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The Influence of Self-Efficacy and Workload on The Performance of State Civil Apparatus with Work Stress as a Mediation Variable (Study on Land Office of South Hulu Sungai Regency)

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Abstract

The success of an organization can not be separated from the employee performance assessment activities. Assessment of employee performance in its development, is very important in the efforts to improve individual employees or an organization. This research will conduct an assessment of employee performance in the public sector based on technical quality, as well as the legitimacy of the method of measuring performance that has been set. The purpose of this study is to analyze the influence of self-efficacy and workload on the performance of the State Civil Apparatus (ASN) in the Land Office of South Hulu Sungai Regency through work stress as a mediation variable. The evaluation method in this study, using Partial Least Square-Structural Equation Modeling (PLS-SEM) method with SmartPLS3.0 software. The results showed that the influence of workload on work stress, as well as the influence of workload and the influence of work stress on ASN Performance had a positive and significant correlation, while self-efficacy was positively correlated, but did not significantly affect ASN performance. Occupational stress variables are able to mediate the relationship partially between workload and ASN performance (partial mediation).

Keywords: *Self-Efficacy; Workload; Workstress; Employee Performance*

1. Introduction

Based on Presidential Regulation 17 of 2015, administration in the agrarian and spatial planning, carried out by the Ministry of Agrarian Affair and Spatial Planning/ National Land Agency of the Republic Indonesia which is strengthened again through Presidential Regulation 47 of 2020 concerning the Ministry of Agrarian Affairs and Presidential Regulation 48 of 2020 concerning National Land Agency. The Land Office of Hulu Sungai Selatan Regency as the vanguard in the public service of land registration as well as the direct implementation of land strategic programs in the Region of South Hulu Sungai Regency is required to always play an active role in various forms of strategic land programs and encourage the implementation of acceleration and completion of the legalization of land assets.

Support from the State Civil Apparatus (ASN) as the executor of management and implementation of technical tasks plays an important role in the success to achieve the program targets and performance that has been set, so that it will directly provide positive performance to the institutional (The Land Office of Hulu Sungai Selatan Regency). One of the descriptions of the results of ASN performance achievement as the implementation of management and technical implementation in the Land Office of Hulu Sungai Selatan Regency can be seen from the realization of budget achievement (table 1).

Table 1. Realization of Budget Achievement based on The Source of Funds at The Land Office of South Hulu Sungai Regency

No	Source	Tahun 2018			Tahun 2019		
		Budget Ceiling (IDR)	Realization (IDR)	Achievements (%)	Budget Ceiling (IDR)	Realization (IDR)	Achievements (%)
1	**RM**	4.868.220.000	4.300.950.058	88.35	4.561.396.000	4.053.651.106	88.87
2	**PNBP**	694.267.000	301.054.917	43.36	621.600.000	397.402.091	63.93
	Total	5.562.487.000	4.602.004.975	82.73	5.182.996.000	4.451.053.197	85.88

Source: Land Office of Hulu Sungai Selatan Regency

Based on budget achievements throughout the last two years (2018 and 2019) both sourced from Pure Rupiah (RM) and Non-Tax State Revenue (PNBP), it is seen in table 1.1, that in 2018 the budget achievement rate of RM and PNBP was only 82.73 percent, while in 2019 it was 85.88 percent. Provisions based on regulation of the Minister of Finance (PMK) No. 158/PMK.02/2014 related to the Procedure of Awarding and Imposition of Sanctions on the Implementation of The Budget of the Ministry of State / Institution, where the Ministry or Institution that has achieved budget absorption of less than 95 percent, it is considered that the result is not optimal. Therefore, based on the results of the achievement of budget absorption during the two years running at the Land Office of South Hulu Sungai Regency, it can be concluded that the results have not been optimal.

Budget is a quantitative performance of the performance of resources in carrying out planned activities during a certain period of time (Das, 2013, p. 410). This reflects that there are important factors from the involvement of ASN as the executor of management and technical implementation of land to the implementation of the main tasks and functions of each in implementing performance quality standards. Further explanation is stated by (Das, 2013, p. 411), that the strengths and weaknesses of employees can be evaluated based on performance achievements to the standards set, by monitoring and controlling the implementation of the budget.

Based on this phenomenon, this study will further parse the relationship and influence of existing indicators on ASN performance variables based on the sources of theory and the results of previous research.

2. Literature Review

2.1. Workload

Workload is a hypothetical construct that represents the costs incurred by human operators in achieving a particular level of performance (Hart &Staveland, 1988, p. 140). The same is also conveyed by (Gawron, 2008, p. 183), that workload is a cost incurred by human operators to achieve a certain level of performance.

The quality of a work is influenced by workload (Armstrong, 2006, p. 282). Heavy workloads and increased job intensity, increasing the level of difficulty for employees to fulfill their work/personal performance responsibilities (Robbins & Judge, 2013, p. 598), while from other perceptions, improving the quality and satisfaction of the work that has been done, is a positive effect of work pressure and time pressure (Robbins & Judge, 2013, p. 630).

2.2. Self-Efficacy

Self-efficacy is a person's belief in his ability to produce predetermined levels of performance, which affect activity in their lives (Bandura, 1994, p. 2) and (Bandura, 1997, p. 3). Performance experience, in particular, success or failure is largely a powerful source of self-efficacy information (Maddux, 1995, p. 10). People are more likely to have self-efficacy about performance when their influence is positive than when it's negative (Maddux, 1995, p. 12).

Self-efficacy beliefs affect cognition in several ways, one of which is that self-efficacy affects goals set for themselves. Someone with stronger self-efficacy, confidence in their performance is higher and more committed to goals, than people with weaker beliefs about their (Maddux, 1995, p. 13), whereas according to (Vancouver et al., 2001, p. 611) based on control theory, states that the existence of a causal relationship of self-efficacy on performance is negative, although this is not strong enough to mask the positive effect on performance on self-efficacy. Too high self-confidence (complacenity) will impair the motivation to affect one's performance all the time, this is in accordance with social cognitive theory, where under certain conditions where elevated self-efficacy can have a negative effect (Vancouver et al., 2001).

2.3. Workstress

Stress is a bad reaction that a person must face against a stressor. Stressor is a cause of stress that can be caused by personal factors and factors related to work either in the form of demands, obstacles or opportunities (Robbins & Coulter, 2012, p. 161), while the condition in which a person feels himself depressed / depressed feelings (symptoms such as unstable emotions and feelings of uneasy, difficulty sleeping and lack of relaxing, or experiencing other health problems) in the course of a job is called work stress (Mangkunegara, 2005, p. 28).

Assessment of a person's abilities, depending on physiological and emotional states, where signs of susceptibility to low performance are interpreted from a person's stress and tension reactions (Bandura, 1995, p. 4). Although stress is usually discussed in a negative context, it also has a positive value from within him (Robbins & Judge, 2013, p. 630).

2.4. Job Performance

Performance is the implementation of the work plan that has been prepared (Wibowo, 2007), while based on (Colquitt et al., 2019, p. 31), performance is expressed as a set of contribution values of employee behavior, both positively and negatively in achieving organizational goals, where the definition in this performance term includes behavior that is in employee control and sets limits on behavior relevant to employee performance. Performance is not determined based on action only, but by assessment and evaluation activities (Motowidlo et al., 1997, p. 72); (Gawron, 2008, p. 13).

Performance assessment is a formal management system to provide quality evaluation of individual performance organized, where assessments are usually prepared directly by superiors who usually require supervisors to fill out a standard assessment form to evaluate individuals on several different dimensions then discuss the results of the evaluation with employees. (Grote, 2002, p. 1). Aspects of performance assessment are based on individual behavior, whereas in many situations, aspects

of behavior and results are interrelated, but those relationships do not overlap completely, so performance results are also related to factors other than individual behavior (Sonnentag & Frese, 2002, p. 5).

3. Research Method

This research uses quantitative research, which is explanatory research. This study describes the relationship between workload, self-efficacy, work stress and ASN performance. The research was conducted at the Land Office of Hulu Sungai Selatan as a working unit of the Ministry of Agrarian and Spatial Affairs / National Land Agency of the Republic of Indonesia which is administratively under the coordination of the Office of Agrarian and Spatial Affairs / National Land Agency Of South Kalimantan Province.

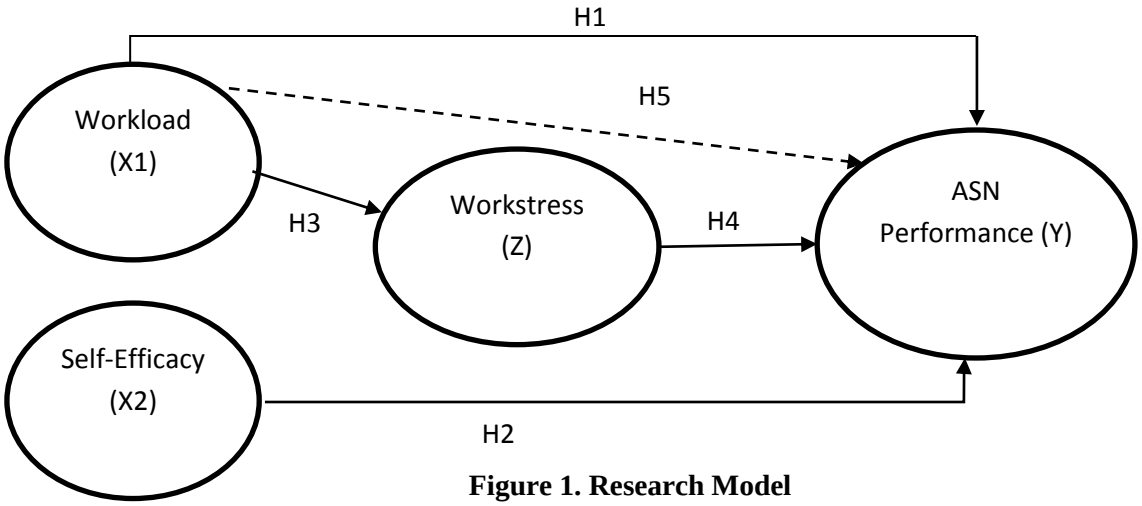

Figure 1. Research Model

: Direct influence

: Indirect influence

Where the research hypothesis is as follows:
H1: It is assumed that the workload affects the performance of ASN
H2: It is assumed that self-efficacy has an effect on ASN performance
H3: It is assumed that workload affects work stress
H4: It is assumed that job stress affects the performance of ASN
H5: It is assumed that job stress mediates the relationship between workload and ASN performance.

This study, using an analysis unit of elements of the State Civil Apparatus (ASN) working in the Land Office of South Hulu Sungai Regency using data collection techniques through census (population) methods, where the samples taken constitute the entire population element with a total of 51 respondent (Manaroinsong, 2013, p. 137). Data collection using questionnaires that contain statement items by providing multiple choice in the form of rating scales, as well as interviews to dig more complete information to respondents (Mas'ud, 2005, p. 59)

The data analysis method uses the Partial Least Square (PLS) approach which is an equation model of Structural Equation Modelling (SEM) that allows researchers to enter immeasurable variables measured indirectly by indicator variables (Hair et al., 2017, p. 4). This method of approach uses path analysis conducted by referring to the model of structural equations with latent variables (Cantaluppi & Boari, 2014, p. 295) and processed using SmartPLS 3.0 software.

4. Results and Discussion

4.1. Results

4.1.1. Model evaluation (Outer Model)

The validity of convergence is evaluated based on outer loading value and Average Variance Extracted (AVE) value. Outer loading requires a test limit value of > 0.7, while Average Variance Extracted (AVE) has a test limit value of > 0.5 (Hair et al., 2017, p. 137) and (Ghozali & Latan, 2015, p. 76). Elimination is performed on statement items that have a value below the test limit until the standart evaluation value is obtained that is set (table 2).

Table 2. ***Average Variance Extracted (AVE) Test Result***

Variables	Average Variance Extracted (AVE)
Workload (X1)	0.550
Self-efficacy (X2)	0.651
Workstress (Z)	0.615
ASN Performance (Y)	0.658

Source : Results of processed research data (2020)

The discriminant validity test is determined based on the Fornell Larcker criteria and the cross loading value. Fornell Larcker's criterion, is an assessment approach that compares the square root of an AVE value with a latent variable correlation (Hair et al., 2017, p. 116). Specifically, the square root of the AVE of each construct must be greater than its highest correlation with other constructs. Cross loading, is a correlation between the indicator and other constructs in a model (Hair et al., 2017, p. 115), where the outer loading indicator on the related construct must be greater than the cross loading (correlation) on other constructs (table 3). This criterion is used and declared valid if it has a cross loading value > 0.7 (Hair et al., 2017, p. 137).

Table 3. Fornell Larcker Test Result

Variables	Workload (X1)	ASN Performance (Y)	Self-efficacy (X2)	Workstress (Z)
Workload (X1)	**0.741**			
ASN Performance (Y)	0.670	**0.811**		
Self-efficacy (X2)	0.542	0.440	**0.807**	
Workstress (Z)	0.730	0.697	0.564	**0.784**

Source: Results of processed research data (2020)

Reliability test is done using two methods, Cronbach ‘alpha and composite reliability. Cronbach’ alpha is used to evaluate the reliability value of a construct based on its lower limit value, while composite reliability is used to determine the limit of the actual reliability value in a construct. Standard values in reliability tests are if Cronbach ‘alpha and composite reliability (tabel 4) have values above 0.7 (Hair et al., 2017, p. 137) and (Ghozali & Latan, 2015, p. 76).

Table 4. Reliability Test Result

Variable	Cronbach's Alpha	Composite Reliability
Workload (X1)	0.942	0.948
Self-efficacy (X2)	0.947	0.953
Workstress (Z)	0.910	0.927
ASN Performance (Y)	0.952	0.958

Source : Results of processed research data (2020)

4.1.2. Model Evaluation (Inner Model)

Determinant coefficient (R square/R^2) value (Table 5) indicated by the work stress variable showed that the diversity of workload variables (X1) was able to explain work stress by 0.533 or by 53.3 percent, while the remaining 47.7 percent came from variables outside the study model. ASN performance with a coefficient value of 0.541, describing that the variability of workload variables (X1), self-efficacy (X2) and work stress (Z), was able to explain ASN performance (Y) by 54.1 percent, while 46.9 percent came from variables outside of this study.

Table 5. Coefficient Determinan (R *Square*/ R^2) Test Result

Variables	*R Square*	*Interpretation*
Work stress (Z)	0.533	Moderat
ASN Performance (Y)	0.541	Moderat

Source : Results of processed research data (2020)

Predictive Relevance (Q square/ Q2) values are used to measure how well the path model can predict the observation of initial values. Similar to the R2 value effect size approach, the relative impact of predictive relevance can be compared to the Q^2 effect size (Hair et al., 2017, p. 207). The test results showed that Q2 > 0 and proved that the model in this study, had predictive relevance to endogenous variables, where the values evaluated had been well reconstructed.

Goodness of fit index (GoF) is used as an operational solution in evaluating the inner model, because it can be used as an index in validating pls models globally (Hair et al., 2017, p. 193). GoF test results show a value of 0.576, which explains that the model validation index value built up in this study is very good, as well as in explaining empirical data has high capabilities.

4.1.3. Hipothesis evaluation

Partial hypothesis testing is performed by bootstrapping method through path coefficients, T statistic and P value tests. The path coefficients indicate the hypothesized relationship between constructs, where the path coefficient has a standard value between -1 and +1 (Hair et al., 2017, p. 195). The relationships between variables in this study (tabel 6) have a range of values from 0 to 1 (positive relationships). The self-efficacy construct (X2) relationship to ASN performance (Y) has a coefficient value close to 0, so the relationship between self-efficacy constructs and ASN performance has a weak positive correlation, while other construct relationships show a positive and stronger correlation (close to the value of 1).

Tabel 6. Path Coefficients Test Result

Variable	Original Sampel
Workload (X1) -> ASN Performance (Y)	0.344
Workload (X1) -> Workstress (Z)	0.730
Self-efficacy (X2) -> ASN Performance (Y)	0.003
Workstress (Z) -> ASN Performance (Y)	0.444

Source: Results of processed research data (2020)

Statistical T value shows the level of significance between constructs, where the hypothesis is received when the value of T statistic > 1.96 (two tailed) and P value < 0.05 (Hair et al., 2017, p. 137) and (Ghozali & Latan, 2015, p. 76). The results of the hypothesis test in this study can be seen in the following table 7.

Table 7. T Statistic and P Value Test Result

Variable	*Original Sample* (O)	T *Statistics* (|O/STDEV|)	P *Values*
Direct Influence			
Workload (X1) -> ASN Performance (Y)	0.344	2.086	0.037
Workload (X1) -> Workstress (Z)	0.730	9.396	0.000
Self-efficacy (X2) -> ASN Performance (Y)	0.003	0.022	0.983
Workstress (Z) -> ASN Performance (Y)	0.444	2.514	0.012
Indirect Influence			
Workload (X1) -> Workstress (Z) -> ASN Performance (Y)	0.324	2.314	0.021

Source: Results of processed research data (2020)

Based on table 7 above, it appears that out of the five influence relationships, there are four variable relationships that are positively and significantly correlated, while one relationship is the influence of self-efficacy on ASN performance does not have a condition value of significance but positive correlation.

Simultaneous hypothesis testing was conducted due to mediation variables (work stress) that led to an indirect relationship between workload variables (X1) and ASN Performance (Y). The test was conducted using a bootstrapping method that compares path coefficient values, both direct and indirect influences, and compares direct influences (T statistic and P value) against total effect (endogenous variables to exogenous).

Table 8. Total Effect Test Result

Construct	*Original Sample (O)*	T *Statistics* (|O/STDEV|)	P *Values*
Workload (X1) -> ASN Performance (Y)	0.668	4.391	0.000
Workload (X1) -> Workstress (Z)	0.730	9.396	0.000
Self-efficacy (X2) -> ASN Performance (Y)	0.003	0.022	0.983
Workstress (Z) -> ASN Performance (Y)	0.444	2.514	0.012

Source: Results of processed research data (2020)

Based on table 7 above, it appears that the coefficient path value, the influence of workload (X1) on the ASN performance (Y) directly (0.344) is greater than the coefficient path value (coefficient path) on indirect influence (0.324). The decrease in the coefficient of path (path coefficient) is due to the influence of work stress mediator (Z) on workload relationship (X1) on employee performance (Y).

Based on table 8, it appears that there is no difference in correlation results and significance between direct influence and total effect after the existence of mediation variables (work stress), where the workload (X1) can affect the performance of ASN (Y) directly with or without through work stress (Z) as a mediation variable, so that the mediation variables in this study are included in the partial mediation model.

Overall the results of testing the research hypothesis based on interpretation of significance values (T statistic and P value) in this study can be displayed as follows (Table 9):

Tabel 9. Hypothesis Testing Test Results

Hypothesis		Results
H1	Workload affects ASN performance	Accepted
H2	*Self-efficacy* affects ASN performance	Rejected
H3	Workload affects Work stress	Accepted
H4	Work stress affects ASN performance	Accepted
H5	Work stress mediates the relationship between workload and ASN performance	Accepted

Source: Results of processed research data (2020)

4.2. Discussion

4.2.1. The Influence of Workload on ASN Performance

Based on table 7, it appears that the coefficient value of workload effect (X1) on ASN (Y) performance is 0.344, T statistic (2.009) > 1.96 and P value (0.037) < 0.05. Based on these three values, workload (X1) is positively correlated and has a significant influence on ASN performance (Y), where the increase in workload (X1) is in line with ASN performance (Y), i.e. with the higher workload, employee performance will increase. This result is in accordance with the statement of (Robbins & Judge, 2013, p. 630) which states that the improvement of the quality and satisfaction of the work that has been done, is a positive effect of work pressure and time pressure, in addition according to (Wiratmoko, 2019, p. 825) in his research, also stated that employee performance is positively affected by workload.

4.2.2. The Influence of Self-efficacy on ASN Performance

Based on table 7, the coefficient value for self-efficacy (X2) on ASN performance (Y) is 0.003, with T statistic 0.022 < 1.96 and p value 0.983 > 0.05. These results showed that self-efficacy (X2) was positively correlated but did not significantly affect ASN performance (Y). These results indicate that the increase in self-efficacy will have an impact on the improvement of ASN performance (Y) in the Land Office of Hulu Sungai Selatan Regency but not optimally.

These results are in line with the control theory and social cognitive theory conveyed by (Vancouver et al., 2001, p. 611) that excessively high self-confidence (complacently) will impair the motivation to affect one's performance over time and have a negative effect, while (Rizki N, 2016, p. 8), in his research also found that the influence of self-efficacy on employee performance is positively and insignificantly influential, where the higher level of self-efficacy, not necessarily influence the improvement of employee performance, can increase but in a percentage that is not too high (low).

4.2.3. The Influence of Workload on Work Stress (H3)

Based on positive coefficient path value (0.730), T statistic value (9,773) > 1.96 and P value (0.000) < 0.05, the effect of workload (X1) on work stress (Z) in table 5.20, shows that workload (X1) is positively correlated and significantly affects work stress (Z), so with the higher workload rate (X1), the level of work stress (Z) will also increase in the working environment of the Land Office of Hulu Sungai Selatan Regency.

These results are supported by the theory that stress and stress indicate the effects of workload on humans, as well as the high level of workload in an employee being a common source of stress for an employee (Colquitt et al., 2019, p. 129). Some studies that produce conclusions similar to this study are by (Yusof et al., 2016, p. 233) and (Erat et al., 2017, p. 288).

4.2.4. The Influence of Work Stress on ASN Performance (H4)

Based on table 7, the coefficient value for the effect of work stress (Z) on ASN (Y) performance is 0.444, with t statistic 2.514 > 1.96 and p value 0.012 < 0.05. These results show that work stress (Z) is positively and significantly correlated to the performance of ASN (Y), where the increase in work stress (Z) will be in line with the performance of ASN (Y) i.e. with increased work stress, then ASN performance will increase.

The theory put forward by (Robbins & Judge, 2013, p. 630), states that stress that is usually discussed in a negative context also has a positive value, where the establishment of reasonable levels of stress in employees can promote employee performance (Zafar et al., 2015, p. 224), while according to (Rizwan et al., 2014, p. 188), (Kotteeswari & Sharie.S, 2014, p. 20), (Sivasubramanian, 2016, p. 12), (Weinberg et al., 2010, p. 71) states that eustress or positive stress can provide benefits and be a meaningful opportunity, when individuals feel challenged, where stress will help in providing energy and encouragement in fulfilling responsibilities in achieving goals, while research conducted by (Muse et al., 2003, p. 361) and (Lelo et al., 2019, p. 3608) also results in the conclusion that there is a positive relationship between work stress and performance.

4.2.5. Work Stress mediates the relationship between workload and ASN performance (H5)

The indirect influence between workload (X1) on ASN performance (Y) through work stress (Z), it appears that the coefficient path value has a value of 0.324, with T statistic (2,314) > 1.96 and P value (0.021) < 0.05 (table 5.20). This indicates that workload (X1) is positively correlated and significantly affects ASN performance (Y), through work stress.

Based on table 7, it appears that the coefficient value of the workload (X1) to ASN (Y) performance is directly impacted (0.344) greater than the indirect influence (0.324), whereas this result indicates that the direct influence is stronger than the indirect influence, whereas based on the comparison between the direct influence of workload on ASN performance on the total effect (path coefficient) 0.668, T statistic 4.391 and P value (0.000), it appears that there is no difference in the results of direct influence or total effect after the existence of mediation variables (work stress), both of which have a positive correlation and significantly affect, so that the workload (X1) can affect the performance of ASN (Y) directly with or without through work stress (Z) as a mediation variable, so mediation in this study is included in the type of partial mediation.

The results of this study, supporting previous research conducted by (Sudiarditha et al., 2019, p. 41), and (Sulistiyono & Made, 2019, p. 295) which concluded based on the results of his analysis that the influence of workload on performance can be mediated through work stress.

Conclusion

Based on the results of research that has been done, can be drawn several conclusions, namely:

1. Workload affects the performance of ASN at the Land Office of Hulu Sungai Selatan Regency.
2. Self-efficacy affects ASN performance insignificantly at The Land Office of Hulu Sungai Selatan Regency.
3. Workload affects work stress at The Land Office South Hulu Sungai Regency.
4. Work stress affects ASN performance at The Land Office of South Hulu Sungai Regency.
5. Workload affects ASN performance at The Land Office of South Hulu Sungai Regency through work stress as a mediation variable.

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