

Occupational stress contributes to the job performance

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Abstract

The job stress is very prominent that always happens in any organisation or company nowadays. Many factors lead to job stress, such as personal problems, financial, low salary, and others. These factors can affect employees' productivity, commitment, and professionalism to perform their task. The workforce of a hotel plays an important role in satisfying a customer. A survey was distributed to 50 food and beverage staff using a convenient sampling approach via drop and collect method, at Anantara Desaru Coast Resort and Villas. The data was analysed by using Statistical Package for Social Science (SPSS) version 26. Based on the findings, all the independent variables have a significant association with job performance. Nevertheless, from the analysis of multiple linear regression, the results showed that time pressure and skill discretion significantly correlated to predict job performance.

Keywords:

Job Stress, Job Performance, Work Overload, Lack Motivation, Time Pressure.

1 Introduction

Stress is a condition of feelings experienced which is related to any internal or external pressure that could give an impact to the organism equilibrium (Ashifa, 2020; Shamsavarani et al., 2015). Stress will emerge when the pressures owned by a person are out of the individual's ability to cope (Ashifa, 2020; Shamsavarani et al., 2015). Stress in psychological sciences is known as a feeling of anxiety, fretfulness, tension.

Stress will cause physical and psychological symptoms that exist due to the difficulties experienced when an individual is trying to adapt to an environment (Bennett, 1997; Haslam, 2004). Factor of stress in individual perceptions, inclusiveness and increase is because of the complexity of human social, personal, and ecological environment, multiple and simultaneously interactions of humans with surrounding issues, and diversity in stress expression (Edwards et al., 2008; Shahsavarani et al., 2015).

There are two aspects of stress known as low level of stress or positive form of stress and high levels of stress or negative form of stress (Shahsavarani et al., 2015; Tucker et al., 2008). Low level of stress or positive form of stress could result in useful and healthy due the abilities to improve biopsychosocial health and facilitate performance. It can be considered as an important factor to motivation, adaptation, and reaction to the surrounding environment. Interval, high levels of stress or negative forms of stress could result in biological, psychological, and social problems and even serious harms to people (Shahsavarani et al., 2015; Tucker et al., 2008). The latter form, in turn, can produce negative emotions and result in serious psychological disorders such as post-traumatic stress disorder (PTSD) (Tse et al., 2007). Individuals will have a significant effect on their behaviour when their behaviour perceives the environment negatively. Stress may happen in the context of family stress (Randall & Bodenmann, 2013), financial stress (Davis & Mantler, 2004), occupational stress (Narban et al., 2016), etc .

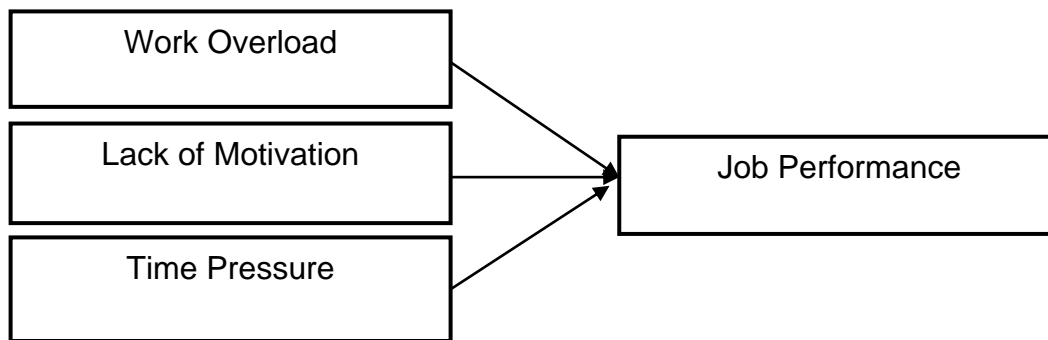
As pointed out by Arcangeli et al. (2018); Shahsavarani et al. (2015), occupational stress has been viewed as a strong work hazard in multivariate phenomena. Various terms have been derived for "occupational stress" namely "job stress", "workplace stress" and "organisational role stress". Occupational stress may oblige a complex psychological construct that people may experience everyday (Abrahamsson & Levi, 2021; Quick & Tetrick, 2011). Specially, when individual pressures in the interaction between job environment, characteristics of employee, the extra job requirements that result they disable completing the tasks (Ahamed & Sunderasan, 2016; Harnois & Gabriel, 2000).

The World Health Organisation (WHO) (2000), recognizes that occupational stress is when individuals respond to work demands and pressures that are not matched to their knowledge and skills. Most organisations face a challenging role to motivate, entice and retain high performance of their employees. Suartawan and Surya (2020) mentioned that occupational stress has a negative and significant effect on employee performance, that is the lower the stress level of employees at work, the better the performance of employees. Stress is becoming an issue for the employees and it reduces productivity and increases management problems which tend to receive unsatisfied work performance (Michie, 2002; Tekeste & Nekzada, 2014). Occupational stress not only occurs in domestic companies but is bound to occur in multinational companies where the operation is global and employees have different cultural backgrounds. (Tekeste & Nekzada, 2014). Occupational stress has been hovering for several years, yet the management did not take it up seriously and considered the

solution as soft stuff (Ajayi, 2018; Ali & Abid, 2015). Taking steps to reduce or minimise stress to the extent retained employee's productiveness and wellbeing could be reciprocal to productive organisation (Tekeste & Nekzada, 2014; Thomas, 2017). Therefore, it is pivotal to look into any solution to mitigate the stress issues.

Research on stress characteristics has a long history in the scholarship of the studies. The first research objective of this study is to identify the effects of worker stress on the job performance among food and beverage workers. Secondly, to study the significant relationship between job stress and job performance. Finally, to identify the working conditions that may affect worker well-being.

1.1 Research Framework



Source: Basit and Hassan (2017)

1.2 Hypotheses Development

H1: To Identify the effect of work overload towards job performance among food and beverages workers.

H2: To examine the effect of lack of motivation towards job performance food and beverages workers.

H3: To examine the effect of time pressure towards job performance among food and beverages workers.

2 Literature Review

2.1 Hospitality Industry

According to Khuong & Linh, 2020; Vasquez, 2014, The hospitality industry is a subgroup of the travel and tourism industry. As one of the world's largest economic sectors, Travel & Tourism creates jobs and accounts for a remarkable proportion of the world's GDP. This study provides critical contributions to the research field of the Hospitality industry as well as suggests some important recommendations for improving employee motivation, job satisfaction and employee loyalty in the context of Vietnam Hospitality. Because the hospitality industry is service-oriented, employees are held to high standards and are expected to offer excellent service to their customers (Al-Mawali & Amoush, 2013; Loizos & Lycourgos, 2005).

High levels of stress at work have a negative impact on employees, resulting in poor job performance, low productivity, frequent absenteeism, low satisfaction, and ill health. This has a negative impact on the company's profitability and service quality. As a result, it is critical for the employer to provide the greatest working environment possible in order to boost productivity, loyalty, and positive behaviour, which in turn boosts profitability and service quality. (Davidescu et al., 2020; Naik, 2019). Due to the fact that the tourism and hospitality industries are labour-intensive, technology may not be a good solution for most of the tasks. As a result, employment has a significant impact on the industry's growth and serves as a critical differentiator in this competitive market. (Khuong & Linh, 2020).

2.2 Work Overload

When work exceeds an individual's capacity level and is viewed as a major and evident problem, effect is exerted. (Baskaran et al., 2020). This is because worker stress can have an impact on an individual's job performance and, as a result, the company's success. If a person has a lot of work to complete in a short amount of time and is under unfair pressure to finish on time, they will be stressed (Anbazhagan et al., 2013). Omolayo and Omole (2013); Rodríguez-López et al. (2021) represented that work overload or workload as the perceived relationship between the amount of mental processing capability or resources and the amount required by the task. Workplace reorganisations, technological advancements, workforce modifications, and budget cuts have driven employees to do more with less resources (Hart & Staveland, 1988; Omolayo & Omole, 2013).

Health and Safety Executive (HSE) (2001) stated that, even the most capable employee will be stressed by unreasonable deadlines and expectations, as well as unmanageable workloads. Employees will be stressed during recruitment if they are given a complex assignment that they are unfamiliar with. They were obliged to work longer hours, to the point that they were no longer able to complete their tasks during normal business hours (El-Nagar et al., 2015). Work overload has a slew of negative repercussions. Particularly, it raises the risk of occupational health, increases stress, absenteeism, and, most importantly, reduces job performance (Mohajan, 2012;

Schaufeli & Peeters, 2000). Workload was excessive, pressure was constant, and the employee's workload was overly demanding due to inadequacies in the employees (Hassan et al., 2020). To improve job performance, these issues must be addressed (Ahmad et al., 2019).

2.3 Lack of Motivation

Motivation is a process that authorises individuals to attempt towards achieving goals or objectives and it is a type of intellect that cannot be directly observed (Basit & Hassan, 2017). Motivation is derived from the word 'motive,' which refers to an individual's needs, desires, wants, or urges. It is the process of motivating individuals to act to achieve a set of objectives. Psychological elements that stimulate people's behaviour in the context of work goals include a desire for money, success acknowledgment, job satisfaction, teamwork, and so on (Juneja, 2015). One of the most important concepts in the psychological process is motivation, which allows managers to inspire their employees to achieve objectives or certain goals (Basit & Hassan, 2017). Finding ways to build and maintain employee motivation is a challenge for any organisation (Dobre, 2013).

As a result, management should be aware and must understand the needs of their employees' requirements so that they will give a positive performance towards their jobs or provide great motivation in their jobs (Davidescu et al., 2020). Motivation is a powerful tool that reinforces activities and triggers the desire to keep going. It also serves as a motivator to meet unmet needs and inspires objectively defined performance goals (Bartol & Martin, 1998; Dobre, 2013). Any organisation that wants to boost efficiency and customer happiness needs a motivated and qualified employee. In this application, motivation refers to an individual's readiness to put forth effort and take action in order to achieve organisational goals (Basit & Hassan, 2017; Dobre, 2013).

2.4 Time Pressure

Time pressure appeared to be becoming a major concern at work (Moore & Tenney, 2012; Ordóñez et al., 2015). Because time is valuable, people are pressed to squeeze every second they can out of it, from professional commitments to personal responsibilities (Keyfitz, 1997; Moore & Tenney, 2012). According to Schreuder and Mioch (2011), it is found that if most individuals will complete their task, the likelihood of cognitive locking will increase conversely if the task is performed for the second time probability cognitive locking will decrease, However, this was not seen effected between time pressure and employee performance.

When time pressure is increased at the team level, it helps members focus on the key duties and emphasises finishing the task as quickly as possible, even though it affects both their interaction and job performance, but quality of work is compromised at the same time (Basit & Hassan, 2017; Kelly & Loving, 2004). Taking more time on all activities is obviously not ideal because employees are concerned not only with one task but also with their output - getting the most completed in the allocated time

(Kelly & Loving, 2004). Time pressure may not have to be viewed or interpreted negatively. Conversely, when employees' performance is affected by time pressure, they are more prone to make mistakes (Moore & Tenney, 2012).

2.5 Job Performance

Job performance is a type of human behaviour in which outcome is a key aspect in determining how effective an individual is at work. It determines whether or not an individual is aware of successfully completing a task (Pradhan & Jena, 2017). Individual job performance as a variable, or something that a single person does. This distinguishes it from more comprehensive conceptions like organisational or national performance, which are higher-level variables (Campbell, 1990; Campbell et al., 1993). In this context, the success or failure of an organisation is determined by the job performance of its individuals.

Individual productivity in both quantitative and qualitative terms is referred to as job performance. It demonstrates how successfully a person performs his job and the extent whereby the employee fulfils his or her responsibilities. Workplace environment, office atmosphere, and social contact all influence job performance (Chetty et al., 2016; Coetzer & Rothmann, 2006). The level of goal setting had a major impact on different employee work performance, as holding the same goals motivated the staff to move in the same direction, resulting in long-term success (Kahora, 2012; Pantang, 2007). Job performance is defined as the efficiency with which job holders carry out tasks that contribute to the technological core of the organisation (Borman & Motowidlo, 1997; Pradhan & Jena, 2017).

3 Methodology

3.1 Research Design and Data Collection

The empirical study was conducted in a non-contrived setting using individuals as the unit of analysis at the Food and Beverages Division in Anantara Desaru Coast Resort and Villas. The five likert-scale questionnaire was distributed to 50 staff, both in kitchen and service area in Food and Beverages Division using a convenient sampling approach and by means of drop and collect method. The items in job stress were adapted from Basit and Hassan (2017). The data from the respondents was analysed using Statistical Package for Social Science (SPSS) version 26.

4 Findings

4.1 Demographic Analysis

The respondents consist of 28 male and 22 female with a percentage of 56 percent and 44 percent respectively. Half of the respondents' equivalent to 25 respondents, are working in the kitchen department and another half are working in the restaurant. Most of the respondent's ages are between 18 to 30 years old, equivalent to 31

respondents. 13 of the respondents aged 31 to 40 years old, followed by 41 to 50 years old and 51 years old with the frequency of 4 and 2 respondents respectively. Out of 50 respondents, 26 of them are single, 19 respondents are married, 4 respondents are divorce and 1 of the respondents unable to confirm their marital status.

4.2 Pearson Correlation Analysis

Pearson Correlation Analysis was analysed to examine the strength and direction of the linear relationship between variables. Table 4.1 shows the summary of Pearson Correlation Analysis between job stress and job performance. Results show that there was a strong positive correlation between job stress and job performance with r values more than .500, as suggested by Cohen (1988). Correlations between lack of motivation and job performance are the strongest among all variables with r value of .919, followed by time pressure with r value of .831 and work load with r value of .623.

Table 4.1: Summary of Pearson correlation Analysis

Job Stress	Test of Significant	Job Performance	Correlation Coefficient Indicator
Work overload	Pearson Correlation	.623**	Strong
Lack of motivation	Pearson Correlation	.919**	Very strong
Time pressure	Pearson Correlation	.831**	Very strong

1.3 Multiple Regression Analysis

Multiple regression analysis was used to determine which predictor variables that can best explain the dependent variables. Adjusted R² for the model is .585, indicates that 58.5 percent of the dependent variables can be explained by the independent variables. The results show that Job Stress has a positive significant relation with job performance. In addition, time pressure has a strong positive significant relationship with job performance with a beta value of .903. The results indicate that every increase of one standard deviation of time pressure, the job performance will increase by .903 standard deviation. The results also reveal that lack of motivation and work overload have strong positive significant relation with job performance with beta value of .771 and .626 respectively. Based on the results, hypothesis 1, hypothesis 2 and hypothesis 3 are accepted. (refer table 4.3)

Table 4.2: Summary of Multiple Linear Regression Analysis

Job Performance	
Independent Variables:	
<i>Work Overload</i>	.626*
<i>Lack Motivation</i>	.771*
<i>Time Pressure</i>	.903*
R²	.594
Adjusted R²	.585
Note: * p < 0.05	

Table 4.3: Summary of Hypothesis Testing

H No.	Hypothesis Statement	results
H₁	There is a positive relationship between the work overload and job performance	Accepted
H₂	There is a positive relationship between time pressure and job performance	Accepted
H₃	There is a positive relationship between lack of motivation and job performance	Accepted

5 Conclusion

This study aimed to explore the factors of employees' job stress that affect job performance among Anantara Desaru Coast Resort and Villas. Stress is becoming an increasingly important factor in our working life. Everyone is exposed to a range of stressors both at work and in their personal life's.

Based on this research about the Relationship between Employees Job Stress and Job Performance, there are a few recommendations that researchers can provide for the future researcher. For a workload that has a medium correlation value towards employees' job performance among staff in Anantara Desaru Coast Resort and Villas. The manager should have sympathy and understanding when their employees are given excessive workload. Because employees are not robots and performing too many tasks can be demanding. Other than that, time pressure has a very strong correlation with job performance.

To solve this, the manager should not push and not let everything depend on their employees. The manager should know when the staff already has a lot of work to do,

do not assign more tasks to them because it can increase the level of stress and make them exhausted. Managers also should give them more time if necessary and not impose on them

Besides that, ADC Resort and Villas should recognize which employees show excellent work and award them with a bonus, salary increment, promotion and so forth. Everyone likes to be appreciated so when the management rewards their employees this will keep them motivated. When the top management makes the employees feel appreciated, this will encourage them to be loyal and remain in the company for a long time. The future, the same study needs to be conducted with other hotels or resorts to see if there are any similarities with the factors that influence the staff job stress and job performance.

6 About the author

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