Occupational Stress and Job Performance among academics in Indonesia

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Abstract---Cambridge dictionary explains that occupational stress is caused by work or activity. Stress can also be described as a great worry, which is a difficult situation or something which causes this condition. In this research, researchers want to explore the effect of relationship, environment, and workload to stress which is to see the weather it gives an impact on the job performance among academic staff university or not significant. Besides that, other researchers define that stress related to work is a response which people receive when presented with the work pressure and demands which are not matched to their abilities and knowledge and which challenges their ability to cope. The factors evaluated are relationship, environment, workload is one of factors are contribute to occupational stress and these factors may have an impact on job performance.

Keywords---Career development, academic staff, Stress, gender differences,

I. INTRODUCTION

Occupational stress can be defined as relating to or caused by a person's work or activity. Stress can be defined as a great worry caused by a difficult situation or something that causes this condition. In this research, researchers want to study the effect of relationship, environment and workload to stress which is to see whether it has an impact on the job performance among academic staff university or not significant. Other than that, other researchers were found that work-related stress is the response people may have when presented with work demands and pressures that are not matched to their knowledge and abilities and which challenge their ability to cope. The factors evaluated are relationship, environment, workload is one of factors are contribute to occupational stress and these factors may have an impact on job performance (Motowidlo, Packard, & Manning, 1986).

The aim of this study is to investigate the impact of organizational factors that influence job performance and occupational stress among academic staff in Indonesia. People working in an organizational environment are more prone to occupational disease, and this affects the performance of employees. Thus, productivity is decreased due to the workplace environment. In addition, the current study aims to determine the effect on the organization and individual when a staff has a workload problem. The target population of this study is focused on University academic staff in Indonesia that will be randomly selected from university have at Indonesia—focused on 325 respondents selected randomly among the University academic staff in Indonesia.

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During this research number of problems were encountered. Firstly, limited information is available on the internet as well in Journals related to the factors which affect the performance of the workers due to stress. Respondents may be unable to articulate certain types of questionnaires that been distributed to them. It is expected that respondents could not have time to spend on the questionnaires and may not able to cooperate on this matter. Besides that, there is also a possibility that biasness of the respondents occurred when the information in the answer provided by the respondents may be misrepresented.

II. Literature Review

This section aims to review information obtained from book journals and internet sources. The literature review is also a collection of research information on the issues being studied. Based on previous studies, most of the impact of workload on work performance for university workers have a major impact on employee behavior, performance, and the potential for survival in the workplace will decline. In the process of doing the literature review, the researcher will identify the problems studied. This study is a focus to analyze the factors that will affect University academic staff.

Occupational Stress

Occupational stress is a common element which occurred among different professional around the globe and is one of the major elements in the occupational health issue. Job satisfaction and performance are affected significantly by the occupational stress in the academic staff of the University, therefore compromise the staff performance. Stress is a complex situation that results due to the interaction between the environment and the individual. Thus, in different work setting the occupational stress, job performance and job satisfaction are different. The National Institute for Occupational Safety and Health (NIOSH 2008) explains that occupational stress a harmful element that affects emotionally as well as physically and this occurs when the job requirements are not matched with the resources, capabilities and needs of the work (Donaldson, 2011).

Yozgat, Yurtkoru, & Bilginoglu (2013), in their study, put emphasis on job stress and link it with the job performance of the employees in the public sector companies. It is found that there is a negative relationship between job stress and job performance. Similarly, research by China, Siu, (2003) found that stress and self-related job performance has a negative relationship. It is explained that stress is a common element present in all organizations with varying intensity. Yozgat et al. (2013), in their study analyzes job stress and link it with employee performance in public sector firms and it is found that there is a negative relationship between performance and job stress.

Marwat, Shah, Khan, & Gul (2012) explained that stress increases in the environment of teachers, and thus their performance is affected. University Lecturer in Indonesia has a stress problem in the workplace environment that will affect their health and performance. They are worried when they are stressed; they cannot control their work hours properly. This will also cause the lecturers not to attend the workplace. They will give a reason that they have an inevitable health problem. Naqvi, Khan, Kant, & Khan, (2013) found personal issues, lack of financial rewards, low control on the working environment, inflexibility in work hours, and bureaucratic management system are the elements that negatively affect the employee's productivity.

Relations

Relations can be defined or refer to anything that involves communicating with an individual, group, or society. In organization or workplace, it is important to build up or keep in good relation among workmates or colleagues Lin & Lin,

(2011), with title "Impact of coworkers' relationships on organizational commitment- and intervening effects of job satisfaction" stated a positive effect on job performance. Because by having good relations among coworkers it will help individuals or persons to get a high satisfaction when doing a job or task to be finished and by having a high satisfaction individual will give a high commitment to the organizations also when doing job or task.

Other than that, this theory stated the positive effect of the relationship between job performance, which is theory by Fiedler (1981), this theory named "Fiedler Contingency of Leadership" that state relationships among coworkers significant have a powerful influence on the job performance of person or individual. For example, if relationship among coworkers is in good and strong it will give an advantage to each other. Because by having this strong relationship it will make coworkers helping each other in doing jobs or tasks. By these relations it will help to increase the performance of organizations also individual or team. Stoetzer (2010) explained that workers spend a significant amount of time at workplace and a poor working environment can lead to increase in stress at the workplace.

Therefore, but not lease is a journal from Ismail, Yao, & Yunus (2009). Azman Ismail (2009), with the title "Relationship Between Occupational Stress and Job Satisfaction: stated a positive impact. Because by having a good relation among coworkers will reduce the level of stress occupational. It is because if relations with a coworker at a bad level the level of stress will be increasing and when the level of stress becomes higher it will affect the performance on job become worst and number people or individual resign will be increased.

The association between communication and stress in an organizational context is complex. Prior studies attempted to focus on the work, which affects the individual performance and analyzes the different sources of stress which influence the work performance. There is numerous reason for this claim. The events of life, which are the reasons for the stress at work, are usually not originated from outside the work environment. The stress at work is mostly produced due to the interaction factors of the outside and inside environment.

Environment

Prior studies on the stress of the work environment put little attention on the physical features of the environment where the work is performed. Yet the evidence proves that work's physical environment affects job satisfaction as well as job performance. Modern research on the stress of the working environment considers the psychosocial factors which affect the employee health, strain, and job performance but do not address the issue of environmental psychology of the workplace. This study not only discusses theories but also review the researches which focus on the stress at workplace and attempt to explore how the modern theories could be applied to analyze the relationship between behavior at work and physical features of the work environment. A theoretical model of the workplace-worker relationship is proposed in this study to analyze the stress and comfort, which play important role in performance of employees and then suggest methods on which new empirical studies can be constructed.

In the current environment of competition, organizations cannot afford to waste their workforce potential. There are a number of factors at the workplace which has a significant impact on their level of performance and motivation. The set environment of the organization can define the productivity, morale, and engagement of the employees – both positively and negatively.

To motivate workers, a number of strategies are adopted by the organizations, which include employment security agreement, performance-based pay, practices to help balance work and family, as well as different forms of sharing information. Besides, motivation, ability, and skills are required by the workers to perform the job effectively. And for many firms, providing training to the workers is a necessary element to enhance the production (Amabile, 1993).

Occupational Stress is a Cause and Consequences for Job Performance and it is explained that it impacts employee morale and changes lifestyle.

Workload

In the organization, public responses to workloads differ. Some agreements are better, while others suffer destructive consequences. Just like different workloads for employees, they are also different from the functionality of the work. From time to time, various factors have increased the workload, including changes in government policy, fund cuts, and increased burden levels to assume responsibility. The main impact of increased workload is mental stress, or, "a negative impact on employee non-compliance and efficiency assumptions" (Rajan, 2018).

Some work, of course, works more than others. All stress relations have a clear impact on organizations and industries. The study on this topic illustrates that certain individuals, in different occupations, are weaker below the level of unacceptable workload. Work stress can be defined as a physical and emotional reaction that occurs when the job requirement does not correspond to the capacity, resources, or needs of the employee, which causes poor health or injury in the long term or short term (Ahmad, Zia-ur-Rehman, & Rashid, 2011). Job-related pressures have been increasing over the last few years due to the use of new information and communications technologies, improving diverse workplaces, and increasing mental workloads (Landsbergis, 2003). Work stress is considered a risk assessment risk (Clarke & Cooper, 2000).

To pursue organizational excellence, sometimes managers, employees, and workers need to work under stressful circumstances; consequently, they will experience high pressure in the manufacturing sector. Many researchers want all further research on this topic; most administrators do not see distribution as a viable option without supporting evidence. The purpose of this study is to compare the level of enthusiasm between department staff and their counterparts. It also explores their perceptions of job satisfaction as it relates to work performance.

Several studies have highlighted the deleterious consequences of work overload or high workloads. In the community, nurses' work overloads and time has a significant contribution to the work stress. Workload stress defined as feeling of pressure and reluctance to go to work, which is accompanied by the general psychological, physiological and behavioral stress symptoms (Ahsan, Abdullah, Fie, & Alam, 2009). It is argued in another study that stress is "factors intrinsic to the job" means it examines rates of pay, variety of tasks and workload (Antoniou, Davidson, & Cooper, 2003).

III. METHODOLOGY

This study uses quantitative data to analyze the required information. Questionnaires are designed in a way to collect the required information in a numerical form. This study uses questionnaires that include demographic questions and some close-end questions which are related to the academic staff of the university in Indonesia to analyze the impact of job/occupational stress on the performance at the workplace.

We collect 327 responses from the staff academic of the university for this research, but only 325 of the questionnaires considered valid for this research. The sample is selected in a way that it should be representative of the population, and then questions related to occupational stress and its effect on job performance at workplace are asked. This study also explains the questions to the respondents so that the questions are answered in a valid way.

In section A, it was collecting the sample, which is demographic data, which consists of elements such as Gender, Status, Length of service at work, nation, Age by using the Nominal Scale. Then, section B consists of five-part related to occupational stress and effect on job performance. Firstly part covered by independent variables for a relationship at the

workplace. Secondly independent variables is environment at workplace. Thirdly for independent variables is workload. Fourthly for dependent variables is job performance. Lastly part is moderate variables is stress

After the general information, we also stated the independent variable (IV) in terms of relationship, environment, and workload, which affect job performance at workplace. The dependent variable (DV) also stated to determine the impact on job performance. The independent variable (IV),dependent variable (DV) and moderate variables provide the rating on their perception using 5 points Likert Scale Measurement. Likert 1 = Strongly Disagree, 2= Disagree, 3=Not Sure, 4=Agree, 5=Strongly Agree.

IV. RESULTS

The total of responses (N) is 327 but 2 missing for 2 questions and just 1 in length question. So the total responses for the question are 325 answers the full question. Researchers find the respondent from the chosen universities in Indonesia. Researchers use the google form to distribute the questionnaire.

Diagnostics

To analyze whether the two variables are correlated in a linear way or not, a correlation test is conducted. The results are usually represented in a number which is called correlation coefficients.

For all independent variables, which are a relationship (IV1), environment (IV2), and workload (IV3), the correlation elements show that there is a positive relationship between dependent and independent variables which are job performance and occupational stress. To determine the relationship between dependent and independent variable, it is observed that the level of significance is 0.05 sig which means if significant below 0.05 sig then the relationship between dependent and independent variable is positive. And if significant above 0.05 sig, then the relationship between independent variable and dependent variable is negative. All independent variable is 0.00 sig which is their relationship to dependent variable. It means that all independent variable is a factor the effect the changes of dependent variable.

Table 1: Correlation Matrix

Correlations

		IV1	IV2	IV3	DV
IV1	Pearson Correlation	1	.308**	.377**	.200**
	Sig. (2-tailed)		.000	.000	.000
	N	326	326	326	326
IV2	Pearson Correlation	.308**	1	.324**	.396**
	Sig. (2-tailed)	.000		.000	.000
	N	326	326	326	326

IV3	Pearson Correlation	.377**	.324**	1	.423**
	Sig. (2-tailed)	.000	.000		.000
	N	326	326	326	326
DV	Pearson Correlation	.200**	.396**	.423**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	326	326	326	326

**. Correlation is significant at the 0.01 level (2-tailed).

Regression Analysis

Regression analysis is a statistical tool to explain the relationship between the dependent and independent variables. Generally, multiple regression is used for analyzing the collected data. For doing regression analysis, there is need to justify that it is a suitable tool for analyzing the required data. The data is also analyzed for validity and reliability with suitable reasons. In this study a multiple regression analysis is used to get suitable results. There are three tables below.

Table 2: R Squared

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.507[a]	.829	.250	.53310

a. Predictors: (Constant), IV3, IV2, IV1

Table 2 explains the overall predictability of the model. The value of adjusted R-square is 0.248, which indicates that the provided variables have a good relationship, i.e. 25%.

Table 3: Anova Tests

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	31.613	3	10.538	37.080	.000[b]

Residual	91.225	321	.284		
Total	122.839	324			

a. Dependent Variable: DV

b. Predictors: (Constant), IV3, IV2, IV1

The initial assumption about this research is based on a research hypothesis that is all relationship between an independent variable and the dependent variable is positive. This is because the regression analysis method is one of the ways to support the hypothesis. After doing the process regression, the assumption is achieved when all independent variable reaches 0.00 significant meaning which means all independent variable that is relationship, environment, and workload is there relation to dependent variable which is job performance which can be seen in ANOVA table above.

Table 4: Regression Results

Coefficients

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.892	.273		3.270	.001
	IV1	.226	.062	.223	4.427	.000
	IV2	.362	.065	.290	5.576	.000
	IV3	.441	.069	.343	6.414	.000

a. Dependent Variable: DV

Results in table 4 show's $p < 0.05$, which explains value is significant; thus, the relationship between relation and job performance is significant, and p-value is also significant with a value of 0.00. The second variable IV2 also shows significance with a $p < 0.05$ shows a significant relationship between job performance and environment. The same has been observed for the relationship between workload and job performance with a $p = 0.000$.

V. DISCUSSION

The research was conducted by questionnaire to find the objective of this research was to investigate the occupational stress and its effect on job performance. The questionnaire is distributed through the Google form as questionnaires to university academic staff that working in Indonesia, which includes Sunway University, University Indonesia, and UITM. This survey was conducted to know whether 3 main independent variables that can influence the dependent variable. In

this study, we also want to know what the occupational stress and its effect on job performance between staff, whether the relationship, environment or workload most effect on job performance.

The current study examined the relationship between all the 3 independent variables toward the dependent variable and the effect of factors. The purpose of this chapter is to review the research and its findings. This chapter entails a summary of the research and conclusions. Recommendations for future research are also included.

Discussion

At the end of the research, the researcher will find that factors affect most of the job performance among university academic staff working in Indonesia, and which gender dominant the performance? From the quantitative result, the researcher finds that relationship at 26.4% followed by environment at 23.6 % and workload at 32.9 %. The workload is the most important factor that influences job performance among staff working in Indonesia. From the questionnaire distributed to the staff who are working in Indonesia, the respondent was strongly agreed workload is the important aspect that influences job performance.

From the statistical data that the researcher gets by the questionnaire, the researcher found that the male staff was dominant in job performance than the female staff. Male staff was a higher percentage than strongly agreed on the workload is the factor that affects job performance among staff in Indonesia.

The research findings that there is a relationship between independent variable and dependent variables. Relationship, environment and workload have related to the staff on the job performance.

Factors affecting occupational stress

From the quantitative result, the researcher finds that the relationship at 26.4% followed by the environment at 23.6 % and workload at 32.9 %. The workload is the most important factor that influences job performance among university academic staff working in Indonesia. From the questionnaire distributed to the staff who are working in Indonesia, the respondent was strongly agreed workload is the important aspect that influences job performance.

Besides that, the workload also very impact on job performance among staff. It can be seen by the questionnaire that staff answered to choose the workload as an important factor. Most university academic staff that work in the Indonesia area have they are very stressed with the workload. It has a bad impact on job performance because the factors of workload very influence to do their job in peace.

From the qualitative result, the researcher finds that the environment is the lowest factor that affects staff on job performance. The environment at the workplace is not affecting job performance among university academic staff. So that the environment in the working place is very comfortable for them. The physical location of the workplace is engagement in the environment. The researcher might be positive impact from the research findings that the environment is the lowest factor. The surrounding of the environment in the workplace is very suitable for the staff. It can have a good impact on the staff to work.

As this study completed, we can say that almost all the data we got are significant. We also can conclude that there is a positive relationship between Independent Variables, one toward dependent variable. To overcome this, staff need to come in some way that can improve job performance. First of all, university academic staff need to manage their schedule between work time to finish their workload. By making this it will be improving the job performance of academic staff. As an example, we manage time in working such as working on the weekdays so the weekends we can totally focus on the

family or something else. This will help academic staff to gain a positive impact on job performance. By managing workload also can help staff more punctual in finishing their work at a specific time.

As a result of this research show the effect of independent variables affects dependent variables. A relationship is the most factor affecting job performance between staff. Good relationships among staff can impact good job performance if the nature in the workplace is nicely so that the performance of the staff can increase every day. The impact of the relationship among academic staff will have a good effect by throwing ideas between each other that will help to grow the knowledge. This is also important in communication such as making a grouping to completing work. Another factor is technology such as internet in help making ideas to answer all the duties that been given by the boss. So this is are an easy way to increase job performance among university academic staff in Indonesia.

VI. CONCLUSION

A relationship is a process of information transfer, feelings, ideas, and thoughts of an individual to another person or group of individuals. It is a meaningful process of interaction between life and includes both the act of transmitting information and the process of exchanging intent. Based on this study, we find that inaccurate information by employers to their employees is very important. This is because when their employer submits incorrect information and instructions too and the wrong way of relationship with employees causes them to feel stress while at work. Besides the environment in the workplace we can look at how the staff distributes in an organization. How they are working together to make sure all the jobs are done equally and help each other. When we can tolerate or accept all the things happen in the workplace, we are not easily falling down into stress.

When a person feels unwilling to do something, they will do something with care and do not care about the quality of the work they are offering. They are more than just working out simply. So relationship is very important in an organization especially when employers give directions to their workers. Relationships between colleagues should also work smoothly; in the event of an error communicating information between them will affect the quality of work. The workload is the most undesirable thing in the workforce; this is where workers are forced to do too much work that is not worthy of their salary. They also feel that with this workload, they have a lack of time to relax and in the research if a human is not enough time to rest it will affect the emotions resulting in stress but also affect their surroundings in terms of performance at work and social interaction.

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