

The Role Of Job Satisfaction, Stress Due To Workload And Self Efficacy On Employee Performance In Hospitality Industry

Olfen Ishak

Prodi Manajemen, Universitas Gorontalo, Indonesia

olfi.14062009@gmail.com

Santi Nururly

Prodi Manajemen, Universitas Mataram, Indonesia

snururly@unram.ac.id

Nurdin Yusuf

Prodi Ekonomi Pembangunan, Universitas Gorontalo, Indonesia

nurdinyusuf939@gmail.com

Donny Dharmawan

Prodi Manajemen, Universitas Krisnadwipayana, Indonesia

donny28dh@gmail.com

Elizabeth

Prodi Manajemen, Universitas Budi Luhur, Indonesia

elizabeth@budiluhur.ac.id

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Abstract:

The purpose of this study is to examine if burnout and self-efficacy have an impact on workers' job satisfaction and performance. All employees are included in the research population. A sample of 100 participants was chosen using purposive and non-probability sampling approaches. The researcher employed a questionnaire as the primary research tool, and SPSS was utilized to perform quantitative analysis procedures for data analysis. The analysis's findings indicate that, to start, self-efficacy significantly affects work satisfaction. Secondly, job satisfaction is significantly impacted by burnout as well. Third, burnout and self-efficacy both significantly affect job satisfaction at the same time. Fourth, employee performance is significantly impacted by self-efficacy. Fifth, staff performance is significantly impacted by burnout as well. Sixth, employee performance is highly influenced by job happiness. Lastly, job satisfaction acts as a mediator between self-efficacy and burnout, which has a considerable impact on employee performance. Overall, these findings provide a comprehensive picture of the complex relationships between these factors in the context of path analysis. This research provides valuable insights for human resource management to improve employee well-being and performance.

Keywords: self-efficacy, burnout, human resource management, job satisfaction, performance.

Introduction

One industry that significantly boosts the national economy in Indonesia is the tourism sector. In addition to contributing significantly to the nation's economy, the tourism industry generates foreign exchange profits and job possibilities. Hotels, restaurants, and transportation are just a few of the business sectors that are impacted by tourist-related activities, which also have an effect on the environment and spatial development of places with tourism potential. In this context, the tourism sector has an attraction for domestic and foreign tourists, especially in big cities. This can be seen in the increase in the number of tourists to Indonesia. Companies operate hotels as a form of accommodation for commercial and professional purposes. Hotels provide comfortable lodging services as well as facilities such as restaurants, cafes, or bars for everyone who wants these services. The goal of a hotel company is to provide the best service to customers, meeting their needs and desires, both in the form of goods and services. Hotel companies aim to provide excellent service that creates customer satisfaction and meets their expectations. Along with the development of the hotel industry, competition between hotels is becoming increasingly fierce. Therefore, hotels must continue to strive to maintain their existence.

One way for hotels to maintain their existence is through good human resource management. Performance is one tool for measuring employee work in a company. Performance is the outcome of a person's labor determined by the outcomes of their job. Objectives set over a given time frame are predicated on the policies and practices that are followed within the organization. Performance is the end outcome of a job or profession's functions or indicators within a specific time frame. By evaluating the goals each employee has attained, one can ascertain whether or not they are performing well. Motivating staff, setting a positive example as a leader, and always keeping an eye on them at work can all help to increase employee performance. Factors that can influence employee performance are the level of employee absenteeism. Absenteeism is a situation where someone does not come to work according to the right schedule. In this case, employees have responsibility for their work. These employees must carry out their respective tasks to ensure satisfactory performance. The presence of employees who do not come to work will force the agency to look for replacement employees for their current work assignments. This could result in decreased work productivity in the agency.

Performance is one factor that can be influenced by self-efficacy. The term "self-efficacy" describes a person's confidence in their capacity to do a task and their sense of competence and effectiveness in doing so. Self-efficacy has a significant impact on how each person behaves. If an individual has high self-efficacy, their own performance will also be high. When faced with challenges at work, people who have strong self-efficacy are less likely to give up. People with high self-efficacy have a strong desire to finish tasks and work, regardless of how tough they may be. They are not driven to quit their jobs or organizations due to challenges or barriers they have in completing their work. When someone has extremely poor self-efficacy, they will easily give up on their responsibilities and won't try to solve current challenges because they think their efforts will be in vain. A person with poor self-efficacy will frequently feel powerless and unable to control the events in their lives. With these attitudes, individuals will feel that work is a threat and a source of stress for them.

Every person, no matter what position they occupy, will undoubtedly experience difficulties in the workplace. Burnout is one of the major issues facing today's workforce. This is due to the fact that employee burnout frequently impairs performance, which eventually hurts the business. Because of the regularity and intense pressure of daily living, burnout is a common occurrence in the workplace. When someone is under constant stress at work, they may experience burnout, which is a negative emotional response. Burnout is a psychiatric illness that can include emotions of anxiety, despair, or even sleep disturbances. It also includes exhaustion, depersonalization, and a diminished capacity to do daily duties. Meanwhile, employees are still required to focus and maximally reduce errors when working to maintain hotel equipment so as not to cause problems that result in complaints from guests. The previous description is a cause of stress. If the stress level is high, it will cause burnout. Burnout makes it difficult for employees to feel satisfied with carrying out their work duties. Therefore, companies need to pay attention to and respond to these factors by creating a balanced work environment and supporting employee well-being. Apart from self-efficacy and burnout factors, this research highlights job satisfaction with the organization as an important factor in improving employee performance. Job satisfaction not only includes evaluations of job characteristics but also involves positive feelings towards the organization as a whole. Employees who are satisfied with the organization where they work tend to perform better. This research adds to our understanding of the intricacy of the relationship

between workload, burnout, job satisfaction, and employee performance by examining these elements holistically. Establishing an effective work environment that benefits staff members and the company as a whole requires putting policies in place to control workload, boost job satisfaction, and lower the risk of burnout.

Literature Review

Organizational behavior is a field of knowledge that focuses on applying understanding to increase the effectiveness of an organization. The main focus of this study is the impact of individuals, groups, and structures on behavior in organizational contexts. Despite being part of the analysis of how individuals behave in groups, organizational behavior also has connections with other scientific disciplines. Therefore, organizational behavior can provide the knowledge necessary to address human behavior problems in an organization. The study of organizational behavior requires an understanding of the level of complexity in organizational structures (Arta et al., 2022). Analysis of individual behavior, groups, and organizational structures is the main focus, with the aim of identifying solutions to problems and increasing overall organizational effectiveness. This term, when used in relation to self-efficacy, describes a person's confidence in his or her capacity to do a task. Individuals who feel competent and confident in carrying out their tasks tend to have high self-efficacy (Yuliana & Tannady, 2019). An individual's ability to deal with certain situations and assess their abilities and skills in carrying out actions related to specific tasks is also related to this concept. Thus, self-efficacy has a significant influence on individual behavior, including choosing actions and how hard individuals try to face obstacles. The holistic study of organizational behavior includes an understanding of factors such as self-efficacy, which has an important impact on increasing the effectiveness of organizations through better understanding the behavior of individuals within them (Yosanti, 2020).

As a psychological syndrome, burnout can affect people who collaborate with others frequently and manifest as depersonalization, emotional tiredness, and decreased productivity. This syndrome exhibits a strong correlation with low self-esteem, which is brought on by experiencing extreme and protracted stress due to demands at work. Performance, on the other hand, is the outcome of how successfully individuals or the entire business complete tasks within a given time frame (Ishak et al., 2023). Performance involves sincerity and achievement in accordance with preset standards and criteria in addition to abilities and experience. Performance reviews place more emphasis on the outcomes than the work put in by individuals. Performance is the result of a job or profession's function or indicator over a predetermined amount of time. The importance of performance in an organizational context lies in the ability to assess the productivity and contribution of an employee or group of employees (Apriana, 2021).

Performance is a marker of personal achievement, both in terms of quantity and quality, in an organization (Nururly, 2022). Therefore, performance can be considered the result of work that reflects the achievement of organizational goals, measurable through predetermined standards or criteria (Tannady et al., 2020; Kurniawan, 2020). Performance is a key component of achieving an organization's goals, objectives, mission, and vision in line with the planned strategic plan (Nururly et al., 2022). It serves as an indicator of the degree to which activities or programs have been implemented (Widodo, 2020). In research and studies of organizational behavior, job satisfaction has taken center stage as a crucial component in the world of companies (Tannady et al., 2020). Scholars carry out comprehensive investigations to gauge overall job happiness and comprehend its influence on workers and the company overall. Workers define job satisfaction as a favorable attitude toward work those results from assessing the features of their position (Harahap et al., 2023). Individuals with high levels of job satisfaction tend to have a positive view of the tasks they perform, creating a productive and meaningful work atmosphere. Conversely, someone with a low level of job satisfaction will reflect negative feelings towards aspects of their job. Evaluation of job characteristics, such as work environment, responsibilities, and development opportunities, is a key factor in forming a person's feelings of job satisfaction.

Methodology

The term "population" refers to a broad category made up of things or people with certain attributes chosen by researchers to be investigated and conclusions drawn from. All of the participants in this study are employees. A non-probability sampling strategy based on the purposive sampling methodology was used to choose the sample for

this study. There were 100 samples used in this investigation. Because utilizing technology in the form of a Google Form is more efficient, this research was conducted via an online questionnaire. The research used a closed-model questionnaire for its data collection. Through the quantitative examination of an issue, this research applies quantitative analytic methodologies. In order to generate the information required for research using SPSS, quantitative analysis is performed by quantifying research data. Validity and reliability tests, hypothesis testing, and descriptive statistical tests are the data analysis approaches used to meet research objectives.

Case studies

Based on the calculation results, it appears that the significance level of self-efficacy on performance is 0.000, with the t-count reaching 7.7. This result indicates that H_a is accepted, which suggests that self-efficacy has a major and favorable impact on performance. Put otherwise, there's a significant contribution of the self-efficacy component to enhanced performance. These savings are consistent with earlier studies showing that employee performance at the organization is positively and significantly impacted by self-efficacy. These results strengthen previous findings and confirm that the level of individual self-confidence in completing their tasks or responsibilities contributes positively to achieving better performance. The importance of self-efficacy in the context of performance improvement has been proven, and these results provide additional confirmation of that understanding. Organizations can strategically improve employee performance by paying attention to and developing their level of self-confidence. Thus, this research makes an important contribution to supporting the understanding of the factors that influence performance in a specific corporate context.

According to the computation results, burnout appears to have a significance level of 0.002 on performance, with a t-count of 3.5. This fact demonstrates the acceptance of H_a , the alternate hypothesis. Thus, it may be said that performance is significantly and favorably impacted by burnout. This outcome is consistent with earlier research's findings that exhaustion significantly impacted performance. These findings make a significant contribution to our knowledge of how burnout affects worker performance, and their implications for human resource management across a range of industries are highly pertinent. Companies can improve employee well-being and performance by implementing stress prevention and management measures based on the recognition of the link between burnout and performance. The present study offers robust empirical backing for earlier discoveries, confirming the significance of comprehending and regulating burnout levels in order to enhance worker productivity and welfare. As a result, businesses can use the findings of this study to inform the development of interventions and policies that lower the risk of burnout while raising worker performance levels.

Simultaneous computations revealed that the self-efficacy and burnout factors had a significance level of 0.000 on performance, with an F-count value of 165.5. These findings support the acceptance of H_a , the alternate hypothesis. Therefore, it can be said that fatigue and self-efficacy both have a big impact on performance at the same time. These results demonstrate how important these two factors are in affecting worker performance. Employee performance is significantly impacted by self-efficacy, which measures an individual's level of confidence, and burnout, which measures an individual's emotional weariness. These findings are consistent with the knowledge that psychological and emotional variables can both affect a person's degree of productivity and output. The implication is that company management can consider strategies for developing self-efficacy and managing burnout simultaneously to improve employee performance. Awareness of the simultaneous influence of these two variables can be the basis for designing holistic and sustainable employee development programs. Thus, the results of this research provide an important contribution in the context of human resource management to achieve optimal welfare and performance.

The computation results show that, with a t-count of 3.5, the significant level of self-efficacy on job satisfaction is 0.05. As a result, it may be said that H_a , the alternative hypothesis, is accepted, proving that self-efficacy affects job satisfaction significantly. This result is consistent with earlier studies that found a strong positive relationship between self-efficacy and job satisfaction. These results provide strong empirical support for the concept that the level of individual self-confidence in completing their tasks or responsibilities contributes positively to the level of job satisfaction. The implication is that companies can consider increasing employee self-efficacy through various skill development and training programs. This can have a positive impact on increasing job satisfaction, which in turn can

contribute to improving the overall performance and well-being of the organization. This research not only strengthens previous findings but also provides significant contributions in applicable contexts in various industries, underscoring the importance of developing self-efficacy as a strategy to increase employee job satisfaction.

The computation results show that, with a t-count of 2.5, the significant level of burnout on job satisfaction is 0.05. Therefore, it is determined that burnout has a noteworthy and favorable impact on job satisfaction, supporting the acceptance of H_a (the alternative hypothesis). The present study's outcomes are consistent with other investigations that indicated burnout exerted a noteworthy influence on job satisfaction. These results offer more empirical evidence in favor of the theory that a person's degree of job satisfaction can be influenced by their degree of burnout, which is characterized by diminished work performance and emotional tiredness. The inference is that in order to enhance worker welfare and job satisfaction, organizational management must monitor and control elements that may lead to burnout. This study adds significantly to our understanding of how burnout affects job satisfaction by validating earlier findings. Designing staff wellness programs and stress management techniques can be based on an understanding of the relationship between job satisfaction and burnout. These initiatives can ultimately improve overall organizational performance and productivity.

The performance variable on job satisfaction had a significance level of 0.03, with a t-count of 2.5, according to the computation findings. This data suggests that H_a , the alternative hypothesis, is true, meaning that job satisfaction is significantly and favorably influenced by performance. Put another way, the study's findings suggest that workers' job happiness is positively correlated with their performance levels. These findings support the broad theory that workers who meet or surpass performance expectations are more likely to be satisfied with their jobs. It follows that in an attempt to raise general job satisfaction, businesses should think about ways to enhance employee performance, such as through training and development, awarding accomplishments, and enhancing the workplace atmosphere. These results advance our knowledge of the connection between worker performance and job happiness. Gaining a deeper comprehension of these variables can assist companies in creating more successful management procedures and policies that enhance worker satisfaction and motivation, both of which can boost output and performance within the company.

The significant level for the performance, burnout, and self-efficacy variables on job satisfaction was determined to be 0.000, with an F-calculated value of 95.5, based on the outcomes of simultaneous computations. This fact demonstrates H_a 's acceptance. Thus, it can be said that performance, burnout, and self-efficacy all significantly affect job satisfaction at the same time. These findings provide a comprehensive picture of the complex relationship between psychological factors and performance factors and employee job satisfaction levels. The implication is that organizational management needs to pay holistic attention to these various aspects to create a work environment that supports employee well-being and satisfaction. This research provides an important contribution to understanding the joint impact of self-efficacy, burnout, and performance on job satisfaction. Awareness of the complexity of this relationship can help companies design more effective and sustainable human resource management strategies to better achieve organizational goals.

Self-efficacy has a positive impact on performance; therefore, to improve employee performance, companies can focus on strengthening each individual's self-confidence. In the context of this research, strengthening self-efficacy in employees can be achieved by motivating them not to give up when facing difficult tasks, as well as encouraging seriousness and perseverance in overcoming complex work challenges. These efforts can be strengthened by providing motivation, suggestions, advice, guidance, and training to build confidence that their abilities can help them achieve their work goals. Thus, it is hoped that these efforts can increase employee self-efficacy and ultimately improve their performance. On the managerial side, companies can play a greater role in ensuring employee welfare, especially in overcoming burnout problems. From the results of the questionnaire, it was seen that several employees experienced difficulties and symptoms of burnout, such as chronic fatigue, physical complaints, and low motivation. Therefore, companies should review the workload, align it with individual abilities, and offer flexibility in working hours. Therefore, companies can expect this action to reduce the risk of burnout and ultimately enhance the welfare and performance of employees in the company.

It is important for companies to formulate strategies that can improve employee performance. Optimal performance from employees not only provides benefits for the company itself but also for all parties involved in hotel management. Employee performance evaluation has several significant benefits. First, the evaluation process can

help increase a sense of togetherness among employees and support the development of employees' abilities, skills, and willingness to carry out their duties. This creates a positive and productive work environment. Second, performance evaluation can broaden employees' views of the world of work, including their understanding of their rights and obligations at work. This creates greater awareness regarding the responsibilities of each employee in achieving company goals. Third, through the evaluation process, employees have the opportunity to discuss work problems and find solutions together with their superiors. This builds good relationships between employees and superiors, creating a mutually supportive and cooperative work atmosphere. Lastly, the results of the performance evaluation provide motivation for employees to work even better. Understanding the work standards set by the company helps employees know the expectations and goals that must be achieved. Thus, employee performance evaluation strategies are not only a tool for measuring individual achievements but also a means of encouraging growth, effective communication, and motivation throughout the organization.

Conclusion

Based on the findings of the analysis and discussion utilizing the route analysis method, the link between the variables analyzed leads to a number of conclusions. First, there is a strong correlation between self-efficacy and job satisfaction, suggesting that workers' levels of confidence positively affect how satisfied they are with their jobs. Second, burnout also has a big impact on job satisfaction, meaning that how tired and bored employees are at work has a detrimental impact on how happy they are doing their jobs. Third, burnout and self-efficacy both significantly affect job satisfaction at the same time. This suggests that the degree of employee satisfaction is influenced by these two elements at the same time. Fourth, employee performance is significantly influenced by self-efficacy, suggesting that self-confidence can raise performance levels. Fifth, employee performance is significantly impacted by burnout, suggesting that a high level of fatigue may have a detrimental effect on workers' output. Sixth, job satisfaction has a substantial impact on worker performance, suggesting that worker contentment raises worker performance when it comes to completing tasks. Lastly, job satisfaction acts as a mediator between self-efficacy and burnout, which has a considerable impact on employee performance. This shows that the level of self-confidence and the level of employee fatigue can influence their performance by influencing the level of job satisfaction. Overall, these findings provide a comprehensive picture of the complex relationships between these factors in the context of path analysis.

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