

The Effect of Work Environment, Work Conflict, and Workload Towards Occupational Stress among Private Universities Lecturers in Surakarta City

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ABSTRACT

This study aims to determine the effect of environment, conflict, and workload towards Occupational Stress among private Universities Lecturers in Surakarta City. Sampling was conducted with convenience method. There were 100 lecturers from private universities in Surakarta participated in this study. Data was analyzed using the Smart PLS3 application. The study results show that work environment influenced the occupational stress of lecturers. The work environment influenced the lecturers' workload. Work conflict affected the workload. Work conflict affected occupational stress of lecturers. Workload affected occupational stress of lecturers. Conclusion In overall, hypothesis test results show that all determined models contributed to a significant effect. The highest variable for occupational stress during the Covid 19 pandemic was the work environment. Based on this result, universities should improve the facilities to support the safety and convenience of the work environment. The work conflict variable had a higher influence value on lecturer workload therefore the role of leader in tertiary management was highly important in anticipating prolonged conflicts in the work environment to prevent interference on the quality of performance and quality of universities.

INTRODUCTION

The number of Covid-19 cases showed increase in the middle of 2022 which cause a sense of alertness when interacting in all activities, including in the universities (Aliftitah & Oktavianisya, 2021). This vigilance was considered by lecturers as one of the determinants in the success of learning. Prolonged alert conditions cause psychological disorders that trigger occupational stress (Sujarwanto et al., 2022), followed by reduction in performance (Afrianty et al., 2022).

(Cooper, 2013) argued that, occupational stress was caused by bad work environment or other factors that triggered stress, such as workload, conflict, ambition, or unfavorable working conditions. Occupational stress among lecturers was occurred due to work environment that was not conducive compared with condition before pandemic. People were not concerned with health protocols in the campus environment as in the beginning of pandemic two years ago. Infrastructure and health facilities such as masks, routine temperature checks or hand washing media was not a priority concern. Another impact of these environmental conditions and internal policies was the increase of illness in the academic community (Musa et al., 2022). This increase was accompanied by student demands for online learning in several meetings. Implementation of online learning without preparation would increase the workload of lecturers in maintaining the quality of learning outcomes (Husnalia et al., 2021).

Workload was often associated with an imbalance situation between ability and the determined results. Excessive workload causes an increase in the application of energy and brain which cause the body being under pressure and ending in stress (Hariyati, 2011). Absolutely workload was an accumulation of environmental incompatibilities and conflicts in work environment (Pudjo Wibowo, 2018). Work conflicts among lecturers occurred due to friction between the academic community (leaders, colleagues, and students) or between individuals and the work environment. Imbalance of opinion and disharmony between a person and co-workers were the main triggers for conflict in the work environment (Zulkarnain et al., 2015).

If conflicts were not resolved immediately and accompanied by an unsupportive work environment could increase the workload and a decrease in lecturer performance (Husnalia et al., 2021), which affected the quality of universities (Gilang Syahril Akbar, 2021). This was also experienced by private universities in Surakarta. Until now, Surakarta has 61 private universities. Based on the results of a preliminary study, lecturers at private universities stated that their occupational stress levels, which had initially decreased at the beginning of 2022, increased again in the middle of the year. According to the results of initial observations, the researchers initiated to observe the effect of work environment, conflict, and workload towards occupational stress of lecturers at private universities in Surakarta, both direct and indirect impact.

LITERATURE REVIEW

Work Environment

Work environment is the condition around employees that influences work activities, therefore it determines the quality of performance both directly and indirectly (Pudjo Wibowo, 2018). The work environment tended to influence the success of employees and institutions in achieving targets (Sutrisno, 2020). It was important to conduct adjustments in the work environment to ensure the convenience and safety among employees in order to maximize performance (Meilina et al., 2019). This study investigated the physical environment which included all conditions that were physically visible at work and affected employee performance both directly and indirectly (Pratiwi & Wahyuningtyas, 2016).

Work Conflict

Conflict was a social condition between two or more human beings accompanied with a desire to be won over the mistakes of other parties (Dewi et al., 2022). Conflict was considered as a condition that conflicts with the alignment of goals to be achieved due to incompatibility of opinions or behavior of two or more parties (Handayani, 2022). The dimension of conflict in this study was interpersonal conflict, namely conflict that triggered from a person's negative reaction to dislike of co-workers' opinions, causing disturbance to themselves and others (Bao et al., 2016).

Workload

Workload is an obligation that must be completed by employees according to a predetermined target and time (Kurniawati et al., 2018). Workload was divided into two categories, namely mental workload and physical workload (Riniwati, 2016). Each employee has a different workload threshold in completing work, which could initiated overload that cause overstress and low load work that cause understress (Safitri & Astutik, 2019).

Occupational Stress

Occupational stress occurred due to tense conditions that affected the way of thinking, emotional management, and physical condition (Handoko, 2016). Occupational stress can cause problems in personality characteristics and job dimension characteristics, and applied to all types of work (Marliani et al., 2020). Employees who experienced stress showed a depressed attitude, uncontrollable emotions, tense and unable to concentrate, unable to think rationally, lack of enjoyment of work, excessive fatigue, insomnia, depression, and headaches. (Knave & Ennals, 2001). Stress was caused by conflict factors (role and interpersonal), workload, job targets, career, and work environment (Ando et al., 2017).

The Effect of Work Environment on Occupational Stress

One type of work stress was a physical environment stressor, namely stress that came from the physical environment such as lighting conditions,

noise, availability of facilities, suitability of facilities with health needs (Pratiwi & Wahyuningtyas, 2016). Feeling discomfort in the work environment could cause threats and disturbances both physically and mentally (Husnalia et al., 2021). Based on this description, a hypothesis can be stated as follows :

H₁: The work environment affected the occupational stress of lecturers

The Effect of Work Environment on Workload

Workload was the impact that emerged from the interaction between responsibilities and working environment conditions (Cahyaningtyas & Santosa, 2021). External factors that affected workload included tasks, work organization, and work environment (Mariadi, 2012). Thus, reducing employee workload can be conducted by improving the physical environment at work (Al-Bana et al., 2021). According to this research, a hypothesis can be stated as follows:

H₂: The work environment affected the workload of lecturers

The Effect of Work Conflict on Workload

Interpersonal conflicts that was happened in work environment could cause an increase in workload (Husnalia et al., 2021). This condition can be due to psychological disturbances of employees, which cause a decrease in motivation and employees suspected that the workload had increased (Hanif, 2013). Research hypotheses that can be upheld based on this research is mentioned as below:

H₃: Work conflict affected workload of lecturers

The Effect of Work Conflict on Occupational Stress

Conflict was a secondary variable that could reduce the performance of academic staffs (Yousefi & Abdullah, 2019) and increase stress (Musa et al., 2022). Referring to these two studies, the research hypothesis is stated as follows:

H₄: Work conflict affected work stress of lecturers

The Effect of Workload on Work Stress

One causes of occupational stress was overload (Priansa, 2014). In a similar study, Dewi et al (2022) menyatakan bahwa semakin tinggi beban kerja pegawai, maka semakin tinggi pula tingkat stress stated that a higher employee's workload, will cause a higher stress level. This positive effect was due to an increase in workload which was accompanied by an increase in both psychological and physical fatigue that cause an increase of work stress levels (Hariyati, 2011). The research hypothesis that can be raised is:

H₅: Workload affected lecturer work stress

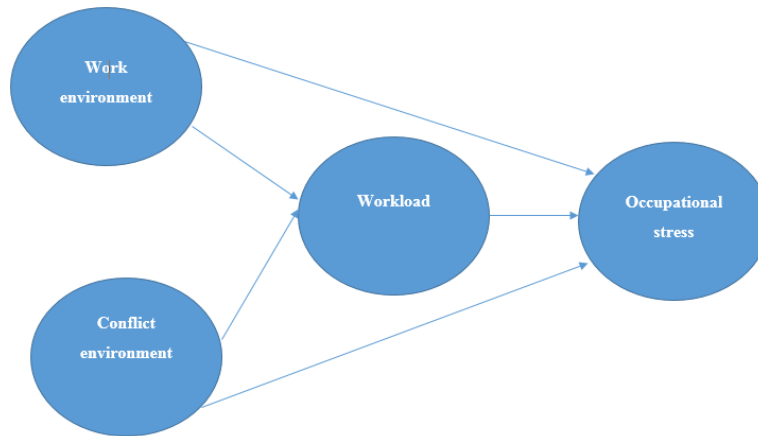


Figure 1. Research Concept Framework

METHODE

This type of research was quantitative research using convenience sampling methods. The sample was taken from 100 lecturers at a private university in Surakarta. The data was collected using Google form during July - August 2022. The questionnaire consists of two parts, namely a demographic questionnaire or respondent profile and a research variable questionnaire (environment, conflict, workload, and work stress)

Table 1. Research Instruments

Questionnaire section	Number of questions	Scale	Aspect	Reference
Demographics	3	-	Gender, last education, working period	-
Work environment	7	Likert (1-5)	Convenience, infrastructure, health facilities.	(Sarwoto, 2001)
work conflict	8	Likert (1-5)	Differences in opinion, differences in interests, differences in goals, increase ignorance and decrease respect, annoyed.	(Wilmot, W., & Hocker, 2013)
Workload	7	Likert (1-5)	Time burden, mental burden, psychological burden	(Tarwaka, Bakri, S. H., & Sudiajeng, 2004)
Occupational stress	7	Likert (1-5)	Physiological, psychological, behavioral)	(Prahara, S. A.; Indriani, 2019)

Data was analyzed using the Smart PLS3 application with the PLS-SEM approach. The Structural Equation Modeling (SEM) model as a measure of causal relationships between more complex dependent and independent variables (Wulandari, D., & Murtianto, 2017). Partial Least Square (PLS) analysis was used to explain the relationship between latent variables (Sofyani, 2017).

RESULT AND DISCUSSION

Result

The characteristics of respondents that used in this study referred to demographic data that had been determined by the researchers, namely gender, last education, and working period. The results of the descriptive analysis on the characteristics of respondents can be seen in table 2.

Table 2. Characteristics of respondents

Characteristics	Description	Frequency	Percentage (%)
Gender	Man	45	45
	Woman	55	55
last education	Masters	87	87
	Doctor	13	13
Working duration	5-10 year	68	68
	10-20 year	32	32

Source : primary data 2022

Most of the respondents were female with a percentage of 55% and had a master's education of 87%, and 68% of them had worked as lecturers for 5-10 years.

Instrument reliability testing used indicators that had been determined, namely the Cronbach's alpha value on all variables must be > 0.7 (Sugiyono, 2017).

Table 3 The reliability of instrument test

Variable	Cronbach's Alpha	Construct Reliability
Work environment	0,797	0,822
work conflict	0,723	0,797
Workload	0,750	0,822
occupational stress	0,818	0,866

Source : primary data, 2022

From the test results it can be seen that all the variables tested were reliable with the fulfillment of the Cronbach alpha value and construct reliability above 0.7

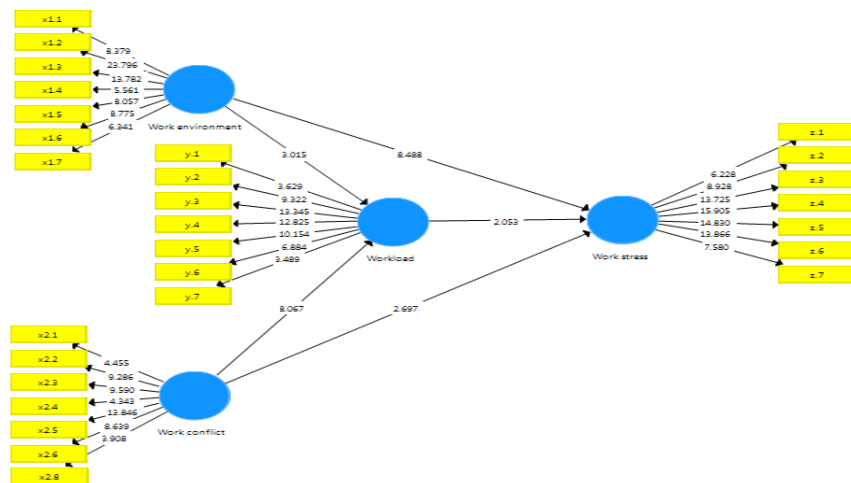


Figure 2. Research Outer Model

Furthermore, to test these five numbers of hypotheses that had been determined by the researcher, it can be seen from the results of Figure 2. the outer model above and the t value in bootstrapping calculations in table 4.

Table 4. Partial Influence Model

Hypothesis	Influence Models	t value	P Value	Description
H ₁	Environment → occupational stress	9,447	0,000	Significant
H ₂	Environment → workload	3,015	0,027	Significant
H ₃	Conflict → workload	8,066	0,000	Significant
H ₄	Conflict → occupational stress	5,088	0,000	Significant
H ₅	Workload → occupational stress	2,053	0,040	Significant

Source : primary data, 2022

All hypotheses could be answered positively and significantly (all p values <0.05). Work environment affected work stress with a partial value of 9.447 and it was significant (0.000 <0.05), work environment affected workload with a partial value of 3.015 and it was significant (0.027 <0.05), work conflict affected workload with a partial value of 8.066 and it was significant (0.00 <0.05), work conflict affected work stress with a partial value of 5.088 and it was significant (0.00 <0.05), and workload affected work stress with a partial value of 2.057 and it was significant (0.040 <0.05).

The simultaneous influence on each independent variable in this study was indicated by the value of the determination coefficient in the R square and adjusted R square tests.

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Table 5. Simultaneous Influence Model

Influence models	R square	Adjusted R square	Influence description
Work environment and conflict → Workload	0,610	0,602	Strong
Work environment, conflict, and workload → occupational stress	0,746	0,738	Strong

Source : primary data, 2022

The coefficient of determination was obtained from simultaneous testing of work environment and conflict on workload with a value of 0.610 or 61% of workload was influenced by the work environment and work conflict, while the remaining 39% was influenced by other variables outside the research. Furthermore, the coefficient of determination in simultaneous testing of work environment, conflict, and workload towards occupational stress was 0.746 or 74.6% of occupational stress was due to work environment, conflict, and workload and the remaining 25.4% was influenced by other factors outside of research. Both of them show that they have an influence simultaneously in the strong category with a value range of 0.60-0.79 or 60% -79% (Sugiyono, 2017). This means that if the value of the determinant coefficient was pretty close to 1, the ability of independent variables simultaneously to influence the dependent variable became stronger (Ghozali, 2016).

DISCUSSION

The first influence model on hypothesis testing shows that the work environment influenced the lecturers' occupational stress with a p value of 0.000. These results were similar with previous research (Yousefi & Abdullah, 2019) which mentioned that the work environment influenced health and well-being disorders, being one of the stressors for academic staffs that cause a decrease in performance. The components of the work environment, especially in a pandemic condition, were more directed towards feelings of security to ensure lecturers were able to carry out learning well without being accompanied by anxiety which were psychological disorders and lead to work stress.

The second influence model on hypothesis testing shows that the work environment has an effect on workload with a p value of 0.003. A convenient working conditions could be presented by the availability of adequate facilities (Stahlhofen et al., 2022). The availability of adequate facilities would affect the psychology of employees and increased their spirit or motivation (Soelton & Atnani, 2018). This result was in line with previous study which was conducted by (Zet Ena et al., 2022) that in a pandemic, the existence of a convenience and safety work environment from a health perspective greatly affected the employees' work to avoid the increment of workload.

The third influence model on hypothesis testing shows that work conflict affected workload with a p value of 0.000. This result was in accordance with the theory which mentioned that the existence of interpersonal conflict in the

work environment cause negative emotions on each people who involved in it. Allow conflicts in the work place without solution could cause mental disturbances of negative emotional reactions thereby increasing responsibilities or workload and interfering with achieving work goals (DeVito, 2014). Another similar study was conducted by (Bao et al., 2016) mentioned that an unstable psychological state due to interpersonal conflict would naturally cause a person avoid sources of conflict which in the end emerged perceptions that the workload was increased.

The fourth influence model on hypothesis testing shows that work conflict affected work stress with a p value of 0.010. The existence of this hypothesis between work conflict and work stress was in accordance with the results of previous research (Stafyla, A., Kaltsidou, G., & Spyridis, 2013) which mentioned that interpersonal conflict and organizational constraints were included as two exogenous factors that influence the existence of work stress. Interpersonal conflicts in the lecturer's work environment often arose due to differences in understanding and opinions which could cause conflict, thus disturbing the lecturer's mental state. Mental disorders that cause by interpersonal conflict became the root cause of work stress for each person that can only be resolved through individual and organizational mechanisms (Goel & Verma, 2021).

The fifth influence model on hypothesis testing shows that workload had an effect on lecturer work stress with a p value of 0.037. Lecturers in fulfilling their obligations were encountered with a high workload. Work demand, which was referred to as workload, was a significant cause of stress (Firman et al., 2022). The result of this study was in accordance with previous research which proved that workload affected lecturer work stress. Sustained work stress could fatally affected the performance of lecturers and lead to a decrease in the quality of universities.

CONCLUSION

Based on the overall hypothesis testing, it was found that all established models showed a significant effect. The highest variable that affected occupational stress during the Covid-19 pandemic was the work environment with a value of 9.447, while the lowest variable that affected lecturer occupational stress was workload with a value of 2.053. From these findings, universities should improve the fulfillment of facilities to support the safety and convenience of the work environment. The work conflict variable has a higher influence value on lecturer workload, namely 8.066 compared to the work environment with a value of 3.015. Judging from these results, the role of leaders in universities management is crucial in an effort to anticipate prolonged conflicts in lecturers' work so that they do not interfere with the quality of performance and quality of universities

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