

Effect of Work Facilities, Communication, and Competency on Squat Alpha Members Performance PT Telekomunikasi Indonesia Regional 1 Sumatera with Work Stress as a Moderating Variable

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DOI: <https://doi.org/10.52403/ijrr.20220622>

ABSTRACT

PT Telekomunikasi Indonesia (PT Telkom) is a company that wants to provide the best service to customers, therefore it needs the support of quality human resources. One of the human resources of PT Telkom is a member of Squat Alpha. The performance of Squat Alpha members in 2021 which has not been maximized is the background in this research. Work facilities are the main supporting factor for Squat Alpha members to carry out disturbance handling work, with good work facilities and according to the required specifications will speed up the work of handling disturbances, as well as good communication and competence will improve the performance of Squat Alpha members in handling disturbances. Work stress that arises can affect the performance of members. This study aims to determine and analyze the effect of work facilities, communication, and competence on the performance of Squat Alpha members at PT Telekomunikasi Indonesia Regional 1 Sumatra with work stress as a moderating variable. This research is a correlational research with a descriptive quantitative approach. The population in this study were all Squat Alpha members at PT Telkom Regional 1 Sumatra, amounting to 175 people. The sample selection method uses the Slovin formula, the number of samples obtained is 122 people. The method of collecting data is

survey through distributing questionnaires and interviews. Methods of data analysis using descriptive statistical analysis and SEM-PLS. The results show that work facilities, communication, competence, partially have a positive and significant effect on member performance. Work stress has a positive and significant effect on the performance of members. Work stress does not affect the relationship between work facilities and competence on member performance, but weakens the influence of communication on member performance.

Keywords: Work Facilities, Communication, Competence, Job Stress, and Member Performance

INTRODUCTION

The company's activities in the field of telecommunications infrastructure relate to the construction and maintenance. Telecommunications infrastructure that supports the internet needs to be built and maintained properly. Development activities can be done once the development period, but maintenance activities need to be done regularly so that the quality of infrastructure is maintained properly

The success of telecommunications infrastructure management is influenced by the success of the management of human

resources that build and maintain the infrastructure. Human Resources (HR) must be managed properly and appropriately, so that every business activity of telecommunications infrastructure business can be carried out in accordance with the functions and responsibilities of each. In the current telecommunications industry competition, the company's human resources must be able to be a good partner, able to work in an integrated manner with anyone and any unit, ranging from the lowest level to the top level of the company.

Every company wants to have a good performance achievement, the achievement of the company's performance needs to be supported by the good performance of every human resource in the company. To be able to achieve good performance, the company needs to determine the vision, mission, goals, and direction of the company that needs to be run consistently by every human resource in the company ranging from the director level to the technician level or the lowest level.

PT Telekomunikasi Indonesia, commonly called PT Telkom, is a company engaged in the telecommunications industry. One of PT Telkom's business is the provision of high-speed internet services, high-speed internet services are provided through the telecommunications infrastructure of fiber optic cable networks spread and connected throughout Indonesia. PT Telkom divides its operational area in Indonesia into seven regions.

PT Telkom Regional 1 Sumatera carries out operational activities and maintenance of telecommunications infrastructure of fiber optic cable networks on a regular basis, planned or unplanned in order to provide good and quality internet services. Operational and maintenance activities are carried out by employees working in Wholesale Access Network units in every Telkom area (Witel) in Sumatera. In every Witel in Sumatera, there are officers stationed in certain areas to carry out operational activities and maintenance of

fiber optic cable networks, in the organizational structure of officers in these areas enter the Alpha Squat unit. Squat Alpha Unit is a unit formed by PT Telkom with a subsidiary of PT Telkom, PT Telkom Akses (PT TA). Squat Alpha is occupational responsible to PT Telkom, but Labor administration is in PT Telkom Akses (PT TA). Squat Alpha members are tasked to handle any interference that occurs in PT Telkom's fiber optic cable network that serves customers such as Telkomsel, Smartfren, H3I, Lintasarta, etc.

The most significant work of Squat Alpha members is the work of handling fiber optic cable network interference in the form of cable splicing, and cable quality improvement. The speed of disruption resolution performed by Squat Alpha members largely determines the quality of internet services provided by PT Telkom. When the optical cable breaks towards Telkomsel's Base Transceiver Station (BTS), the BTS cannot serve the customer, so the customer cannot use the internet, due to customers who do not use the internet, the subscriber's internet pulse quota is not reduced so that it delays or slows down the recharging process, this also means causing Telkomsel to lose revenue when the optical cable breaks. Fast disruption resolution is expected to reduce customer complaints, and also provide satisfaction to customers. Thus, the performance of Squat Alpha members is important to be considered and controlled because it determines the performance of the Witel unit and also becomes one of the determinants of the performance of Telkom Regional 1 Sumatra, and has a major impact on the services provided to Telkom customers. Each member of Squat Alpha in the region has a target of achieving their respective performance that has been set by PT Telkom.

The following is the data on the performance of Squat Alpha members in PT Telkom Regional 1 Sumatera

Table 1
Telkom Regional 1 Sumatra Squat Alpha Performance Report 2021

Witel	Number Of Squad Members	Target Recovery Time (Hours)	Realization Of Recovery Time (Hours)											
			Jan	Feb	Mar	Apr	Mei	Jun	Jul	Agu	Sep	Okt	Nov	Des
Aceh	15	3	2,35	2,78	2,64	1,96	2,85	2,74	3,40	3,27	4,61	3,40	3,36	1,46
Bangka Belitung	13	3	1,48	1,20	1,02	2,09	1,52	1,92	2,93	1,92	1,22	2,16	2,59	1,01
Bengkulu	13	3	0,55	1,38	1,10	0,44	0,55	0,55	0,60	0,83	1,38	1,88	1,89	1,25
Jambi	13	3	3,02	2,34	2,35	3,05	3,33	2,63	3,23	5,06	2,99	2,60	3,68	1,03
Lampung	14	3	3,02	2,60	2,14	3,50	2,69	2,64	3,45	3,11	3,40	3,23	3,43	2,42
Medan	19	3	1,11	0,78	0,63	1,64	1,28	1,29	1,63	1,82	2,10	1,34	3,24	1,53
Riau Daratan	28	3	2,10	2,72	2,85	2,43	2,81	2,68	2,54	3,77	3,30	3,80	2,96	1,01
Riau Kepulauan	14	3	2,33	1,12	2,03	2,75	2,42	1,64	1,90	2,50	2,37	5,63	3,11	2,76
Sumatera Barat	15	3	2,81	2,17	2,34	3,21	3,55	3,47	3,88	3,81	3,23	3,23	2,94	2,91
Sumatera Selatan	16	3	2,14	1,97	2,11	2,53	2,22	2,22	2,47	3,29	3,50	3,32	3,58	1,03
Sumatera Utara	15	3	0,95	1,06	1,20	1,21	2,00	1,56	2,39	3,13	2,20	4,02	1,68	1,28
Telkom Regional	175	3	2,22	2,29	2,27	2,55	2,53	2,45	2,78	3,35	3,28	3,34	3,23	1,55

Source: PT Telkom Regional 1 Sumatra, 2022; data processed

Based on the performance achievement report of Squat Alpha in Table 1, it can be seen that the number of all members of Squat Alpha in Sumatra as many as 175 members spread on 11 Witel. The target for resolving Telkomsel's site base Transeiver Station (BTS) optical cable interference is 3 hours. The performance of Squat Alpha is said to be good if the realization of recovery time is smaller than the target set, while the realization of the achievement of Squat Alpha performance of

each Witel is measured based on the number of disturbances that occur, and the speed of completion of disturbances still exceeds the 3-hour target that occurs in August, September, October, and November. The performance of Squat Alpha is considered good if it reaches a disruption completion time below the target time of 3, while Squat Alpha which reaches a disruption completion time above the target time of 3 hours means the achievement of its poor performance.

Table 2
Telkom Regional 1 Sumatra Disruption Report 2021

Witel	Number Of Squad Members	Total BTS Telkomsel	Number of fiber Optic access disruption BTS Telkomsel (Site)											
			Jan	Feb	Mar	Apr	Mei	Jun	Jul	Agu	Sep	Okt	Nov	Des
Aceh	15	578	22	17	31	23	37	39	49	47	39	50	45	17
Bangka Belitung	13	259	8	12	7	5	9	5	6	3	9	6	1	2
Bengkulu	13	192	6	4	7	3	10	7	3	5	3	10	5	2
Jambi	13	415	17	10	21	19	12	32	19	16	22	19	16	4
Lampung	14	513	38	34	36	29	23	38	32	27	39	45	38	14
Medan	19	962	13	8	8	6	8	10	15	15	11	25	12	12
Riau Daratan	28	1049	63	97	87	85	65	91	69	78	99	86	72	23
Riau Kepulauan	14	563	18	15	8	26	10	21	14	13	13	16	30	5
Sumatera Barat	15	648	24	26	16	20	13	25	27	26	36	22	25	17
Sumatera Selatan	16	940	53	52	59	36	36	41	97	71	105	144	96	37
Sumatera Utara	15	558	16	18	17	12	13	17	23	22	23	25	10	13
Telkom Regional	175	6677	278	293	297	264	236	326	354	323	339	448	359	146

Source: PT Telkom Regional 1 Sumatra, 2022; data processed

Table 2, showing the number of access disruptions to Telkomsel BTS that occurred during 2021, the fewer disruptions that occur will be better, because service to customers can be better and more optimal. In principle, the handling of disturbances based on the time of occurrence of

disturbances, disturbances that arise first will be repaired first, but if the disturbances occur simultaneously in the same area, then disturbances that have more impact on customer service will be prioritized first to be repaired. When it is known that there is work on widening roads or repairing

trenches at locations that intersect with Telkomsel BTS optical cables, then Squat Alpha members will supervise the work that is still ongoing to prevent interference, this can have an impact on controlling the amount of interference.

If the disruption time is more than 3 hours and Squat Alpha experiencing obstacles that are very difficult to overcome, then Squat Alpha will coordinate with other units such as the maintenance unit to help repair the disorder. The faster the repair of the disorder occurs the better. Service interruption repair can be done more than 3 hours or it can be under 3 hours, there is even something that can be done in just 30 minutes, it depends on the cause of the disturbance that occurs. If the interference occurs because the optical cable is broken, the repair time is longer than the interference that occurs due to other factors such as device damage, Ethernet cable damage, cable connector damage, or due to planned maintenance work.

The 2021 Squat Alpha performance report shows that there is a phenomenon of various performance achievements for Squat Alpha in Sumatra. Squat Alpha performance reaches the target, if the completion time of optical cable interference is smaller or equal to the target that has been set is 3 hours.

The phenomenon of differences in performance achievement related to the completion of this disorder is interesting to study to find out what causes the performance of Squat Alpha members to be achieved or not. To achieve the target of solving the disorder, Squat Alpha members need some ability. There are several important aspects that need to be researched in achieving the performance of the Alpha Squat member.

According to Sedarmayanti (2018:13) the term performance comes from the word job performance or actual performance which means work performance or actual achievement achieved by a person, while performance is the result of work in quality and quantity achieved by a person in carrying out their duties in

accordance with the responsibilities given to him. Performance is the implementation of a job and the improvement of the work in accordance with its responsibilities so as to achieve results as expected (Sinambela, 2018:480).

Each worker has the ability based on knowledge and skills, competence in accordance with his work, work motivation, and job satisfaction. Workers also have personality, attitude, and behavior, which can affect their performance, leadership and leadership style in the organization is also very instrumental in influencing employee performance (Wibowo, 2017:69).

According to Sedarmayanti (2018:17), performance has five aspects that can be used as a basis for assessing a person's performance in each organization, namely: quality of work, punctuality, initiative, ability, communication. According to Busro (2017:43) work stress will adversely affect performance, because people who are experiencing stress will not be able to think optimally in completing work tasks that become tasks and functions, therefore each individual must be able to do stress management so as to provide a positive influence on performance.

In connection with that, prasurey related to the performance of Squat Alpha members with the number of respondents as many as 30 people with the following results: that on average (87.5%) the performance of Squat Alpha members has been running well. This can be seen from the respondent's answer which states that in terms of quantity has been able to complete the work according to the target time set, besides it can also be seen from the respondent's answer related to the quality of work that is also good because it tries to avoid mistakes by working carefully. However, there are still 12.5% of squat Alpha members whose performance is not optimal, this needs to be improved in order to achieve an even distribution of Squat Alpha members' performance.

According to Mangkunegara (2016) the factors that affect performance are: job

description, autonomy, work targets, communication, labor relations, work climate, career opportunities, work facilities. According to Munawirsyah (2017) work facilities are all facilities and infrastructure used, used, occupied, enjoyed by employees as a means of operational technical support, so as to facilitate implementation and relationships to the community. Work facilities are a push in helping employees work to be more productive and can add employee enthusiasm to achieve company goals (Jufrizen, 2021).

Prasurvey has done about the work facilities owned and utilized by Squat Alpha members with a number of respondents as many as 30 people. The results of the survey can be seen that on average (76.33%) work facilities owned and used by members of Squat Alpha is good enough, but there are still some aspects that need to be improved, namely related to the availability and condition of work equipment, work equipment, communication tools in the form of Android phones, and transportation vehicles, this is reflected in the answers of respondents who have not all get the appropriate facilities.

Prasurvey has conducted about communication to Squat Alpha members with a number of respondents as many as 30 people. The results of the survey can be seen that on average (91%) Squat Alpha members can communicate well this can be seen from the answers of respondents who stated that they always use clear sentences in communicating and always listen to the interlocutor when discussing. The ability of Squat Alpha members to use communication tools has also been seen well, however, from the results of prasurvey there are still 9% of respondents who have not been able to communicate well. Squat Alpha members must have the ability to communicate well, both internal communication, external communication and communication with fellow Squat Alpha members. Communication needs to be done by Squat Alpha members to parties

related to the handling of interference, if communication does not run smoothly, the completion of the handling of interference can exceed the target time of 3 hours.

Prasurvey has conducted about the competence of Squat Alpha members with a number of respondents as many as 30 people. The results of prasurvey can be seen that the average (89.5%) competence of Squat Alpha members is quite good, this means that Squat Alpha members are able to perform and complete the job given well. However, based on respondents' answers, there are 10% of respondents who do not have a theoretical understanding of the work done, 10% of respondents do not understand the standard procedure of work, and 13.33% of respondents do not understand the regulations in doing work. In addition, there are 8.33% who do not have the skills, and 10% of respondents do not have a work attitude that is in accordance with the expected.

The competencies that a person has are different, someone who has competence in accordance with their duties and responsibilities will do their job well, but someone who is given tasks and responsibilities that are not in accordance with their competencies will tend to experience stress on their job (Robbins, 2018:428). Work stress is an unpleasant psychological condition of employees that occurs when there is an imbalance between work demands and the competence that employees have to meet these demands (Busro, 2017:38). Work Stress is excessive workload, feelings of difficulty, and emotional tension that hinder individual performance (Robbins, 2018:430).

Prasurvey has done about work stress to Squat Alpha members with the number of respondents as many as 30 people. The results of the survey can be seen that 86.67% of Squat Alpha members experience high fatigue due to high workload as seen in the statement of the number of disruptions of the Tsel Node-B service that must be handled to make fatigue. The highest aspect affecting the

stress level of Squat Alpha members lies in irregular working time, this is due to the work done during the day and some are done at night. Work done at night affects the time of night Rest, 100% of respondents said that the timing of the implementation of the work is often erratic makes sleep difficult.

The existence of Squat Alpha members is very important for the services of PT Telkom, and currently the work can not be replaced by artificial intelligence machines, for that it is necessary to do a good and proper management so that Squat Alpha members can perform their duties properly and according to standard operating procedures.

LITERATURE REVIEW

Working Facilities

Work facilities are supporting facilities in the company's physical activities, and are used in the normal activities of the company, have a relatively permanent period of Use and provide benefits for the future (Asnawi, 2019:26).

Communication

Communication is the process of transferring the meaning conveyed by the sender to the receiver through a channel. Communication can occur if there is a similarity between the delivery of the message and the person receiving the message, both verbally and nonverbally (Robbins, 2018:224).

Competence

Competence is an ability to carry out or perform a job or task based on skills and knowledge and supported by the work attitude required by the job. Thus, competence indicates the skills and knowledge that are characterized by professionalism in a certain area as something of paramount importance, as the flagship of the area. Competence is an individual characteristic that underlies performance or behavior in the workplace (Wibowo, 2017:271).

Work stress

Work stress is a depressed feeling experienced by employees in the face of work, this work stress can be seen from the appearance of self, among others, unstable emotions, feelings of insecurity, like to be alone, difficulty sleeping, excessive smoking, unable to relax, anxiety, tension, nervousness, increased blood pressure and indigestion (Sinambela, 2018:472).

Performance

performance comes from the word job performance or actual performance which means work performance or actual achievement achieved by a person, while performance is the result of work in quality and quantity achieved by a person in performing their duties in accordance with the responsibility given to him (Sedarmayanti, 2018:13).

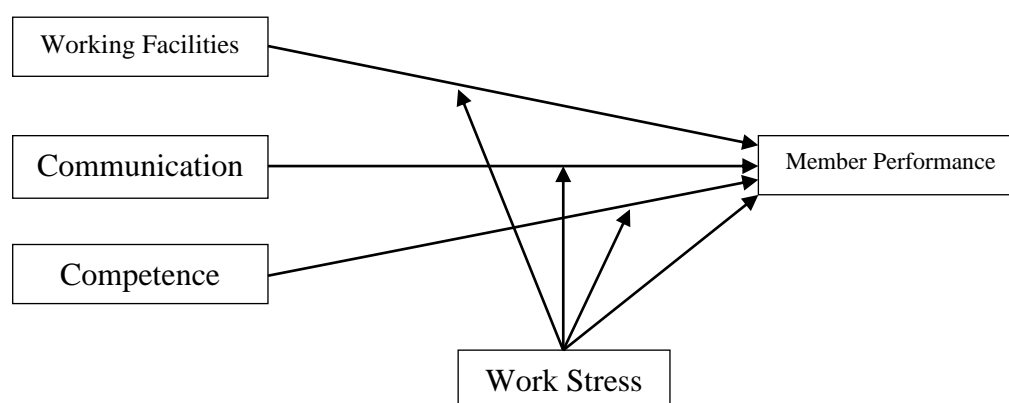


Figure 1. Conceptual Framework

Hypothesis

Based on the background of research and the relationship between variables, the research hypothesis:

1. Work facilities have a positive and significant effect on the performance of Squat Alpha members at PT Telekomunikasi Indonesia Regional 1 Sumatera.
2. Communication has a positive and significant effect on the performance of Squat Alpha members at PT Telekomunikasi Indonesia Regional 1 Sumatera.
3. Competence has a positive and significant effect on the performance of Squat Alpha members at PT Telekomunikasi Indonesia Regional 1 Sumatera.
4. Work stress negatively and significantly affect the performance of Squat Alpha members at PT Telekomunikasi Indonesia Regional 1 Sumatera.
5. Work stress can weaken the influence of work facilities on the performance of Squat Alpha members at PT Telekomunikasi Indonesia Regional 1 Sumatera.
6. Work stress can weaken the influence of communication on the performance of Squat Alpha members at PT Telekomunikasi Indonesia Regional 1 Sumatera.
7. Work stress can weaken the influence of competence on the performance of Squat Alpha members at PT Telekomunikasi Indonesia Regional 1 Sumatera.

MATERIAL AND METHODS

This study is a correlational research, according to Sudaryono (2018:89), correlational research is a type of research with a characteristic problem in the form of correlational relationships between two or more variables, the purpose of correlation research is to determine whether there is an association between two or more variables and how far the correlation exists between the variables studied. This study uses a

quantitative approach. According to Sudaryono (2018:92) quantitative research is research that uses quantitative methods, quantitative methods that usually use deductive logic seek to find order in human life by separating the social world into empirical components called variables. These variables can be represented numerically as frequencies or levels, the relationships between them can also be explored by statistical techniques. This method bases research on investigating the number or frequency of an event or phenomenon. Generally, quantitative research emphasizes more on the breadth of information (not depth) so that this method is suitable for a wide population with limited variables. The nature of this study is descriptive. According to Nazir (2017:43) descriptive research is a study that examines the status of a group of people, an object, a set of conditions, a system of thought, or a class of events at the present time that aims to make a description, picture, or painting in a systematic, factual and accurate about the facts, properties and relationships between the investigated phenomena. The location and time of this research is planned to be conducted at PT. Telekomunikasi Indonesia Regional I Sumatra which is located at Jl M. Yamin No.2 terrain. The research time is planned to be carried out from April 2022 to June 2022.

Population is a generalization area consisting of objects or subjects that have certain qualities and characteristics determined by the researcher to be studied and then drawn conclusions (Sudaryono, 2018:166), the population in this study were all members of Squat Alpha PT Telekomunikasi Indonesia Regional 1 Sumatra which amounted to 175 people. The sample is a part of the population, it includes a number of selected members of the population (Sudaryono, 2018:167). The sample selection method is cluster sampling method. According to Sudaryono (2018:172) the group sampling method is a probability sampling procedure that selects subpopulations called clusters, then each

element in the cluster group is selected as a member of the sample. Regional or cluster sampling techniques are used to determine the sample if the object to be studied or the data source is very broad, for example, the population of a country, province or district. In this study the population is divided into 11 clusters based on the number of Witel in Telkom Sumatra, then from each cluster will be selected a random sample. The number of samples selected based on Slovin formula so that the number of samples in this study amounted to 122 respondents.

Types and sources of Data in this study is to use primary data and secondary data. Primary Data is data obtained from questionnaires or lists of questions given to respondents. Secondary Data are data obtained through documentation studies, in the form of performance achievement data of Alpha Squad members, journals related to research, and other relevant data in this study. The source of data used in this study is sourced from respondents in the form of primary data (questionnaire) and sourced from internal data of PT Telekomunikasi Indonesia Regional 1 Sumatra in the form of secondary data.

Data collection techniques in this study is to use:1) questionnaire; according

to Nazir (2017: 179) questionnaire is a data collection technique that is done by giving a list of questions to respondents to be filled or answered, the questionnaire contains questions that are logically related to the research problem, and each question is the answers that have meaning in testing hypotheses. In this study, respondents who will be given a questionnaire is a sample of the population of Squat Alpha at PT Telekomunikasi Indonesia Regional 1 Sumatra amounting to 122 people. 2) interview; according to Sudaryono (2018:212) interview is a way of collecting data used to obtain information directly from the source, the interview can be used as a preliminary study to find the problems that must be studied and if you want to know the things of the respondents in depth and the number of respondents is small. In this study, unstructured interviews were used, namely free interviews where researchers did not use interview guidelines that have been arranged systematically and completely for Data Collection 3) documentation studies; documentation studies were used to collect secondary data in the form of journals, previous research results, data on the achievement of Alpha Squad performance.

RESULTS

Inferential Statistical Analysis

Evaluation Of Outer Model Measurement

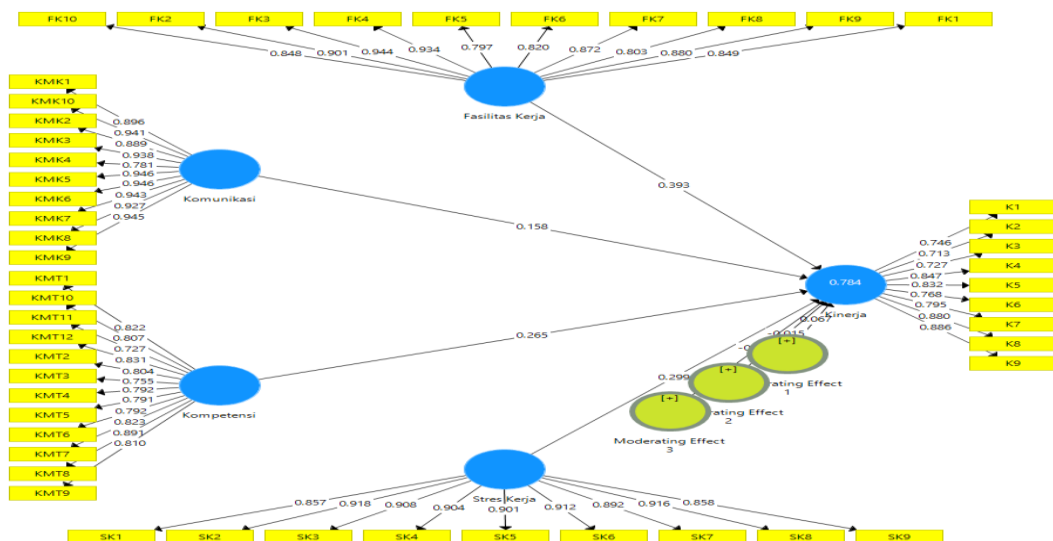


Figure 2: PLS Algorithm result display

Convergent Validity

In the evaluation of convergent validity of individual item reliability checks, it can be seen from the standardized loading factor. Standardize loading factor describes the magnitude of correlation between each measurement item (indicator) with its construct. Here is the outer loading value of each indicator in the research variable:

Table 3 Outer Loading

Variable	Indicators	Value Outer Loading
Working facilities (FK)	FK1	0,849
	FK2	0,901
	FK3	0,944
	FK4	0,934
	FK5	0,797
	FK6	0,820
	FK7	0,872
	FK8	0,803
	FK9	0,880
	FK10	0,848
Communication (KMK)	KMK1	0,896
	KMK2	0,889
	KMK3	0,938
	KMK4	0,781
	KMK5	0,946
	KMK6	0,946
	KMK7	0,943
	KMK8	0,927
	KMK9	0,945
	KMK10	0,941
Competence (KMT)	KMT1	0,822
	KMT2	0,804
	KMT3	0,755
	KMT4	0,792
	KMT5	0,791
	KMT6	0,792
	KMT7	0,823
	KMT8	0,891
	KMT9	0,810
	KMT10	0,807
	KMT11	0,727
	KMT12	0,831
Work Stress (SK)	SK1	0,857
	SK2	0,918
	SK3	0,908
	SK4	0,904
	SK5	0,901
	SK6	0,912
	SK7	0,892
	SK8	0,916
	SK9	0,858
Performance (K)	K1	0,746
	K2	0,713
	K3	0,727
	K4	0,847
	K5	0,832
	K6	0,768
	K7	0,795
	K8	0,880
	K9	0,886
Moderating	FK * SK	0,876
	KMT * SK	0,928
	KMK * SK	0,921

Based on the data presented in Table 3, it is known that each indicator of the

research variable has an outer loading value > 0.7 . That's enough to qualify for convergent validity.

Discriminant Validity

Discriminant Validity is a comparison between discriminant validity and square root of average extracted (Ave). If the value of the Ave square root of each construct is greater than the correlation value between the construct and other constructs in the model, then it is said to have a good discriminant validity value and for the expected Ave value is > 0 .

Table 4 AVE values

Variable	Average Variance Extracted (AVE)
Working facilities	0,750
Performance	0,643
Expertise	0,648
Communications	0,840
Moderate Effect 1	1,000
Moderate Effect 2	1,000
Moderate Effect 3	1,000
Work Stress	0,804

Based on the data presented in Table 4, it is known that the value of Ave variables of work facilities, performance, competence, communication, work stress and moderation variables > 0.5 . Thus it can be stated that each variable has a good discriminant validity.

Composite Reliability

Composite Reliability is an index that shows the extent to which a measuring device can be trusted to rely. Data that has composite reliability > 0.7 has a high reliability. Composite reliability indicator blocks that measure a construct can be evaluated by two measures, namely internal consistency and Cronbach's Alpha.

Table 5 Composite Reliability

Variable	Composite Reliability
Working facilities	0,968
Performance	0,941
Expertise	0,957
Communications	0,981
Moderate Effect 1	1,000
Moderate Effect 2	1,000
Moderate Effect 3	1,000
Work Stress	0,974

Based on the data presented in Table 5, it can be seen that the value of composite reliability of all research variables > 0.7 . These results show that each variable has met the composite reliability so that it can be concluded that the overall variable has a high level of reliability.

Cronbach ' S Alpha

Reliability test with composite reliability above can be strengthened by using Cronbach's alpha value. A variable can be declared reliable or satisfy Cronbach's alpha if it has a value of Cronbach's alpha > 0.7 . The following are Cronbach's alpha values of each variable:

Table 6 Cronbach's Alpha

Variable	Cronbach's Alpha
Working facilities	0,963
Performance	0,930
Expertise	0,951
Communications	0,978
Moderate Effect 1	1,000
Moderate Effect 2	1,000
Moderate Effect 3	1,000
Work Stress	0,969

Based on the data presented in Table 6, it can be seen that Cronbach's alpha value of each research variable > 0.7 . Thus these results can show that each variable has met the requirements of Cronbach's alpha value, so it can be concluded that the overall variable has a high level of reliability.

Structural Evaluation of the Inner Model

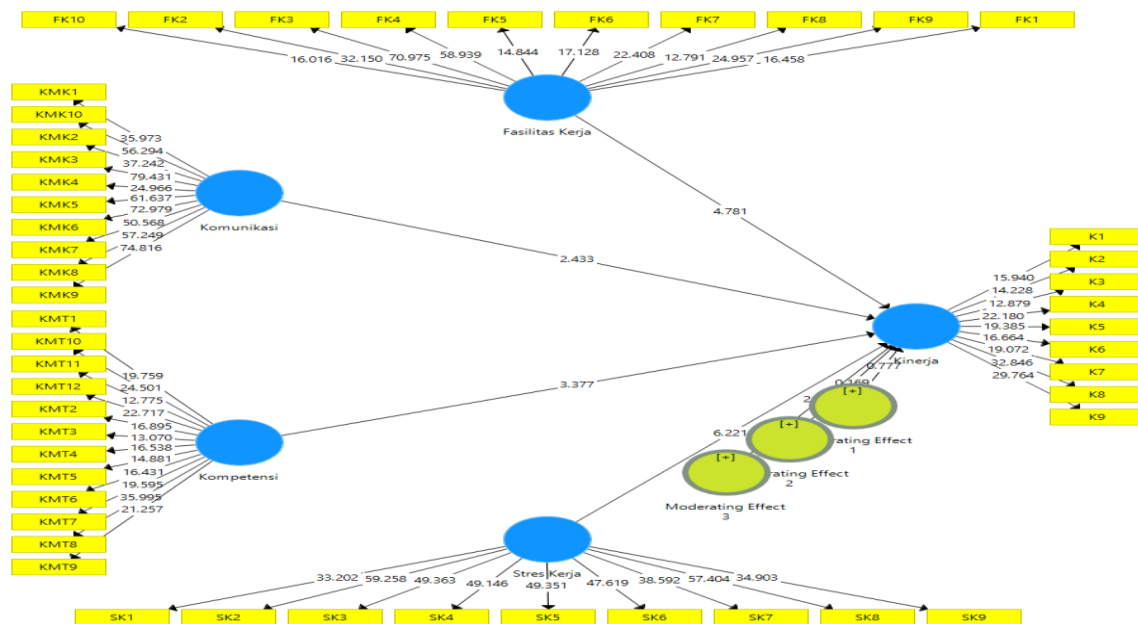


Figure 3: Result display PLS Bootstrapping Inner Model

Test Path Coefficient

Path coefficient evaluation is used to show how strong the effect or influence of the independent variable to the dependent variable. Coefficient determination (R-Square) is used to measure how much endogenous variables are affected by other variables.

Chin mentioned the R-Square result of 0.67 and above for endogenous latent variables in the structural model, indicating the influence of exogenous variables (influencing) on endogenous variables

(influencing) is included in the good category. Meanwhile, if the result is 0.33 – 0.67, it is included in the medium category, and if the result is 0.19-0.33, it is included in the low category.

Based on the description of the results, shows that all variables in this model have a path coefficient with a positive number. This shows that if the greater the value of path coefficient in one independent variable to the dependent variable, the stronger the influence between independent variables to the dependent

variable. Based on the data processing that has been done, obtained R Square value as follows:

Table 7 R-Square

Variable	R Square
Performance	0,784

Based on the data presented in Table 7, the R - Square value for the performance variable is 0.784 which means that communication, competence, work facilities and work stress affect 78.4% of performance and the rest is influenced by other variables.

Table 8
Path Coefficients (Mean, STDEV, t-Value) direct influence

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values
Working facilities -> Performance	0,393	0,394	0,082	4,781	0,000
Expertise -> Performance	0,265	0,265	0,078	3,377	0,001
Communications -> Performance	0,158	0,157	0,065	2,433	0,015
Work Stress -> Performance	0,299	0,296	0,048	6,221	0,000

A. Direct Influence

1. Work facilities have a positive and significant effect on the performance of Squat Alpha members at PT Telekomunikasi Indonesia Regional 1 Sumatera.

The effect of working facilities on the performance of Squat Alpha members at PT Telekomunikasi Indonesia Regional 1 Sumatera showed a coefficient value of 0.393 with a tstatistic value of 4.781. The value is greater than ttable (1.96) with p values 0.000 less than 0.05 which means hypothesis 1 is accepted. Based on these results, it can be interpreted that the work facilities have a positive and significant effect on the performance of Squat Alpha members at PT Telekomunikasi Indonesia Regional 1 Sumatera.

2. Communication has a positive and significant effect on the performance of Squat Alpha members at PT Telekomunikasi Indonesia Regional 1 Sumatera.

The effect of communication on the performance of Squat Alpha members at PT Telekomunikasi Indonesia Regional 1 Sumatera showed a coefficient value of 0.158 with a tstatistic value of 2.433. The value is greater than ttable(1.96) with p values 0.015 less than 0.05 which means hypothesis 2 is accepted. Based on these results, it can be interpreted that communication has a positive and significant effect on the performance of Squat Alpha members at PT

Telekomunikasi Indonesia Regional 1 Sumatera.

3. Competence has a positive and significant effect on the performance of Squat Alpha members at PT Telekomunikasi Indonesia Regional 1 Sumatera.

The effect of competence on the performance of Squat Alpha members at PT Telekomunikasi Indonesia Regional 1 Sumatera showed a coefficient value of 0.265 with a tstatistic value of 3.377. The value is greater than ttable(1.96) with p values 0.001 less than 0.05 which means hypothesis 3 is accepted. Based on these results, it can be interpreted that communication has a positive and significant effect on the performance of Squat Alpha members at PT Telekomunikasi Indonesia Regional 1 Sumatera.

4. Work stress negatively and significantly affect the performance of Squat Alpha members at PT Telekomunikasi Indonesia Regional 1 Sumatera.

The effect of work stress on the performance of Squat Alpha members at PT Telekomunikasi Indonesia Regional 1 Sumatera showed a coefficient value of 0.299 with a tstatistic value of 6.221. The value is greater than ttable (1.96) with p values 0.000 smaller than 0.05, but has an original sample of positive value (0.299) which means hypothesis 4 is rejected.

B. Indirect Influence

Table 9: Path Coefficients (Mean, STDEV, t-Value) indirect influence

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values
Moderate Effect 1 -> Performance	0,067	0,069	0,087	0,777	0,438
Moderate Effect 2 -> Performance	-0,015	-0,024	0,089	0,169	0,866
Moderate Effect 3 -> Performance	-0,194	-0,195	0,082	2,349	0,019

1. Work stress can weaken the influence of work facilities on the performance of Squat Alpha members at PT Telekomunikasi Indonesia Regional 1 Sumatera.

Work stress can weaken the influence of work facilities on the performance of Squat Alpha members at PT Telekomunikasi Indonesia Regional 1 Sumatera, shows the coefficient value of 0.067 with tstatistic value of 0.777. The value is smaller than the table (1.96) with p values 0.438 greater than 0.05 which means hypothesis 5 is rejected. Based on these results, it can be interpreted that work stress is not able to weaken the influence of work facilities on the performance of Squat Alpha members at PT Telekomunikasi Indonesia Regional 1 Sumatera.

2. Work stress can weaken the influence of communication on the performance of Squat Alpha members at PT Telekomunikasi Indonesia Regional 1 Sumatera.

Work stress can weaken the influence of communication on the performance of Squat Alpha members at PT Telekomunikasi Indonesia Regional 1 Sumatera. shows the coefficient value of -0.194 with a tstatistic value of 2.349. The value is greater than ttable (1.96) with p values 0.019 less than 0.05 which means hypothesis 6 is accepted. Based on these results, it can be interpreted that work stress can weaken the influence of communication on the performance of Squat Alpha members at PT Telekomunikasi Indonesia Regional 1 Sumatera.

3. Work stress can weaken the influence of competence on the performance of Squat Alpha members at PT

Telekomunikasi Indonesia Regional 1 Sumatera.

Work stress can weaken the influence of competence on the performance of Squat Alpha members at PT Telekomunikasi Indonesia Regional 1 Sumatera. shows the coefficient value of -0.015 with a tstatistic value of 0.169. The value is smaller than the table (1.96) with p values 0.866 greater than 0.05 which means hypothesis 7 is rejected. Based on these results, it can be interpreted that work stress is not able to weaken the influence of competence on the performance of Squat Alpha members at PT Telekomunikasi Indonesia Regional 1 Sumatera.

DISCUSSION

Work Facilities Have A Positive And Significant Effect On The Performance Of Squat Alpha Members At PT Telekomunikasi Indonesia Regional 1 Sumatera.

Based on the path Coefficient test results that work facilities have a positive and significant effect on the performance of Squat Alpha members. This means that the hypothesis is accepted. With the acceptance of this hypothesis shows that the more complete and good work facilities owned by members of the Squat Alpha will further improve the performance of members of the Squat Alpha. The most needed work facilities to support the performance of Squat Alpha members is the availability of the main work tools in the form of optical cable connection tools, this is in accordance with the results of research that shows that statement 1 regarding the availability of the main work equipment in the form of connecting tools in accordance with the

needs has the highest average value in the variable work facilities.

Squat Alpha members need the support of work facilities in the form of the main work tool, namely the optical cable connection tool because the main job of Squat Alpha members is to repair interference, one way is to connect optical cables. To perform optical cable splicing, it also takes a complementary work tool in the form of toolkit set, and the material used for splicing in the form of optical cables and optical connectors. Based on the results of the research, it is known that the toolkit set owned by Squat Alpha members is in accordance with the needs and worth using, it is characterized by the results of the average value of the members' answers are very high.

The process of disruption repair work performed by Squat Alpha members is said to be completed when the service has returned to normal. To determine the condition of service before and after the repair, Squat Alpha members need to communicate with various parties, for that Squat Alpha members need support in the form of communication facilities. Communication tools needed in the form of smartphones based on android, this is because Squat Alpha members need to monitor and update information on the progress of disruption improvement through Telkom's internal application called Mystaf. Squat Alpha member communication tool is provided by PT Telkom Akses (PT TA) with the concept of one member obtaining one communication tool, the fulfillment of the availability of communication tools is done by giving replacement money by PT TA in accordance with a predetermined budget. With this concept, each member of Squat Alpha will earn money to buy communication tools in accordance with the specifications required and the budget obtained, in the fulfillment of this communication tool there is a difference in standards, there are those who buy smartphones with better specifications by adding personal money, but there are also

those who buy at a cheaper price than the given budget. This difference is also known in the results of the study which states that there are 26% of respondents stated that they do not agree with the availability of communication tools, and 26% of respondents also stated that the condition of communication tools is not suitable for use.

Other work facilities needed by members of Squat Alpha to speed up the repair of disturbances is a means of transportation in the form of a motorcycle or car. PT TA provides a motor transport tool with a ratio of 1 motor for 2 people, in the implementation in the field it turns out that there are several work sites that only consist of 1 person, so the use of this motor transport tool will be given to members who are alone in the placement of certain work sites, while for 1 member who does not have a motor will be placed at work sites that have more than 2 people so that they can use the motor alternately. Likewise, car transportation is provided by PT TA with a ratio of 1 car for 6 people, so that the use of this car will be done alternately, and will be placed in strategic work locations by looking at the number of production tools and Telkom's managed Node-B. With the concept of 1 car for 6 members, of course there will be work locations that do not have a car, the ideal is that in every work location there is a car available that will be used to bring disruption repair materials. The existing conditions in the field are not in accordance with the needs of ideally 1 member using 1 motorcycle, and every job site is available car, but nevertheless Squat Alpha members can overcome the conditions in the field by doing synergy between units at the job site, so that they can take advantage of each motor and car alternately with other units. The results showed that 84% of respondents stated that transportation is available in accordance with the needs and 85% stated that transportation is in good condition.

Work facilities in the form of a neat and clean material warehouse to store disruption repair materials are also needed

by members of Squat Alpha, this aims to make the materials can be stored properly, can be well arranged, and can accommodate materials sent from the central warehouse. With the material stored in the material warehouse, the members of Squat Alpha no longer need to wait for the delivery of material from the central warehouse if they want to repair the disturbance. In this study it is known that 83% of respondents said that the warehouse material is available and 85% stated that the warehouse is in a neat and clean condition.

Based on the research results obtained related to this work facility, it can be concluded that the members of Squat Alpha are in accordance with the needs and in a decent condition, so that the work of repairing disorders can be done quickly so that the performance of Squat Alpha members can be achieved according to the target. However, there is still something that needs to be considered and improved, namely improvements to the communication tools owned by Squat Alpha members in order to always have communication tools that are in accordance with the specifications to run Telkom's internal applications.

This study is in line with the research conducted by Anam (2017), Rifa'i (2019), Sukaesih (2019), and Wahet (2020). The results showed that work facilities have a positive and significant effect on employee performance. This study is not in line with the results of research conducted by Taufik (2017) which said that the influence of work facilities is not significant on employee performance at the Medan City Transportation Department. the results of research conducted by Lukiyana (2016) also showed that partial work facilities have a negative and insignificant influence on the performance of kindergarten teachers mission for the nation Sejakarta, this is also supported by the results of research Kelatow (2016). The results of this study indicate that the fulfillment of the work facilities provided to the members of Squat Alpha is on target and in accordance with the

required so that it can have a positive and significant effect on the performance of Squat Alpha members.

Communication Has A Positive And Significant Effect On The Performance Of Squat Alpha Members At PT Telekomunikasi Indonesia Regional 1 Sumatera.

Based on the results of path coefficient test that communication has a positive and significant effect on the performance of Squat Alpha members. This means that the hypothesis is accepted. With the acceptance of this research hypothesis, shows that the better communication performed by members of the Squat Alpha will further improve the performance of members of the Squat Alpha. The communication that needs to be done by Squat Alpha members is communication to the company's internal and external communication of the company. Communication to the internal of the company is done to superiors, colleagues, helpdesk officers who are on duty 24 hours alternately at the Integrated Operation Center (IOC), in addition, Squat Alpha members also need to communicate through Telkom's internal application, namely MyStaf to find out and provide information related to the improvement of disorders carried out.

Structurally, Squat Alpha members have a boss called Team Leader who is also a member of Squat Alpha and is based in the Witel office, in addition, Squat Alpha members are also under the control of Telkom organic employees in Witel. To control the process of repairing the disorder in order to be achieved according to the target of the repair time of 3 hours, the members of Squat Alpha must report the progress of repairing the disorder every 1 hour to the supervisor of both Team Leader and Telkom organic employees, this is necessary to know the difficulties and obstacles faced by members, so that action solutions can be taken immediately and escalate to a higher level if it turns out that

the disorder cannot be solved within 3 hours. From the results of the study it is known that 78% of Squat Alpha members always report progress prebaikan interference to superiors every 1 hour, and there are 22% who do not report. Members who do not report the improvement progress to the boss every 1 hour, could be due to the location there is no communication signal, so they can not provide information, besides it can also be caused because the Squat Alpha members only report to the boss when the disturbance has been completed, or when they need help with solutions from other units.

Telkom has implemented digitalization of service disruption improvement process with ticketing application called mystaf. This application is used to provide the assignment of the repair work for the members of Squat Alpha, used to update the repair progress information, used to measure the completion time of the repair of the disorder. The performance of Squat Alpha members will be calculated from the moment the interruption ticket is received, until the interruption ticket is completed and closed on the mystaf application. Squat Alpha members also need to provide information on the progress of bug fixes on the mystaf application so that all information will be recorded and can be made evident to be provided to the customer. Obstacles faced in the field is, when the location of the disturbance occurs blankspot or no signal, then the update information can not be done on the mystaf application. This was shown in a study that stated that only 61% of Squat Alpha members reported improvement of interference in the MyStaf application every 1 hour, 39% again did not do it every 1 hour. Thus, the majority of Squat Alpha members (91%) report the improvement progress when the disruption is completed, and confirm the service condition to the helpdesk officer at the IOC so that the disruption ticket can be closed immediately when the service is back to normal.

Squat Alpha members need to communicate to the external, some of the parties that often relate to Squat Alpha members are, Telkomsel site guards, heavy equipment / excavator operators, field officers from the Public Works office (PU), customers (in this case Telkomsel employees), excavators. Communication to external parties needs to be done in order to speed up the work of repairing the disorder. Communication with Telkomsel site guards needs to be fostered so that Squat Alpha members can easily and smoothly enter the Telkomsel site to take cable measurements and repair interference. Communication with the excavator operator also needs to be done well so that the operator will help to dig the ground to find the optical cable that is indicated to be broken in the ground, in addition, it is also necessary that the excavator operator be more careful to do the work so as not to cause the Telkom optical cable to break. Communication with field officers from the Department of Public Works (PU) is necessary so that members of Squat Alpha can immediately know if there is a road widening work or trench repair so that supervision can be done so that Telkom optical cable is not disturbed. Communication with Telkomsel employees as customers is necessary to quickly find out whether the service has returned to normal after the disruption repair. In addition, communication with The Digger also needs to be done, it is intended that members of Squat Alpha can ask for help to the digger if it is needed during the day or night.

Based on this research, it is known that the communication carried out by members of Squat Alpha to internal and external parties is good, however, it is necessary to improve internal communication, namely communication with management by participating in performance meetings conducted every week, there are still 32% of Squat Alpha members who do not participate in performance meetings. Communication with external field officers PU also needs to be improved in order to prevent the interruption of optical cable

breaks caused by road widening work or repair ditches and culverts.

The results showed that communication has a positive and significant effect on the performance of Squat Alpha members. This is in line with the results of research conducted by Mafra (2017), Rifa'i (2019), Fransiska (2020), Ierhasy (2014), Choon Hee (2019), Kalogiannidis (2020), and Agustriyana (2021). This study is not in line with the results of a study conducted by Fachrezi (2019) which says that communication has no significant effect on the performance of employees of PT Angkasa Pura II Kualanamu Branch, and the results of Maulina (2017) research that communication has no significant effect on the performance of TGK Fakinah Hospital nurses Banda Aceh.

Competence Has A Positive And Significant Effect On The Performance Of Squat Alpha Members At Pt Telekomunikasi Indonesia Regional 1 Sumatera.

Based on the results of path coefficient test that competence has a positive and significant effect on the performance of Squat Alpha members. This means that the hypothesis is accepted. With the acceptance of this hypothesis shows that the better the competence of Squat Alpha members, it will further improve the performance of Squat Alpha members. The competencies that Squat Alpha members need to have to do their job are knowledge, skills, and attitude.

The necessary knowledge consists of knowledge of the basic concepts of Fiber To the Home (FTTH), knowledge of how to connect optical cables, knowledge of standard interference handling procedures and also knowledge of the rules in handling interference. From the results of the study all members of Squat Alpha (100%) answered that they already have about the knowledge mentioned above. This means that Squat Alpha members already have the knowledge needed to repair Telkomsel's

Node-B service disruption. Knowledge of the basic concepts of FTTH technology can be obtained through Telkom Akses Learning Academy, each newly accepted member of Squat Alpha will get training on FTTH technology, besides that also members of Squat Alpha can learn from seniors who have worked first. Knowledge about how to connect optical cables is also obtained through training and sharing knowledge among Squat Alpha members. Squat Alpha members also need to know the operating standards in handling disorders, this is related to the sequences in repairing disorders, in addition it also needs to know the rules that apply related to the rules on the value of measuring the results of splicing, rules of discipline, and others.

In repairing the disturbance, Squat Alpha members need to analyze in advance what is the cause of the disturbance, whether because the optical cable is broken, because the device is damaged, or because of other factors, so all Squat Alpha members must have basic analysis skills. Once the cause of the interference is known because the optical cable is broken then the measurement of the optical cable to determine the location of the breaking point of the optical cable so that all members of Squat Alpha must be able to measure the optical cable with optical time Domain Reflectometer (OTDR). After the location of the breaking point of the optical cable is known, it is necessary to connect the optical cable. In this study, 100% of the members of Squat Alpha answered in agreement with the statement given related to the competency variable of the skill dimension, meaning that all members of Squat Alpha already have the skills that must be owned to repair the disorder.

The dimension of competence that shows a fairly diverse value lies in the dimension of attitude. This can be seen in the statement for the indicator of sociability, there are 26% of Squat Alpha members who do not easily get along with other work units, and the remaining 74% easily get along with colleagues in other units. While

honest, creative, and responsible attitude has been implemented very well by Squat Alpha members, it is seen that 100% of respondents answered in agreement with the statements given. It is still necessary to improve the aspect of the sociable attitude of Squat Alpha members, this is important because Squat Alpha members must make improvements to the disorder quickly, and need the help of others when the work is difficult to complete alone, so it is necessary to train the sociable attitude so that others know and want to help.

In this study, all members of Squat Alpha already have the knowledge, skills, and attitudes needed to improve disorders so that the results showed that competence has a positive and significant effect on performance. This is in line with research conducted by Kurniawan (2018), Mafra (2017), Napitupulu (2021), Nursaid (2021), and Ramadhan (2021). The results of this study are not in line with the research conducted by Maizar (2017) which says that work competence partially negatively affects the performance of employees of PTPN VI Pasaman Barat, Jeffrey's research (2018) also states that competence does not significantly positively affect the performance of employees of Ikatan Motor Indonesia because there are still some employees in certain positions, Indradewa (2021) stated that competence does not have a significant positive effect on the performance of employees of the Indonesian Ministry of Home Affairs because it is not only competence that affects employee performance, but when employees are placed in positions that are not in accordance with their competence, employees are not able to provide the best performance.

Work Stress Negatively And Significantly Affect The Performance Of Squat Alpha Members At PT Telekomunikasi Indonesia Regional 1 Sumatera.

Based on the results of path coefficient test work stress has a positive and significant effect on the performance of

Squat Alpha members. This means that the hypothesis that work stress has a negative and significant effect on performance is rejected. Thus the higher the stress received by the members of the Alpha Squat will improve performance. Disruption repair work needs to be done as soon as possible, the sooner the better. Due to the disruption that occurs impact on customer comfort, Squat Alpha members often experience pressure from superiors and from customers. The pressure received can be a request for improvement progress that is often done every hour, the pressure of job site conditions that are prone to security also affects the members of Squat Alpha to immediately complete the work of repairing the disorder and immediately leave the vulnerable location. If there is no pressure, then the members of the Alpha Squat will tend to relax in making improvements to the disorder. The pressure experienced by members of Squat Alpha can stimulate creativity as said by Sinambela (2018) that certain events can make a person experience very high stress, but not for others, in addition, the influence of stress is not always negative, for example, mild stress in fact increases productivity and can greatly help develop creative ideas.

From the research conducted related to work stress, the results of respondents' answers had a fairly high average value of 2.97. This means that members of Squat Alpha responded with very diverse answers related to work stress, survey results showed that no one was dominant in saying agree or disagree. Based on the statement on the physiological dimension, only 54% stated that they felt tired with the amount of work to repair the disorder, while another 46% stated that the number of disorders that occurred did not cause the body to feel tired. 58% of Squat Alpha members stated that they did not have trouble sleeping even though the disorder repair work was carried out erratically, it could be during the day, it could also be at night. This means that the average Squat Alpha member can manage sleep time well. 57% of Squat Alpha

members stated that they did not experience neck muscle tension after connecting the optical cable, this means that the average Squat Alpha member is able to do relaxation after connecting the optical cable. 59% of Squat Alpha members expressed anxiety if the location of the disturbance is in a forest area that is prone to security, this means that the average Squat Alpha member experiences concerns with his safety if working in a forest location that is prone to security.

In this study, work stress has a positive and significant effect on the performance of Alpha Squat members, this means that the higher the work stress received, the better the performance of Alpha Squat members. It also indicates that Squat Alpha members are able to manage well-received stress so as not to interfere with distraction repair work.

This study is not in line with research conducted by Herman (2020) which states that work stress negatively and significantly affects the performance of PT Inalum Kuala Tanjung Sumatera Utara employees. Not in line with the research conducted by Harini (2020), Sugiono (2019), and Dewi (2016). However, there are studies that support the results of this study, namely a study conducted by Sinambela (2020) which states that work stress has a positive and significant effect on the performance of BP2MI Medan employees, and is supported by Sinambela (2016) research that work stress has a positive and significant effect on the performance of employees of PT Bank Mandiri Imam Bonjol Medan Branch. Supriyatun research (2018) also stated that work trends have a significant effect on performance.

Work Stress Can Weaken The Influence Of Work Facilities On The Performance Of Squat Alpha Members At PT Telekomunikasi Indonesia Regional 1 Sumatera.

Based on the results of path coefficient test work stress does not affect

or moderate the influence of work facilities on performance. Thus, the hypothesis of work stress can weaken the influence of work facilities on the performance of Alpha Squat members is rejected. Because work stress has no effect on the relationship between work facilities and performance, it is not necessary to see the effect of strengthening or weakening.

Work stress experienced by members of Squat Alpha is quite high with fatigue indicators answered 54% agreed by respondents and has an average value of 3.62 with a high category, supported by reduced concentration answered 42% by respondents and has an average value of 2.98 above the average of variables and including the category is quite high. If this work stress is not managed and anticipated well then it can cause the use of work facilities is not optimal. Squat Alpha members can not drive transport vehicles quickly and well because of the condition of the body is tired, tired condition also decreases the accuracy of the measurement results because it is not careful using measuring tools, fatigue and mind that is not concentrated can also reduce the quality of work because the use of connecting tools is prone to errors.

In this study, the work stress experienced by members of Squat Alpha is able to be managed well so as to improve performance, because work stress is managed and overcome well, then the work facilities to do a permanent job can be used well according to its function to support the achievement of performance. Work stress caused by fatigue, anxiety, and the insistence of superiors and customers does not affect the members of Squat Alpha in using work tools such as measuring tools, connecting tools, communication tools, and transportation tools, thus the work of repairing disorders can still be done well. This is evidenced by the results of research that work stress has a significant positive effect on performance, and work stress is not able to weaken the influence of work

facilities on the performance of Alpha Squat members.

This study is not in line with a study conducted by Aulia (2018) which states that the fatigue experienced by workers causes workers to behave unsafe by neglecting the use of personal protective equipment, controlling machines at inappropriate speeds, using equipment inappropriately, thus affecting the performance of workers.

Work Stress Can Weaken The Influence Of Communication On The Performance Of Squat Alpha Members At PT Telekomunikasi Indonesia Regional 1 Sumatera.

Based on the results of path coefficient test work stress affects or moderates the influence of communication on performance. Because work stress is able to moderate it is necessary to see the direction of moderation, namely the value of the Original Sample (O) -0.194, because the negative value (-) means weakening.

Work stress is a depressed feeling experienced by employees in the face of work, this work stress can be seen from the appearance of self, among others, unstable emotions, feelings of insecurity, like to be alone, difficulty sleeping, excessive smoking, unable to relax, anxiety, tension, nervousness, increased blood pressure and indigestion (Sinambela, 2018:472). Pressure from heavy workloads and deadlines as a positive challenge that drives the quality of the job and the satisfaction gained from the job, but when the situation becomes negative, then stress becomes dangerous and will hinder progress by increasing blood pressure uncomfortably and creating an erratic heart rhythm while struggling to speak, communicate, and think logically (Robbins, 2018:429). When blood pressure rises and heart rhythm erratic makes a person's breath stammering resulting in irregularities in speech that interfere with communication with others because information is not clearly conveyed.

Another factor that can make communication ineffective is the biological

factor of fatigue. Fatigue is a symptom of stress experienced by individuals, when the body is tired, individuals tend to speak in high tones and sometimes exaggerated or speak not according to facts (Nurdiani, 2017). Stress can also cause individuals to be irritable, moody, and delays in information processing that will affect the course of communication. If the work stress experienced by Squat Alpha members can be managed and anticipated, the information conveyed will be clearly conveyed, if the emotions that arise due to work pressure can be managed, the information delivery process can be clearer, the tone can be more regular, and the feeling of offense can be controlled so that the communication process can still run smoothly to support the achievement of better performance. The results of this study showed that work stress weakens the influence of communication on performance, meaning that the stress experienced by members of Squat Alpha still needs to be managed and anticipated well. Work stress that arises because of the target time of the best and the insistence of the customer makes members of Squat Alpha feel disturbed and not calm in doing the job because often asked for information on the progress of the improvement of the disorder, this results in members of Squat Alpha ignore communication with some parties because they have to focus on repairing the disorder. Thus, the absence of work stress that occurs in members of the squat Alpha can interfere with communication in doing work, thereby affecting performance. The higher the stress experienced by members of Squat Alpha that is not managed properly, the more it will decrease the effectiveness of communication so that it can hinder the work of repair disorders and will reduce the achievement of performance

This study is in line with research conducted by Nurdiani (2017) which shows that there is a negative relationship between work stress with the effectiveness of communication which means that the higher the work stress, the lower the effectiveness

of communication, it also applies vice versa, the lower the work stress, the higher the effectiveness of communication.

Work Stress Can Weaken The Influence Of Competence On The Performance Of Squat Alpha Members At PT Telekomunikasi Indonesia Regional 1 Sumatera.

Based on the results of the path coefficient test, work stress does not affect or moderate the influence of competence on performance. Thus, the hypothesis of occupational stress can weaken the influence of competence on the performance of Alpha Squat members is rejected. Because work stress does not affect the relationship between competence and performance, it does not need to be seen as strengthening or weakening.

Work stress is an unpleasant psychological condition of employees that occurs when there is an imbalance between work demands and the competence that employees have to meet these demands (Busro, 2017:38). According to Sinambela (2018:389) certain events can make a person experience very high stress, but not for others, in addition, the influence of stress is not always negative, for example, mild stress in reality increases productivity and can greatly help develop creative ideas. Although stress is generally discussed in a negative context, it also has a positive value.

Based on the results of research competence owned by members of Squat Alpha is very good it can be seen from the answers respondents 100% answer already have the knowledge and skills needed to do the job. Work stress experienced by members of Squat Alpha can be managed well so as to improve performance, because work stress is managed and overcome well, then members of Squat Alpha can still take advantage of the competence they have to do the job. Stress is said to be positive and is an opportunity when stress stimulates a person to increase his efforts in order to obtain maximum results. According to Robbins (2018: 432) one of the causes of

stress is technological change, technological changes will make a person's skills unused because almost all work can be done quickly in a short time using technology, this stress caused, if responded positively will make a person increase their competence to adapt to technology so as to improve performance with the use of technology.

If work stress can not be managed properly then the members of Squat Alpha will tend to feel panic, can not think creatively, and haste in doing the job, this condition will lead to errors in doing the job so as to affect the quality of work results. The results of this study showed that the stress experienced by members of Squat Alpha responded and managed well so as to increase productivity, and stimulate the emergence of creative ideas in completing the work. This positive response makes work stress unable to weaken the influence of competence on performance. One of the positive responses carried out is the change in technology and pandemic conditions demanding high internet connection needs, if Telkomsel's Node-B is disrupted, the internet served by Telkomsel's Node-B will also be disrupted, understanding related to this makes Squat Alpha members increasingly understand the importance of repairing disorders quickly.

This study is not in line with research conducted by Agustini (2022) which shows that there is a relationship between stress and competency variables, the higher the stress experienced by students, it will greatly affect the achievement of the competence of student clinics during the teaching and learning process through online or online media when the pandemic hit Indonesia in 2021.

CONCLUSIONS AND RECOMMENDATIONS

CONCLUSIONS

Based on the results of research and discussion that has been described in the previous chapter, it can be concluded as follows:

1. Work facilities have a positive and significant effect on the performance of Squat Alpha members at PT Telekomunikasi Indonesia Regional 1 Sumatera.
2. Communication has a positive and significant effect on the performance of Squat Alpha members at PT Telekomunikasi Indonesia Regional 1 Sumatera.
3. Competence has a positive and significant effect on the performance of Squat Alpha members at PT Telekomunikasi Indonesia Regional 1 Sumatera.
4. Work stress has a positive and significant effect on the performance of Squat Alpha members at PT Telekomunikasi Indonesia Regional 1 Sumatera.
5. Work stress is not able to weaken the influence of work facilities on the performance of Squat Alpha members at PT Telekomunikasi Indonesia Regional 1 Sumatera.
6. Work stress can weaken the influence of communication on the performance of Squat Alpha members at PT Telekomunikasi Indonesia Regional 1 Sumatera.
7. Work stress is not able to weaken the influence of competence on the performance of Squat Alpha members at PT Telekomunikasi Indonesia Regional 1 Sumatera.

RECOMMENDATIONS

1. For the management of PT Telkom Regional 1 Sumatra :
 - a. To speed up the work of disruption improvement, it is necessary to complete the work facilities of Squat Alpha members in accordance with the needs such as motor transportation equipment with a ratio of 1:1 (1 motor for 1 person), and the provision of car transportation in each Homebase Squat Alpha work location is located, not with the concept of 1:6 (1 car for 6 people). Communication tools in the form of Andriod-based smartphones need to be

- a. considered in order to always comply with the technical specifications required to run internal Telkom applications such as Mystaf.
- b. Communication of Squat Alpha members needs to be improved, especially communication to external parties, namely excavator operators and field officers of the Public Works Office (PU), in order to prevent optical cables from breaking due to road widening work or repairing ditches and culverts. Communication improvement can be done through the establishment of regular communication forums between Telkom, Squat Alpha and related government agencies such as PU and Jasamarga.
- c. Work stress experienced by members of the Alpha Squat should be done good management so as not to interfere with performance, then members of the Alpha Squat need to be given training related to stress management.

2. For The Next Researcher

It is recommended for the next researcher to be able to examine other variables that affect the performance of Squat Alpha members at PT Telkom Regional 1 Sumatera such as reward and punishment variables, career path, supervision, or organizational culture.

Acknowledgement: None

Conflict of Interest: None

Source of Funding: None

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How to cite this article: Yudi Kurniawan, Prihatin Lumbanraja, Muhammad Zarlis. Effect Of Work Facilities, Communication, And Competency on Squat Alpha Members Performance PT Telekomunikasi Indonesia Regional 1 Sumatera With Work Stress As A Moderating Variable. *International Journal of Research and Review*. 2022; 9(6): 173-197. DOI: <https://doi.org/10.52403/ijrr.20220622>
