Impact of Job Stress on Job Performance of Health Worker with Work Life Balance as Mediating Variable

Adhy Lutfi Arif*, Harif Amali Rivai, Yulihasri

Department of Management, Faculty of Economic, Universitas Andalas, Padang, Indonesia

Abstract

The role of health professionals in a country is important to maintain health care society. The needs of health worker significantly increase in-line with the demand of the society towards improving quality of health. Increasing number of patients from day to day demands jobs for health worker also to be increase. That condition will be affecting the job stress level and the work life balance of the health worker which in turn affects their job performance. In this research job stress and work life balance found to significantly affect job performance of health workers, and job stress found to significantly affect work life balance. This research also found the mediation effect of work life balance on the correlation from job stress on job performance.

INTRODUCTION

The role of job stress will encourage a reduction in employee performance so that it requires a work life balance in life. When a worker still gets a lot of work so that he does not get exposure to the balance of life, then this leads to poor performance. When workers get additional work and relaxation, this is an effort to increase performance, thus encouraging optimal performance (Gunawan, 2017). Previous research stated that job stress will reduce organizational performance due to decreased employee performance (Lu et al., 2016) and to investigate the association between job satisfaction and work stress, work-family conflict and doctor-patient relationship. Design: Cross-sectional survey. Setting: The Fifth National Health Service Survey was carried out in Guangdong, China. Participants: All participants in this study were healthcare staff including physicians, nurses and public health staff from hospitals, health service centres and health clinics. A total of 6583 questionnaires were distributed and collected. After excluding the incomplete questionnaires, 5845 questionnaires were included for the analysis. Outcome measures: Sociodemographic information and scores for evaluating job satisfaction, work stress, work-family conflict and doctor-patient relationship were obtained using the questionnaire developed by the National Health and Family Planning Commission of the People’s Republic of China. To assess the significantly associated factors on job satisfaction of the healthcare staff in Guangdong, a binary logistic regression model was used. Results: Based on the 5845 valid responses of the healthcare staff who worked in Guangdong, the mean score of overall perception of job satisfaction was 3.99 on a scale of 1-6. Among the sociodemographic variables, occupation, educational background, professional status, years of service, annual income and night shift frequency significantly influenced the level of job satisfaction. Work stress, work-family conflict and doctor-patient relationship also had significant effect on job satisfaction. Conclusions: The overall job satisfaction exceeded slightly dissatisfied (score 3). When a job is done continuously it will bring up a boredom that presents
Hypothesis Development

There are many issues that affect the employee’s job performance, by the research of Hassan (2020) the factors such as job stress, job satisfaction, mental health extremely affect performance of the employee’s, it’s lead into the condition of unable to think better and lost interest on work. This condition is started from the state of exhaustion, poor ability of self-evaluation, and weak self-esteem of the employee. The condition negatively affect the job performance of the employee’s. Zeb et al., (2020) define job performance as a specific behavior that is under the individual control that is aims to reach several of specific objectives. The job performance also appears to be an important factor for human resource management and organizational outcomes. The job performance also require to always on the high level to be able to support the performance of the organization as a whole. Bjaalid et al., (2020) indicate some factor that have been used for their research, the indicator is consist self-assessment that the employees done to asset their personal job performance, the quantity of employee work, the quality of employee and the ability of the employees to solving their problem at work. Those indicator is used to measure the performance of the employees.

H1: Job Stress Significantly Affect Job Performance

Organizations always try to find the main factors that responsible for decline of employee’s performance and institutions performance. Job stress mostly comes from unwanted events and unfair decisions. The employees whose experiencing job burnout and stress on a broader scale are expected to show lower effort and performance compared with those who are less exposed to work stress problems (Irids et al., 2020).

Organizations attempt to create and formulated the strategies that are effective to satisfy their employee in order to free them from the stress (Hassan et al., 2020), such as giving vacation days, work facilities, raising the salary, and many other way that the companies have tried. According Megayana (2021) employees with over time work and have an excessive workload certainly might triggered and cause the job stress due to the exhaustion of a huge amount of energy physically and mentally likely.

H2: The Work Life Balance Significantly Affect Job Performance

Hassan et al., (2020) indicate some factor that have been used for their research, the indicator is consist of the communication or social interaction of the employee either it is among the employees or between the employees to their supervisor or bosses, the environment of the organization, the state of mind or different way of thinking of the employees, and the physical health of the employees. Those indicator is using to measure the job stress of the employees.

According to Esguerra (2020) work life balance define as about creating and maintaining supportive and healthy work environments, to enable the employee’s to have a balance between work responsibilities and personal responsibilities and thus strengthen employee loyalty and productivity. The work life balance have been demonstrated to have an impact on employee in terms of recruitment, retention/turnover, commitment, and satisfaction, in order to reduce the absenteeism, job level stress level, work life balance and accident rates, and the increased of productivity. H3: Job Stress Significantly Affect Work Life Balance

The inabilities to maintain a good work life balance condition, is turn out to having such a crucial roles to the employees itself. The inabilities to maintain the work life balance could be lead into the exhaustion and triggered the job stress of the employee, which affecting the job performance of the employee. Esguerra (2020) indicate some factor that have been used for their research, the indicator consists of work and career of the employees, the physical health workers with work life balance as the mediator variable. This research is using the Likert Scale, which is a scale that uses to measure attitudes, opinions, and perceptions of an individuals of group of people about certain social phenomena.

By using the likert scale, the variables will be measured by translate into variables indicators that serve as a starting point for compiling instruments in the form of statements. Measurement variable of job stress used instrument which was adopted from Hassan et al., (2020). The instrument consists of 16 items with five-point Likert Scale that shown one as strongly disagree and five as strongly agree. Measurement variable of job performance used instrument which was adopted from Bjaalid et al., (2020). The instrument consists of 4 items with five-point Scale that shown one as never/seldom and five as always/very often. Measurement variable work life balance used instrument which was adopted
from Esquerra (2020). The model consists of 7 items with five Scale that shown zero as well balance, one until two is on the edge, and three to four is out of balance.

Data analysis technique in this research using the Structural Equation Model (SEM) by using software Smart PLS 3.0. PLS is an analysis variant-based structural equations that can simultaneously perform evaluation of measurement model as well as evaluation of structural model. Measurement of the model used to test the validity and reliability of research instruments, structural models are used for causality tests (hypothesis testing with a prediction model).

The data analysis by using Smart PLS consists of two sub models such as: 1) Measurement model, or also called outer model. The model explains the relationship between latent constructs and the manifest indicators that it has. And 2) Structural model, or also called inner model. The model explain the relationship between one latent variable with another in construction. The data will be obtained by the distributed questionnaires that were processed and analyzed with Smart PLS 3.0 software.

RESULT AND DISCUSSION

Hypothesis test is used from the output path coefficients value by using bootstrapping on Smart PLS 3.0. In testing the hypothesis, it can be seen from the statistical T value in the output path coefficients. If the value of T statistic on the output path coefficients is greater than the value of T table (T statistic > T table) then the hypothesis is accepted or significant. However, if the value of T statistic is smaller than T table (T statistic < T table) then the hypothesis is rejected or not significant. Where T table can be calculated using the formula degree of freedom (df) = n – k, where n is the number of samples and k is the number of variables. Then the value of the T table in this study is 2.517(2.638 < T table), is 1.653 with a level of significance of 95% ( α = 5%), then the T table is 1.653.

This research is using a mediating variable, which is work life balance, mediation variable is the effect that explains the relationship between the independent variable and the dependent variable through a connecting variable or mediators. This research is using the mediating variable, the data test was carried out twice with the aim of obtaining direct and indirect relationships. Where the direct influence is the effect job stress on job performance. Obtained through the first data test, not through the mediating variable. The second data test is used to see the indirect effect between

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<td>Job Satisfaction -&gt; Job Performance</td>
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<td>Work Life Balance -&gt; Job Performance</td>
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<th>Table 2. Indirect Test</th>
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<td>Variable</td>
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Path Coefficients by looking at the statistical T value. Following is a statistical T table using the mediating effect.

From Table 2 it shown that the statistical T value of the job stress variable on the job performance variable is 2.517, which is higher than the T table value of 1.653 (2.517 < 1.653), so there is a direct influence between job stress on job performance and a significant effect. Then the T value of the job stress variable on work life balance variable is 7.658, which is higher than the T table value of 1.653 (7.658 < 1.653), so there is an indirect influence between job stress on work life balance and a significant effect. And the T value of the work life balance variable on job performance variable is 8.679, which is higher than the T table value of 1.653 (8.679 < 1.653), so there is a direct influence between work life balance on job performance and a significant effect.

This research have one hypothesis with the mediation variable, which is the effect of job stress on job performance mediated by work life balance. After testing the significances of the variable and found the variable to be significant, following is the value of VAF from the hypothesis:

$$VAF = \frac{\text{VAF}_1 + \text{VAF}_2}{\text{VAF}_1 + \text{VAF}_2} = 0.9619 \text{ or } 96\%$$

To get the indirect effect value, it is obtained from the T value. The statistical relationship

Job Satisfaction -> Work Life Balance multiplied by Work Life Balance -> Job Performance is 1.653 × 8.697 = 66.01826. While the direct effect is 2.638 obtained from Table 4.51.

After obtaining the VAF value of the variable, which is the effect of job stress on job performance mediated by 96% work life balance, it can be categorized as a full mediation because the VAF value is greater than 80%. But since the direct effect from job stress on job performance, work life balance on job performance, and job stress on work life balance is also significant, then technically work life balance has a partially influence in mediating job stress on job performance. It is happens because both of method, which is direct and indirect or with mediation variable and without the mediation variable is both significant affecting job performance of the health workers.

To answer the hypothesis, whether the hypothesis is accepted or rejected it can be seen from the output path coefficients on bootstrapping in Smart PLS 3.0 by comparing the T table with T statistics. If the T statistic is higher than the T table (T statistic > T table) then the hypothesis is accepted, but if the T statistic is smaller than the T table (T statistic < T table) then the hypothesis is rejected. Following is the hypothesis testing by looking at the output path coefficient.
In the discussion, the results of testing the relationship between variables on the hypotheses that have been previously tested will be presented. The influence of job stress and work life balance on job performance at Public Health Center of Kabupaten Lima Puluh Kota. Following is the explanation and test results of the hypothesis.

Based on the analysis for the first hypothesis, study identifies that job stress has a significant effect on job performance of Health Workers at Public Health Center of Kabupaten Lima Puluh Kota. The first hypothesis is supported, stress is an adaptive response that can be mediated by the individual differences, with positive direction the existence of stress would allow to increase job performance. This study identifies that job stress has a significant effect on job performance, this is because the number of health workers who have the stressor at their workplace is in the high number, the respondents who have a good personal state of mind at the workplace are in the number of 47%, the respondents who have a good state of mind are in the number of 46%, the respondents who have a good health workers that have been mediated by work life balance has a significant effect on job performance of health workers in Public Health Center of Kabupaten Lima Puluh Kota. It shown that job stress that have been experienced by the health workers will have an impact to their job performance. Work life balance has a significant effect on job performance of health workers in Public Health Center of Kabupaten Lima Puluh Kota. It shown that job stress that have been experienced by the health workers will have an impact to their job performance. Work life balance has a significant effect on job performance of health workers in Public Health Center of Kabupaten Lima Puluh Kota. It shown that job stress that have been experienced by the health workers will have an impact to their job performance. Work life balance has a significant effect on job performance of health workers in Public Health Center of Kabupaten Lima Puluh Kota. It shown that job stress that have been experienced by the health workers will have an impact to their job performance. Work life balance has a significant effect on job performance of health workers in Public Health Center of Kabupaten Lima Puluh Kota.

CONCLUSION AND RECOMMENDATION

According to the result and analysis of research, the conclusion is job stress has a significant effect on job performance of health workers in Public Health Center of Kabupaten Lima Puluh Kota. It shown that job stress that have been experienced by the health workers will have an impact to their job performance. Work life balance has a significant effect on job performance of health workers in Public Health Center of Kabupaten Lima Puluh Kota. It shown that job stress that have been experienced by the health workers will have an impact to their job performance. Work life balance has a significant effect on job performance of health workers in Public Health Center of Kabupaten Lima Puluh Kota. It shown that job stress that have been experienced by the health workers will have an impact to their job performance. Work life balance has a significant effect on job performance of health workers in Public Health Center of Kabupaten Lima Puluh Kota.

REFERENCES