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## THE EFFECT OF JOB STRESS AND WORKLOAD ON EMPLOYEE PERFORMANCE AT HOTEL MAHOGANY MUMBUL BALI

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### Abstrak

The objective of this study is to determine the effect of work stress and workload on employee performance. The study was conducted at Bali Mahogany Mumbul Hotel. The sample was all hotel employees amounting to 48 people. Data were collected by using observation method, interview with guidance of questionnaire; data were analyzed using multiple linear regression analysis. The result of the research showed that work stress and work load in silmultan have positive and significant influence on employee performance at Bali Mahogany Mumbul Hotel and partially that work stress have negative effect but not significant to employee performance, while work load has significant effect on the employee performance.

**Keywords:** work stress, workload, employee performance, hotel, company

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### I. INTRODUCTION

To improve the performance of employees in serving consumers, in need of loyalty and studiousness of the employees in the work are required. This performance can be influenced by several factors such as work stress and workload. Related to employee service at Hotel Mahogany Mumbul Bali there is often complaint that draws the intention of management because performance become one of the things that considered in reaching a company goal. Often companies do not achieve targets due to decreased employee performance. This is due to the unfavorable working environment situation that affects the soul and spirit of the employees themselves. In the field of tourism, performance becomes an important point in serving guests because guests are the determinant to keep the business moving and running. Efforts to achieve good performance can not be separated from employee conditions, such as the stress that can arise as a result of pressure or tension that comes from unconformity between a person and the environment (Susilawati, 2013: 23).

Stress is an inability to overcome the threats faced by the mental, physical, emotional and spiritual human beings who at one time can affect human physical health. Stress is our perception of the situation or condition in our own environment. Another understanding states that stress is a condition of tension that affects the emotions, thinking processes, and conditions of a person. If an employee experiences too much stress, it will impair a person's ability to face the environment and his work (Hariyono, 2009: 193).

According to Gibson Ivancevich (Hermita, 2011: 17) "Stress as an adactive response, mediated by individual debates and/or psychological processes, is a consequence of

any external activity (environment), situation, or event that burdens the psychological or physical demands of excessive someone".

In addition to work stress, other factor affecting employee performance is the workload. According to Komarudin (1996) in Setiawan (2016: 18) workload is a process to determine the number of hours a person is employed or needed to complete a job within a certain time. In other words, the workload analysis aims to determine the number of personnel and how many appropriate responsibilities or workloads are assigned to an officer.

According to the Minister of Manpower (2008), the definition of workload is a set or a number of activities that must be completed by an organizational unit or holder of office within a certain period. Meanwhile, according to Komaruddin (2012: 235), the workload analysis is a process to determine the number of working hours of people used or needed to complete a job within a certain time, or in other words the workload analysis aims to determine how many personnel and how much responsibility or the right workload is assigned to someone else.

According Simamora (1995: 57), workload analysis is to identify both the number of employees and employee qualifications required to achieve organizational goals. Based on the opinion of some experts then what is meant by the work load in this study is according to Menpan (1997), understanding of workload is a set or a number of activities to be completed by an organizational unit or holder position within a certain period.

Performance refers to employee performance measured by the standards or criteria set by the company. Understanding performance or work performance is limited by

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Maier (in Moh As'ad, 2003: 35) as a person's success in performing a job. Firmly, Lawler and Poter state that performance is a "succesfull role achievement" that a person derives from his actions (Moh As'ad, 2003). From these limits Moh As'ad concludes that performance is the result achieved by a person according to the size applicable to the work in question. According to Simamora (1995), employee performance is the level to which employees reach job requirements.

According to Byars and Rue (in Prasetyo Utomo, 2006), performance is the degree of preparation of tasks that govern one's work. Thus, performance is the willingness of a person or group of people to perform activities or refine them in accordance with their responsibilities with the expected results.

From the description of the phenomenon above, researchers are interested in raising research entitled "The Effect of Job Stress and Workload on Employee Performance at Hotel Mahogany Mumbul Bali".

## II. RESEARCH METHOD

The research was conducted at Hotel

Mahogany Mumbul Bali located at Jalan Taman Mumbul, Nusa Dua - Bali. As for the object of research at Hotel Mahogany Mumbul Bali was the stress of work and workload on the performance of Hotel employees in Mahogany Mumbul Bali in 2017. Samples determined through the census of all employees at the hotel hotel which amounted to 48 employees.

Before the data were analyzed the instrument validity test, reliability, classical assumptions, and normality were performed. Furthermore to know the influence of work stress and work load on employee performance, multiple linear regression analysis with SPSS software applied. The formulation is:

$Y = X_1 + X_2$ , where Y is performance, X1 is work stress and X2 is work load

## III. RESULTS AND DISCUSSION

To know the effect of work stress and work load on employee performance, multiple linear analysis have been used, result of analysis shown in Table 1.

**Tabel 1**  
**Result of analysis of influence of job stress and workload on employee performance**

Model	Unstandardized Coefficients		Standardized Coefficients		Sig.
	B	Std. Error	Beta	t	
1 (Constant)	28.892	3.902		7.405	.000
Job stress	-.098	-.104	-.139	-.948	.348
workload	.099	.123	2.118	2.804	.030
R	.691				
R Square	.477				
F = 3,854					.040

a. Dependent Variable: performance

Based on Table 1 above, regression equation can be counted as in the following:

$$Y = 28.892 - 0,098 X_1 + 0,099 X_2$$

The value of the constant of 28,892 shows the average value of Employee Performance (Y) at Hotel Mahogany Mumbul Bali which is 28,892 with condition if X1 and X2 equal to zero (no change).

The value of coefficient b1 of - 0,098 shows if the value of work stress (X1) increases one unit, the average value of Employee Performance (Y) at Hotel Mahogany Mumbul Bali will decrease by - 0,098 with the condition of Working Value (X2) zero. This means that

Job Stress (X1) has a negative effect on performance (Y).

The value of coefficient b2 of 0,099 indicates if the Workload (X2) increases one unit, the average value of Employee Performance (Y) at Hotel Mahogany Mumbul Bali will increase by 0,099 with the condition of work stress value (X1) zero. This means that Workload (X2) has a positive effect on performance (Y).

From the regression equation, it can be seen that Work Stress (X1) and Workload (X2) have a significant effect on Employee Performance (Y) at Hotel Mahogany Mumbul Bali.

The coefficient of multiple correlations in Table 1 is shown by R whose magnitude is 0.691. This shows that the relationship between Working Stress (X1) and Workload (X2) on Employee Performance (Y) at Hotel Mahogany Mumbul Bali is strong, because the value of 0.691 is from 0.60 to 0.799. This means that the better the Working Stress (X1) and Workload (X2), Employee Performance (Y) will increase and vice versa..

Coefficient of determination used to know how big influence of Work Stress (X1) and

Workload (X2) to Employee Performance (Y). The magnitude of the coefficient of determination R square can be expressed in percentage. Determination coefficient analysis from Table 1 shows that the value of R square of equal to 0.477 thus, this means the coefficient of determination is 47.7%. This shows that the percentage of 47.7% influences on Work Stress (X1) and Workload (X2) on Employee Performance (Y) and the rest 52,3% influenced by other factor not analyzed in this research.

**Table 2**  
**Result of F-test analysis influence of work stress and work load to employee performance**

ANOVA<sup>b</sup>

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	6.332	2	3.166	3.854	.040 <sup>a</sup>
Residual	166.918	45	3.709		
Total	173.250	47			

a. Predictors: (Constant), workload, job stress

b. Dependent Variable: performance

The result of F test in Table 2 shows significant value of f arithmetic that is 0,040 <0,05. This shows that the variable of Working Stress (X1) and Workload (X2) simultaneously have a significant effect on Employee Performance (Y) at Hotel Mahogany Mumbul Bali, thus the proven hypothesis.

Based on the table, 1 obtained significant t arithmetic for Job Stress, namely (X1) (0.348) > 0.05/level of significant 5%. This means Work Stress (X1) has a negative and insignificant effect on Employee Performance (Y) at Hotel Mahogany Mumbul Bali

This reinforces Satrio's opinion (2015: 30), which says that work stress can not be overcome well by employees, will cause a negative effect on the performance of the employees themselves, as the higher the stress the lower the performance, then said stress can arise as a result of pressure or tension that comes from dissonance between a person and his environment. In other words, if the means and task demands are not aligned with one's needs and abilities, the employee will experience stress (Susilawati, 2013).

Furthermore, it is said by Aamodt (2004) that in general work stress more harmful self employees and company. Consequences that can occur due to work stress experienced by individuals, namely the disruption of physical health such as a person will decrease the body's

antibody response in a person's mood is negative, tension and constant concern, decreased employee performance, and influence the individual in decision making.

While significant t count for Workload (X2) (0,030) <0,05/level of significant is 5%, which means that workload (X2) has positive and significant influence on employee performance (Y) at Hotel Mahogany Mumbul Bali.

This reinforces Anggit Astianto's (2014: 5) opinion, which says an overloading rate enables excessive energy use and overstress occurs, otherwise the overloading intensity enables boredom and saturation or understress.

Next Setyawan opinion, (2007: 109), the more targets to be achieved the company increases, the more the load of employees grows. If the workload continues to increase without any appropriate workload distribution, the employee's performance will decrease.

#### IV. CONCLUSION

Based on the results of the research and discussion above, several conclusions can be drawn, as follows:

- 1) Work stress and workload in silmultan have a positive and significant impact on employee performance at Hotel Mahogany Mumbul Bali

- 2) Partially, work stress has a negative but not significant effect on employee performance, while work load has a significant effect on employee performance.

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