



The Influence of Work Stress and Work Environment on Performance in University Administrative Staff

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Abstract

This study aims to examine the impact of work stress and work environment on the performance of university administrative staff. The research adopts a quantitative approach, explaining phenomena by collecting numerical data and analyzing it using statistical methods. The population consists of administrative university staff in Lombok (Indonesia). Partial Least Square-Structural Equation Model (PLS-SEM) with Smart PLS 3.0 software was employed to analyze the data. The findings indicate that work stress has a positive and significant effect on employee performance, suggesting that higher levels of perceived work stress correlate with greater improvements in performance. Additionally, the work environment positively and significantly affects employee performance, implying that better physical and non-physical work conditions lead to more substantial performance enhancements. This study highlights the importance of considering contextual factors in managing work stress and the work environment to boost employee performance.

Keywords: *Work Stress; Work Environment; Performance*

Introduction

Human resources are one of the elements in an organization or company. Human resources contained in a company have different educational backgrounds. With this different background, good management is needed in order to achieve organizational goals. Human resources in the organization are very important for the success of achieving goals. Employees are not seen only as capital or expense, but employees are considered as a form of organizational resource that can increase organizational competitiveness. Therefore, in order for employees to become the main and decisive resource in the success of tasks, their abilities must be developed or able to solve any problems that exist in the organization. To overcome problems in an organization, where an employee is faced with a number of large tasks and responsibilities and demands for his professional role, and on the other hand the limitations possessed by the employee himself and the limitations of what is expected to be obtained from his profession, management is needed to improve employee performance.

Performance is a key factor in an employee's success at both the individual and organizational levels. Enhancing employee performance is crucial in guiding personal attitudes and behaviors to align with established rules, supporting the achievement of organizational goals. As the saying goes, no matter how sophisticated the work equipment, the availability of funds, and work procedures, if employees do not act in accordance with the organization's mission, the organizational goals will not be achieved. Mariskha's research (2011) states that employee performance is influenced by work stress. Contrary to this, Kuong and Yen (2016) found that work stress impacts employee performance. Work stress factors such as excessive workload, role ambiguity and role conflict, work relationships, career development, and work environment have a negative and significant effect on employee performance. Additionally, Tio's research (2012) found that the work environment, which includes the physical environment, human environment, and organizational environment, has a significant impact on employee performance. Consistent results were also found in Muchtar's research (2016), which indicated that the performance of PGRI employees is influenced by the work environment.

From the level of causes of Stress Variables, if no immediate steps are taken to anticipate the causes of work stress, it will affect employees at work. Meanwhile, Suprihanto (2003: 62) stress has become one of the causes of the appearance of physical symptoms (which result in changes in body health, for example high blood pressure, headaches and heart attacks), psychological symptoms (changes in one's attitude, for example: impatience, boredom and anger), symptoms in behavior (changes in one's behavior regarding productivity, absenteeism and turnover rates). According to Harianto et al (2008: 144) work stress affects employee performance. Employee performance depends on low stress or vice versa the emergence of problems within the workforce that are not satisfied with the results of their work. So it is concluded that work stress that is too low or too high will reduce performance. Work stress emerges from negative perceptions, such as employees feeling overwhelmed by excessive responsibilities, workload, and long working hours. It is crucial to prevent work stress as it can lead to various adverse effects, including reduced productivity, diminished performance due to lower creativity, and health issues among employees.

Methodology

This study employs an associative design with a quantitative methodology. Causal associative research examines the relationships between two or more variables (Sugiyono, 2014). Quantitative research involves explaining phenomena by collecting numerical data and analyzing it through mathematical methods (Cresswell, 2014). Data analysis was performed using PLS-SEM with Smart PLS 3.0 software.

Results and Discussions

The structural model evaluation or hypothesis testing is conducted through the bootstrapping process using the percentile method. This process employs the t-test for statistical analysis. In a two-tailed test, the t-value criterion is 1.96 at a 5% significance level. A hypothesis is accepted if the t-statistic exceeds the t-table value or if the significance level is below 0.05:

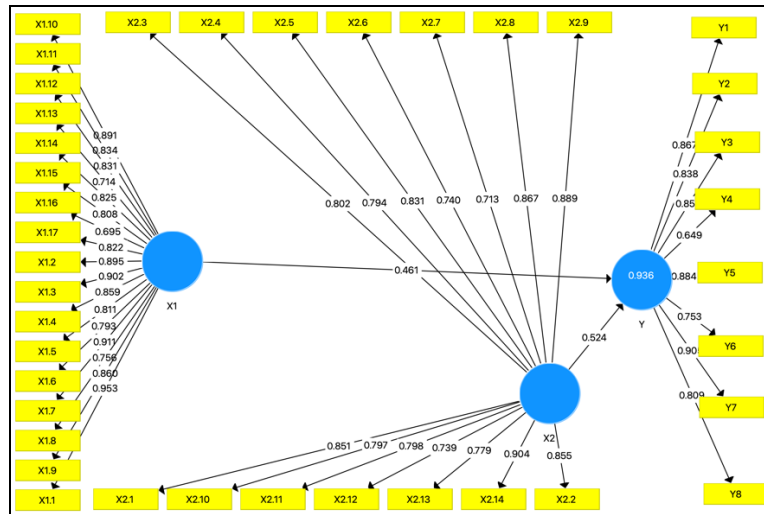


Figure 1. Path Coefficient

Table 1. Path Coefficient

Relations Between Variables	Coefficient	T-Statistics	P-Value	Conclusion
H1: Work Stress → Performance	0,461	3,056	0,002	Rejected
H2: Work Environment → Performance	0,524	3,491	0,001	Accepted

The Effect of Work Stress on Performance

Based on statistical testing, it shows that in Indonesia, work stress has a positive and significant effect on performance. This means that the higher the work stress felt by an employee will significantly improve their performance. This happens because the stress experienced by employees may be a form of eustress, which is stress that motivates and challenges individuals to achieve better results. In a dynamic and competitive work environment, stressful challenges can encourage employees to work harder, increase focus and speed up task completion. In addition, employees have more room to resolve work demands with family goals. Employees have time to develop themselves and complete work thoroughly. Employees feel satisfied, which has positive implications for productivity (Sari et al., 2021). However, it is important to ensure that stress remains at a healthy level and does not cause long-term negative impacts on employee well-being. These findings support previous research conducted by Shimazu & Kosugi (2003), and (Sari et al., 2021) that work stress has a positive and significant effect on performance.

The Effect of Work Environment on Performance

Based on statistical testing shows in Indonesia, that the work environment has a positive and significant effect on performance. This means that the better the work environment both physically and non-physically will significantly improve employee performance. This happens because a comfortable and supportive work environment creates an atmosphere conducive to concentration and productivity. When employees feel comfortable and safe at work, they tend to be more focused and motivated to complete their tasks well (Mogi et al., 2024). In addition, adequate facilities and appropriate work tools make it easier for employees to carry out their responsibilities, so that time and energy can be used more

efficiently (Apriyansyah et al., 2023). Not only that, harmonious relationships between employees and management improve communication and collaboration, which ultimately contribute to improved team and individual performance (Daryanto et al., 2023). Emotional support and rewards provided by management also play an important role in increasing job satisfaction and employee loyalty. All these factors together create a positive environment, encourage better performance, and improve overall work outcomes.

Conclusion

Based on the research results and discussion described above, the following conclusions can be drawn from this research:

1. The research findings highlight distinct outcomes regarding the impact of work stress on employee performance. The study reveals a statistically significant positive relationship between work stress and performance among administrative staff. This indicates that higher perceived stress levels can enhance performance, possibly due to the motivational aspects of stress. When stress is seen as a challenge rather than a hindrance, employees may exhibit increased focus, efficiency, and dedication to their tasks, resulting in improved performance outcomes. This aligns with the Cognitive Activation Theory of Stress (CATS) by Ursin and Eriksen (2004), which posits that stress, when perceived positively, can act as a catalyst for heightened performance.
2. The study findings also shed light on the influence of work environment on performance in Indonesia and Malaysia. In Indonesia, a conducive work environment, characterized by physical comfort, supportive relationships, and adequate resources, significantly enhances employee performance. This positive environment fosters concentration, motivation, and efficiency among administrative staff, contributing to higher quality outputs and job satisfaction. The findings underscore the importance of a holistic work environment that not only meets basic needs but also nurtures collaborative and productive behaviors.

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