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The Effect of Work Stress and Work Conflict on Employee Performance at the Regional Mental Hospital of Lampung Province

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Abstract

This study aims to analyze the impact of Work Stress and Work Conflict on Employee Performance at the Regional Mental Hospital of Lampung Province. Existing research on work-related stress and conflict in healthcare settings has highlighted their potential adverse effects on performance, but limited studies focus on mental health institutions in this region. A descriptive quantitative approach was employed, with data collected from 76 respondents using convenience sampling and the Slovin formula. Data analysis was conducted through multiple linear regression, revealing that Work Stress and Work Conflict explain 51.5% of the variation in Employee Performance, as indicated by an R-squared value of 0.515. The remaining 48.5% of Employee Performance is influenced by other unexamined factors such as workload, commitment, and compensation. The findings demonstrate that Work Stress and Work Conflict significantly affect Employee Performance, contributing novel insights into the factors influencing employee outcomes in mental health hospitals and offering a better understanding of how these elements can be managed to enhance performance.

Keywords: Work Stress, Work Conflict, Employee Performance.

INTRODUCTION

The increasing complexity of the modern professional era has heightened workplace pressures across various sectors. Employees are often burdened with heavy workloads, strict deadlines, and demands for optimal results, coupled with pressures from supervisors and colleagues. These conditions can lead to significant stress, especially in

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organizations lacking psychological support or stress management programs. Such stress ultimately affects individual performance and reduces overall organizational productivity.

The healthcare sector, particularly mental hospitals, faces even more significant challenges. Employees in this sector manage administrative tasks and patients with psychological conditions requiring specialized attention. The intense interactions with emotionally unstable patients, who may be experiencing mental crises or displaying aggressive behavior, place employees in high-pressure situations. Furthermore, staff shortages and limited facilities in many mental hospitals exacerbate the problem, increasing workloads and making it challenging to meet service demands effectively.

The Regional Mental Hospital of Lampung Province exemplifies these challenges. Due to the nature of patient care in mental health services, employees often encounter emotionally taxing situations. This high-pressure environment leads to occupational stress, which, if unmanaged, can negatively affect their physical and psychological health. Interpersonal conflicts among employees further complicate the workplace dynamics. Conflicting opinions on patient management and task distribution are common in high-stress environments, potentially disrupting team cohesion and overall productivity.

These challenges highlight the critical need to address workplace stress and interpersonal conflicts, significantly impacting employee performance. Previous studies have consistently demonstrated the detrimental effects of workplace stress and conflicts on productivity. For example, (Nabawi, 2019) found that unresolved workplace conflicts directly reduced employee productivity, especially in high-pressure sectors such as mental hospitals. Similarly, (Maskun et al., 2019) confirmed a negative correlation between workplace conflict and employee performance, emphasizing the need for effective conflict resolution strategies.

This study focuses on understanding the impact of work-related stress and interpersonal conflicts on employee performance at the Regional Mental Hospital of Lampung Province. By analyzing these factors, this research aims to provide insights into improving employee well-being and the quality of mental health services. Addressing these issues through targeted policies and interventions can enhance employee performance, reduce turnover, and improve patient care outcomes.

This research underscores the urgency of implementing effective stress and conflict management strategies to improve employee well-being and organizational performance. In doing so, the Regional Mental Hospital of Lampung Province can better

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fulfill its mission of providing high-quality mental health care services, ultimately contributing to better patient outcomes.

Research Question

1. How does work stress affect employee performance at the Regional Mental Hospital of Lampung Province?
2. How does work conflict affect employee performance at the Regional Mental Hospital of Lampung Province? Negotiation skills have numerous benefits.

Research Purposes

This study investigates how work stress and conflict impact employee performance at the Provincial Mental Hospital of Lampung. The first goal is to explore the relationship between work stress and employee performance, while the second goal focuses on understanding how work conflict affects performance in the same setting. This research intends to provide a comprehensive understanding of the factors influencing employee productivity and well-being.

The practical outcomes of this research are expected to offer valuable insights for hospital management and human resources in addressing work stress and conflict to enhance employee performance. Additionally, the findings could serve as a reference for future research on employee performance and workplace dynamics, helping to inform more effective strategies for managing employee performance in healthcare environments. This study investigates how work stress and conflict impact employee performance at the Provincial Mental Hospital of Lampung. The first goal is to explore the relationship between work stress and employee performance, while the second goal focuses on understanding how work conflict affects performance in the same setting. This research intends to provide a comprehensive understanding of the factors influencing employee productivity and well-being.

The practical outcomes of this research are expected to offer valuable insights for hospital management and human resources in addressing work stress and conflict to enhance employee performance. Additionally, the findings could serve as a reference for future research on employee performance and workplace dynamics, helping to inform more effective strategies for managing employee performance in healthcare environments.

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LITERATURE REVIEW

Work Stress (X1)

Work stress refers to the psychological and physical responses that occur when an individual faces work demands that exceed their ability to cope (Robbins, 2013). According to (Putri Adhisty et al., 2023), work stress can be indicated by physical symptoms such as fatigue, headaches, and other health problems, as well as behavioural changes such as reduced productivity, absenteeism, and increased anxiety or frustration. This stress can lead to decreased performance and strained interpersonal relationships.

Work Conflict (X2)

Work conflict occurs when disagreements or differences arise between individuals or groups. Flippo (2019), as cited by (Fabiana Meijon Fadul, 2019), explains that work conflict is often characterized by verbal disputes, personal issues that affect work performance, misalignment of goals or strategies among team members, and differences in opinions regarding tasks, processes, or decisions. This conflict creates tension, hindering collaboration and productivity and ultimately reducing employee performance. In high-stress environments, such as healthcare settings, these conflicts can exacerbate employees' challenges and create a hostile work atmosphere.

Employee Performance (Y)

(Rahmawati & Oktaviannur, 2024), Describe employee performance as the outcomes or achievements an individual attains while carrying out tasks and responsibilities associated with their role in an organization. Similarly, Robbins (2016) defines employee performance as the results employees achieve in their work, including the quality and quantity of tasks completed. (Dawanaka et al., 2023) highlight key indicators for evaluating employee performance, such as work quality (the standard of work produced), quantity (the amount of work completed), timeliness (the ability to meet deadlines), effectiveness (achieving desired outcomes with minimal errors), and independence (the ability to work autonomously). These indicators are essential for assessing employees' contributions to organizational success and underscore the importance of managing factors that influence performance.

This study investigates the effect of work stress (X1) and work conflict (X2) on employee performance (Y). Previous research has shown that work stress negatively affects performance through physical, emotional, and behavioural changes. In contrast, work conflict hampers performance by creating tension and disrupting collaboration.

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Employee performance is evaluated through quality, quantity, timeliness, effectiveness, and independence, as emphasized by Robbins (2013, 2016), Flippo (2019), as cited by (Putri Adhisty et al., 2023), and others. This research explores how these factors interact and contribute to employee performance in high-pressure work environments like mental health care facilities.

Research Framework

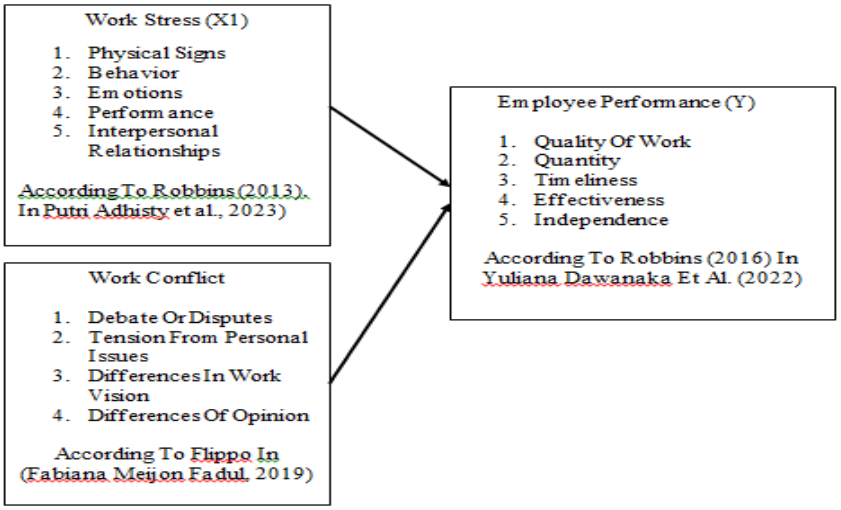


Figure 1. Research framework

Hypotheses

H1: Work stress has a significant positive effect on employee performance.

H2: Work conflict has a significant positive effect on employee performance.

RESEARCH METHOD

This study adopts a descriptive and quantitative research approach to analyze the effect of work stress and conflict on employee performance at the Provincial Mental Hospital of Lampung. According to Sugiyono (2011), descriptive research is intended to describe phenomena numerically without comparing or relating them to other variables. The study specifically aims to describe the impact of work stress on employee performance at the Provincial Mental Hospital of Lampung. Meanwhile, quantitative research is employed to scientifically analyze specific populations and samples, utilizing research instruments and statistical analysis to test hypotheses (Sugiyono, 2012). This

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research was conducted on employees at the Provincial Mental Hospital of Lampung, with a population of 317 individuals from the previous year. The sample size was determined using the Slovin formula (Umar, 2007), with a permissible

Margin of error of 10%. A convenience sampling technique was employed to select the sample, focusing on ease of access and availability, ensuring a representative sample. Data were collected through primary data obtained via an online questionnaire utilizing a Likert scale, which was distributed to the hospital employees. Secondary data related to employee information at the institution were also used in the study.

The data analysis was conducted using two main approaches: descriptive and quantitative. Descriptive analysis focused on describing the characteristics of the respondents and their perceptions of the research variables. In contrast, quantitative analysis utilized Structural Equation Modeling (SEM) with SmartPLS software to test the relationships between variables in the research model. The study also involved evaluating the measurement model (outer model), which included testing for convergent validity, discriminant validity, composite reliability, and Cronbach's alpha to assess the validity and reliability of the indicators used. This comprehensive approach provides insights into how work stress and conflict affect employee performance at the Provincial Mental Hospital of Lampung.

RESULTS AND DISCUSSION

Table 1. Validation Test Results For Variable X1

Variable	Item	Significance Level	R (Count)	R (Table)	Information
Work Stress (X1)	X1.1	0,05	0,464	0,225	Valid
	X1.2	0,05	0,560	0,225	Valid
	X1.3	0,05	0,557	0,225	Valid
	X1.4	0,05	0,607	0,225	Valid
	X1.5	0,05	0,552	0,225	Valid
	X1.6	0,05	0,550	0,225	Valid
	X1.7	0,05	0,569	0,225	Valid
	X1.8	0,05	0,503	0,225	Valid
	X1.9	0,05	0,501	0,225	Valid
	X1.10	0,05	0,520	0,225	Valid

Source: Primary Data Processing Result SPSS version 30, 2024

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Table 2. Validation Test Results For Variable X2

Variable	Item	Significance Level	R (Count)	R (Table)	Information
Work Conflict (X2)	X2.1	0,05	0,608	0,225	Valid
	X2.2	0,05	0,664	0,225	Valid
	X2.3	0,05	0,600	0,225	Valid
	X2.4	0,05	0,666	0,225	Valid
	X2.5	0,05	0,598	0,225	Valid
	X2.6	0,05	0,543	0,225	Valid
	X2.7		0,447	0,225	
	X2.8	0,05	0,531	0,225	Valid
	X2.9	0,05	0,498	0,225	Valid
	X2.10	0,05	0,530	0,225	Valid

Source: Primary Data Processing Result SPSS version 30, 2024

Table 3. Validation Test Results For Variable Y

Variable	Item	Significance Level	R (Count)	R (Table)	Information
Employee Performance (Y)	Y1	0,05	0,563	0,225	Valid
	Y2	0,05	0,609	0,225	Valid
	Y3	0,05	0,712	0,225	Valid
	Y4	0,05	0,612	0,225	Valid
	Y5	0,05	0,607	0,225	Valid
	Y6	0,05	0,350	0,225	Valid
	Y7	0,05	0,354	0,225	Valid
	Y8	0,05	0,430	0,225	Valid
	Y9	0,05	0,533	0,225	Valid
	Y10	0,05	0,471	0,225	Valid

Source: Primary Data Processing Result SPSS version 30, 2024

The validation test results confirm that all variables (Work Stress, Work Conflict, and Employee Performance) are valid, as the R (count) values for each item exceed the R (table) value of 0.225 at a 5% significance level. This indicates that all items meet the criteria and can accurately measure the variables studied.

Table 4. Reliability Test Results

Variable	Number of Statements	Cronbach's Alpa	Information
Work Stress (X1)	10	0.726	Reliable

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Work Conflict (X2)	10	0.763	Reliable
Employee Performance (Y)	10	0.707	Reliable

Source: Primary Data Processing Result SPSS version 30, 2024

The reliability test results demonstrate that all variables—work Stress (X1), Work Conflict (X2), and Employee Performance (Y)—achieve a Cronbach's Alpha value exceeding 0.70. This confirms that each statement item is highly reliable and credible, allowing the study to proceed to the next stage.

Table 5. Respondent's Gender

No	Gender	Amount	Persentase
1.	Male	27	35,5
2.	Female	49	64,5
Amount		**76**	**100%**

Source: Data processed, 2024

The data show that the majority of respondents in this study were female. Male respondents comprised 27 individuals, or 35.5%, while female respondents represented 49 or 64.5%.

Table 6. Respondent's Age

No	Age	Amount	Presents
1.	20-29 Years	29	38,2%
2.	30-39 Years	22	28,9%
3.	40-49 Years	17	22,4%
4.	50-59 Years	8	10,5%
5.	> 60 Years	0	0%
Amount		**76**	**100%**

Source: Data processed, 2024

Most participants in this study were in the 20-29 age group, comprising 29 respondents or 38.2%. The 30-39 age group followed with 22 respondents, making up 28.9%, while 17 respondents, or 22.4%, were in the 40-49 age group. The 50-59 age

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group had eight respondents, accounting for 10.5%, and no respondents were over 60. Thus, the 20-29-year age group was the most represented in this research.

Table 7. Respondent Based on Type of Field

NO	Type of Field	Amount	Presents
1.	Service Field	27	35,5%
2.	Support Field	49	64,5%
Amount		**76**	**100%**

Source: Data processed, 2024

According toTable 7, the majority of respondents who completed the questionnaire about Bostanten bag products on the Tiktok Shop application come from the service field, with 64.5% or 49 respondents. The remaining 35.5%, or 27 respondents, are from the support field. Therefore, the service field constitutes this study's more extensive group of buyers.

Table 8. Data Normalization Test

One-Sample Kolmogorov-Smirnov Test

			Unstandardized Residual
N			76
Normal Parameters[a,b]	Mean		.0000000
	Std. Deviation		3.18510124
Most Extreme Differences	Absolute		.097
	Positive		.097
	Negative		-.080
Test Statistic			.097
Asymp. Sig. (2-tailed)[c]			.075
Monte Carlo Sig. (2-tailed)[d]	Sig.		.077
	99% Confidence Interval	Lower Bound	.070
		Upper Bound	.084

a. Test distribution is Normal.

b. Calculated from data.

Source: SPSS Primary Data Processing Result SPSS version 30, 2024

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Based on the single-sample Kolmogorov-Smirnov test results, a significance value of 0.072 was obtained, more significant than 0.05. This shows that the remaining samples in this study follow a normal distribution.

Table 9. Multicollinearity Test

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	10.078	3.065		3.288	.002		
	Stres Kerja	.369	.107	.403	3.459	<.001	.490	2.042
	Konflik Kerja	.357	.112	.372	3.192	.002	.490	2.042

a. Dependent Variable: Kinerja Pegawai

Source: SPSS Primary Data Processing Result SPSS version 30, 2024

According to Table 9, the multicollinearity test results show no multicollinearity present. This is because the tolerance value for the independent variables 'work stress' and 'work conflict' is 0.490, above 0.10, while the VIF value is 2.042, below 10

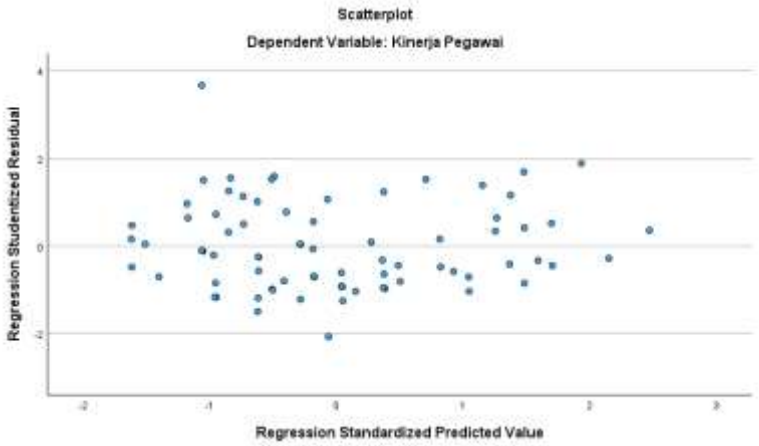


Figure 2. Heteroscedasticity Test

Source: SPSS Primary Data Processing Result SPSS version 30, 2024

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There is no heteroscedasticity in this study's data. This is evidenced by the distribution pattern, which does not form any specific pattern and is randomly distributed both above and below the number 0.

Table 10. Multiple Linear Regression Test Results

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients
		B	Std. Error	Beta
1	(Constant)	10.078	3.065	
	Stres Kerja	.369	.107	.403
	Konflik Kerja	.357	.112	.372

a. Dependent Variable: Kinerja Pegawai

Source: SPSS Primary Data Processing Result SPSS version 30, 2024

y = a + b1x1 + b2x2 + et
y = 10.078 + 0.369(X1) + 0.357(X2) + 3.065

Table 11. Simultaneous Regression Test (F Test)

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	807.174	2	403.587	38.722	<.001[b]
	Residual	760.865	73	10.423		
	Total	1568.039	75			

a. Dependent Variable: Kinerja Pegawai

b. Predictors: (Constant), Konflik Kerja, Stres Kerja

Source: SPSS Primary Data Processing Result SPSS version 30, 2024

It is observed that the F-calculated value of 38.722 exceeds the F-table value of 2.728, and the significance value of 0.001 is more minor than 0.050. Hence, Ha is accepted, demonstrating that work-related stress and work conflict positively and significantly impact employee performance at the Provincial Mental Hospital in Lampung.

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Table 12. Simultaneous Regression Test (T-Test)

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	t	Sig.
1	(Constant)	10.078	3.065		3.288	.002
	Stres Kerja	.369	.107	.403	3.459	<.001
	Konflik Kerja	.357	.112	.372	3.192	.002

a. Dependent Variable: Kinerja Pegawai

Source: SPSS Primary Data Processing Result SPSS version 30, 2024

According to the t-test results, the variables Work-related Stress and Work Conflict have significance values less than 0.05 and t-calculated values higher than the t-table value of 1.666. This shows that each variable significantly affects employee performance. Specifically, the t-calculated value for Work-related Stress is 3.459, more significant than the t-table value of 1.666, with a significance value of 0.01, while for Work Conflict, the t-calculated value is 3.192, exceeding the t-table value of 1.666, with a significance value of 0.001. As a result, both Ha hypotheses are accepted, indicating a positive and significant impact of Work-related Stress and Work Conflict on Employee Performance at the Provincial Mental Hospital in Lampung.

CONCLUSIONS AND SUGGESTIONS

Conclusions

The conclusions of the research are as follows:

1. Work-related stress significantly affects employee performance at the Provincial Mental Hospital in Lampung.
2. Work conflict significantly affects employee performance at the Provincial Mental Hospital in Lampung.
3. Overall, work-related stress and conflict significantly impact employee performance at the Provincial Mental Hospital in Lampung.

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Suggestions

Suggestions for this research are as follows:

1. The Provincial Mental Hospital in Lampung should pay more attention to work-related stress and work conflict to improve employee performance. This can be achieved by implementing programs or training to reduce stress and conflict in the workplace. Hospital management is also advised to create a more supportive and healthy work environment for employees to enhance performance and productivity.
2. Future researchers are encouraged to include more variables that could affect employee performance to generate more varied findings and deepen existing theories. Future research is also recommended to expand the study's scope, focusing on the Provincial Mental Hospital in Lampung and involving other institutions or sectors to provide a broader perspective and extend the research's coverage.

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