

The Influence Coping Strategies on Employee Performance (Case Study of Students at University in Jakarta Indonesia)

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Abstract

The problem faced by contract employees is uncertainty about the continuity of their work, which creates work pressure. Individuals who experience work pressure will take steps which are known as coping. This research aims to analyze the influence of individual employee coping choices on their performance. It is hoped that the research results can provide input for human resource management policies, especially in dealing with contract employees. The coping strategies studied consisted of problem-focused coping, emotion-focused coping and religious coping. The research was conducted on employee class students at Mercu Buana University, Jakarta, involving 100 respondents. The highest score of coping carried out by respondents was positive religious coping, followed by problem-based coping, emotion-based coping, and negative religious coping. The research results show that religious coping is positive, problem-based coping has a positive and significant effect on employee performance, and negative emotion-based coping also has a positive and significant effect on performance, respectively. Negative religious coping has a negative and significant effect on performance.

Keywords: Problem-Based Coping, Positive Religious Coping, Emotion-Based Coping.

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International



INTRODUCTION

In the context of contract employees, the fact is that workers are in a tight situation, they are finally willing to work with contract employee status because on the one hand, the needs of workers and their families are so urgent, on the other hand, job opportunities are very scarce while the queue of people who want work is so long, so there is no choice for them but to accept the contract work system (contract employees). This is supported by the results of research by Dewi (2019) on contract employees at Bank Rakyat

Indonesia (BRI) Semarang Branch, which showed high job insecurity scores and job insecurity had a negative effect on employee performance.

A study by Kunarti (2024) states that the contract employee system is contrary to Islamic law. Human resource management policy efforts can be made to optimize the performance of contract employees (Herminingsih, 2021; Saebah et al., 2023; Sasongko et al., 2021). Several studies on contract employees show good performance. A study by Paramita (2020) concluded that the level of OCB of contract employees increases with increasing job satisfaction and organizational culture. Research by Pawitra (2018) shows that contract employees have higher achievement motivation compared to permanent employees. Based on these studies, it shows that contract employees can make a good contribution to organizational effectiveness. Based on this description, it is necessary to understand the mechanisms for contract employees in overcoming job insecurity, including coping mechanisms for facing helplessness as contract employees.

Ratnasari (2020) said that due to increasing workloads, job insecurity and work pressure, many individuals work longer. As a result, there are concerns that stress and burnout levels are increasing, leading to negative organizational outcomes in the form of absenteeism, reduced performance, and increased medical costs. However, individuals and organizations can buffer the bad effects of stress by improving coping strategies. Exercising regularly, eating a healthy diet, and taking time to relax are some ways individuals can reduce stress (Kongcharoen et al., 2019; Nuning Nurma Dewi, 2020; Safitri, 2018; Supardi, 2019; Yumuk & Kurgun, 2020). Organizations can also help by establishing a supportive climate, well-designed jobs, and reducing conflict and role ambiguity.

Coping is a cognitive effort and action to manage demands from outside and/or within an individual that are detrimental to Lazarus & Folkman in Primaldhi (2006). Richter et al. (2019) researched three types of employee coping in dealing with job insecurity: problem-focused, emotion-focused, and abandonment-focused. Apart from these three types of coping, Pargament et al. (2015) introduced religious coping, namely coping that focuses on religion.

Considering the importance of managing contract employees to obtain good organizational performance, it is necessary to understand the coping mechanisms of contract employees and their relationship with performance. This research will examine the influence of choosing coping strategies on job insecurity and its influence on employee performance. The research was carried out on employee class students at Mercu Buana University, Jakarta.

RESEARCH METHODS

The research uses a survey method, and is explanatory research which aims to explain the influence between variables through hypothesis testing. The research population was all contract employees who worked at the West Jakarta Mayor's Office, and studied at Mercu Buana University with totaling 234 employees. The sample was randomly assigned to 213 employees.

The variables used in this research consist of 5 variables, namely problem-based coping (X1), emotion-focused coping (X2), positive religious coping (X3), and negative religious coping (X4) as exogenous variables; while employee performance (Y), is an endogenous variable. Endogenous variables are variables that are influenced by other variables, intervening variables are intermediate variables that are influenced by exogenous variables and influence endogenous variables, while exogenous variables are variables that are not influenced by other variables in the model. All variables are arranged in a questionnaire, which consists of dimensions which are then described in indicators. Filling out the questionnaire is carried out by self-rating, where respondents fill out the questionnaire based on their own perception. The measurement scale uses a Likert scale of 1 to 5.

Primary data was collected using a questionnaire, which was filled in by self-report by respondents. The technique of submitting questionnaires is delivered directly to respondents, where this technique is better than sending questionnaires by post because it can minimize differences in interpretation between respondents and researchers.

Primary data was used to estimate the model using structural equations (SEM) using the AMOS (Analysis of Moment Structure) program package version 15. SEM was used because it allows researchers to test relationships between complex variables to obtain a comprehensive picture of the entire model. Apart from that, according to Bohlen in Ghozali and Fuad (2005:3) SEM can also test things together: 1) Structural model of the relationship between independent constructs and dependent constructs. 2) Relationships related to the measurement model, which can be seen from the loading values between indicators and constructs (latent variables).

RESULT AND DISCUSSION

1. The Respondent Characteristics

The characteristics of the respondents were predominantly female with a total of 116 people or 54.5 percent. Most respondents were less than 25 years old, namely 146 people or 68.6 percent. This means that most of the respondents are the generation born in the 90s. Considering that the respondents were employee class students, the minimum education was high school for 159 people or 74.4 percent. Most of the respondents were contract employees, as many as 113 people or 52.9 percent. Of the 113 contract employees, most of them were in the first year of their contract period, namely 58 people or 51.3 percent. The data shows that there are 13 contract employees who have been on contract for more than 3 years or 11.5 percent, meaning that the number of contract employees who have been on contract for more than 3 years is quite large.

2. Confirmatory Factor Analysis

The results of validity testing were carried out using the criteria for a loading factor value of 0.5. Table 5.4. presents loading factor values and variant extracts from

measuring research variables. The values presented are only those that meet the criteria, while those that do not meet the criteria are not presented and are not included in further analysis. Testing of reliability measuring instruments was carried out with a variant extract criterion of 0.7. The measuring instruments for coping variables consisting of problem coping, positive emotional coping, negative emotional coping, positive religious coping and negative religious coping show that all variable measurements are valid. The test results on performance measurements are all valid and reliable so that all the questions in the questionnaire are used in the analysis.

The test results for the problem-based coping variable were only 3 valid questions, while questions number 1 and number 4 were invalid so they were not used in the analysis. The three questions for problem-based coping met the reliability criteria and were suitable for use in the analysis. Measurement of positive emotion-based coping variables was not included considering that all questions were invalid so they were not included in the analysis. Negative emotion-based coping only had 3 valid questions, so questions number 3 and number 5 were not included in the analysis. The measurements of positive religious coping and negative religious coping variables were all valid and reliable, so 5 questions each were used in further analysis.

Table 1. The Validity and Reliability Test Results

Variable/Indicator	Loading Factor	Validity	Variant Extract	Reliability
Employee Performance				
EP1	0,610	Valid		
EP2	0,694	Valid		
EP3	0,803	Valid		
EP4	0,513	Valid	0,823	Reliable
EP5	0,649	Valid		
EP6	0,737	Valid		
EP7	0,672	Valid		
Problem Based Coping				
PBC2	0,929	Valid		
PBC3	0,532	Valid	0,676	Reliable
PBC5	0,595	Valid		
Emotion Focused Coping				
EFC1	0,553	Valid		
EFC2	0,908	Valid	0,718	Reliable
EFC4	0,561	Valid		

Positive Religious Coping				
PRC1	0,696	Valid		
PRC2	0,539	Valid		
PRC3	0,630	Valid	0,893	Reliable
PRC4	0,896	Valid		
PRC5	0,731	Valid		
Negative Religious Coping				
NRC1	0,852	Valid		
NRC2	0,789	Valid		
NRC3	0,826	Valid	0,919	Reliable
NRC4	0,793	Valid		
NRC5	0,802	Valid		

Source : Research Data Processed (2021).

3. Data Normality Test

The data normality test was carried out using skewness and curtosis criteria and the Mahalanobis index. In univariate the assumption of normality is met, but in multivariate the values of kurtosis and skewness exceed standard values. Based on the Mahalanobis index value, there are p1 and p2 values that are less than 0.05, but the amount is less than 10 percent so no data deletion was carried out.

4. Goodness-of-fit test

Evaluation of model suitability was carried out using 6 criteria, with cut-off values as shown in Table 5.3. (Ferdinant, 2014). The values obtained from the results of data processing with AMOS were then compared with the cut-of values and the conclusion was obtained that of the 6 criteria, 4 of the criteria indicated that the model was good while 2 of the criteria were marginal. Based on the results of this evaluation, the model was declared suitable for further analysis.

Table 2. Goodness-of-fit Indexes

Goodness-of-fit Indeks	Cut-of Value	Vaue	Evaluation
CMIN/DF	< = 2,00	1,258	Baik
GFI	>=0,90	0,888	Marjinal
AGFI	>=0,90	0,837	Marjinal
CFI	>=0,90	0,973	Baik
PCFI	>0,50	0,729	Baik
RMSEA	0,03 - 0,08	0,043	Baik

Source : Research Data Processed (2021).

5. Hypothesis Testing Results

Hypothesis testing is carried out using the P value criterion of 0.05, namely if the P value is smaller than 0.05 then the research hypothesis is accepted and if it is greater than 0.05 then the hypothesis is rejected. The results of hypothesis testing as in Table 2 show that there are four research hypotheses which are all accepted, namely: 1) Problem-based coping has a positive and significant influence on performance, 2) Emotion focused coping has a positive influence on performance, 3) Positive religious coping has a positive and significant influence on performance. significant impact on performance, and 4) Negative religious coping has a negative and significant impact on performance. Problem-based coping is the coping that has the most significant influence on performance. This is in accordance with theory and the results of previous research.

Table 3. Hypothesis Testing Results

			Estimate	C.R.	P	Evaluation
Employee Performance	<-	Problem Based Coping	0,317	4,447	****	Hipotesis accepted
Employee Performance	<-	Emotion Focused Coping	0,142	1,977	0,048	Hipotesis accepted
Employee Performance	<-	Positive Religious Coping	0,155	2,725	0,006	Hipotesis accepted
Employee Performance	<-	Negatif Religious Coping	-0,081	- 2,023	0,043	Hipotesis accepted

Source : Research Data Processed (2021).

CONCLUSION

Conclusions describe the answers to hypotheses and/or research objectives or scientific findings obtained. The conclusion does not contain a repetition of the results and discussion, but rather a summary of the findings as expected in the objectives or hypotheses. If necessary, at the end of the conclusion can also be written things that will be done related to the next idea of the research

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