

Moderation of Social Support as a Balancing of Job Stress for Functional Officers of Goods / Service Procurement of the Ministry of Education, Culture and Technology, Indonesia

Putu Budiasa¹, Putu Indah Rahmawati¹, Komang Krisna Heryanda¹

¹ *Ganesha University of Education*

Jl. Udayana No.11, Banjar Tegal, Singaraja, Kabupaten Buleleng, Bali, 81116, Indonesia

DOI: [10.22178/pos.102-10](https://doi.org/10.22178/pos.102-10)

LCC Subject Category: L7-991

Received 26.02.2024

Accepted 25.03.2024

Published online 31.03.2024

Corresponding Author:

Putu Budiasa

budiasaputu@gmail.com

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Abstract. This research analyses the moderation of social support as a counterweight to the influence of workload on work stress for functional officials in procuring goods/services at the Ministry of Education and Culture, Research and Technology. The population involved all functional officials for procurement of goods/services of the Ministry of Education and Culture using probability sampling to determine the sample. Data was obtained through questionnaires distributed using Google Forms and interviews without using guidelines. Regression analysis with moderating variables is used to determine the role of moderating variables in strengthening or weakening the relationship between the independent and dependent variables. The research results show that the direct influence of workload on work stress is 5.539. The value of the direct effect of social support on work stress is -5.449, and the value of the moderating effect of social support on the influence of workload on work stress is -4.221. Thus, workload has a significant positive effect on work stress, and social support negatively mediates the impact of workload on work stress. The heavier the workload, the higher the work stress experienced, so functional officials feel good about social support for procuring goods/services at the Ministry of Education and Culture because it can reduce stress due to workload.

Keywords: Workload; Work stress; Social support.

INTRODUCTION

Stress is an important aspect that cannot be avoided in the world of work and continues to increase because the number of incidents of work stress is increasingly worrying [1]. The negative impact of work stress is generally related to reduced productivity and performance. In 2016, the International Labor Organization revealed work stress as a global issue that is always experienced by various professions, both in developed and developing countries. Various cases occurred in England, including as many as 385,000 cases and 11,000 cases to 26,000 cases in Wales [2]. Apart from that, in 2018, the International Labor Organization (ILO) also found that around 2.78 million employees died in work accidents due to fatigue and work pressure every year.

Workers with exceptional skills in carrying out their daily tasks are very vulnerable to experiencing boredom caused by routine activities carried out repeatedly and continuously [3]. Boredom is a negative physiological arousal such as decreased enthusiasm and thoughts of not moving forward due to the perception that they do not have the opportunity to demonstrate their knowledge and skills. This opinion is in line with [4] regarding tension that can occur due to routine work, especially when employees are involved in repetitive activities and continues. So, workload is a factor that causes increased stress in work with special skills, which is also experienced by functional officials for procurement of goods/services of the Ministry of Education and Culture in carrying out their duties and functions.

Workload is the margin of physical and cognitive effort required to carry out a role and use re-

sources in the task, meaning that load refers to the accumulation of time and resource requirements to complete tasks at work [5]. The workload is a stressor if the load is excessive or small and monotonous [6, 7, 8]. Besides that, [9, 10] shows a solid and consistent link between excessive workload and psychological reactions such as stress and fatigue.

Balancing social support can weaken or strengthen the influence of workload on work stress. Social support is an essential resource for individuals and can be obtained through psychological support, including feedback, assistance, and motivation [11, 12]. Assistance in the form of social support can be obtained from family, coworkers, and superiors in the organisation [13].

Judging from functional officials' positions, duties, functions and authority for procurement of goods/services, from procurement planning to contract management, it often causes work stress. The workload with relatively high risks, previous work experience in procuring goods/services, and habits carried out for years in the old work unit are triggers for work stress. On the other hand, the emergence of the policy of equalising structural officials into functional positions has felt the changes starting from carrying out duties, being away from family and colleagues, to adjusting the work environment to the position as an element of implementing duties in regions with work areas between districts/cities, provinces and even list as an island.

Everyone has social support, but according to their respective situations and conditions. Social support is expected to be able to relieve work stress due to the burdens carried. Family support from parents, wives, and children is essential in providing support. Being away from family, friends and long-standing communities is a heavy burden. Mingling with a new atmosphere and coworkers takes quite a long time. Apart from that, teamwork with various backgrounds and knowledge is one of the obstacles that often causes conflicts of opinion and implementation of work processes. For this reason, the role and support of management is also vital in organising and accommodating them in carrying out their authority, duties and responsibilities as managers of procurement of goods/services so that the procurement objectives themselves can be fulfilled by applicable expectations and regulations.

LITERATURE REVIEW

Work Stress. Stress is generally a mental burden experienced by a person, which can affect concentration and focus in activities, especially when working. The author [14] states that stress is a tense condition that can affect everyone's emotions, thought processes and condition. A different opinion regarding work stress was also conveyed by [3], namely that stress is an adaptive response to something that can physically and psychologically challenge or threaten people's health. According to [1], work stress is an adaptive reaction to external situations with implications for an organisation's physical, psychological or behavioural deviations. The author [2] stated that work stress is the influence of internal conditions due to physical demands, the environment, and social situations, and it can be detrimental and uncontrollable. The author's [4] opinion regarding work stress is defined as internal and external conditions that cause stress, and the symptoms are experienced by every person who is stressed. Furthermore, the author [5] stated that employees who experience work stress are caused by too heavy a workload, limited time demands, an unhealthy work atmosphere, quality of supervision, conflict, work authority over the responsibilities they carry out, and feelings of work frustration as a result of differences in values between employees and leader.

Burden Work. Burden Work is an aspect that needs attention in an organisation, considering that workload significantly influences the organisation's performance. Optimising the needs and limitations of the workload carried out by each individual should be adjusted and balanced with the physical and cognitive abilities of the recipient of the load. The author [8] believes that workload is the difference between the capacity and abilities of workers or employees and the work demands they face. A higher load, of course, requires more energy, which causes overstress, and conversely, a load that is too low will cause boredom and boredom or understress. Furthermore, according to [9], workload is defined as the average frequency of activities for each job at a particular time. The burden involves physical and mental burdens. Too heavy a workload with weak physical abilities has an impact on disorders and illnesses due to workload. The point is that workload is an element that needs to be considered by each person to achieve harmony in higher work productivity apart from the additional workload from the work environment and

work capacity. According to regulation number 12 of 2008, workload is the amount of work carried out by a position in the organisation. It is the multiplication of the volume of work by the time norm. So, workload can be interpreted as a process by one person or group of positions to complete several tasks generally at a particular time.

Support Social. Social support describes the role and influence provided by people around you, including family, relatives, friends and coworkers [10]. In facing the COVID-19 pandemic, social support from family, friends, relatives, and coworkers is also essential in mental support. Social support is also the verbal and non-verbal delivery of genuine assistance or actions given to others in the social environment, which causes emotional and behavioural effects on the recipient. Furthermore, the author [13] defines social support as comfort, care, appreciation and/or assistance for individuals obtained from a person or a group. Social support theory [15] explains that social support buffers individuals' stress, which can improve their well-being. Social support is a buffer between high job demands and adverse outcomes. It is considered a buffer for stressors that must be faced to reduce the effect of fatigue. Social support is needed by anyone, such as people who are depressed, have weak social ties, and have ties for survival because humans are social creatures. Humans, as social creatures, really need the help of other people. Helping each other is an immense kindness. Helping is not just providing material assistance to others; supporting people is no different from the act of helping.

METHOD

This research design examines the influence of each variable with a causal quantitative research design to determine the cause-and-effect relationship of each selected variable. All functional officials for procurement of goods/services of the Ministry of Education and Culture were used as the next population using the Taro Yamane formula to determine the sample in this study. Data was collected using the interview method without a guide and a questionnaire using a Likert scale of 1-5 from strongly disagree to agree with questions distributed via Google Forms storms. The research facilities or instruments are measuring tools used to find and collect research data to obtain output or conclusions from an observed study. Data analysis uses moderating variables

by testing research hypotheses using a Structural Equation Model (SEM) approach based on Partial Least Square (PLS). PLS is a component or variant-based structural equation model (SEM). Structural Equation Model (SEM) is a field of statistical study that can test a series of relationships that are relatively difficult to measure simultaneously. SEM is a multivariate technique combining factor analysis and regression (correlation) analysis. It aims to test the relationship between variables in a model, whether between indicators and their constructs or the relationship between constructs.

RESULTS AND DISCUSSION

Validity and reliability tests were carried out to obtain data certainty on the instruments used in this research. As seen in Figure 1, the Smart PLS output for loading factors shows that all loading factor indicators have values greater than 0.5, so the indicators in the research are said to be valid.

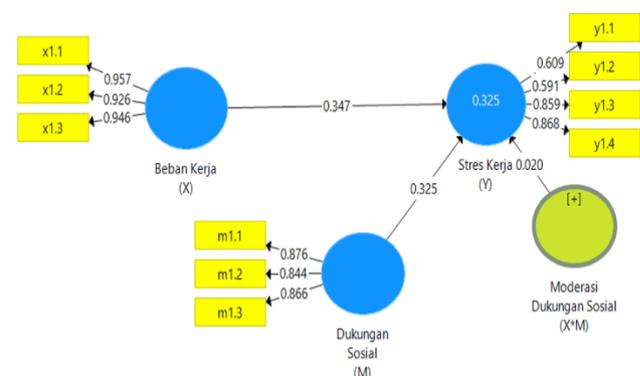


Figure 1 – Research Outer Loading

Reliability is measured from Cronbach's Alpha and Composite Reliability values. Cronbach's Alpha is the lower limit of a construct, and Composite Reliability is the actual value of a construct [16]. The rule of thumb is Cronbach's Alpha/Composite Reliability value is more significant than 0.7. If the result is close to 0.7 (for example, 0.6), then in an exploratory study, this can still be tolerated or accepted [17].

Table 1 shows that each construct has a Cronbach's Alpha and Composite Reliability value greater than 0.70, so this research measure is declared reliable. The results of data analysis show that workload has a positive effect on work stress, and it was also found that social support hurts work stress for functional officials in the

procurement of goods/services at the Ministry of Education and Culture, as in Figure 2.

Table 1 – Cronbach's Alpha and Composite Reliability Research

Construct	Cronbach's Alpha	Composite Reliability	AVE
Workload_(X)	0.937	0.938	0.960
Social Support_(M)	0.828	0.834	0.897
Job Stress_(Y)	0.727	0.792	0.827

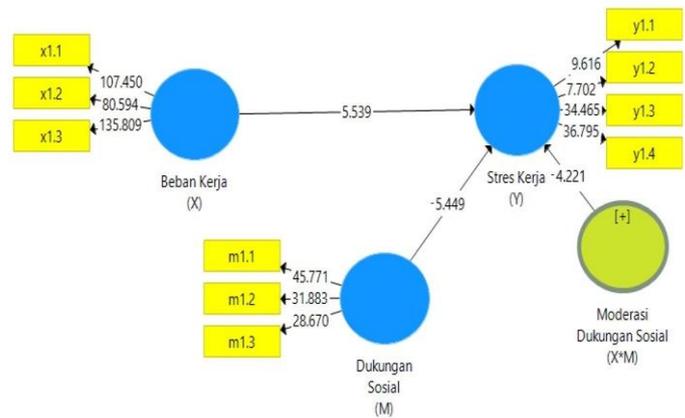


Figure 2 – Moderation Analysis

In Figure 2, workload (X) on work stress (Y) obtained a value of 5.539, with a direct effect of social support (M) on work stress (Y) of -5.449 and a moderating effect of social support (M) on the influence of workload (X) on work stress (Y) of -4.221.

Hypothesis testing and the significance value of each variable's influence are shown in Table 2 below.

Table 2 – Effect of Research Variables

Information	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	t-Statistics (O/STDEV)	P-Values
(X) -> (Y)	0.347	0.347	0.063	5,539	0,000
(M) -> (Y)	-0.325	-0.324	0.060	-5,449	0,000
(X*M) -> (Y)	-0.220	-0.212	0.052	-4,221	0.003

The direct effect of workload (X) on work stress (Y) with a coefficient value of 0.347 t-calculation of 5.539 and a significance value of 0.000 <0.05. This means that workload has a significant positive effect on work stress; in other words, the higher the workload, the higher the anxiety felt by the Ministry of Education and Culture's goods/services procurement functional officials.

Hypothesis testing of the moderating effect of social support on the influence of workload on work stress obtained a coefficient value of -0.220 with a t-count value of -4.221 and a significance value of 0.003 <0.05. Social support moderates the influence of workload on work stress because the better the support received, the lower the stress experienced by functional officials procuring goods/services at the Ministry of Education and Culture due to workload.

It was also found that the social support variable (M) significantly negatively influenced functional officials' work stress (Y) in procuring goods/services at the Ministry of Education and Culture, Research and Technology. The coefficient of social support on work stress obtained a value of -0.325, the t-count obtained -5.449 and a

significance value of 0.000 <0.05, meaning that social support hurts work stress and can reduce work stress directly. Social support is classified as quasi-moderation (pseudo-moderation) because it is a moderating variable between the predictor variable and the dependent variable, where the pseudo-moderation variable interacts with the predictor variable and becomes a predictor variable.

The Effect of Workload on Work Stress. The higher the workload experienced, the higher the stress felt. This indicates that the excessive workload affects the stress level of the Ministry of Education and Culture's goods/services procurement functional officials. The burden of duties and responsibilities carried out by functional officials for procurement of goods/services at the Ministry of Education and Culture and Research and Technology is relatively high, and some come from civil servants who have yet to gain experience in procurement. Of course, it requires adjustments and guidance from seniors who have experience other than the institution in improving the capabilities and skills of human resources managing goods/services. Technical and admin-

istrative capabilities support the smooth and correct implementation of procurement activities. The dynamic changes in systems and regulations for procurement of goods/services also demand the competence of human resources managing goods/services. The demands of the work that must be carried out are balanced with the increase in the latest knowledge, which is increasingly triggering the stress experienced by the Ministry of Education and Culture's goods/services procurement functional officials.

The duties of functional officials for procurement of goods/services at the Ministry of Education and Culture, from planning, are to review each item of procurement packaging during the preparation of the Ministry/Agency Budget Work Plan (RKAKL) until the establishment of the General Procurement Plan (RUP) for the implementation of the provider selection process according to the type and method of procurement, and management contract. Apart from that, the Ministry of Education and Culture's goods/services procurement functional officials serve as Procurement Officers (PP) in several work units to process procurement directly. The large variety of jobs and the level of difficulty and targets of the work carried out create quite a heavy pressure and burden on functional officials for procuring goods/services at the Ministry of Education and Culture. Complicated procurement processes and strict regulations often have strict time limits, which creates pressure to complete tasks, especially as the dynamics of changes in procurement policies always require every human resource to update their knowledge. Accuracy and transparency are needed in the procurement process for goods/services.

This research is like previous research [18]. It is stated that workload has a positive effect on work stress. Excessive workload can cause work stress, impacting work quality [19, 20]. Workload analysis is needed so that the work assigned is not burdensome and can be carried out optimally [21]. A workload that is felt to be excessive will cause stress and impact individual performance so that it can reduce the performance of an organisation as a whole [21, 22].

Moderation of Social Support on the Effect of Workload on Job Stress. This research found that social support could moderate the influence of workload on work stress for functional officials in procuring goods/services at the Ministry of Education and Culture, Research and Technology.

Social support as a balance can reduce stress due to workload levels. Support in the form of concern and empathy, support in work, as well as support in the form of suggestions from colleagues, superiors and family are instrumental in offsetting the stress felt by functional officials in the procurement of goods/services at the Ministry of Education and Culture, Research and Technology. This proves the vital role of social support in a person's life when experiencing problems that trigger stress.

Functional officials procuring goods/services often experience psychological pressure due to the high demands of their work. Colleagues, superiors, and colleagues need emotional support to reduce feelings of isolation and become a forum for expressing their pressures. Emotionally supported officials will experience changes in psychological well-being, which ultimately contributes to reducing stress levels.

The procurement process often involves complex and stringent tasks and requirements. Instrumental support, in the form of assistance with data analysis, preparation of reports, and concrete actions, helps the Ministry of Education and Culture's goods/services procurement functional officials overcome problems efficiently. Collaborating with a team, sharing responsibilities, and assisting with specific tasks are very helpful in reducing individual workload, which results in work stress.

Regarding the procurement context of goods/services, applicable regulations and requirements often change. Informational support is expected to help functional officials procure goods/services at the Ministry of Education and Culture obtain the latest information regarding regulations, procedures, and other important information relevant to implementing their duties. With access to appropriate information, functional officials for procurement of goods/services at the Ministry of Education and Culture will feel more confident in making task decisions. Thus, indirectly, it will reduce the uncertainty and work stress experienced.

This research [15] states that social support can reduce work stress for workers so they can focus more on completing quite complex jobs. Increasing self-confidence with social support can improve workers' performance with special skills [23]. It is possible to provide social support to reduce stress, which reduces the performance faced by workers [24, 25].

CONCLUSIONS

Based on the research results, it was concluded that workload significantly positively influences work stress in functional officials for procurement of goods/services of the Ministry of Education and Culture. The heavier the burden felt, the higher the work stress experienced. This study found that social support negatively mediated the effect of workload on work stress. This social support is felt well by the functional officials for procurement of goods/services at the Ministry of Education and Culture because it can balance and reduce work stress experienced due to the workload they bear. Suggest strategies to help manage the stress of functional officials procuring goods/services at the Ministry of Education and Culture, such as prioritising the most urgent and

vital work and immediate tasks to avoid work piling up. The division of functions is carried out so that the workload and responsibilities are evenly distributed, and work stress is minimised. Communication between colleagues, superiors, and other related parties can help overcome work difficulties. Social support in the form of training for procurement officials to develop competence, career and self-confidence, which can reduce stress. Intensive meetings between colleagues and superiors are regularly conducted as a forum for formal and informal discussions. Family gatherings establish closeness and solidarity among officials procuring goods/services at the Ministry of Education and Culture to relieve the stress they are experiencing.

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