

THE ROLE OF WORK STRESS IN MEDIATING THE EFFECT OF PERFORMANCE PRESSURE AND WORKLOAD ON EMPLOYEE PERFORMANCE IN UNIVERSITAS MUHAMMADIYAH ACEH

***Reza Juli Amri, Sorayanti Utami, Syafruddin Chan**
Management Department, Universitas Syiah Kuala, Indonesia

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ABSTRACT

Employee performance contains work results in quality and quantity achieved by an employee in carrying out his duties according to his responsibilities. The purpose of this study was to see the effect of Performance Pressure and Workload on Work Stress and its impact simultaneously on employee performance. The population in this study was all employees who worked at the Universitas Muhammadiyah Aceh, as many as 328 people. The sample was taken with a stratified random sampling method on 140 people. The result shows that Performance pressure does not affect employee performance, Workload affects employee performance, Performance pressure affects the work stress, Workload affects work stress, Work stress affects employee performance, Work stress mediates the effect of performance pressure on employee performance, and Work stress mediates the effect of workload on employee performance. The role of work stress in mediating the effect of performance pressure on employee performance is as a full mediation, while in mediating the effect of performance pressure on employee performance the work stress acts as a partial mediation. These results indicate that increasing performance pressure is necessary so that it can increase adjustment to work stress and have an impact on improving employee performance. Performance pressure cannot directly affect employee performance but must go through work stress as a mediator. On the other hand, workloads can affect employee performance either directly or through work stress as a mediator. Increased adjustments to workloads will increase adjustments to work stress and have an impact on improving employee performance. For future researchers, it is advisable to develop this tested model by adding variables such as talent management and human capital, which are of course closely related to the discussion and development of performance models.

Keyword: Performance Pressure, Workload, Work Stress, Employee Performance.

1. INTRODUCTION

Universitas Muhammadiyah Aceh is one of the private higher education institutions in the city of Banda Aceh, Indonesia, with one of its missions, namely to provide education, research, and community service that are superior, professional, and Islamic. To achieve this goal, employees must be able to cope with the existing performance pressures. The opinion that there is a relationship between performance pressure and employee performance has at least been

expressed by (Eisenberger & Aselage, 2009). In addition to performance pressure and work stress, workload also affects employee performance. This opinion was conveyed by (Dasgupta, 2013) in his research which revealed a significant effect of workload and work motivation on employee performance.

In contrast to previous studies which examined the role of external performance pressure (Decramer, Smolders, Vanderstraeten, Christiaens, & Desmidt, 2012), In this study the authors focused on internal performance pressure which is no less heavy for employees to solve to pursue better work performance. This has not been done by many previous researchers. This aspect is important to study because of its very strategic role in supporting the improvement of overall employee performance. Therefore, the concept of internal performance pressure is what the writer adopts as one of the factors that affect employee performance either directly or through work stress.

2. LITERATURE REVIEW

Employee Performance

The definition of performance is the level of achievement of the program or policies to attain the objectives, of the organization poured (Decramer, Smolders, Vanderstraeten, & Christiaens, 2012). Performance is a description of the level the achievement of an activity program or policy in reaching objectives, (Sasra, Lubis, & Chan, 2015).

Performance appraisal is an effort made by the leader to evaluate the work of his subordinates. Job appraisal is a process taken by leaders to get to know whether an employee is doing his job according to his duties and responsibilities. (Fachreza, Musnadi, & Shabri, 2018).

Work stress

Work stress is external instructions that hit a person, objects in the environment, or a stimulus that is objectively dangerous. Stress can also be defined as pressure, disturbance, or unpleasant disturbance that comes from outside a person.(Önday, 2016). So it can be said that that work stress arises because of demands and the reaction of each individual in dealing with those that affect themselves can be different from one to another.

Performance Pressure

Performance pressure is usually defined in three ways, namely "as environmental stimulation namely the power inflicted on individuals, as an individual's physical or psychological response to the strength of the environment, and as an interaction between the two events(Robbins & Coulter, 2016). Pressure in this case is a condition of tension that affects one's emotions, thought processes, and condition. Whether the tension is positive or negative depends on the level of tolerance of the individual concerned. People give different reactions to situations that from the outside seem to cause the same physical and psychological demands, (Ahmad et al., 2018).

Workload

Workload also reflects the number of tasks assigned to someone that has to be finished by him or his team during the period agreed by both parties. The workload is activities that must be completed by a worker within a certain period which is beyond his ability to finish those tasks. When they can complete those assigned tasks, then this does not become a workload. However,

if the worker is unsuccessful then these tasks and activities become a workload.(Shah et al., 2011).

Research paradigm

The research framework that connects all variables involved in this study can be drawn on the following figure.

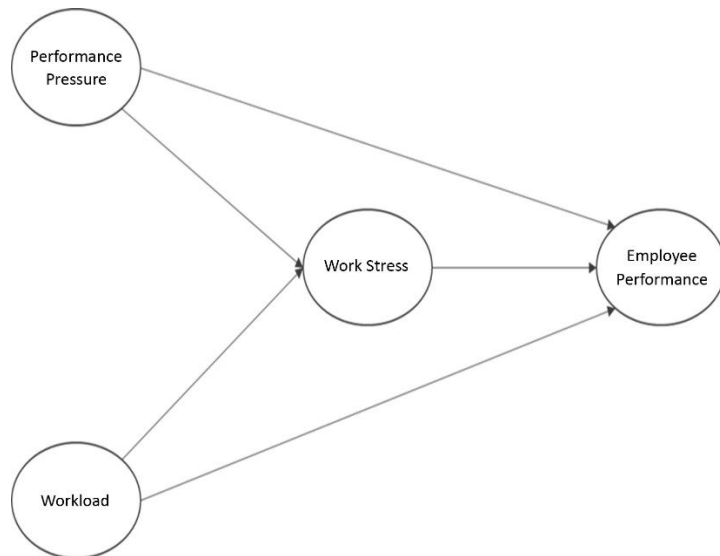


Figure 1 Research Framework

Hypothesis

Based on the phenomena and from the theoretical foundations that have been stated previously, several research hypotheses can be stated as follows:

H1 :Performance pressure affects employee performance

H2 : Workload affects employee performance

H3 : Performance pressure affects the work stress

H4 : Workload affects work stress

H5 : Work stress affects employee performance

H6 : Work stress mediates the effect of performance pressure on employee performance

H7 : Work stress mediates the effect of workload on employee performance

3. METHOD

Location and Object of Research

This research was conducted at the Universitas Muhammadiyah Aceh. The object of this research was all employees at the Universitas Muhammadiyah Aceh. The variables were employee performance, work stress, workload, and performance pressure.

Sampling

The population was 328 employees who work at the Universitas Muhammadiyah Aceh. The stratified random sampling technique was used for sampling. The sample in this study was 140

people.

Data analysis method

Data were processed using Structural Equation Modeling (SEM). The use of SEM was necessary, because of the multivariate element in the research model. Hypothesis testing used CR criteria and probability figures for the standard error at the level of 5%.

4. RESULT AND DISCUSSION

Loading Factor with measurement test

Testing the validity of loading factors can be seen in the following figure and table:

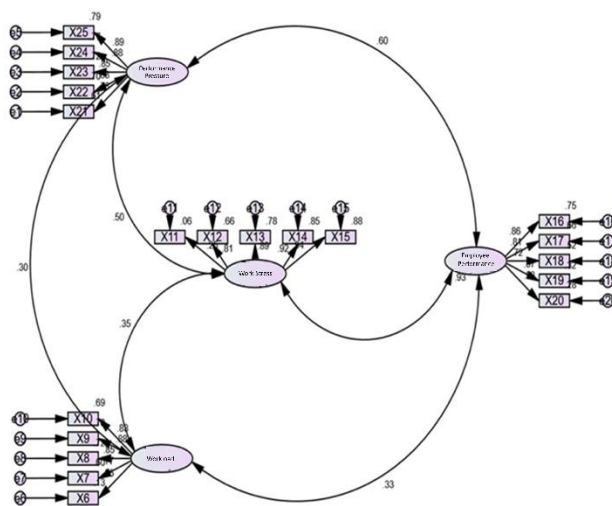


Figure 2 Loading Factor

Because it contained multi indicators, it was necessary to confirm the indicators quoted from previous studies, whether they were still relevant to the research model built in this study. For indicators that did not meet the requirements because they had a relatively small coefficient value, were eliminated from the model.

Table 1 Loading Factor

No.	Indicator		Variable	Estimate
1	X21	<---	Work_Stress	.781
2	X22	<---	Work_Stress	.835
3	X23	<---	Work_Stress	.850
4	X24	<---	Work_Stress	.875
5	X25	<---	Work_Stress	.887
6	X7	<---	Performance_Pressure	.766
7	X8	<---	Performance_Pressure	.851
8	X9	<---	Performance_Pressure	.889

No.	Indicator		Variable	Estimate
9	X10	<---	Performance_Pressure	.829
10	X12	<---	Workload	.807
11	X13	<---	Workload	.883
12	X14	<---	Workload	.922
13	X15	<---	Workload	.940
14	X16	<---	Employee_Performance	.865
15	X17	<---	Employee_Performance	.814
16	X18	<---	Employee_Performance	.719
17	X19	<---	Employee_Performance	.566
18	X20	<---	Employee_Performance	.529

Table 1 shows the loading factor of all the indicators in the model and has met the requirements for further processing because it has a loading factor value > 0.5.

Table 2. The goodness of Fit Criteria

Size Index Criteria	Cut-off Value	Analysis Result	Model Evaluation
Chi-Square	Small expected	241.171	Good
CMIN / DF	CMIN / DF <2	1977	Good
GFI	≥ 0.90	0.883	Good
AGFI	≥ 0.90	0.836	Good
RMSEA	<0.08	0.070	Good

Structural Analysis for Direct Hypothesis testing

The results of the data processed by using SEM have produced the information needed to answer the previously built hypothesis, whether it is proven or not.

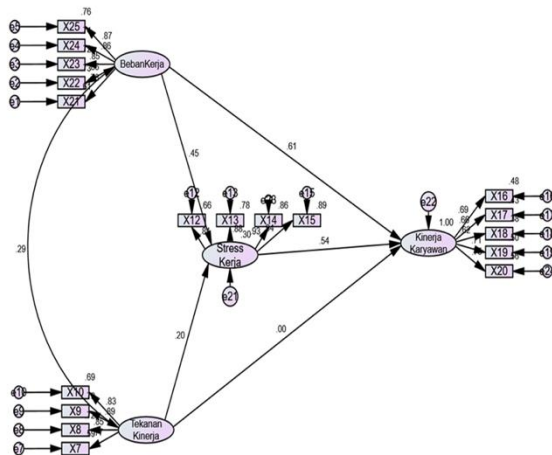


Figure 3. Structural Equation Model

Based on Figure 3, it explains the influence of each variable, namely Performance Pressure, Workload, Work Stress, and Employee Performance.

Table 3. Direct Hypothesis Result

No.	Hypothesis Results	CR Cut off> 1.96	P-Value Cut off <0.05	Beta
H1	There is no influence of performance pressure on employee performance	-0.068	0.946	0.003
H2	There is an Influence of Workload on Employee Performance	11.540	0.000	0.614
H3	There is an Influence of Performance Pressure on Work Stress	2.842	0.004	0.201
H4	There is an Influence of Workload on Work Stress	6.186	0,000	0.454
H5	There is an Influence of Work Stress on Employee Performance	11.540	0.000	0.536

It can be seen from the 5 direct hypotheses that there is 1 (one) insignificant hypothesis, namely the Effect of Performance Pressure on Employee Performance because it has a CR value of -0.068 and a p-value of 0.946 which does not meet the requirement of the hypothesis condition accepted. In other words, only the workload variable as an exogenous variable has an influence on employee performance of the Universitas Muhammadiyah Aceh.

Indirect Influence

The conclusion of the indirect hypothesis, namely the effect of Performance Pressure and Workload on Employee Performance through Work Stress, shown in Table 4 below:

Table 4. Indirect Hypothesis Result

No .	Indirect Hypothesis	P-Value <0.05	Beta	Information	Role of Mediation
H6	Work stress mediates the effect of work pressure on employee performance	0.043	0.107	Received	Full Mediation
H7	Work stress mediates the effect of Workload on employee performance	0.000	0.243	Received	Partial Mediation

Meanwhile, if we look at the indirect effect of the two hypotheses tested, the role of work stress in mediating the effect of workload on employee performance is more dominant than the role of performance pressure on employee performance at the Universitas Muhammadiyah Aceh. The role of work stress in mediating the effect of performance pressure on employee performance is as a full mediation, while in mediating the effect of performance pressure on employee performance the work stress acts as a partial mediation.

5. CONCLUSION

The result shows that Performance pressure does not affect employee performance, Workload affects employee performance, Performance pressure affects the work stress, Workload affects work stress, Work stress affects employee performance, Work stress mediates the effect of performance pressure on employee performance, and Work stress mediates the effect of workload on employee performance. The role of work stress in mediating the effect of performance pressure on employee performance is as a full mediation, while in mediating the effect of performance pressure on employee performance the work stress acts as a partial mediation. These results indicate that increasing performance pressure is necessary so that it can increase adjustment to work stress and have an impact on improving employee performance. Performance pressure cannot directly affect employee performance but must go through work stress as a mediator. On the other hand, workloads can affect employee performance either directly or through work stress as a mediator. Increased adjustments to workloads will increase adjustments to work stress and have an impact on improving employee performance. For future researchers, it is advisable to develop this tested model by adding variables such as talent management and human capital, which are of course closely related to the discussion and development of performance models.

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