

The Effect Of Perceived Organizational Support (POS) On Job Stress In Employees Of CV. Skipperwebs With Work Overload As Mediation

Anisa Fitriyanti Purnama^{1*}, Wahyu Wulandari², Mulyono³

¹Management, Faculty of Economics and Business, Universitas Widyagama Malang, Indonesia

²Management, Faculty of Economics and Business, Universitas Widyagama Malang, Indonesia

³Management, Faculty of Economics and Business, Universitas Widyagama Malang, Indonesia

*Corresponding Author: anisafitrianti111@gmail.com

ABSTRACT

The study aims to determine the influence of perceived organizational support on work stress and the role of work overload as mediation in CV. Skipperwebs in Malang. The approach used is a quantitative approach with the number of respondents, namely 49 employees from CV. Skipperwebs as a subject of research. The statistical analysis used was a simple regression analysis with the help of the SmartPLS computer program version 3.9 and showed that 1) perceived organizational support had a significant positive effect on work stress 2) perceived organizational support had a significant positive effect on work overload 3) work overload had a significant positive effect on work stress 4) work overload had a significant effect on the influence of perceived organizational support on work stress experienced CV. Skipperwebs in Malang

Keywords: perceived organizational support, work stress, work overload

INTRODUCTION

Good employee performance is an important point for the company because it shows the quality and quantity of the company in the eyes of the community. Employees are given tasks and responsibilities by the company and must be completed. Workload and deadlines given by the company to train employee performance and abilities. The accumulated workload causes work stress which can affect employee performance or performance. According to Vanchapo (2020), work-related stress is an emotional condition that arises from a mismatch between workload and an individual's ability to cope with the pressure they experience. This situation can make it difficult to carry out daily activities, even at work. One of the causes of work stress is work overload. Excessive workload can cause employee fatigue due to an imbalance, gap, or mismatch between job demands and the time available to complete the job. Kusumawardani (2014) states that work overload is a condition where a person has a lot of work or tasks to do under the pressure of a very tight schedule. This description is in accordance with previous research by Maulina (2021) which concluded that work overload has a significant effect on job stress.

Based on job stress in employees, the role of perceived organizational support in organizational units also plays a role. POS is organizational support that convinces a person that the organization they work for values their contribution and cares about their well-being. Asfar (2017) states that POS is the extent to which the organization supports and cares for employees' well-being by meeting their social and emotional needs by considering employees' contributions to the organization. This description is in accordance with previous research by Wulandari (2018) which concluded that perceived organizational support has a positive and significant effect on job stress. Lack of training for employees is the highest problem experienced by CV. Skipperwebs employees so that it triggers work stress. The phenomenon of work stress also results from work overload, which can be seen from the realization of one of the indicators such as quantitative overload, namely the need to complete many tasks or not allocate sufficient time to complete the tasks assigned by the company to employees.

Gap Research	Researcher	Relationship Between Variables	Research Results	
Inkonsistensi Hasil	Putranti (2021)	POS – <i>Work Overload</i>	Negative Effect	Significant
	Maulina (2021) Nahrisah (2021)	<i>Work overload</i> – Stres Kerja	Significant effect	positive
	Astriani (2014) Ratnasari (2017)	POS – Stres kerja	Significant effect	negative
	Wulandari (2018)	POS – <i>Work Overload</i> - Stres Kerja	Significant effect	positive

The research objectives are to obtain empirical evidence: 1). The effect of perceived organizational support on work overload on CV employees. Skipperwebs in Malang City. 2). The effect of work overload on job stress on CV employees. Skipperwebs in Malang City. 3). The effect of perceived organizational support on job stress in CV employees. Skipperwebs in Malang City. 4). The role of work overload in mediating the effect of perceived organizational support on job stress in CV employees. Skipperwebs in Malang City.

THEORY REVIEW

Work Stress

Sondang (2016) states that work stress is a state of tension in employees that can affect thoughts and emotions as well as physical conditions. This is in accordance with the view of Nusran (2019) which states that stress is an internal state caused by potentially harmful and uncontrollable physical demands, the environment, and social situations. This situation can make it difficult to carry out daily activities, even at work.

The causes of work stress according to Sunyoto (2018) are physical causes, workload, nature of work, freedom and difficulty. Indicators of work stress according to Handoko (2011) are 1) excessive workload 2) pressure and time pressure 3) poor quality supervision. Stress in the workplace cannot be avoided, but employees can overcome any existing problems without negative effects. Some ways to deal with work stress include designing a work schedule that is as effective and efficient as possible so that you can save work time and achieve the desired goals, implementing a healthy lifestyle such as exercising, eating nutritiously, and getting enough rest and rest to improve mental health, skills and knowledge in the face of technological advances.

Work Overload

Wicaksana (2016) states that workload is a set of activities carried out to do a job that a person feels as excessive work activities, working hours, work pressure, and level of satisfaction. According to Schultz (2010), excessive workload is divided into two types, namely having to do too many tasks or not giving enough time to complete a task and workload that occurs when people feel unable to do their tasks or work. their work standards are too high. Indicators of work overload, can be seen from research conducted by Riani (2017), including 1) targets that must be achieved 2) work conditions 3) work standards.

Perceived Organizational Support (POS)

Robbis (2017) argues that perceived organizational support is the level at which employees feel the organization has valued the contributions they make and cares about their welfare. Organizational support can be seen as the organization's pride in all employees and appreciates each employee fairly and meets the needs

requested by employees. According to Artatio (2017) there are several indicators, namely as follows 1) the organization appreciates the contribution of employees 2) the organization appreciates the extra efforts made by employees 3) the organization will follow up on all complaints from employees 4) the organization really cares about the welfare of its employees 5) the organization tells employees when they are not doing well 6) the organization cares about the general satisfaction with the work of employees 7) shows great interest in their employees 8) the organization is proud of the success of its employees at work.

Based on the above, it is known that a good manager-reporter relationship is a form of organizational support that the organization must develop and maintain to achieve organizational goals. Positive perceptions of the organization reduce work stress caused by overwork, but when negative perceptions are supported by the organization, they increase work stress.

RESEARCH METHODS

This research approach is quantitative research with the type of explanatory research with a population of 49 employees of CV. Skipperwebs. Sampling using the total sample method and using a Likert scale. The data source used is primary data. Through a questionnaire, respondents are required to indicate how much they agree or disagree with several questions given by the researcher which is seen from a score with a range of 5 categories, namely:

Score	Description
Strongly disagree	1
Disagree	2
Neutral	3
Agree	4
Strongly agree	5

Testing uses validity tests, reliability tests and descriptive statistical analysis data analysis techniques. Primary data will then be processed using software tools, namely Smart Partial Least Square (Smart-PLS) version 3.9 which produces information / data for the purposes of testing the research instrument (outer model) and path analysis (inner model), as well as hypothesis testing.

RESULTS AND DISCUSSION

Convergent Validity

Convergent validity is a metric whose score is based on the relationship between item/component scores and constituent scores, which can be reviewed through standardized loading factors by describing the magnitude of the relationship between measurement items (indicators) and their constructs. An individual reflexive measure is classified as high if the relationship with the construct to be measured is greater than 0.7. while an outer loading value in the range of 0.5 to 0.6 as stated by Chinese sources cited by Imam Ghozali is considered adequate.

The validity of a reflective indicator can be analyzed by looking at the correlation between the item score and the construct score. Changes in indicators in a construct are shown in measurements with this reflective indicator when other

indicators in the same structure change or deviate from the pattern. Reflective indicators are very suitable when used for perception measurement so that reflective indicators are used in this study.

Table 2. Result For Outer Loading

Item	POS	WO	SK
X.4.1	0,931	0,000	0,000
X.4.2	0,937	0,000	0,000
X.5.1	0,929	0,000	0,000
X.5.2	0,929	0,000	0,000
X.5.3	0,935	0,000	0,000
X.6.1	0,909	0,000	0,000
X.6.2	0,905	0,000	0,000
X.7.1	0,930	0,000	0,000
X.7.2	0,933	0,000	0,000
Y.1.1	0,000	0,944	0,000
Y.1.2	0,000	0,826	0,000
Y.1.3	0,000	0,880	0,000
Y.2.1	0,000	0,886	0,000
Y.2.2	0,000	0,874	0,000
Y.3.1	0,000	0,861	0,000
Y.3.2	0,000	0,889	0,000
Z.1.1	0,000	0,000	0,882
Z.1.2	0,000	0,000	0,820
Z.1.3	0,000	0,000	0,901
Z.2.1	0,000	0,000	0,840
Z.2.2	0,000	0,000	0,825
Z.2.3	0,000	0,000	0,920
Z.3.1	0,000	0,000	0,818
Z.3.2	0,000	0,000	0,875

Source: processed data, year 2023

Based on the results for outer loading, all indicators have a loading above 0.70 and are significant. This shows that the indicators used to measure each variable can be said to be valid or have been covered. The following is an illustration of the outer loading value in the resulting outer model :

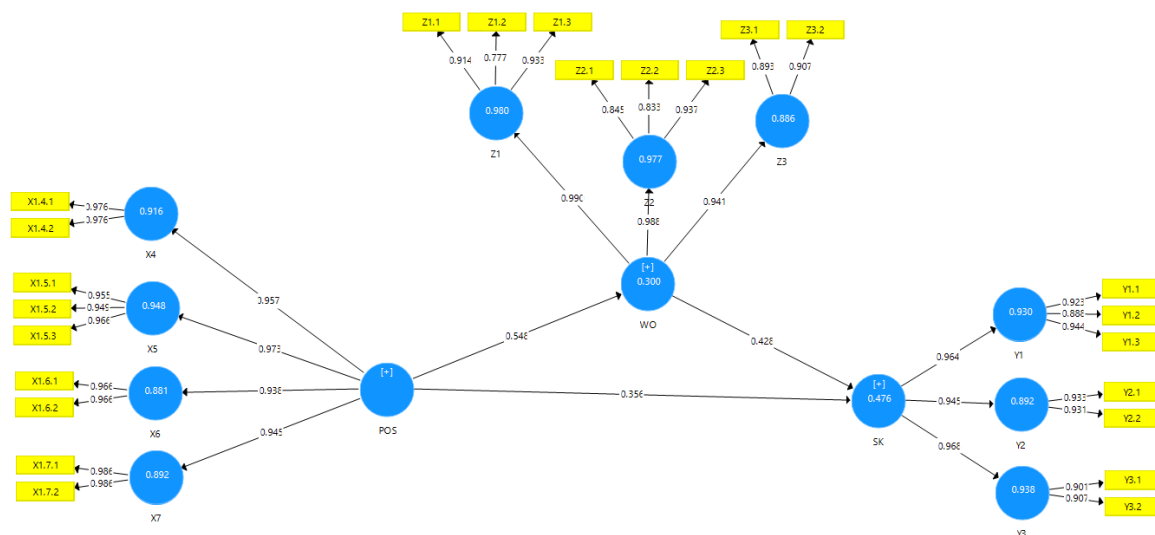


Image 1. Outer Model

The results of hypothesis testing obtained through path coefficients in Smart PLS output :

Table 2. Path Coefficients

Relationship between Variables	Koefisien Jalur	P Values	T- Statistik
Perceived organizational support → Work Overload	0,548	0,000	4,444
Work Overload → Stres Kerja	0,428	0,000	4,953
Perceived organizational support → Stres Kerja	0,356	0,000	3,991
Perceived organizational support → Work Overload → Stres Kerja	0,234	0,000	2,813

Source: processed data, year 2023

Judging from the table above and the results of the study, it can be explained that the effect of perceived organizational support on work overload has a probability value of $0.00 < 0.05$ and a t-statistic greater than the t-table value of $4.444 < 1.96$ with. This can be interpreted that the higher the perceived organizational support at CV. Skipperwebs, it can reduce work overload on individual employees if employees are able to complete work according to the standards set by the leadership which is also an indicator with the lowest mean value on the work overload variable, namely employees being able to achieve the work targets given by the company. If employees have achieved the targets given by the company, the company can be given appreciation by paying attention to all employees regarding welfare issues and providing bonuses for achieving employee

targets which is also an indicator in reflecting the perceived organizational support variable.

The results of hypothesis two test show that the effect of work overload on job stress has a probability value of $0.00 < 0.05$ and the t-statistic is greater than the t-table value of $4.953 > 1.96$ with. This means that the higher the work overload, the more work stress experienced by employees increases. This result shows that one of the indicators of work stress in employees is that the targets given by the company are too high and employees have to take work home or weekends to catch up with the targets given by the company which is also one of the indicators of work overload variables can trigger an increase in work stress experienced by employees.

The results of hypothesis three test show that the effect of perceived organizational support on job stress has a probability value of $0.00 < 0.05$ and the t-statistic is greater than the t-table value ($3.991 > 1.96$ with. This means that the higher the perceived organizational support, the lower the work stress experienced by employees. These results indicate that the lack of training from superiors regarding employee work, which is an indicator of the work stress variable experienced by employees, can be handled in a way that the company must provide more solutions if employees make mistakes and provide job-related training, which is an indicator in reflecting the perceived organizational support variable, is an important factor in helping to solve work stress problems in employees.

The results of path analysis testing in research prove that trust provides a partial mediating role in the effect of perceived organizational support on work stress with a t-statistic value greater than the t-table value of $2.813 > 1.96$ and the coefficient on the indirect effect is smaller than the direct effect of $0.234 < 0.428$ and the probability of $0.00 < 0.05$. This means that the higher the perceived organizational support, the lower the work stress on employees caused by work overload. This result shows that one of the indicators of perceived organizational support, namely the company pays more attention to employee welfare issues and provides solutions to problems experienced by employees, is able to make work stress caused by excessive workload in employees decrease.

CONCLUSIONS

According to the results of the research and discussion, the following conclusions were obtained :

1. There is a positive and significant influence between perceived organizational support and work overload.
2. There is a positive and significant influence between work overload and job stress.
3. There is a positive and significant influence between perceived organizational support and work stress.
4. The results of the path analysis test prove that work overload is able to mediate between the effects of perceived organizational support on job stress.

Some suggestions that researchers can put forward are:

1. Employees are expected to be able to manage stress related to excessive workload to overcome or minimize stress in the workplace.
2. For CV. Skipperwebs needs to increase organizational support for employees to minimize work stress that occurs in employees and the need for worker training and motivation to increase morale in employees so as not to create a normal work atmosphere.

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