

THE EFFECT OF WORK STRESS AND EMOTIONAL LABOR ON PERFORMANCE WITH SOCIAL SUPPORT AS A MODERATING VARIABLE OF NURSE BETHESDA HOSPITAL YOGYAKARTA

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ABSTRACT

This study aims to determine and analyze the effect of the relationship of work stress and emotional labor on performance with social support as a moderating variable. This research is a quantitative research with a questionnaire as a data collection method. The sample of this study was the nurses who served in the inpatient room for class 2, class 3, and the neurosurgery ward at Bethesda Hospital Yogyakarta, amounting to 123 people. The sampling technique used was purposive sampling technique. The results showed that: 1.) work stress had a negative and significant effect on performance, 2.) emotional labor had a significant positive effect on performance, 3.) social support moderated the relationship between work stress positively and significantly. The contribution of this research is to strengthen the theory and results of previous research and science for the world of practice related to human resource management.

Keywords: work stress; emotional labor; employee performance; social support; nurses; hospitals.

1. Introduction

1.1 Research Background

Law No. 44 of 2009 states that Hospital is a health service institution that provides complete health services that provide health services in-patient, outpatient and emergency whose services are provided by doctors, nurses and other health professionals. The performance of hospital services is very dependent on the human resources they have. One of the human resources who have a major role in the performance of hospital services is nurses. Bethesda Hospital Yogyakarta is a company engaged in health services. Bethesda Hospital Yogyakarta realizes that in order to achieve its vision and mission, Bethesda Hospital must be able to rely on nurses as their spearhead.

In 2021, Bethesda Hospital Yogyakarta experienced a decline in performance. This decline can be seen from the results of Google Maps reviews written by consumers of Bethesda Hospital Yogyakarta services. In the last 5 years, Bethesda Yogyakarta Hospital has experienced an

increase in customer complaints. The majority of customers complained about the service that took a long time and the unfriendly service provided by the nurses at Bethesda Hospital Yogyakarta. To overcome these complaints, it is necessary to know what causes this form of unpleasant behavior to occur. It is suspected that high work stress and emotional labor factors affect the performance given by the nurses.

2. Literature Review

2.1 Work Stress

According to Yoder and Staudohar (1982) job stress refers to a physical or psychological deviation from the normal human condition resulting from the state of the work environment. According to Chandra (2012) work stress is a mental and physical condition physical that affect productivity, effectiveness, health, and quality of work. Fahmi (2013) is a condition that suppresses a person's self and soul beyond the limits of his ability, so that if it continues to be left without a solution, this will have an impact on his health.

Hypothesis 1: Job stress has a significant negative effect on performance

2.2 Emotional Labor

Hochschild (2012) revealed that emotional labor is the ability of individuals to manage feelings to produce observable facial and body appearances to suit them. Guy, Newman, & Mastracci, (2008) emotional labor is the ability of employees to suppress personal feelings and show emotions that the organization wants in their work with the demands of work. According to Robbins and Judge (2015) Emotional Labor is a worker's expression of the emotions the organization expects during interpersonal transactions at work.

Hypothesis 2: Emotion labor have a positive and significant effect on performance

2.3 Social Support

According to Johnson (1994), social support is the presence of other people who can be relied upon to provide assistance, encouragement, acceptance and attention, so as to improve the welfare of the individual concerned. According to Mustami'ah, et al (2011) social support as verbal or non-verbal information, advice, real help or behavior given by people who are familiar with the subject in the form of presence, and things that can provide emotional benefits or influence on the behavior of the recipient. According to Apollo and Cahyadi (2012), social support is a helpful action that involves emotions, providing information, instrumental assistance, and positive assessment of individuals in dealing with their problems.

Hypothesis 3: Social support moderates the effect of job stress on performance

Hypothesis 4: Social support moderates the influence of Emotional labor on performance

2.4 Employee Performance

Suntoro (Tika, 2006) states that performance is the result of work that can be achieved by a person or group of people in an organization in order to achieve organizational goals within a certain period of time. According to Donnelly, Gibson and Ivancevich, (1994) The definition of

performance refers to the level of success in carrying out tasks and the ability to achieve the goals that have been set. According to Prawirosentono (2008) performance is the result of work that can be achieved by a person or from a group of people in an organization, in accordance with their respective authorities and responsibilities in an effort to achieve the goals of the organization concerned legally, not violating the law and in accordance with norms and ethics.

3. Research Methodology

3.1 Analyses

This study uses quantitative research methods to examine a particular population or sample by testing the established hypothesis. Through effect analysis using path analysis with application programs SmartPLS 3.0. The data analysis technique was carried out with the Structural Equation Model (SEM).

3.2 Participants and Measure

The sample of this research is nurses in-patient Hospital Bethesda Yogyakarta which amounts to 123 people, the sampling method used is purposive sampling. The data collection methods used in this research are den bro questionnaire distribution. All items used as research instruments use a Likert scale (1-5) where (1) "strongly disagree" to (5) "strongly agree". There are 3 types of variables, namely: independent variables (work stress and emotional labor), variable moderating (social support), and the dependent variable (employee performance).

4. Results

4.1 Characteristic Respondent

This study used respondents based on gender with 114 respondents or 92.7% percent being female while the remaining 9 respondents or 7.3% were male. As for none of the respondents in the age range 19-24 years, then in the 25-30 years range there were 8 respondents or 6.5%, then the age range 31-36 years there were 27 respondents or 22%, the last age >36 years there were 88 respondents or 71.5%.

The last education is diploma, S1, S2, S3. It is known that there are 103 respondents with the latest diploma education or 83.7%, then 20 respondents with the latest undergraduate education or 16.3%, while none of the respondents have the latest S2 and S3 education. There are no respondents with a working period of <2 years, then for a working period of 2-5 years as many as 1 person or 0.8%, then for a working period of 5-10 years there are 10 people or 8.1%, then for a working period of over 10 years there are 112 respondents or 91.1%.

The results of the analysis that have been carried out can be seen that 28 respondents (22.8%) stated that the work stress of nurses at Bethesda Hospital Yogyakarta was low, 11 respondents (8.9%) were moderate, 17 respondents (13.8%) were high, and 67 respondents (54.5%) stated that the work stress of nurses at Bethesda Hospital Yogyakarta was very high. From the average results, the work stress experienced by nurses at Bethesda Hospital Yogyakarta is stated in the high category.

The results of the analysis carried out can be seen that 23 respondents (18.7%) stated that applying emotional labor on a very low scale, 32 respondents (26%) at a low level, 2 respondents (1.7%) at a moderate level, 41 respondents (33.3%) at a low level. is high, and 25 respondents (20.3%) apply very high emotional labor. From the average results, the emotional labor applied by nurses at Bethesda Hospital in Yogyakarta is in the moderate category.

The results of the analysis for the social support variable showed that 2 respondents (1.6%) felt that social support at Bethesda Hospital Yogyakarta was very low, 17 respondents (13.8%) said it was low, 3 respondents (2.4%) said it was moderate, 43 respondents (35%) felt social support. high, and 58 respondents (47.2%) felt very high social support. From the average results, the social support felt by nurses at Bethesda Hospital in Yogyakarta was high.

The results of the analysis for employee performance variables show that 10 respondents (8.1%) have very low performance, 33 respondents (26.8%) have low performance, 11 respondents (8.9%) have moderate performance, 27 respondents (22%) have high performance. high, and 42 respondents (34.2%) gave very high performance. From the results of the average performance of nurses at Bethesda Hospital in Yogyakarta, the performance results are at a moderate level and can still be improved.

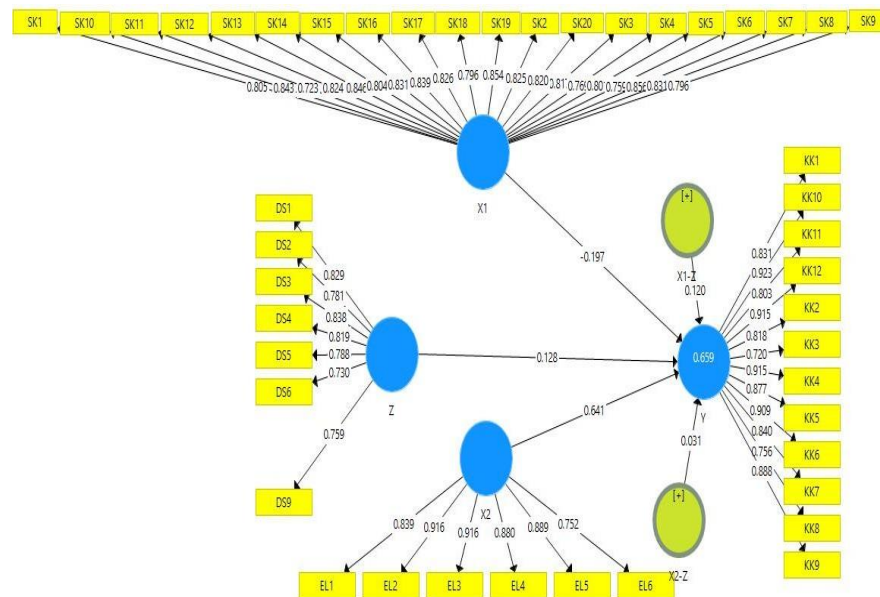


Figure 1. Outer Loading

Figure 1 shows that the outer loading of work stress, emotional labor, social support, and employee performance variables is more than 0.50. This shows that the existing indicators are valid referring to (Ghozali, 2014).

Table 1. Composite Reliability and Cronbach’s Alpha Variables.

Variable	Composite Reliability	Cronbach's Alpha
Job Stress	0.975	0.973
<i>Emotional Labor</i>	0.948	0.933
Employee Performance	0.969	0.965
Social Support	0.922	0.903

In Table 1 it is known that the composite reliability value is above 0.70, according to Ghozali (2014) Composite Reliability is said to be good if the value is above 0.70. Table 1 also shows that the Cronbach's Alpha value is above 0.70. Cronbach's Alpha can be used if it is above 0.70 (Ghozali, 2014).

Table 2. R-Square Value

	R-Square	R-Square Adjusted
Performance	0.659	0.644

Table 2 shows the R-Square value of 0.659. That is, the magnitude of the influence of work stress and emotional labor on employee performance is 65.9% while the remaining 34.1% is influenced by other factors that also affect the performance of nurses at Bethesda Hospital Yogyakarta.

5. Discussion

Table 3. Path Coefficients Results

	<i>Original Sample (O)</i>	<i>Sample Mean (M)</i>	<i>Standard Deviation (STDEV)</i>	<i>T-Statistics (O/STDEV)</i>	<i>P-Value</i>
Job Stress>Employee Performance	-0.197	-0.199	0.064	3.075	0.002
Job Stress*Social Support>Employee Performance	0.120	0.121	0.058	2,060	0.040
<i>Emotional Labor>Employee Performance</i>	0.641	0.632	0.073	8,796	0.000
<i>Emotional Labor*Social Support>Employee Performance</i>	0.031	0.036	0.071	0.437	0.662

In Table 3, the t-statistic value of the effect of work stress on employee performance is 3,075 > 1,658. This result shows that there is a significant effect on the work stress variable on employee performance. While the original sample value is -0.197. The negative original sample value can be interpreted as a negative relationship direction or a negative effect.

The t-statistic value of the effect of emotional labor on employee performance is 8,796 > 1,658. This result shows that there is a significant influence on the emotional labor variable on employee performance. While the original sample value is 0.641. The positive original sample value can be interpreted as the direction of a positive relationship or a positive effect.

The t-statistic value of the effect of work stress on employee performance moderated by social support is 2,060 > 1,658. This result shows that there is a significant effect on the work stress

variable on employee performance. While the original sample value is 0.120. The positive original sample value can be interpreted as the direction of a positive relationship or a positive effect. In other words, the effect of job stress on employee performance was successfully moderated by social support.

The t-statistic value of the effect of emotional labor on employee performance moderated by social support is $0.437 > 1.658$. This result shows that there is no significant effect on the work stress variable on employee performance. While the original sample value is 0.031. In other words, the influence of emotional labor on employee performance was not successfully moderated by social support.

The Effect of Job Stress on Employee Performance

Based on the results of path analysis, it shows that work stress has a direct negative and significant effect on employee performance at Bethesda Hospital Yogyakarta nurses with an effect of -0.197 and with a significance of $0.002 < 0.05$ means that work stress on nurses at Bethesda Hospital Yogyakarta decreases, the nurse's performance will increase and so if work stress increases, the performance will deteriorate.

The results of this study are in line with research by Agus Sriyono (2018) and AbuAlRub (2004), explaining that job stress has a negative and significant impact on employee performance. Excessive, prolonged, unresolved stress will negatively affect health and performance, Susanto (2010). Therefore, good work stress management includes social, psychological, and environmental factors is very important for nurses to maintain and improve performance in order to avoid work stress and burnout problems in the future.

The Effect of Job Stress on Employee Performance Moderated by Social Support

Based on the results of path analysis, it shows that work stress has a direct and significant negative effect on employee performance which is moderated by social support for nurses at Bethesda Hospital Yogyakarta with an effect of 0.120 and a significance of $0.040 < 0.05$, meaning the greater social support perceived by nurses can strengthen the relationship between work stress and performance in nurses at Bethesda Hospital Yogyakarta. Social support is felt to be able to reduce the level of work stress felt by nurses, so that the resulting performance can increase.

The results of this study are in line with the research of Welsya Cahyani (2019) and AbuAlRub (2004), explaining that social support moderates the relationship between job stress and employee performance. Hobfoll (2002) states that social support has become a factor to enable a person to cope with stress. With the influence of social support from superiors, co-workers, and family, it is very helpful for nurses in dealing with work stress problems so that they do not increase or decrease the level of perceived stress so that they can improve the performance of nurses.

The Effect of Emotional Labor on Employee Performance

Based on the results of path analysis, it shows that emotional labor has a direct positive and significant effect on employee performance at Bethesda Hospital Yogyakarta nurses with an effect of 0.641 and with a significance of $0.000 < 0.05$, it means that emotional labor at Bethesda

Hospital Yogyakarta nurses increases, then the nurse's performance will increase and so the performance can decrease if emotional labor decreases.

The results of this study are in line with the research of Kim et al (2017) and Grandey (2015), they found a positive relationship between emotional labor with employee performance. This indicates that in carrying out the practice of emotional labor, Bethesda Hospital applies a Deep Acting (DA) strategy rather than Surface Acting (SA). SA is considered more tiring because of the difference between the emotions felt and the emotions displayed (Ghalandari et al, 2012; Grandey, 2015). While DA is considered to be able to display genuine emotions as desired by the company so that it can improve employee performance. (McKibben, 2010; Ghalandari et al., 2012; Kammeyer-Mueller et al., 2013; Bursali et al., 2014). Therefore, the management of emotional labor must be considered, including both DA and SA so that nurses can provide optimal performance.

The Effect of Emotional Labor on Employee Performance Moderated by Social Support

Based on the results of path analysis, it shows that the emotional labor variable is not significant with a sig value. $0.662 > 0.05$ and has a positive effect on employee performance moderated by social support for nurses at Bethesda Hospital Yogyakarta with an effect of 0.031. This means that the greater the social support felt by the nurses, the stronger the relationship between emotional labor and the performance of nurses at Bethesda Hospital in Yogyakarta. Social support is felt to be able to prevent emotional dissonance which has a negative impact on emotional labor on the performance felt by nurses, so that the resulting performance can increase. The results of this study are in line with the research of Duke et al (2009) and Kim et al (2017), explaining that social support has a positive influence on the relationship between emotional labor and employee performance. Grandey (2022) states that those who feel a high level of supervisor support may report a high level of emotional work. According to social exchange theory and reciprocal norms, employees who are provided with organizational support work harder because of their high commitment to the organization (DeConinck and Johnson, 2009). Therefore, social support needs to be properly maintained by superiors, co-workers, and family because good social support is believed to be felt as enthusiasm and motivation for employees.

6. Conclusion

The Bethesda Hospital can make preventive steps to prevent the negative effects of work stress such as scheduling and managing work time. Use the principle of "right man in the right place" to prevent work stress from working in things that are not their expertise. The existence of social support is believed to be able to overcome work stress that arises. The management of Bethesda Hospital conducts monitoring, training, and incentive programs. Organizational support and support from colleagues need to be considered because expressing feelings towards colleagues is considered to be able to restore energy and reduce the level of bad emotions that can reduce performance. Bethesda Hospital Yogyakarta can strengthen social support, either organizational support such as intensive grants, promotions, or profitable jobs. Support from superiors and co-workers is also considered important, fair support from superiors and the willingness of superiors/coworkers to listen are also important to reduce the level of perceived job stress. Moreover, family support is also considered important because the existence of a family can give its own spirit to individuals and create a sense of meaning. Bethesda Yogyakarta is expected to

improve the social support system fairly and in accordance with job risks through salaries, bonuses, incentives, insurance, and leave rights granted to employees. Moreover, family support is also considered important because the existence of a family can give its own spirit to individuals and create a sense of meaning. Bethesda Yogyakarta is expected to improve the social support system fairly and in accordance with the risks of the job through salaries, bonuses, incentives, insurance, and leave rights granted to employees. Moreover, family support is also considered important because the existence of a family can give its own spirit to individuals and create a sense of meaning. Bethesda Yogyakarta is expected to improve the social support system fairly and in accordance with job risks through salaries, bonuses, incentives, insurance, and leave rights granted to employees.

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