

***EFFECT OF WORK STRESS AND WORK ENVIRONMENT TOWARDS WORK ENGAGEMENT AND IMPACT ON EMPLOYEE WORK ETHICS
(Case Study at PT. Pos Indonesia North Jakarta)***

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Abstract

This study aims to determine and analyze the effect of work stress and work environment on work engagement and its impact on employee work ethics at PT. Pos Indonesia North Jakarta.

The method used in this research is quantitative associative survey questionnaire approach. The population in this study were employees of PT. Pos Indonesia North Jakarta, totaling to 278 employees, with a sample of 165 people.

Based on the results and discussion shows that work stress has a negative effect on employee work involvement at PT Pos Indonesia North Jakarta by -6.3%; work environment has a positive effect on employee work involvement at PT Pos Indonesia North Jakarta by 95.5%; work stress has a negative effect on employee work ethics at PT Pos Indonesia North Jakarta by -2.8%; the work environment has a positive effect on employee work ethics at PT Pos Indonesia North Jakarta by 27.4%; work involvement has a positive effect on employee work ethics at PT Pos Indonesia North Jakarta by 72.2%.

Keywords: Work Stress, Work Environment, Work Engagement, Work Ethics

I. PRELIMINARY

Sumber human resources is one of the elements or the biggest investment part of an organization, especially for business or public organizations. Therefore many agencies have begun to seriously build and develop their human resources. Quality human resources (HR) are human resources that have high competence and skills that can advance the agency. However agencies will not be able to run if the existing human resources are not able to carry out their duties properly.

Fenomena that occurs is seen by employee performance based on employee absencePT. Pos Indonesia North Jakarta Ta2018 can be seen in Table 1.1:

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Table 1.1 Percentage Employee PT. Pos Indonesia North Jakarta Ta2018

| Month (2018) | Number of Absences (People) | | | | Total Absence (%) |
|-----------------|-----------------------------|-------|-------|------------------|----------------------|
| | Alpha | Ijinn | Sakit | DinUS Outside | |
| Januari | 4 | 2 | 1 | 1 | 8 |
| February | 1 | 0 | 0 | 2 | 3 |
| Maret | 5 | 0 | 0 | 0 | 5 |
| April | 9 | 1 | 0 | 0 | 10 |
| Mei | 6 | 2 | 1 | 3 | 12 |
| JUNI | 4 | 0 | 0 | 0 | 4 |
| Juli | 5 | 1 | 1 | 1 | 8 |
| Agustus | 7 | 3 | 0 | 0 | 10 |
| So.September | 6 | 0 | 0 | 1 | 7 |
| O.ktober | 0 | 0 | 1 | 2 | 3 |
| November | 0 | 0 | 0 | 3 | 3 |
| Desember | 1 | 0 | 0 | 0 | 1 |

Source: PT. Pos Indonesia North Jakarta (2018)

Based on interviews note that the level of employee discipline PT. Pos Indonesia North Jakarta tinot too special, although no doubt there are still employees who have high discipline and have good performance. Such as employees who often come late to work, leave prematurely, leave the office during office hours or even absent to the office for various reasons. This can be seen from employee absences. Based on the data it is known that the highest absenteeism rate occurred in May 2018, as many as 12 absenteeism rates were high because the absentee standard set by the agency was 5%. Based on the information obtained revealed that there are still employees who do not comply with regulations, even though there have been opportunities for employees to take leave for 12 days a year.

From the background description of the problem above, the researcher is interested in conducting research on "The Effect of Work Stress and Work Environment on Work Involvement and Its Impact on Employee Work Ethics (Case Study at PT. Pos Indonesia North Jakarta)

1.1. Formulation of the problem

Based on the background stated above, the main problems of this study are:

1. Does work stress affect work involvement in PT. Pos Indonesia North Jakarta?
2. Does the work environment affect work involvement in PT. Pos Indonesia North Jakarta?
3. Does work stress affect the work ethics of employees at PT. Pos Indonesia North Jakarta?
4. Does the work environment affect the work ethics of employees at PT. Pos Indonesia North Jakarta?
5. Does work involvement affect the work ethics of employees at PT. Pos Indonesia North Jakarta?

1.2. Research purposes

Based on the background of the problem and the formulation of the existing problem, the objectives of this study are:

1. To find out the effect of work stress on work involvement in PT. Pos Indonesia North Jakarta

2. To determine the effect of the work environment on work involvement in PT. Pos Indonesia North Jakarta
3. To determine the effect of work stress on employee work ethics at PT. Pos Indonesia North Jakarta
4. To determine the effect of the work environment on employee work ethics at PT. Pos Indonesia North Jakarta
1. To determine the effect of work engagement on employee work ethics at PT. Pos Indonesia North Jakarta

II. LITERATURE REVIEW

2.1. Review of Previous Research Results

Based on observations made by researchers from the journal. The researcher found that previously there were other writers who also discussed the object under study in this study.

First review with title "Empirical Facts About the Islamic Work Ethic, Job Stress, Job Satisfaction, and Accountant Performance in the Islamic Finance Industry in Indonesia" by Amilin (2016) from the *Iqtishadia Journal* Vol. 9, No. 2, 2016, 304-325 P-ISSN: 1979-0724, E-ISSN: 2502-3993. The purpose of this study was to obtain empirical evidence about the influence of the Islamic work ethic environment on job satisfaction and accountant performance, with work stress as a moderating variable. The population of this study is the profession of management accountants who work in Islamic-based financial institutions in Indonesia. The sample selection uses a purposive sampling method. Primary data were collected using a questionnaire. Testing data to answer hypotheses using simple regression and moderated regression Analysis methods. The results of the research show empirical evidence, among others: First, the Islamic work ethic influences the job satisfaction of accountants. Second, Job stress can moderate the influence of Islamic work ethic on accountant job satisfaction. Third, the Islamic work ethic does not affect the performance of accountants. Finally, work stress cannot moderate the influence of the Islamic work ethic on accountant performance. The results of this study are important for the leaders of the organization, especially the HR department as a reference in coaching and empowering employees to achieve organizational goals and objectives.

The second review with the title "The Influence of Work Involvement and Work Ethics on Organizational Citizenship Behavior with Organizational Justice as Intervening Variables (Cases in Puskesmas Staff in Guntur District, Demak)" by Ade and Budiyo (2018) *Journal of STIE Semarang* Vol 10 No. 1 February Edition 2018 (ISSN: 2085-5656, e-ISSN: 2232-826). This study aims to analyze the effect of work engagement and work ethics on organizational justice. And analyze the effect of work involvement, work ethic, organizational justice on organizational citizenship behavior. Because the population is used as a whole staff of puskesmas in Guntur Regency, Demak Regency consisting of 102 Guntur Puskesmas I and II puskesmas. The sampling technique is census. Census is a sampling technique that uses sample populations because the population is relatively small. The sample in this study amounted to 102 employees at the Guntur Health Center in Demak Regency. The equipment uses multiple linear regression analysis using two stages. These results indicate that labor involvement significantly influences organizational justice. The higher involvement of workers that is supplied by organizational justice can be increased. Work ethics has no effect on organizational justice. Work involvement has no effect on organizational citizenship behavior. Work ethics have a significant effect on organizational citizenship behavior. Organizational justice does not significantly influence organizational citizenship behavior. Based on the results of testing shows that mediating organizational justice cannot mediate the effect between work engagement and work ethics on organizational citizenship behavior. The higher involvement of workers that is supplied by organizational justice can be increased. Work ethics has no effect on organizational justice.

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The third review is titled "Analysis of the Role of Work Involvement in the Relationship of Islamic Work Ethics And Attitudes Towards Change" by Andriyanto (2016) STAIN Kudus. Iqtishadia, Vol. 9, No. 1, March 2016 ISSN: 4225: 1021. This article aims to analyze the role of job involvement as a mediator between Islamic work ethics and attitudes towards changes in SRBs in Indonesia. There are 155 managers and directors of BPRS in Indonesia which are subject to research. Hypotheses are tested using multivariate analysis with structural equation models (Structural Equation Model / SEM). The results showed that there was a significant influence of job involvement as a mediator between Islamic work ethics and attitudes towards change. This is a support because there is a direct influence of Islamic work ethics on attitudes to change.

Review the results of the fourth journal with the title "Effect of Work Environment, Leadership, Compensation and Job Training on Employee Engagement in 4-Star Hotels in Batam" by Antony (2019) Journal of Sharia Economics & Economics Vol 2 No 1, January 2019 E-ISSN: 2599-3410 | P-ISSN: 4321-1234. This research was conducted with the aim to determine the effect of the work environment, leadership, compensation and work training variables on employee engagement variables in star hotels in Batam. This research was conducted using a survey method through a questionnaire to 380 respondents, namely employees of star-rated hotels in Batam. After being distributed directly to respondents, the questionnaire was collected and managed to get 340 questionnaires filled out completely and then the regression data was tested by the authors using the SPSS program. From the results of data processing with SPSS it is known that there is a relationship in all variables studied. Based on the results of this study it is known that the relationship between variables work environment, leadership, compensation and work training on employee attachment variables, so it is expected that the management of star hotels can give greater attention to the variables studied and managed. employee attachments as one of the added values and advantages of the hotel.

Review the fifth journal with the title "Analysis of Employee Engagement Factors in Nursing and Medical Support at Bandung Muhammadiyah Hospital" by Suryaningrum and Silvianita (2018) Sociohumanity, VOL. XX Issue 1 March 2018. ISSN: p1410-9263, e2654-6205. This study aims to determine the factors forming the employee engagement of nursing staff and medical support at Bandung Muhammadiyah Hospital. Employee

engagement factors in this study use Anitha (2014) theory which is divided into seven factors consisting of work environment, leadership, team and colleague relations, training and career development, compensation, organizational policies, and welfare in the workplace. This type of research is descriptive quantitative research. The research respondents numbered 80 nursing staff and medical support at the Muhammadiyah Hospital in Bandung by taking samples using the Simple Random Sampling technique and the analysis technique used the factor analysis method with the help of SPSS Version 22. The results showed that the level of employee engagement in nursing and medical support staff was in the high category. The driving variable of the high level of employee engagement in nursing staff and medical support at the Muhammadiyah Hospital in Bandung is training and career development. This research produces two new factors, namely Supportive Leadership Factors with the biggest contribution variable is welfare in the workplace and Organizational Policies Factor with the biggest contribution variable being the team and colleague relationship variables. The driving variable of the high level of employee engagement in nursing staff and medical support at the Muhammadiyah Hospital in Bandung is training and career development. This research produces two new factors, namely Supportive Leadership Factors with the biggest contribution variable is welfare in the workplace and Organizational Policies Factor with the biggest contribution variable being the team and colleague relationship variables. The driving variable of the high level of employee engagement in nursing staff and medical support at the Muhammadiyah Hospital in Bandung is training and career development. This research produces two new factors, namely Supportive Leadership Factors with the biggest contribution variable is welfare in the workplace and Organizational Policies Factor with the biggest contribution variable being the team and colleague relationship variables.

The sixth journal with the title "*How Work Environment affects the Employee Engagement in a Telecommunication Company*" by Husna, Shah, and Zailan. eISSN: 2357-1330 Selection & Peer-review under the responsibility of the 2016 BE-ci Conference Organization Committee: 3rd International Conference on Business and Economics, 21 - 23 September, 2016. The purpose of this study is to explore employee involvement which is predicted to be influenced by appreciation, work environment and work life balance. This study also further investigates which factors (reward, work environment and work life balance) greatly influence employee involvement. A quantitative survey questionnaire was developed that explores respondents' behavior, experiences, perspectives and feelings towards their involvement. Descriptive analysis, reliability analysis, Pearson correlation analysis, and multiple regression analysis is applied in this study to measure the relationship between independent and dependent variables. Based on data from a sample of 250 employees in a telecommunications organization in Lembah Klang, the work environment is the most influential factor that contributes to employee involvement. This is followed by appreciation and work-life balance in sequence.

The seventh journal with the title *The role of Islamic work ethics in the employee engagement* by Salmabadi, Fatehi, Mortezaheidari and Mousavikia (2015) from the Journal of Biodiversity and Environmental Sciences (JBES) ISSN: 2220-6663 (Print), 2222-3045 (Online) Vol. . 6, No. 5, p. 463-470, 2015. This research was conducted to investigate the Role of Islamic Work Ethics in Employee Engagement. This research was conducted based on the descriptive correlational method. The findings indicate that there is a significant positive relationship between Islamic work ethics, employee involvement, and the three dimensions of work engagement. In addition, the findings show that scanning the work ethic of Islam serves as a predictor of work engagement. This research was conducted using a questionnaire and has limitations of all the research conducted by the questionnaire, including the level of confidence in the responses of the participants. Because the target population and the statistical sample (cluster random sampling) of this study are teachers in Khosf District, the generalization of results to the entire population must be done carefully. Finally, it is recommended that managers in future studies examine this issue in

various societies at national and regional levels. In practice, it is recommended that managers take appropriate actions and actions that lead to increased involvement in work and dynamic activities in the workplace. This will promote job involvement and consequently organizational performance. the generalization of results to the entire population must be done carefully. Finally, it is recommended that managers in future studies examine this issue in various societies at national and regional levels. In practice, it is recommended that managers take appropriate actions and actions that lead to increased involvement in work and dynamic activities in the workplace. This will promote job involvement and consequently organizational performance. the generalization of results to the entire population must be done carefully. Finally, it is recommended that managers in future studies examine this issue in various societies at national and regional levels. In practice, it is recommended that managers take appropriate actions and actions that lead to increased involvement in work and dynamic activities in the workplace. This will promote job involvement and consequently organizational performance. It is recommended that managers take appropriate actions and actions that lead to increased involvement in work and dynamic activities in the workplace. This will promote job involvement and consequently organizational performance.

The eighth journal entitled "Impact of Occupational Stress on Employee Engagement" by Simon and Amarakoon (2015). Article in SSRN Electronic Journal · January 2015. DOI: 10.2139 / ssrn.2699785. Excessive levels of work stress cause fatigue, anxiety, depression, and social withdrawal and release employees from work. Employee involvement is the involvement and satisfaction of individuals and enthusiasm for work. Involvement occurs when individuals are emotionally connected to others and are cognitively alert. An employee who is involved is proven to be committed to the goals and values of his organization, motivated to contribute to his success and able to increase their own sense of well-being. Existing literature shows a negative relationship with work stress and employee involvement. However, acceptable stress levels are identified to improve individual performance. Therefore, this conceptual paper argues that the relationship between work stress and employee engagement is not linearly negative, but the 'U' relationship is reversed. Thus, this shows that maintaining optimal levels of work stress can result in higher levels of employee involvement. This paper also presents implications for theory and practice.

2.2. Human Resource Management

According to Marwansyah (2014: 3-4) Human Resource Management can be interpreted as the empowerment of human resources in the organization, which is done through the functions of human resource planning, recruitment and selection, human resource development, planning and career development, giving compensation and welfare, occupational safety and health, and industrial relations. According to Tjutju (2008) in Badriyah (2015: 15) human resources are very vital organizational assets, so their roles and functions cannot be replaced by other resources. No matter how modern the technology is used, or how much funds are prepared, without professional human resources, everything is meaningless.

2.3. Work stress

According to Robbins and Judge (2015: 595) stress is a dynamic condition where individuals are faced with opportunities, requests, or sources related to what individuals want and where the results are feeling equally uncertain and important. As a definition it

can be said that work stress is a condition of tension that affects emotions, thoughts and physical conditions of a person (Siagian, 2014: 300).

2.4. Work environment

Mangkunegara (2016: 212) explains that the work environment includes clear job descriptions, adequate authority, challenging targets, communication patterns, harmonious working relationships, a dynamic work climate, career opportunities, and adequate work facilities. According to Sunyoto (2012: 43) the work environment is everything that is around the workers and that can affect themselves in carrying out the tasks that are charged, for example cleanliness, music, lighting, and others.

2.5. Work involvement

Prihatini (2013: 28) said that work involvement refers to the level where a person is psychologically siding with his organization and the importance of work for his self-image. He asserted that someone who has a high work involvement can be stimulated by his work and immersed in his work. Robbins (2012: 77) adds that employees who have a high level of involvement are very partial and truly care about the area of work they do

2.6. Work Ethics

Prawironegoro (2016: 304) ethics derived from the word Ethos (Greek) means habits that shape character (character). Ethics is the study of right and wrong behavior from the point of science. Behavior is declared correct if it is in accordance with science, and declared wrong if it is not in accordance with science Prawironegoro (2016: 306) added that ethics is the right action based on science and good actions based on social practice; he is being critical of actions.

2.7. The Relationship Between Research Variables

2.7.1. The linkage of work stress to work involvement

Work involvement is influenced by employees' perceptions of their work, as well as job characteristics. So it is important for companies to provide positive work situations to maintain work stability and increase employee involvement. However, with the development of the era and increasing competition and pressure it will be increasingly difficult to provide positive work situations for employees. This certainly does not only affect employee work involvement but with the pressure there is a possibility that employees experience work stress is getting higher (Robbins & Judge, 2013: 45) Job stress is a dynamic condition in which individuals experience opportunities, constraints, or demands related to what which he really wanted and the results were perceived as uncertain but important (Robbins & Judge, 2013: 46). Stress itself is often associated with demands and resources, where if the demands given are far greater than existing resources, the result is stressed employees.

This explains that the more unstable the work of the employee, the higher the likelihood of the employee not to be involved with his work, in this study explained that unstable work affects employee involvement with work and shows that the more unstable a person's job, the higher the risk of experiencing work stress.

2.7.2. The relationship of the work environment to work involvement

When we see from the company's objectives that the environment or work atmosphere is very supportive for the survival of the company itself. According Sedarmayanti (2017: 26), states that in general, the type of work environment is divided into two namely physical work environment and non-physical work environment. According to Lee & Brand (2015: 8), the relationship between work environment and

employee engagement has a positive and significant relationship. Based on these studies it was found that the better the quality of the employee's work environment in supporting his creative performance, the higher the sense of employee engagement with the company. In addition, in the study of Meyer, Allen, & Smith (2013: 6), it was revealed that the positive driving factor towards work engagement is the factor of harmonious relations with colleagues, with superiors and subordinates to the company. In this case, harmonious relationships with colleagues can be categorized into non-physical work environments that exist on the quality of the work environment.

2.7.3. The linkage of work stress to work ethics

According to Handoko (2013: 200) that "Job stress is a condition of tension that affects emotion, thought processes and one's condition". Stress can be incompatible between desirable situations where there is a gap between environmental demands and the ability of individuals to meet them which are considered potentially dangerous, threatening, disruptive and uncontrolled or exceed the individual's ability to manage the distance between demands. Simorangkir (2013: 3) states that ethics is a systematic effort by using racism to interpret individual and social moral experiences so as to determine between controlling human behavior and weighted values to be targeted in life. Ethics gives people a view of how to live their lives through a series of daily actions. That means ethics help humans to take a position and act appropriately in living this life. Ethics ultimately helps us to make decisions about what actions we need to take and which we understand together that this ethic can be applied in all aspects or aspects of our lives.

2.7.4. The relationship of the work environment to work ethics

Work environment and work ethic greatly affect employee performance. Employees will work well if there is good motivation and a work environment that supports and engenders good ethics. The work environment has an important role in the performance of employees. A safe and comfortable work environment, a working relationship between superiors and subordinates is well established and also adequate work facilities and tools especially in Islamic banking will improve employee performance. The work environment has an impact on the conditions of work in carrying out the work they carry out. The more uncomfortable the work environment, the employee cannot provide maximum performance. (Subandi, 2013: 72). A productive and efficient work environment will be able to encourage employees to do their work optimally so that employees can improve their performance. But if the work environment cannot be productive and efficient in providing motivation to employees in doing work, so it cannot be expected that a process of performance improvement will ultimately have a wide influence on the internal or external environment of the institutions where the employees work. Work ethic is a good character or personality with a source of strong cooperation, fundamental belief, followed by full commitment to integral work patterns. A good work ethic provides good norms where these norms provide subordinate directives that employees must work better. Every employee should also need to have a good work ethic because employees who have good work ethics certainly have hard work and high commitment that is needed by the organization, because if employees do not have something the organization will find it difficult to develop. Organizations that have a desire to progress should need to involve their members in an effort to improve the quality of their performance, therefore every individual must have a good work ethic in organizing.

2.7.5. The linkage of work involvement to work ethics

Work involvement as the participation or participation of employees in making decisions that affect work ethics. Cumming (2013: 9), argues that an increase in work involvement can be described as an increase in the number of inputs in decision making and work involvement can improve work ethics. Employees with high levels of work

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involvement strongly favor the type of work done and truly care about that type of work, for example employees contribute ideas for the advancement of work, are happy to comply with company regulations and support company policies, etc. . Conversely, employees who are less happy to be involved with their work are employees who are less in favor of the company and such employees tend to only work routinely.

2.8. Research Hypothesis Development

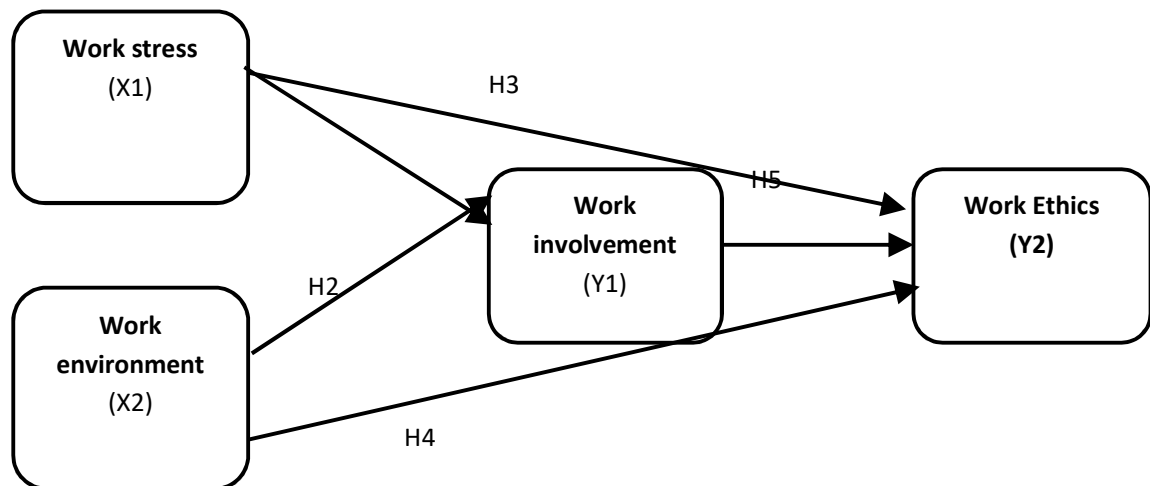
The hypothesis is a temporary answer to the results of the study. It said temporarily because the answers given were only based on relevant theories, not yet based on empirical facts obtained through data collection, with the following hypotheses:

- H1 It is suspected that there is a direct influence of work stress on work involvement in PT. Pos Indonesia North Jakarta
- H2 It is suspected that there is a direct influence of the work environment on work involvement in PT. Pos Indonesia North Jakarta
- H3 It is suspected that there is a direct influence of work stress on employee work ethics at PT. Pos Indonesia North Jakarta
- H4 It is suspected that there is a direct influence of the work environment on employee work ethics at PT. Pos Indonesia North Jakarta
- H5 It is suspected that there is a direct influence of work involvement on employee work ethics at PT. Pos Indonesia North Jakarta

2.9. Research Conceptual Framework

In this study, the influence between variables can be described in the form of a paradigm as follows:

Figure 2.1 Conceptual framework of the effect of work stress and work environment on work engagement and work ethics



Information:

Independent variable:

X1: Work Stress

X2: Work environment

Intervening variable (Y1) : Work involvement

Dependent variable (Y2) : Work ethics

III. RESEARCH METHOD

3.1. Research Strategies

The research strategy used in this study is the associative research strategy. Associative research is used because it is appropriate to answer questions that are influential between two or more variables. The purpose of an associative strategy is to be able to provide an explanation of the effects of work stress and work environment on work engagement and work ethics

3.2. Population and Research Samples

Sugiyono (2015: 116) Population can be divided into two types, namely sampling population or research population and target population or target population, where the target population has a size larger than the size of the sampling population. Population sampling is a unit of analysis that provides information or data needed by a study or research. Whereas the target population is all units of analysis within the study area. The general population in this study were all employees of PT. Pos Indonesia North Jakarta, while the target population is permanent employees of PT. Pos Indonesia North Jakarta, amounting to 278 employees.

Non-probability sampling technique used by researchers is purposive sampling technique. Understanding purposive sampling is a sampling technique with certain considerations, permanent employees of PT. Pos Indonesia North Jakarta.

Determination of the number of samples in this study using the Slovin formula with an error rate of 5%, so that the reasonableness of the occurrence of errors in sampling can still be tolerated in this study. The Slovin formula used in determining the number of samples, namely:

$$n = \frac{N}{1 + Ne^2} \dots\dots\dots (3.1)$$

Where:

n = Number of samples

N = Total Population

e2 = 5% precision

Based on this formula the following sample sizes are obtained:

$$n = \frac{278}{1 + 278 * 0,05^2}$$

$$n = \frac{278}{1 + 0,70}$$

$$n = \frac{278}{1,70}$$

$$n = 164,012 \approx 165 \text{ samples}$$

So the sample that will be used is 165 employees.

Respondents who were sampled in this study were employees of PT. Pos Indonesia North Jakarta with the following criteria:

1. Age more than 20 years. With an adult age the respondent is expected to be able to make an objective assessment of the statements in the questionnaire relating to the research variables.
2. Respondents selected by permanent employees of PT. Pos Indonesia North Jakarta.

3.3. Data and Data Collection Methods

3.3.1. Research data

This study uses primary data and secondary data, with the following explanation:

1. Primary data

According to Sugiyono (2015: 187) primary data is data that is collected and processed by an organization or individual directly from the object. Primary data collected in this study are respondents' perceptions related to research variables.

The primary data collection methods used in this study were questionnaires and interviews.

a. Questionnaire.

Questionnaire is a data collection technique that is done by giving a set of questions or written statements to respondents to answer (Sugiyono, 2015: 142). In this study the questions in the questionnaire are arranged in accordance with the order of variables in accordance with the indicators, the goal is that the questions in the questionnaire do not deviate from the research objectives. In this study, researchers used a Likert scale to measure a person's attitudes, opinions, and perceptions about social phenomena. The questionnaire used is a closed questionnaire that has provided answers to strongly agree, agree, disagree, and strongly disagree.

b. Interview.

Interview is a data collection technique that is carried out through face-to-face and direct questioning between data collectors and researchers towards resource persons or data sources.

To find out and assess the attitudes and perceptions of respondents about work stress, work environment, work involvement and employee work ethics. In this study using a Likert scale. The answers to each instrument item have a weight value as listed in the table below:

Table 3.1. Weight of Likert Scale

| No. | Alternative Answers | Value Weight |
|-----|-------------------------|--------------|
| 1 | Strongly Agree (SS) | 4 |
| 2 | Agree (S) | 3 |
| 3 | Disagree (TS) | 2 |
| 4 | Strongly Disagree (STS) | 1 |

Source: Sugiyono (2015)

3.3.2. Data Analysis Method

Statistical analysis of the data of this study uses path analysis to see the direct and indirect effects between variables. Researchers use path analysis in this study because path analysis allows researchers to test theoretical propositions regarding causal relationships. The analysis is done by using correlation and regression so that it can be known to arrive at the last dependent variable, it must go through a direct path or through intervening. The model is depicted in the form of a circle and arrows, where a single arrow shows as a cause due to each variable in a model as a dependent variable (respondent) while the other as a cause.

3.3.2.1. Data processing method

In this study the management of this data uses the program *SPSS Ver. 24.00*. This is done to make it easier to manage statistical data more quickly and precisely.

3.3.2.2. Data presentation method

In this study, the data collected will be presented in tabular form which is expected to facilitate research in analyzing and understanding data, so that the data presented is more systematic.

3.3.3. Statistical analysis of data

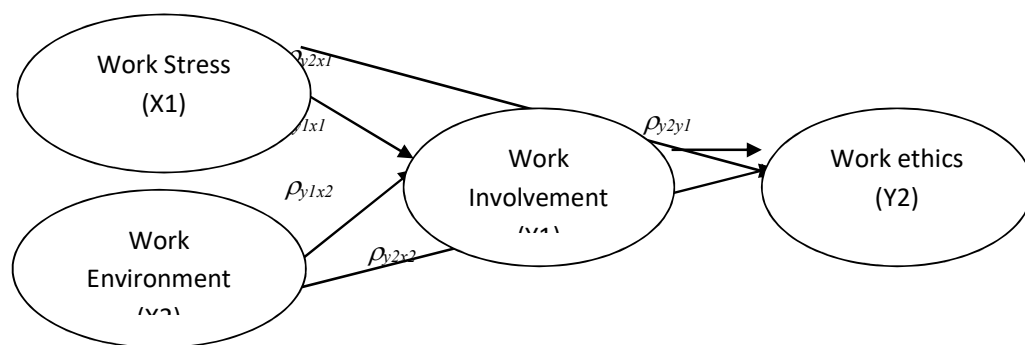
The statistical analysis used in this study is Path Analysis. The main analysis conducted is to test the construct of the path whether empirically tested or not. Further analysis is carried out to look for direct and indirect effects by using correlation and regression so that it can be known to arrive at the last dependent variable, must go through the direct path or through the intervening variable.

In this technique will use two kinds of arrows, namely one-way arrows that state the effect of the independent variable on the dependent variable and two-way arrows that indicate the correlation between the dependent variable. According to Riduwan and Kuncoro (2015: 115) path analysis technique is used in testing the contribution shown by the path coefficient on each path diagram of the causal relationship between variables X1, X2, towards Y1 and Y2. With the description as follows:

1. Sub Structure 1 and Sub Structure 2 models

To describe the causality relationships between variables to be investigated. Researchers use a diagram model commonly called the research paradigm, this is used to make it easier to see the causality relationships. In path analysis the diagram model used is usually called a Path Diagram. Path diagrams are tools to graphically describe the structure of causality relationships between exogenous, intervening (intermediary) and endogenous variables. To present the causality of the path diagram using the single headed arrow symbol indicates a direct influence between exogenous or intervening variables and endogenous variables. These arrows also connect errors with endogenous variables, and to present the correlation or covariance between two variables using the two headed arrow. Each variable is symbolized in the form of a box while other variables that are not analyzed in the model or error are represented in a circle. The path diagram of the effect of work stress and work environment on work engagement and work ethics can be seen in the following figure:

Figure 3.1. Model Sub Structure 1 and Sub Structure 2



Information :

ρ_{y1x1} = Path coefficient for the direct effect of X1 on Y1

ρ_{y1x2} = Path coefficient for the direct effect of X2 on Y1

ρ_{y2x1} = Path coefficient for the direct effect of X1 on Y2

ρ_{y2x2} = Path coefficient for the direct effect of X2 on Y2

ρ_{y2y1} = Path coefficient for the direct effect of Y1 on Y2

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2. Path coefficient

To further clarify each path coefficient in a complete path diagram it can be seen path coefficients as follows Riduwan and Kuncoro (2015: 116):

1. Sub-structure equation 1

$$Y1 = \gamma_{1x1}X1 + \gamma_{1x2}X2 + \varepsilon_1 \dots (3.5.)$$

2. Sub-structure equation 2

$$Y2 = \gamma_{2x1}X1 + \gamma_{2x2}X2 + \gamma_{2y1}Y1 + \varepsilon_2 \dots (3.6.)$$

This model illustrates the relationship between exogenous variables namely work stress and work environment and endogenous variables namely work involvement and work ethics. The effect of work stress and work environment on satisfaction, as well as work involvement on work ethics is called direct effect. Whereas from work stress and work environment on work ethics through satisfaction is called an indirect effect.

3. Formulate a hypothesis in structural equation structure 1:

$$Y1 = \gamma_{1x1}X1 + \gamma_{1x2}X2 + \varepsilon_1$$

a. Effect of X1 on Y1

H1o: $\gamma_{1x1} = 0$ (there is no significant direct effect of work stress on work involvement in PT. Pos Indonesia North Jakarta)

H1a: $\gamma_{1x1} \neq 0$ (there is a significant direct effect of work stress on work involvement in PT. Pos Indonesia North Jakarta)

b. Effect of X2 on Y1

H2o: $\gamma_{1x2} = 0$ (There is no significant direct effect of the work environment on work involvement in PT. Pos Indonesia North Jakarta)

H2a: $\gamma_{1x2} \neq 0$ (there is a significant direct effect of the work environment on work engagement at PT. Pos Indonesia North Jakarta)

To examine the effect of each change in endogenous variables on changes in exogenous variables, it is seen from the significance of t compared to the real level α ($5\% = 0.05$) with the following criteria:

1) H_0 is rejected, H_a is accepted if the significance of $t < 0.05$

2) H_0 is accepted, H_a is rejected if the significance of $t > 0.05$

c. In order to calculate error 1 (ε_1), the hypothesis testing will influence the effect of X1 X2 on Y1

$H_0: \gamma_{1e1} = 0$ (There is no significant influence of work stress, work environment on work involvement in PT. Pos Indonesia North Jakarta)

$H_a: \gamma_{1e1} \neq 0$ (there is a significant influence of work stress, work environment on work involvement in PT. Pos Indonesia North Jakarta)

To examine the effect of changing endogenous variables together on changes in exogenous variables, it is seen from the significance of F compared to the real level α ($5\% = 0.05$) with the following criteria:

1) H_0 is rejected, H_a is accepted if the significance is $F < 0.05$

2) H_0 is accepted, H_a is rejected if the significance is $F > 0.05$

4. Formulate a hypothesis in structural equation structure 2:

$$Y2 = \gamma_{2x1}X1 + \gamma_{2x2}X2 + \gamma_{2y1}Y1 + \varepsilon_2$$

a. Effect of X1 on Y2

H3o: $\gamma_{2x1} = 0$ (There is no significant direct effect of work stress on employee work ethics at PT. Pos Indonesia North Jakarta)

H3a: $\gamma_{2x1} \neq 0$ (there is a significant direct effect of work stress on employee work ethics at PT. Pos Indonesia North Jakarta)

b. Effect of X2 on Y2

- H4o: $\rho_{y2x2} = 0$ (There is no significant direct effect of work environment on employee work ethics at PT. Pos Indonesia North Jakarta)
- H4a: $\rho_{y2x2} \neq 0$ (there is a significant direct effect of the work environment on employee work ethics at PT. Pos Indonesia North Jakarta)
- c. Effect of Y1 on Y2
- H5o: $\rho_{y2y1} = 0$ (no significant direct effect of work engagement on employee work ethics at PT. Pos Indonesia North Jakarta)
- H5a: $\rho_{y2y1} \neq 0$ (there is a significant direct effect of work involvement on employee work ethics at PT. Pos Indonesia North Jakarta)
- To examine the effect of each change in endogenous variables on changes in exogenous variables, it is seen from the significance of t compared to the real level α ($5\% = 0.05$) with the following criteria:
- 1) H_0 is rejected, H_a is accepted if the significance of $t < 0.05$
 - 2) H_0 is accepted, H_a is rejected if the significance of $t > 0.05$
- d. In order to calculate error 2 (e_2), the hypothesis testing will influence the effect of X_1 X_2 and Y_1 on Y_2
- $H_0: \rho_{y2e2} = 0$ (There is no significant influence of work stress, work environment and work involvement on the work ethics of employees at PT. Pos Indonesia North Jakarta)
- $H_a: \rho_{y2e2} \neq 0$ (There is a significant influence of work stress, work environment and work involvement on the work ethics of employees at PT. Pos Indonesia North Jakarta)
- To examine the effect of changing endogenous variables together on changes in exogenous variables, it is seen from the significance of F compared to the real level α ($5\% = 0.05$) with the following criteria:
- 1) H_0 is rejected, H_a is accepted if the significance is $F < 0.05$
 - 2) H_0 is accepted, H_a is rejected if the significance is $F > 0.05$

IV. RESULTS AND DISCUSSION

4.1. Description of Research Object

Pos Indonesia is an Indonesian state-owned enterprise (BUMN) which is engaged in the postal service. At present, the Pos Indonesia business entity forms a limited liability company and is often referred to as PT. Indonesian post. This Pos Indonesia business form is based on Government Regulation of the Republic of Indonesia Number 5 of 1995.

So far recorded the existence of Pos Indonesia so long, the first post office was established in Batavia (now Jakarta) by the Governor General GW Baron van Imhoff on 26 August 1746 with the aim to better guarantee the security of resident's documents, especially for those who trade from offices outside Java and for those who come from and go to the Netherlands. Since then the postal service has been born to assume the role and function of service to the public.

4.2. Description of Respondents

PeneThis litian took a sample of employees at PT. Pos Indonesia (Persero) North Jakarta. The sample selection is done by first verifying the employee sample based on the Slovin formula. The following will be given an overview of the characteristics of respondents stated in the form of tabulation of the identity of respondents as many as 165 sample respondents. Presentation of data regarding the identity of the respondent to provide an overview of the state of the respondents.

Table 4.1. Data Characteristics of Respondents Based Research
Gender

| No. | Gender | Number of people) | Percentage (%) |
|-----|--------|-------------------|----------------|
|-----|--------|-------------------|----------------|

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| | | | |
|--------|-------|-----|-----|
| 1 | Men | 61 | 37 |
| 2 | Woman | 104 | 63 |
| amount | | 165 | 100 |

Source: SPSS processed data (2019)

Based on Table 4.1 above, it is shown that male sex has a smaller number than female gender, comprising 61 respondents for men compared to 104 respondents for women. Such conditions indicate that PT. Pos Indonesia (Persero) North Jakarta is more widely used by women than men.

Table 4.2. Data Characteristics of Respondents Based Research Age

| No. | Age | Number of people) | Percentage (%) |
|--------|-----------------|-------------------|----------------|
| 1 | 17-25 years old | 14 | 8 |
| 2 | 26-35 years old | 42 | 25 |
| 3 | 36-45 years old | 92 | 56 |
| 4 | > 45 years old | 17 | 10 |
| amount | | 165 | 100 |

Source: SPSS processed data (2019)

Based on Table 4.2 the age group of respondents, it was found that the age of the most respondents were respondents aged between 36-45 years, as many as 92 respondents or equivalent to 56%. And the least are respondents aged 17-25 years, as many as 14 respondents. Thus the age of the employees of PT. Pos Indonesia (Persero) North Jakarta is classified as a productive age.

Table 4.3. Data Characteristics of Respondents Based Research Last education

| No. | Last education | Number of people) | Percentage (%) |
|--------|---------------------------|-------------------|----------------|
| 1 | High school / high school | 42 | 25 |
| 2 | Diploima | 50 | 30 |
| 3 | S1 | 64 | 39 |
| 4 | S2 | 9 | 5 |
| amount | | 165 | 100 |

Source: SPSS processed data (2019)

In this study, the highest number of respondents was S1 education as many as 64 people or 39%. The lowest respondents are S2 education as many as 9 people.

Table 4.4. Data Characteristics of Respondents Based Research Length of work

| No. | Length of work | Number of people) | Percentage (%) |
|--------|----------------|-------------------|----------------|
| 1 | 2-5 years | 31 | 19 |
| 2 | > 6 years | 93 | 56 |
| 3 | > 10 years | 41 | 25 |
| amount | | 165 | 100 |

Source: SPSS processed data (2019)

In this study, the highest number of respondents who worked for > 6 years was 93 people. The lowest respondents are 2-5 years as many as 31 people.

4.3. Instrument Testing Results

4.3.1. Validity test

Validity is the accuracy of research measuring tools about the content or the actual meaning of what is measured in the research variable. An instrument is said to be valid if it has the ability to measure what should be measured. Then, to determine the validity of

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each statement of the research instrument, the validity test per item was carried out. Tests using the product moment formula, with the help of SPSS Version 24.00. With an explanation of the results of the study as follows:

Data processing results for all statements in the work stress instrument consisting of 14 statement items (Appendix 8), in Table 4.5. as follows :

Table 4.5. Validity of Instruments per Item for Work Stress Variables

| No. Statement | count | critical | Decision |
|---------------|-------|----------|----------|
| 1 | 0.335 | 0.30 | Valid |
| 2 | .708 | 0.30 | Valid |
| 3 | 0.722 | 0.30 | Valid |
| 4 | 0.577 | 0.30 | Valid |
| 5 | .672 | 0.30 | Valid |
| 6 | 0.428 | 0.30 | Valid |
| 7 | .651 | 0.30 | Valid |
| 8 | .708 | 0.30 | Valid |
| 9 | 0.582 | 0.30 | Valid |
| 10 | 0.589 | 0.30 | Valid |
| 11 | 0.710 | 0.30 | Valid |
| 12 | 0.564 | 0.30 | Valid |
| 13 | 0.330 | 0.30 | Valid |
| 14 | 0.577 | 0.30 | Valid |

Source: SPSS processed data (2019)

Based on Table 4.5. above, the results obtained for the work stress variable (X1), all statements have a calculated value greater than 0.30 so that all statements on the work stress variable (X1) can be used in data collection in this study.

Data processing results for all statements in the Work environment instrument consisting of 10 statement items (Attachment 9), in Table 4.6. as follows :

Table 4.6. Validity of Instruments per Item for Variables
Work environment

| No. Statement | count | critical | Decision |
|---------------|-------|----------|----------|
| 1 | .458 | 0.30 | Valid |
| 2 | 0.799 | 0.30 | Valid |
| 3 | 0.595 | 0.30 | Valid |
| 4 | 0.614 | 0.30 | Valid |
| 5 | .473 | 0.30 | Valid |
| 6 | 0.860 | 0.30 | Valid |
| 7 | 0.797 | 0.30 | Valid |
| 8 | 0.614 | 0.30 | Valid |
| 9 | 0.862 | 0.30 | Valid |
| 10 | .356 | 0.30 | Valid |

Source: SPSS processed data (2019)

Based on Table 4.6. above, the results obtained for the work environment variable (X2), all statements have a calculated value greater than 0.30 so that all statements on the work environment variable (X2) can be used in data collection in this study.

Data processing results for all statements in the work engagement instrument consisting of 10 statement items (Appendix 10), in Table 4.7. as follows: Table 4.7.

Validity of Instruments per Item for Work Engagement Variables

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| No. Statement | count | critical | Decision |
|---------------|-------|----------|----------|
| 1 | 0.560 | 0.30 | Valid |
| 2 | 0.835 | 0.30 | Valid |
| 3 | 0.568 | 0.30 | Valid |
| 4 | .384 | 0.30 | Valid |
| 5 | .487 | 0.30 | Valid |
| 6 | 0.821 | 0.30 | Valid |
| 7 | 0.766 | 0.30 | Valid |
| 8 | 0.556 | 0.30 | Valid |
| 9 | .497 | 0.30 | Valid |
| 10 | 0.767 | 0.30 | Valid |

Source: SPSS processed data (2019)

Based on Table 4.17. above, the results obtained for the variable work engagement (Y1), all statements have a calculated value greater than 0.30 so that all statements on the variable work engagement (Y1) can be used in data collection in this study.

Data processing results for all statements in employee work ethics instruments consisting of 14 statement items (Attachment 11), in Table 4.8. as follows :

Table 4.8. Validity of Instruments per Item for Employee Work Ethics Variables

| No. Statement | count | critical | Decision |
|---------------|-------|----------|----------|
| 1 | 0.838 | 0.30 | Valid |
| 2 | 0.718 | 0.30 | Valid |
| 3 | 0.502 | 0.30 | Valid |
| 4 | .342 | 0.30 | Valid |
| 5 | 0.828 | 0.30 | Valid |
| 6 | 0.542 | 0.30 | Valid |
| 7 | .476 | 0.30 | Valid |
| 8 | 0.516 | 0.30 | Valid |
| 9 | 0.575 | 0.30 | Valid |
| 10 | 0.826 | 0.30 | Valid |
| 11 | 0.550 | 0.30 | Valid |
| 12 | 0.573 | 0.30 | Valid |
| 13 | 0.715 | 0.30 | Valid |
| 14 | 0.390 | 0.30 | Valid |

Source: SPSS processed data (2019)

Based on Table 4.8. above, the results obtained for the employee work ethic variable (Y2), all statements have a calculated value greater than 0.30 so that all statements on the employee work ethic variable (Y2) can be used in collecting research data.

4.3.2. Reliability test

After conducting the validity test, the valid statement is then tested for the reliability of exogenous and endogenous variables. The reliability test was carried out using the split half method with the name Spearman Brown or Cronbach Alpha > 0.60. Based on data processing on reliability statistics, it can be seen that the value of cronbach's alpha is equal to or greater than 0.60, so it can be said that for the whole variable statement is reliable. The variables used are as follows:

Table 4.9. Instrument Reliability Test Results

| Variable | Cronbach Alpha | critical | Decision |
|----------|----------------|----------|----------|
|----------|----------------|----------|----------|

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| | | | |
|-------------------------|-------|------|----------|
| Work stress X1 | 0.841 | 0.60 | Reliable |
| Work environment X2 | .854 | 0.60 | Reliable |
| Job Y1 involvement | 0.836 | 0.60 | Reliable |
| Employee work ethics Y2 | 0.870 | 0.60 | Reliable |

Source: SPSS processed data (2019)

Thus it can be concluded, both work stress instruments (X1), work environment (X2), work engagement (Y1) and work ethics (Y2) are considered reliable.

4.5. Statistical Analysis of Data

In rare path analysis the first is to test sub-structure 1 and sub-structure 2.

1. Test the effect of work stress on work engagement (Sub-structure 1)

Based on data processing for sub-structure 1, the following results are obtained:

Table 4.10. Coefficient Sub Structure 1

| Coefficients ^a | | | | | |
|---------------------------|-----------------------------|------------|---------------------------|--------|------|
| Model | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| | B | Std. Error | Beta | | |
| 1 (Constant) | 4,970 | 1,107 | | 4,488 | ,000 |
| Work stress (X1) | -,056 | ,026 | -,063 | -2,169 | ,032 |
| Work environment (X2) | ,918 | ,028 | ,955 | 32,698 | ,000 |

a. Dependent Variable: Work involvement (Y1)

Source: SPSS processed data (2019)

The results of the calculation (output) of the structural equation in chapter sub-structure 1, as follows:

$$Y1 = -0,063 X1 + 0,955 X2 + \varepsilon1$$

Based on the structural equation in sub-structure 1 above, it can be interpreted as follows:

- The direct effect of work stress on work involvement based on the table above is -0,063 or 6.3%. This shows that 6.3% of work involvement, determined by work stress
- The direct effect of the work environment on work engagement based on the table above is 0.955 or 95.5%. This shows that 95.5% of work involvement is determined by the work environment

The magnitude of the effect of simultaneous work stress and work environment on work involvement, obtained data processing results can be seen in the following table 4.11

Table 4.11. Coefficient of Determination

| Summary Model | | | | |
|---------------|-------|----------|-------------------|----------------------------|
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1 | ,936a | ,877 | ,875 | 1.26309 |

a. Predictors: (Constant), Work environment (X2), Work stress (X1)

Source: SPSS processed data (2019)

The amount of Rsquare (R²) is 0.877. This figure shows that the effect of work stress and work environment simultaneously on work involvement is 87.7%. The remaining 12.3% is influenced by other factors. In other words, work engagement

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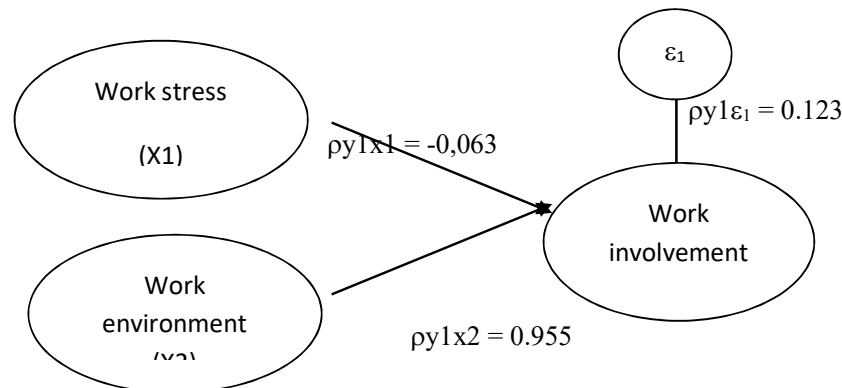
variables can be explained using work stress and work environment variables of 87.7% while the effect of 12.3% is explained by other variables outside the research model.

Based on the results of the analysis of sub-structure path 1 (X1 and X2 to Y1) each value:

- $\rho_{y1x1} = -0,063$
- $\rho_{y1x2} = 0.955$
- The amount of the residual coefficient $\rho_{y1\varepsilon_1} = 1 - 0,877 = 0.123$

Thus the substructure 1 path diagram can be arranged, as follows:

Figure 4.5 Effect of Sub Structure 1



Hypothesis testing is used to determine the significance of the influence of exogenous variables on endogenous variables. The steps of testing the hypothesis in this study are:

- Effect of X1 on Y1
 - $H1o: \rho_{y1x1} = 0$ (partially there is no significant direct effect of work stress on work involvement in PT Pos Indonesia North Jakarta)
 - $H1a: \rho_{y1x1} \neq 0$ (partially there is a significant direct effect of work stress on work involvement in PT Pos Indonesia North Jakarta)

After testing the above research hypothesis and based on the results of computer calculations (Table 4.10), the significance of the variable X1 t is 0.032 smaller than the real level or $0.032 < 0.05$. Therefore, it can be concluded that H_o is rejected or H_a accepted, partially there is a significant direct effect of work stress on work involvement in PT Pos Indonesia North Jakarta

- Effect of X2 on Y1
 - $H2o: \rho_{y1x2} = 0$ (partially there is no significant direct effect of the work environment on work involvement in PT Pos Indonesia North Jakarta)
 - $H2a: \rho_{y1x2} \neq 0$ (partially there is a significant direct effect of the work environment on work involvement in PT Pos Indonesia North Jakarta)

After testing the above research hypotheses and based on the results of computer calculations (Table 4.10), the significance of the variable X2 t is 0,000 smaller than the real level or $0,000 < 0.05$. Therefore, it can be concluded that H_o is rejected or H_a accepted, partially there is a significant direct effect of the work environment on work involvement in PT Pos Indonesia North Jakarta

- Effect of X1 and X2 on Y1

Table 4.12. Simultaneous testing of hypotheses X1 and X2 at Y1

| ANOVAa | | | | | |
|--------------|----------------|----|-------------|---------|------|
| Model | Sum of Squares | df | Mean Square | F | Sig. |
| 1 Regression | 1834,611 | 2 | 917,305 | 574,967 | 000b |

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| | | | | | |
|----------|----------|-----|-------|--|--|
| Residual | 258,456 | 162 | 1,595 | | |
| Total | 2093,067 | 164 | | | |

a. Dependent Variable: Work involvement (Y1)

b. Predictors: (Constant), Work environment (X2), Work stress (X1)

Source: SPSS processed data (2019)

Ho: $\rho_{Y1\epsilon_1} = 0$ (simultaneously there is no significant influence of work stress and work environment towards work involvement in PT Pos Indonesia North Jakarta)

Ha: $\rho_{Y1\epsilon_1} \neq 0$ (simultaneously there is a significant influence of work stress and work environment towards work involvement in PT Pos Indonesia North Jakarta)

After testing the above research hypotheses and based on the results of computer calculations (Table 4.12) a Significance F of 0,000 is less than the real level or 0,000 < 0.05. Therefore, it can be concluded that Ho is rejected or Ha accepted, simultaneously there is a significant influence of work stress and work environment on work involvement in PT Pos Indonesia North Jakarta

2. Test the effect of work stress, work environment and work involvement on employee work ethics (Sub structure 2)

Based on data processing for substructural 2, the following results are obtained:

Table 4.13. Coefficient Sub Structure 2

| Coefficients ^a | | | | | |
|---------------------------|-----------------------------|------------|---------------------------|--------|------|
| Model | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| | B | Std. Error | Beta | | |
| (Constant) | 4,160 | ,989 | | 4,207 | ,000 |
| 1 Work stress (X1) | -,034 | ,022 | -,028 | -2,522 | ,030 |
| Work environment (X2) | ,352 | ,065 | ,274 | 5,399 | ,000 |
| Work Involvement (Y1) | ,966 | ,066 | ,722 | 14,608 | ,000 |

a. Dependent Variable: Work Ethics (Y2)

Source: SPSS processed data (2019)

The calculation results (output) of the structural equation pada sub-structure 2 as follows:

$$Y2 = -0,028 X1 + 0,274 X2 + 0,722 Y1 + \epsilon_1$$

Based on the structural equation in sub-structure 2 above, it can be interpreted as follows:

- The influence of work stress on employee work ethics based on the table above is -0,028 or 2.8%. This shows that 2.8% of employee work ethics, is determined by work stress
- The influence of the work environment on employee work ethics based on the table above is 0.274 or 27.4%. This shows that 27.4% of employee work ethics, is determined by the work environment
- The influence of work involvement on employee work ethics based on the table above is 0.722 or 72.2%. This shows that 72.2% of employee work ethics, is determined by work involvement.

The magnitude of the effect simultaneously work stress, work environment and work involvement on employee work ethics obtained data processing results can be seen in table 4.14 below:

Table 4.14. Coefficient of Determination

Summary Model

EFFECT OF WORK STRESS AND WORK ENVIRONMENT TOWARDS WORK ENGAGEMENT AND IMPACT ON EMPLOYEE WORK ETHICS (Case Study at PT. Pos Indonesia North Jakarta)

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------|----------|-------------------|----------------------------|
| 1 | ,975a | ,951 | ,950 | 1.06365 |

a. Predictors: (Constant), work involvement (Y1), work stress (X1), work environment (X2)

Source: SPSS processed data (2019)

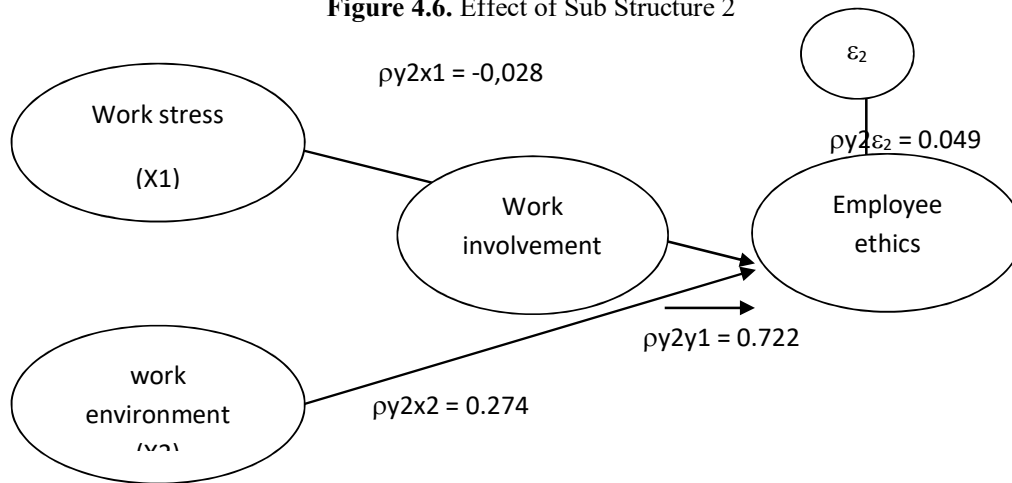
The amount of Rsquare (R²) is 0.951. This figure shows that the influence of the use of work stress, work environment and work involvement simultaneously on employee work ethics is 95.1%. The remaining 4.9% is influenced by other factors. In other words, employee work ethics variables can be explained using work stress, work environment and work involvement variables of 95.1% while the effect of 4.9% is explained by other variables outside this research model.

Based on the analysis results of substructure 1 path analysis (X1 X2 and Y1 to Y2) each value is obtained:

- $\rho_{y2x1} = -0,028$
- $\rho_{y2x2} = 0.274$
- $\rho_{y2y1} = 0.722$
- The amount of the residual coefficient $\rho_{y2\varepsilon_2} = 1 - 0,951 = 0.049$

The path diagram of the effect of work stress and work environment, and on employee work ethics can be seen in the following figure:

Figure 4.6. Effect of Sub Structure 2



The steps of testing the hypothesis in this study are:

a. Effect of X1 on Y2

H3o: $\rho_{y2x1} = 0$ (partially there is no significant direct effect of work stress on employee work ethics at PT Pos Indonesia North Jakarta)

H3a: $\rho_{y2x1} \neq 0$ (partially there is a significant direct effect of work stress on employee work ethics at PT Pos Indonesia North Jakarta)

After testing the research hypothesis above and based on the results of computer calculations (Table 4.13), the significance of the variable X1 t is 0.030 smaller than the real level or $0.030 < 0.05$. Therefore, it can be concluded that Ho is rejected or Ha accepted, partially there is a significant direct effect of work stress on employee work ethics at PT Pos Indonesia North Jakarta

b. Effect of X2 on Y2

H4o: $\rho_{y2x2} = 0$ (partially there is no significant direct effect of the work environment on employee work ethics at PT Pos Indonesia North Jakarta)

H4a: $\rho_{y2x2} \neq 0$ (partially there is a significant direct effect of the work environment on employee work ethics at PT Pos Indonesia North Jakarta)

After testing the above research hypothesis and based on the results of computer calculations (Table 4.13), the significance of the variable X2 t is 0,000 smaller than the real level or $0,000 < 0.05$. Therefore, it can be concluded that Ho is rejected or Ha accepted, partially there is a significant direct effect of the work environment on employee work ethics at PT Pos Indonesia North Jakarta

c. Effect of Y1 on Y2

H5o: $\rho_{y2y1} = 0$ (partially, there is no significant direct effect of work involvement on employee work ethics at PT Pos Indonesia North Jakarta)

H5a: $\rho_{y2y1} \neq 0$ (partially there is a significant direct effect of work involvement on employee work ethics at PT Pos Indonesia North Jakarta)

After testing the above research hypotheses and based on the results of computer calculations (Table 4.13), the significance of the variable t Y is 0,000 smaller than the real level or $0,000 < 0.05$. Therefore, it can be concluded that Ho

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is rejected or H_a accepted, partially there is a significant direct effect of work involvement on employee work ethics at PT Pos Indonesia North Jakarta

d. Effect of X_1 X_2 Y_1 on Y_2

Table 4.15. Simultaneous testing of hypotheses X_1 and X_2 at Y_1

| ANOVAa | | | | | |
|--------|------------|----------------|-----|-------------|----------|
| Model | | Sum of Squares | df | Mean Square | F |
| 1 | Regression | 3564,921 | 3 | 1188,307 | 1050,352 |
| | Residual | 182,146 | 161 | 1,131 | |
| | Total | 3747,067 | 164 | | |

a. Dependent Variable: Work Ethics (Y_2)

b. Predictors: (Constant), work involvement (Y_1), work stress (X_1), work environment (X_2)

Source: SPSS processed data (2019)

$H_0: \rho_{Y_2 \varepsilon_2} = 0$ (simultaneously there is no significant influence of work stress and work environment, and work involvement in employee work ethics at PT Pos Indonesia North Jakarta)

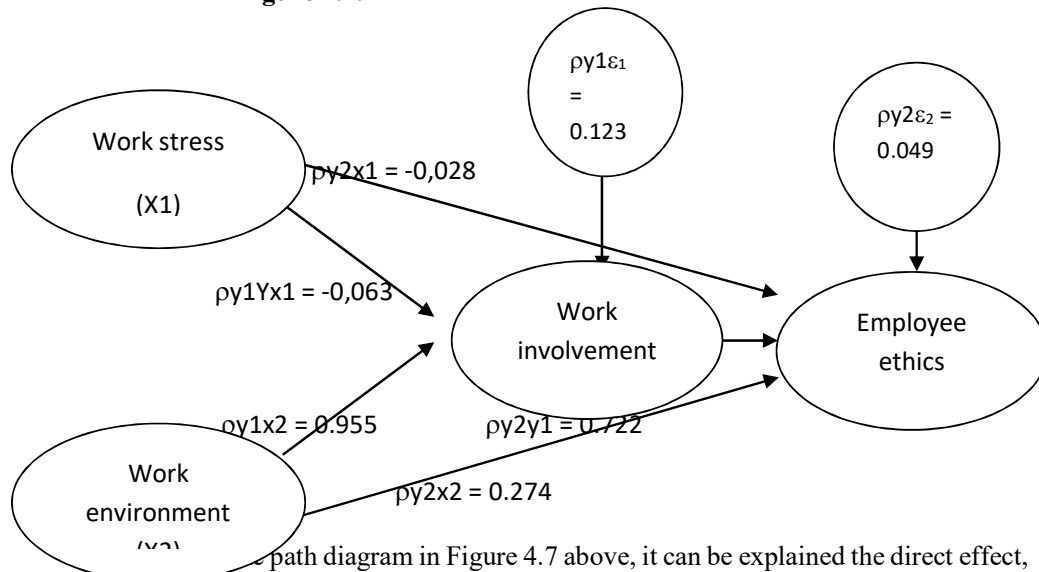
$H_a: \rho_{Y_2 \varepsilon_2} \neq 0$ (simultaneously there is a significant influence of work stress and work environment, and work involvement in employee work ethics at PT Pos Indonesia North Jakarta)

After testing the above research hypotheses and based on the results of computer calculations (Table 4.15), the Significance F obtained is 0,000 smaller than the real level or $0,000 < 0.05$. Therefore, it can be concluded that H_0 is rejected or H_a accepted, simultaneously there is a significant influence of work stress and work environment, and work involvement on employee work ethics at PT Pos Indonesia North Jakarta

4.6. Research Findings

Based on the results of the path coefficient on sub-structure 1 and sub-structure 2, then it can be described as a whole that illustrates the path analysis diagram of the effect of work stress and work environment on work engagement and its impact on employee work ethics can be seen in the following figure:

Figure 4.7. Effect of Sub Structure 1 and Sub Structure 2



From the path diagram in Figure 4.7 above, it can be explained the direct effect, indirect effect and total effect as follows:

1. Direct effect (direct effect)

- a. The effect of work stress on work involvement is equal to $\rho_{y1x1} = -0,063$
- b. The influence of the work environment on work involvement amounted to $\rho_{y1x2} = 0.955$
- c. The influence of work stress on employee work ethics equal to $\rho_{y2x1} = -0,028$
- d. The influence of the work environment on employee work ethics amounted to $\rho_{y2x2} = 0.274$
- e. The effect of work involvement on employee work ethics is as big as $\rho_{y2y1} = 0.722$
2. Indirect effect (indirect effect)
 - a. The effect of work stress on employee work ethics through work involvement is $\rho_{y1x1} (-0,063) \times \rho_{y2y1} (0.722) = -0.045$
 - b. The influence of the work environment on employee work ethics through work involvement is $\rho_{y1x2} (0.955) \times \rho_{y2y1} (0.722) = 0.690$
3. Total effect
 - a. The effect of total work stress on work involvement amounted to $\rho_{y1x1} -0,028$. the indirect effect of work stress on employee work ethics through work involvement is -0.045 then the total effect of -0.073 ($-0.028 + -0.045 = -0.073$)
 - b. The effect of the total work environment on work engagement is as big as $\rho_{y1x2} .274$. the indirect effect of the work environment on employee work ethics through work involvement is 0.690 then the total effect is 0.964 ($0.274 + 0.690 = 0.964$).

Based on the results of the study described as follows:

1. The influence of work stress on the work involvement of employees of PT Pos Indonesia North Jakarta is -0.063 or -6.3% meaning -6.3% of employee work involvement, determined by work stress. The results of this study indicate that work stress contributes to employee work engagement by -6.3% . This is consistent with previous research conducted by Amilin (2016) and Simon and Amarakoon (2015) who stated there is an influence of work stress on employee work involvement.
2. The influence of work environment on the work involvement of employees of PT Pos Indonesia North Jakarta is 0.955 or 95.5% , meaning that 95.5% of employee work involvement is determined by the work environment. The results of this study indicate the work environment contributes to employee work involvement by 95.5% . This is consistent with previous research conducted by Antony (2019) and Suryaningrum and Silvianita (2018), Husna, Shah, and Zailan (2016) who stated there is an influence of the work environment on employee work involvement.
3. The direct influence of work stress on the work ethics of employees of PT Pos Indonesia North Jakarta is -0.028 or -2.8% meaning -2.8% of employee work ethics, determined by work stress. The results of this study indicate work stress contributes to employee work ethics of -2.8% . This is consistent with previous research conducted by Amilin (2016) who states the relationship between work stress and employee work ethics.
4. The direct influence of the work environment on the work ethics of PT Pos Indonesia North Jakarta employees is 0.274 or 27.4% . The results of this study indicate work environment contribute to employee work ethics by 27.4% . This is supported by previous research by Antony (2019) and Mangundjaya (2017) stated there is an influence of the work environment on employee work ethics.

The influence of work involvement on the work ethics of employees of PT Pos Indonesia North Jakarta is 0.722 or 72.2% , meaning 72.2% of employee work ethics, is determined by work involvement. The results of this study indicate involvement work contribute to employee work ethics by 72.2% . This is supported by previous research by Ade and Budiyo (2018) and Andriyanto (2016) which states that the influence of work involvement on employee work ethics.

V. CONCLUSIONS AND SUGGESTIONS

5.1. Conclusion

Based on the hypothesis testing conducted in the previous chapter, it can be concluded that:

1. S.work tress influence on employee work involvement PT Pos Indonesia North Jakarta of -6.3% means that a higher level of work stress causes a low level of employee involvement.
2. Work environment influences employee work involvement PT Pos Indonesia North Jakarta of 95.5% and the work environment variable has a significant positive effect on employee work engagement accepted.
3. Work stress has an effect on employee work ethics PT Pos Indonesia North Jakarta of -2.8% means the higher level of work stress will cause a low level of employee work ethics.
4. Work environment effect on employee work ethics PT Pos Indonesia North Jakarta of 27.4% and the work environment variable has a significant positive effect on employee work ethics.
1. Involvement work effect on employee work ethics PT Pos Indonesia North Jakarta amounted to 72.2% and the variable work engagement has a significant positive effect on employee work ethics received.

5.2. Suggestion

BeBased on the conclusions above, the following suggestions can be proposed:

1. Job stress has a negative effect on employee work involvement, so to increase work involvement can be done by reducing the level of work stress, especially by creating good relations between employees so as to reduce employee stress.
2. The work environment influences the work involvement of employees, so to increase work involvement can be done by improving working conditions conducive, especially in terms of providing a comfortable workplace
3. Work stress has a negative effect on employee work ethics so as to improve work ethics can be done by reducing work stress levels, especially in terms of increasing interaction between superiors and subordinates⁷⁵
1. The work environment influences the work ethics of employees so that to improve work ethics can be done by improving the conditions of the work environment, especially in terms of providing work facilities and infrastructure that can support the work of employees in completing their work.

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