Stress

Based on the results of hypothesis testing, it is shown that work ability has a positive and significant effect on work stress at the Immanuel Christian College, Medan.

This is evidenced by the path coefficient value of 0.656 with a significant value of 0.000 < 0.05, meaning that work ability has a positive and significant effect on work stress at the Immanuel Christian College Foundation Medan. So that the results of this hypothesis test are accepted.

The results of work ability on work stress at the Christian College of Immanuel Medan are in line with research conducted by Priyanti (2013) "The Influence of Personality, Work Stress, Ability and Achievement Motivation on Teacher Performance in the Implementation of KTSP at Private Vocational Schools in Medan City" and Gharibi et al. . (2016) "Effects of Work related stress on work ability index among Iranian Workers".

The Effect of Non-Physical Work Environment on Teacher Performance

Based on the results of hypothesis testing, it is shown that the non-physical work environment has a positive and insignificant effect on teacher performance at the Immanuel Christian College, Medan. This is evidenced by the path coefficient value of 0.060 with a significant value of 0.612 > 0.05, meaning that the non-physical work environment has a positive and insignificant effect on the performance of the Immanuel Christian College teacher in Medan. So that the results of this hypothesis test are rejected.

The results of the study of the non-physical work environment on the performance of teachers at the Christian

College of Immanuel Medan are in line with research conducted by Fitriani, Nurlaela and, Sudarwardi (2018) "Physical work environment, non-physical work environment, and work discipline on the performance of State Vocational High School teachers. Manokwari".

The Effect of Work Ability on Teacher Performance

Based on the results of hypothesis testing, it is shown that work ability has a positive and insignificant effect on teacher performance at the Immanuel Christian College, Medan. This is evidenced by the path coefficient value of 0.125 with a significant value of $0.394 > 0.05$, meaning that work ability has a positive and insignificant effect on the performance of the teacher at the Immanuel Christian College Medan. So that the results of this hypothesis test are rejected.

So it can be concluded that the teacher's knowledge of the subjects they have to teach directly by teaching online will not be an obstacle to their performance. This research is in accordance with the opinion of Sekartini (2016) which states that teachers who have the skills and abilities physically and mentally in accordance with their work will improve performance. Likewise, when the teacher does not have the ability in accordance with his field of work, his performance will decrease.

The results of the work ability research on teacher performance at the Immanuel Christian College in Medan are in line with research conducted by Ambarani (2017) "The Influence of Work Motivation, Work Ability, and Work Discipline on Employee Performance".

The Effect of Work Stress on Teacher Performance

Based on the results of hypothesis testing, it is shown that work stress has a positive and significant effect on teacher performance at the Immanuel Christian College, Medan. This is evidenced by the path coefficient value of 0.764 with a significant value of $0.000 > 0.05$, meaning

that the non-physical work environment has a positive and significant impact on the performance of teachers at the Immanuel Christian College Medan. So that the results of this hypothesis test are accepted.

The results of work stress research on teacher performance at the Immanuel Christian College in Medan are in line with research conducted by Ngatium, Sanusi and Manan (2019) "The Effect of Workload, Work Stress, and Emotional Intelligence towards Teacher Performance through Organizational Commitment"; Kurian and Varghese (2020) "A Study on the Impact of Occupational Stress on the Performance of School Teachers in the State of Kerala" and Purnomo, Dudija and Sagala (2021) "The Effect Of Working From Home (WFH) Behavior and and Work Stress on Performance in Educational Institutions (case study on lecturers with full time status at Telkom University)".

The Effect of Non-Physical Work Environment on Teacher Performance through Work Stress

Based on the results of hypothesis testing, it is shown that the non-physical work environment has a positive and significant effect on teacher performance through work stress. This is evidenced by the path coefficient value of 0.225 with a significant value of $0.022 < 0.05$, meaning that work stress mediates the non-physical work environment on teacher performance at the Immanuel Christian College in Medan. So that the results of this hypothesis test are accepted.

The results of the non-physical work environment research on teacher performance through work stress at the Christian College Immanuel Medan are in line with research conducted by Utami, Kirana, and Wiyono (2020) "Analysis of Employee Performance Impacted by Non-Physical Work Environments and Workloads Through Work Stress (Study at UPT Ministry of Health DIY)".

The Effect of Work Ability on Teacher Performance through Work Stress

Based on the results of hypothesis testing, it is shown that work ability has a positive and significant effect on teacher performance through work stress. This is evidenced by the path coefficient value of 0.501 with a significant value of 0.000 <0.05, meaning that work stress mediates between work ability and teacher performance at the Christian College of Immanuel Medan. So that the results of this hypothesis test are accepted.

The results of research on work ability on teacher performance through work stress at the Christian College of Immanuel Medan are in line with research conducted by Priyanti (2013) "The Influence of Personality, Job Stress, Ability and Achievement Motivations on Teacher Performance in the Implementation of KTSP at Private Vocational Schools in Medan City" ; Sumantri (2017) "The Influence of Ability, Motivation and Work Spirit on Teacher Performance at State Junior High School in Balongpanggang" and Greis, Loytyniemi and Uitti (2020) "Work ability of teachers associated with voice disorders, stress, and the indoor environment: A questionnaire study in Finland"

CONCLUSION

Based on the results of the study it can be concluded that:

- 1 The non-physical work environment has a positive and significant effect on work stress at the Christian College of Immanuel Medan.
- 2 Work capabilities has a positive and significant effect on work stress at the Christian College of Immanuel Medan.
- 3 The non-physical work environment has a positive and insignificant effect on teacher performance at the Immanuel Christian College in Medan.
- 4 Work capabilities has a positive and insignificant effect on the performance of teachers at the Christian College of Immanuel Medan.

- 5 Work stress has a positive and significant effect on teacher performance at the Christian College of Immanuel Medan.
- 6 The non-physical work environment has a positive and significant effect on teacher performance through work stress at the Immanuel Christian College Medan.
- 7 Work capabilities has a positive and significant effect on teacher performance through work stress at the Christian College of Immanuel Medan.

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