The Influence of Hardiness and Self-Efficacy on Job Stress with Social Support as Moderating Variables on the Specfrecrad Monitor Center of Bali and Nusa Tenggara Regions

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Abstract

This study analyzes the effect of Hardiness and Self Efficacy on Job Stress of the Regional Spectrum Monitoring Center employees in Bali and Nusa Tenggara. Next, examine the moderating role of Social Support on the influence of Hardiness and Social Support on the effect of Self Efficacy on Job Stress for the Regional Spectrum Monitoring Center Employees of Bali and Nusa Tenggara. This type of research is associative quantitative research. The data collection method used by the researcher is a census. Respondents in this study were all civil servants of the Specific Monitoring Center for the Regions of Bali, West Nusa Tenggara, and East Nusa Tenggara, amounting to 77 people. The data collection tool used in this study was a questionnaire. The data analysis tool uses PLS analysis. This research concludes that hardiness has a negative and significant effect on Employee Job Stress. Self Efficacy has a negative and significant impact on Employee Job Stress. Social Support cannot strengthen the influence of Hardiness on Job Stress. Social Support cannot maintain Self Efficacy in controlling employee job stress.

Keywords: *Hardiness; Self Efficacy; Social Support; Job Stress*

Introduction

Every organization always tries to improve the performance of its employees, with the hope that organizational goals are also achieved (Siagian, 2007: 76). Performance will certainly not be created if employees experience emotional exhaustion. The results of research conducted by Schaufeli (in Eviaty, 2005) show that a person's profession in the service sector has a higher stress level than people who work in other fields. Greenhaus (2002) defines job stress as an individual's response to situations and events that threaten and pressure individuals and reduce their abilities to deal with them. Role Job Stress is the simultaneous occurrence of two or more forms of stress in the workplace, where fulfilling one role makes fulfilling another position more challenging to perform (Sarah et al., 2015). It means that if employees experience stress at work, at that time, an employee carrying out a particular role will find it challenging to meet the expectations of other functions (Syed, 2014).

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According to Khilmiyah (2012), there are two forms of Job Stress that a person can experience, namely physical stress and psychological stress. Physical Job Stress, for example, is quickly tired, dizziness, stomach ache, and administrative piling up. While psychological stress, for example, is upset, confusion, and irritability, if things like that happen, it will affect Performance. In addition, stress that is not handled correctly will result in the inability of individuals to interact positively with their environment, both in the work environment and outside of work. The causes of Job Stress are very diverse and are influenced by several factors. It indicates that there is space for further research related to job stress. The factors that influence Job Stress consist of internal, external, and demographic factors. Internal factors include hardiness, job satisfaction, and saturation (Wallnas & Jendle, 2017). External factors include workload, social support, and changes in government policies (Rizki, Hamid, & Mayowan, 2016). Demographic factors include gender, years of service, age, and employment status (Wallnas & Jendle, 2017).

Hardiness can be said to have a direct effect on Job Stress. According to research by Sihontang (2011), there is a negative relationship between hardiness and Job Stress. In line with this research, the study of Bala and Kaur (2017) found a significant negative relationship between personality hardiness and Job Stress. Furthermore, Nagra and Arora (2013) explain that free organization members' priority can carry out their work more effectively. Schultz & Schultz (2006:358) say that individuals with solid, hardy personalities have behaviors that make them stronger in coping with stress and believe they can control their behavior. Or influence events in their lives. Meanwhile, Santrock (2002:145) states that hardiness is a personality style characterized by a commitment (rather than alienation), control (rather than helplessness), and perception of problems as challenges (rather than threats).

Pristina's previous research (2012) stated that a person's belief in his ability to complete a task could reduce his psychological and physical burden so that the stress felt is minor. With high self-confidence, a person will quickly complete the given task and make easy decisions. However, the results of research conducted by Kusnadi (2014) in his study show that there is a relationship between self-efficacy and Job Stress. Work can be a threat and a source of anxiety for any individual who does not have high confidence and self-efficacy that he can do and complete the tasks assigned to him.

According to Bandura (1997), self-efficacy is related to the belief that individuals can perform the expected actions. Efficacy is a self-assessment of whether you can do good or evil acts, right or wrong, can or can't do what is required. Self-efficacy, a person's belief that an individual can carry out a task at a certain level, is one factor that influences personal activities towards task achievement. Self-efficacy will affect several aspects of one's cognition and behavior. Individuals with self-efficacy believe that they can do something to change the events around them. Individuals with low self-efficacy consider themselves unable to do everything around them. In difficult situations, individuals with low self-efficacy tend to give up easily. Meanwhile, individuals with high self-efficacy will try harder to overcome the existing challenges.

The existence of social support is believed to strengthen the role of hardiness and self-efficacy in reducing a person's stress level. Judging from the impact of stress that negatively influences workers in the company, it is necessary to have positive sources that can reduce the negative impact. According to Imroatin & Ranu (2014), Job Stress will decrease because there is support from leaders, co-workers, and family. Therefore, employees who have job stress need a social asset. Social support is a social togetherness where individuals are in it, providing some support such as real help, information support, and emotional support to feel comfortable. The sources of social support are obtained from family, co-workers, superiors, and life partners (Imroatin & Ranu, 2014). Adeyemo, Terry, and Lambert (2016) stated that providing social support such as psychological support, assistance, feedback, and motivation is very valuable for employees. In addition, social support systems can deliver innovation, leading to quicker solutions to problems in the workplace and making work more productive and enjoyable.

Radio Frequency Spectrum Monitoring Center Class II (Balmonspekfrekrad) is a work unit within the Directorate General (Dirjen) of Resources and Equipment of Post and Information Technology (SDPPI), Ministry of Communication and Information Technology. Minister of Communication and Information Technology Regulation Number 15 of 2017 concerning Organization and Work Procedure of Class II Radio Frequency Spectrum Monitoring Center states that its primary role is monitoring, measurement, inspection, and control services for the use of radio frequency spectrum as well as handling radio frequency interference to support the availability of quality telecommunications services that can be enjoyed by the people at large and can provide economic benefits for the community.

The condition of the Mataram Class II Radio Frequency Spectrum Monitoring Center in the West Nusa Tenggara, East Nusa Tenggara, and Bali regions must carry out radio frequency monitoring and control with a service area that covers a province but has limited human resources. Therefore, in a week, employees must go down to the field to carry out their functions once by forming three work teams. One team consists of five people, so fifteen people apply a work-rolling (exchange) system. Every week this team must (1) carry out supervision and control over broadcast radio, both government and private, broadcast TV, ISP (internet service provider), radio concessions related to HT radio for business use in government and private agencies, retail distributors selling HP or telecommunications equipment to (2) supervise and monitor and control equipment that is not certified or standardized. Likewise, (3) the implementation of supervision and control of cellular operators such as Indosat, Telkomsel, XL, Smartfren, H3I, and Telkom by checking each tower in steep areas, most of which are in hilly and mountainous regions. Therefore, all work must complete in a job with a high work risk.

The study above attracted researchers to analyze the Effect of Hardiness and Self-Efficacy on Job Stress With Social Support as Moderating Variable at the Spectrum Monitoring Center for the Regions of Bali and Nusa Tenggara.

Literature Review

Job Stress

Greenhaus (2002) defines job stress as an individual's response to situations and events that threaten and pressure individuals and reduce their abilities to deal with them. Sarah et al. (2015) define job stress as the simultaneous occurrence of two or more forms of stress in the workplace, where fulfilling one role makes fulfilling another position more difficult to carry out. Next, Syed (2014) reveals that stress in the workplace occurs when an employee in carrying out one particular role will find it challenging to fulfill the expectations of another function.

Abdurrahmat (2006) defines job stress as tension that affects emotions, thought processes, and one's condition. People who experience stress become nervous and feel excessive worry. In addition, they are often angry for no reason, are more aggressive, handle uncomfortable and exhibit an uncooperative attitude. Luthans (2014) defines job stress as an adaptive response connected by individual differences and psychological processes, which are excessive mental or physical demands on a person. Wijono (2010) defines Job Stress as a condition resulting from the subjective appreciation of individuals and the work environment that can threaten and put pressure on psychological, physiological, and individual attitudes.

Furthermore, Kast and Rosenzweig (2012) state that this level is appropriate as long as the stress is within normal limits for a person. According to Robbins (2007), the indicators of Job Stress aredivided into three general categories, namely Physiological Symptoms, Psychological Symptoms, and Behavioral Symptoms.

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Hardiness

Schultz & Schultz (2006:358) say that individuals with solid, hardiness personalities have behaviors that make them stronger in coping with stress and also believe they can control their behavior. Or influence events in their lives. Individuals are also strongly committed to work and other activities they enjoy, changing the view that something threatening can be a challenge. Meanwhile, Santrock (2002:145) states that hardiness is a personality style characterized by commitment, control, and perceiving problems as challenges. According to Nevid (2005:145), psychological resilience (psychological hardiness) is a set of individual traits that can help manage the stress experienced, characterized by commitment, challenge, and control. The dimensions of hardiness, according to Kobasa in Taylor (1995), namely Control, Commitment, Challenge

According to Maddi (2002), the functions of hardiness include:

a. Helps in the process of individual adaptation and tolerance to stress.
b. Reduce the destructive effects of stress and the possibility of burnout and negative assessment of a threatening event.
c. Increase expectations for successful coping.
d. Helping individuals make good decisions when stressed.

Self-Efficacy

Bandura (1997) defines self-efficacy as an individual's belief about their ability to perform the tasks or actions needed to achieve the desired results. Self-efficacy is not related to the skills possessed but to assumptions about what can be done with his skills. According to Santrock (2007), self-efficacy is the belief that a person can master a situation and produce positive results. According to Wibowo (2014), Self-efficacy refers to the perception of an individual's ability to organize and implement actions to display specific skills.

According to Bandura (1997), self-efficacy in each individual will differ from one individual to another based on three aspects. Namely, the level of difficulty of the task (level), the level of strength, and the area of the job (generality).

Social Support

Baron and Byrne (2000) explain that Social Support is a term to describe how social relationships contribute to the benefits of mental health or physical health in individuals. Baron and Byrne (2000) define social support as the physical and psychological comfort of the individual's friends and family. Similarly, Taylor (2009) defines social support as the information received from others that the individual is loved, cared for, has self-respect and value, and is part of a communication network and shared obligations which mean mutual need obtained from parents, husbands, or loved ones, family, friends, social relationships and communication.

According to Cobb (in Sarafino, 2006), social support is comfort, attention, appreciation, or assistance felt by individuals from other people or groups. Meanwhile, Cohen and Wills (in Bishop, 1997) define social support as the help and support that a person gets from his interactions with others. Social support arises from the perception that there are people who will help if a problem occurs. House (in Smet, 1994) distinguishes social support into four forms: emotional support, appreciation support, instrumental support, and informative support.

Conceptual Framework and Hypotheses

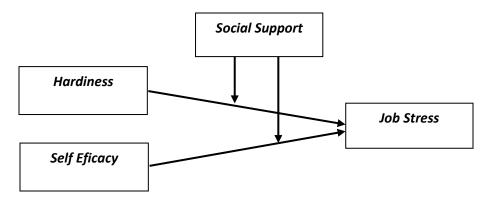The following is the conceptual framework of the research.

Figure 1. Conceptual Framework

Based on the conceptual framework above, the research hypothesis is as follows:

H1: Hardiness negatively and significantly affects job stress.
H2: Self-efficacy has a negative and significant effect on Job Stress.
H3: Social Support can strengthen the influenceHardiness against job stress.
H4: Social Support can strengthen the influence Self Efficacy against job stress.

Research Methods

This research is a type of causal associative research. Respondents in this study were all civil servants of the Regional Spectrum Monitoring Center for Bali, West Nusa Tenggara, and East Nusa Tenggara, amounting to 77 peoples.

Table 1. Gender of Employees

Nu.	Gender	amount (Person)	Percentage (%)
1	Man	48	62.3
2	Woman	29	37.7
	Total	**77**	**100**

Table 1 shows that there are 48 male respondents with a percentage of 62.3% and 29 female employees with a portion of 37.7%. It illustrates that most of the respondents are male. Dominant jobs involve physical because of the predominant involvement in the field. Usually, male employees are needed compared to female employees.

The data collection tool in this study was a questionnaire. The questionnaire is a written statement used to obtain respondents' information. Alternative answers refer to the Likert scale technique with five alternative explanations. Statistical analysis for hypothesis testing uses the Partial Least Square (PLS) approach. Ghozali (2011) states that PLS is a factor of indeterminacy of a powerful analytical method because it does not assume that the data must be measured at a particular scale and the number of samples is small.

Research Results

Testing with the PLS approach is practical because this test is not limited by the fulfillment of normally distributed data and limitations on the number of data samples. In the first processing, all Hardiness and Self Efficacy indicators have factor loading values > 0.50.
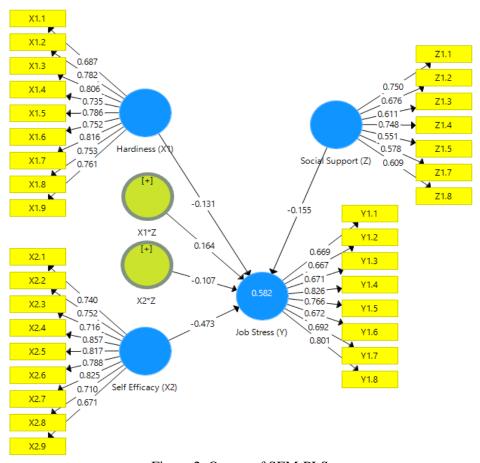
Figure 2. Output of SEM-PLS

Therefore, these indicators have met the loading factor criteria. On the other hand, Social Support indicators that have values below the standard loading factor are Z1.6 and Z1.9. Then the Job Stress indicator, which has a value below the common loading factor, is Y1.9. These indicators are then discarded as items in model testing. The results of the outer model after the disposal of things below the standard loading factor By using SmartPLS (Partial Least Square) are as follows figure 2.

Convergent Validity and Composite Reliability

The measurement model built based on the reflection indicator is evaluated with convergent validity, as seen from the AVE value and composite reliability (Ghozali, 2011: 24). The value can be seen in Table 2.

Table 2. Quality Criteria

Variable	AVE	Composite Reliability	Alpha Cronbach
Hardiness	0.5855	0.9269	0.9119
Self Efficacy	0.5868	0.9271	0.9110
Social support	0.5633	0.8370	0.7496
Job Stress	0.5230	0.8970	0.8686

It can see in Table 1. that the AVE value is more than 0.50, and the composite reliability value for each variable is more significant than 0.70 as the lowest standard value. Likewise, Cronbach's alpha value follows the recommended value (> 0.70). Therefore, the internal consistency is fulfilled.

R-Square

Goodness of the Fit Modelmeasured using R-square dependent latent variable with the same interpretation as regression; R-Square predictive relevance for structural models, measuring how well the model generates conservation values and estimated parameters. The value of determination (R^2) developed as a result of the evaluation of this research model can be seen in the following table.

Table 3. Determination Value

Variable	R Square
Job Stress	0,5824

In this case, R^2 is the same as the result of the total coefficient of determination of 0.5824, meaning that the diversity of data explained by this research model is 58.24%. While the rest is explained by other variables from outside the model that is not included in this research model

Hypothesis Testing

The Bootstrapping algorithm is used to determine whether or not the proposed hypothesis is accepted. The theory will be supported at a significance level of 0.05 if the p-value is less than the critical value, which is 0.05 (5%). The results of the significance level test can see in table 4. summarizes the results of hypothesis testing with the PLS approach. The path coefficient value is obtained from the SmartPLS output, which cansee below.

Table 4. Model Structural Test Results

Effect Between Variables	Coefficient	T-Statistics	P value	Information
Hardiness -> Job Stress	- 0.1312	1.7955	0.0378	Significant
Self-Efficacy -> Job Stress	- 0.4752	5.5139	0.0000	Significant
X1*Z -> Job Stress	0.1636	1.0167	0.1559	Not significant
X2*Z -> Job Stress	- 0.1069	0.5235	0.3009	Not significant

The first hypothesis (H1) shows that the coefficient value is -0.1312 with a p-value of 0.0378 (lower than the 5%/0.05 error tolerance), which is significant, so the conclusion is that the first hypothesis is accepted. The second hypothesis (H2) shows a coefficient value of -0.4725 with a p-value of 0.000 (lower than the 5% error tolerance (0.05), meaning significant, so conclusion is second hypothesis accepted. The third hypothesis (H3) shows a coefficient value of 0.1636 with a p-value of 0.1559 (more significant than an error tolerance of 5% (0.05) which means it is not significant, so the third hypothesis is rejected. The fourth hypothesis (H4) shows a coefficient value of 0.107 with a p- value of 0.301 (more significant than the 5% error tolerance (0.05), which means it is harmful and insignificant, so the conclusion of the fourth hypothesis is rejected.

Discussion

The Effect of Hardiness on Job Stress

The results showed that Hardiness has a negative and significant effect on the Job Stress of the Regional Spectrum Monitoring Center Employees of Bali and Nusa Tenggara. The better the Hardiness, the lower the employee's Job Stress level. On the other hand, if the West Hardiness is not good, the higher the employee's Job Stress.

The response of an individual occurs when the process of interaction with stress-causing factors in the environment, namely, stress does not always have a negative impact but can also have a positive effect. Kast and Rosenzweig (2012) state that as long as pressure is within normal limits for a person, the

positive aspects far outweigh the negative aspects. It takes priority so that people don't rust (rush out) but not so much (very high) that they burn out (experiencing severe stress). As long as the pressure is within normal limits for a person, then employees will experience positive symptoms such as being passionate at work, enthusiasm, motivated, and will even like their work.

McGee et al. (in Wijono, 2010) mention that personal factors, namely the personality possessed by individuals who work, can affect the emergence of Job Stress that the individual feels. Hardiness is one aspect of the character that can distinguish individual attitudes from others in dealing with problems (Schultz & Schultz, 2010). Kobasa (in Ramdhani, Wimbarti, and Susetyo, 2018) states that every individual can turn stressful events into possibilities and opportunities for personal growth and benefit. Kobasa also noted that the stronger the fortitude or Hardiness of the employee, the less likely the impact of changes and problems that occur in life would affect the employee's health condition (Ivancevich, Konopaske, and Matteson, 2007). Therefore, Hardiness is considered capable of assisting employees in minimizing and avoiding the harmful effects of work pressure on their health.

The firm, Hardiness personality of most Balmonspekfrad employees, is also supported by training programs routinely held to support service improvement. Various training can increase employees' Hardiness because training will make employees believe they can do multiple work tasks successfully, try harder to overcome challenges, and respond to stressful work situations with higher effort and motivation (Robbins & Judge, 2008). Rivai and Sagala (2009) state that the training received by employees has benefits such as increasing knowledge, skills, and attitudes and helping to eliminate fear in carrying out work tasks.

Employees who have a high hardiness personality tend to be able to interpret their work as a fun activity. Khairunnisa, Priyatama, and Satwika (2018), in their research, state that Hardiness has a positive effect on employee job satisfaction. Nurses who are satisfied with the activities and things they face at work will find it easier to manage the various pressures. The results of this study strengthen the results of research that has been carried out by Syah and Indrawati (2016), which states that high Hardiness causes a pleasant effect in every job so that it can make Job Stress experienced by employees low.

The Effect of Self-Efficacy on Job Stress

The study results show that Self Efficacy negatively and significantly affects Employee Job Stress. That is, the better the Self Efficacy in the employee, the lower the employee's Job Stress. On the other hand, if the self-efficacy is less good in employees, the higher their Job Stress.

Dessler (2007) revealed that no two people react the same way to work because personal factors also affect the pressure. Widyasari (2007) showed that the critical element of stress is a person's perception of his ability to deal with the situation at hand. These abilities are related to self-efficacy, which Bandura calls self-efficacy (Wangmuba, 2009). It follows what was expressed by Collins (2007), who explained that self-efficacy is one of the essential strategies for dealing with stress.

This study strengthens the results of research conducted in another survey by Rusdi (2015), which says there is a negative and significant relationship between self-efficacy and stress. The higher the self-efficacy, the lower the stress level. In research, Permatasari & Arianti (2015) concluded a meaningful negative relationship between self-efficacy and Job Stress.

Social Support Moderation on the Effect of Hardiness on Job Stress

The results showed that social Support could not strengthen Hardiness in influencing employee Job Stress at the Spectrum Monitoring Center for the Regions of Bali and Nusa Tenggara. However, it means that even if Social Support is high or low, Hardiness will still be able to reduce employee stress levels.

Kobasa (in Sarafino, 2011) states that the hardy personality is a vital personality type in the fight against stress. Hardiness can reduces the impact of stressful life events by increasing the use of adjustment strategies. The use of social resources that exist in their environment to be used as shields, motivation, and Support for living the tense problems they face and providing success (Hadjam and Nassiruddin, 2003).

Smet (1994) states that one of the factors that can change stress is to seek social support. Effective social support helps to overcome psychological pressure in difficult and stressful times (Broman in Taylor, Peplau & Sears, 2012). In addition, social support with others are considered an essential aspect that can provide emotional satisfaction (Taylor, 2009).

However, in this study, social support could not strengthen the influence of Hardiness. Instead, it shows that Hardiness directly has been very significant in influencing or reducing the intensity of employee Job Stress. Employees already have strong Hardiness, so they do not need to be strengthened by aspects of social support in dealing with the stress level they experience.

The results of this study are not the same as the results of research conducted by raita, Widodo, and Rusmawati (2013) that co-workers' social support has positive implications for employee hardiness in reducing Job Stress. as well as the research conducted by Pradita et al. (2013) that the higher the social support from co-workers, the higher the teacher's Hardiness at work.

Social Support Moderation on the Effect of Self Efficacy on Job Stress

The results showed that social support could not strengthen Self Efficacy in influencing employee Job Stress. It means that even if Social Support is high or low, Self Efficacy will still be able to reduce employee stress levels. Similar to its role in Hardiness, the part of Social Support within Bali and Nusa Tenggara Regional Spectrum Monitoring Center do not significantly strengthen Self Efficacy. Even though there is excellent mutual attention among co-workers, because Self Efficacy is already high, Self Efficacy has reduced employee Job Stress levels. Conceptually, Social Support has two roles at once. First, social support can increase self- efficacy, encouraging a person to complete tasks well (King et al., in Khaq et al. 2015). Second, the existing social support and self-efficacy increase to reduce the intensity of stress experienced while completing work tasks (Thorsteinson, in Ahmad et al. 2015). So social support can strengthen the impact of self-efficacy in reducing the level of stress experienced.

However, in this study, social support could not strengthen the effect of self-efficacy. It shows that direct self-efficacy is very significant in influencing or reducing the intensity of employee Job Stress. Likewise, the Social Support aspect is more critical if a variable position has a direct influence. Even though there is a high level of mutual attention among co-workers, because Self Efficacy is already high, this employee's behavior from the start has been able to reduce their Job Stress level.

Therefore, the Social Support aspect is not needed as a reinforcing role in reducing employee Job Stress. It following with the findings of King et al. (2014), which state that social support directly influences stress levels. Where social support that provides emotional closeness with others can reduce the level of unhappiness in oneself, the happiness that is felt plays a role in reducing the level of stress experienced. In addition, the direct effect of perceived social support is decreased stress and physical and psychological health problems (Putri in Ahmad et al., 2015).

Conclusion

From the results of the research and discussion above, the conclusions of the study are:

1. Hardinessnegative and significant effect on Employee Job Stress.
2. Self Efficacynegative and significant effect on Job StressEmployee.

3. Social Support(social support) cannot strengthen Hardiness in influencing Job Stress employees.

4. Social Support(social support) cannot strengthen self Efficacyin influencing Job Stress employees.

Managerial Implications

Research conducted on employees of the Specfrekrad Monitoring Center for the Regions of Bali and Nusa Tenggara has formulated good results for organizational development, mainly related to social support, Hardiness, self-efficacy, and employee Job Stress. The research results that have been acquired affect the managerial aspects of the organization, significantly how to develop efforts to maintain current conditions related to each variable or increase it. For example, some managerial implications related to aspects of Hardiness are to instill the ability of employees always to see pressing shapes as a challenge to grow and develop. This effort is made by formulating job training activities that are more directed to the psychological strength of employees. This training is directed toward positive attitude orientation and behavior at work. Training can be in the form of outbound, which is more practical. Outbound can be an option in implementing training because employees can practice directly during training activities.

Next, it is related to the Self Efficacy variable. Employees who currently have self-confidence that they can rise from mistakes made at work must be maintained and even have to be continuously improved. In this regard, the role of leadership is very much needed. Leaders must be able to influence employees and then direct them that the current slump felt by their subordinates should be used as an opportunity for improvement. Thus, the results of the wrong work can be corrected and continue to produce even better ones in the future. In addition, providing scholarships to employees to pursue education can also be an option so that employees are more motivated to pursue education. Through education, Self Efficacy can be further increased for each employee.

Furthermore, it is related to the Social Support variable to improve the atmosphere currently depicted where each coworker expresses empathy to each other because they feel the same condition as that a coworker who is experiencing difficulties. It means that there is a level of concthers in the work environment. It can be improved by holding many informal programs outside the office during weekly and monthly holidays to continue creating an atmosphere of mutual empathy between employees. Like the social gathering of coworkers that can attract the interest of employees, they regularly gather with fellow coworkers and their leaders.

Finally, it is related to the Job Stress variable, where the aspect of job delay is the effect of perceived stress. Work delays are carried out for several reasons, one of which is the nature and quantity of work that is very large. From the start, the office management has always anticipated this by forming a team. Team formation as a solution needs to be maintained so that work is not delayed. Furthermore, because the work is routine and numerous, awarding can be an option for reducing employee stress levels. When they feel meaningful appreciation, every fatigue they feel is not as pressure but as additional work that adds income.

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