

CHAPTER V

CONCLUSION AND IMPLICATION

A. Conclusion

The study aims to determine the antecedents and consequences of work stress with supervisor support as a moderation variable at PT Cahaya Metal Perkasa. The respondents in this study were 82 employees working at PT Cahaya Metal Perkasa. Based on the data obtained and the results of calculations that have been carried out on problems with simple linear regression models and moderated regression analysis, the following conclusions can be followed:

1. Work Overload has a positive and significant effect on Work Stress. It means that if work overload increases, work stress will also increase, on the other hand, if work overload decreases, the work stress owned by employees also decreases.
2. Work Stress has a negative effect on Employee Performance. It means that if work stress increases, employee performance will decrease, otherwise if work stress decreases then employee performance will increase.
3. Supervisor Support can be a moderating variable on the relationship between work overload and work stress. This is evidenced by the regression results Work Overload effect Work Stress. Regression results show significant results, so testing between Work Stress and Supervisor Support towards Work Stress shows supervisor support has a significant effect on work stress, so the hypothesis is moderate.

4. Supervisor Support cannot be a moderating variable on the relationship between work stress and employee performance. This is evidenced by the regression results Work Stress effect Employee Performance. Regression results shows significant results, so testing between Work Stress and Supervisor Support towards Employee Performance shows supervisor support insignificant effect on employee performance, so the hypothesis is not moderate.

B. Implication

This study has numerous theoretical and practical implication. In addition, this study generates several recommendations for future research, such as:

1. Theoretical Implication

The theoretical implications of this study are to determine the factors that can affect work overload, work stress, employee performance, and supervisor support and can be used as research and learning material in the field of management, especially human resources management, as a development of science, preferably further research can add variables that affect work overload, work stress, employee performance, and supervisor support so that we can find out other factors that can be influential.

2. Practical Implication

a. The results of this study show that Employee Performance at PT Cahaya Metal Perkasa that in achieving good performance is supported by dedication, ability and seriousness to be responsible for the work done. In

addition, employees also perform work in accordance with policies and procedures, in other words, employees do their work in accordance with the directions given by the supervisor. Employees also enjoy the knowledge and knowledge they have so that work is carried out efficiently. For this reason, employees need support from supervisors and colleagues in maintaining their good performance.

b. Supervisors should be able to assist their subordinates in reducing work overload by not burdening their employees with their work so that they are able to adjust and avoid stress. This is necessary so that employees still enjoy carrying out their work even though there are targets that must be achieved. The thing that most affects work stress related to work overload is minimizing work quickly. In addition, work overload also makes employees have to work extra or even overtime from predetermined operating hours if the workload is excessive, usually employees have to work more than 8 hours per day and also work on holidays where employees have very little free time so that employees feel stress.

c. A calm and comfortable work environment can help employees work well and minimize work stress that occurs. In addition, supervisor must be able to reduce aspects of work that cause work stress so that employees do not feel pressure while they are working and employees can improve their performance.

d. Support supervisors in this study were able to moderate the relationship between work overload and work stress. This can be supported by the way supervisors provide assistance to employees in completing work, help if there is difficult work or obstacles that occur during work and pay attention to employees. This item has the highest value. Therefore, supervisor support is needed by employees because it can reduce work stress so that employees can improve their performance and productivity.

C. Research Limitation and Recommendation

1. The variables used in this study are limited to work overload, work stress, supervisor support, and employee performance. For future study are expected to add other variables such as, length of work, gender, age, education and etc. that can provide a better picture of what factors can affect employee performance and also improve the research.
2. Supervisor Support variable in this study is limited to reveal moderating between work stress and employee performance because not all supervisor would help, pay attention, and care. For future research are expected to observation or interview.