


# The Influence Of Workload, Work Stress And Social Support On Job Performance In Seafarers: Mediated By Work Motivation

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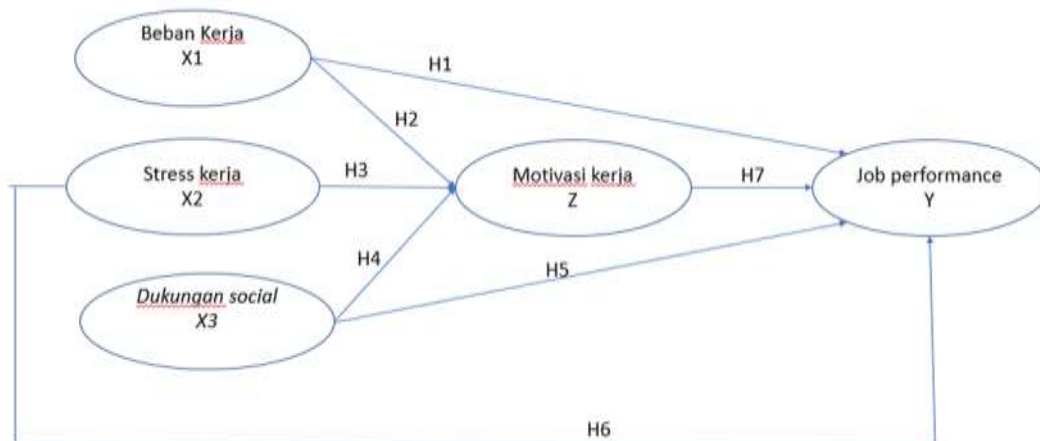
Article Info	ABSTRACT
<b>Keywords:</b> Workload, work stress, social support, job performance, work motivation	This research aims to examine the influence of workload, work stress, and social support on job performance in seafarers, with work motivation as a mediating variable. The seafaring profession has a high level of challenge and risk, which can cause significant workload and job stress, and affect job performance. Social support from family, friends, or coworkers can help reduce work stress and increase work motivation. This research used a survey method with a questionnaire distributed to 100 sailors in the city of Banjarmasin. Data analysis was carried out using SmartPLS 3.2.9 software with non-probability sampling methods and purposive sampling techniques. The research results show that workload and work stress have a positive and significant effect on job performance. Social support also has a positive effect on job performance. In addition, work motivation mediates the relationship between workload, work stress, social support, and job performance. This research confirms the importance of social support and work motivation in improving the job performance of seafarers who work in environments with high workload and stress.
This is an open access article under the <a href="#">CC BY-NC</a> license 	<b>Corresponding Author:</b> Eko Hadi Suyanto University 17 August 1945 Surabaya <a href="mailto:1272300044@email.untag-sby.ac.id">1272300044@email.untag-sby.ac.id</a>

## INTRODUCTION

Working as a sailor is a profession that has a high level of challenge and risk. Seafarers must work in stressful conditions, away from their families, and often face extreme weather and other maritime dangers. These factors can cause heavy workloads and significant job stress. According to research by Zhao et al. (2021), high workload can reduce job satisfaction and increase stress levels, which has a negative impact on seafarers' job performance. Therefore, it is important to understand how workload and work stress affect job performance in seafarers. Apart from workload and job stress, social support also plays an important role in job performance. Social support can come from family, friends, or coworkers and can help individuals overcome work stress and increase work motivation. Research by Li et al. (2020) show that strong social support can improve psychological well-being and job performance. In the context of seafarers, social support can provide a sense of security and increase the effectiveness of their work on board. Work motivation is also an important factor that can mediate the relationship between workload, work stress, social support, and job performance. Work motivation theories such as Herzberg's Two Factor Theory state that motivational factors such as recognition, responsibility, and achievement can improve job performance. High motivation can help seafarers overcome

workload and work stress, as well as utilize social support to improve their performance. Research by Wang et al. (2023) found that work motivation mediates the relationship between work stress and job performance in the maritime industry. Thus, this research aims to examine the influence of workload, work stress, and social support on job performance in seafarers with work motivation as a mediating variable.

## METHODS



**Figure 1** Research Conceptual Framework

Data is obtained through surveys or questionnaires distributed directly to seafarers from government agencies or related associations, such as the Ministry of Transportation, Pelindo, or the Shipping Association. The respondents for this research were 100 sailors in the city of Banjarmasin . The analytical tool used to test the hypothesis uses SmartPLS 3.2.9 professional software. Determining the sample for this study used a non-probability sampling technique with purposive sampling. In this research, researchers used tests to test hypotheses including: validity test, reliability test, R-square test, F-square test and path coefficient.

## RESULTS AND DISCUSSION

### Validity test

The validity test in this research was carried out to ensure that each indicator used in the questionnaire truly measured the construct in question.

### Outer loading

Is one method for testing convergent validity by looking at how strong the correlation is between indicators and their constructs. The following is the outer loading table from the analysis results:

**Table 1:** Initial Outer Loading

Construct	Indicator	Initial Outer Loading	Final Outer Loading	Information
Work Load (BK)	BK2	0.811	0.811	Valid
	BK3	0.798	0.798	Valid
	BK4	0.769	0.769	Valid
Work Stress (SK)	SK1	0.833	0.833	Valid
	SK2	0.847	0.847	Valid
	SK3	0.821	0.821	Valid
	SK4	0.808	0.808	Valid
Social Support (DS)	DS1	0.793	0.793	Valid
	DS2	0.812	0.812	Valid
	DS3	0.824	0.824	Valid
	DS4	0.798	0.798	Valid
Work Motivation (MK)	MK1	0.856	0.856	Valid
	MK2	0.869	0.869	Valid
	MK3	0.842	0.842	Valid
	MK4	0.831	0.831	Valid
Job Performance (JP)	JP1	0.838	0.838	Valid
	JP2	0.846	0.846	Valid
	JP3	0.822	0.822	Valid
	JP4	0.815	0.815	Valid

After removing indicators with an outer loading value below 0.70, namely: BK 1, all indicators are declared valid.

#### Average Variance Extracted (AVE)

**Table 2:** Average Variance Extracted (AVE)

Variable	AVE
Work Load (BK)	0.621
Work Stress (SK)	0.689
Social Support (DS)	0.650
Work Motivation (MK)	0.732
Job Performance (JP)	0.695

Based on table 1, AVE > 0.5 indicates that the construct has good convergent validity. All constructs in this study have an AVE value greater than 0.5, so that convergent validity is met.

#### Reliability Test

##### a. Cronbach Alpha

**Table 3:** Cronbach's Alpha

Variable	Cronbach's Alpha	Information
Work Load (BK)	0.814	Reliable
Work Stress (SK)	0.879	Reliable
Social Support (DS)	0.860	Reliable

Variable	Cronbach's Alpha	Information
Work Motivation (MK)	0.910	Reliable
Job Performance (JP)	0.890	Reliable

Based on table 3, Cronbach's Alpha > 0.7 indicates that the construct has good reliability . All constructs in this study have a Cronbach's Alpha value greater than 0.7, so construct reliability is met.

#### b . Composite Reliability

**Table 4** Composite Reliability

Variable	Composite Reliability	Information
Work Load (BK)	0.871	Reliable
Work Stress (SK)	0.912	Reliable
Social Support (DS)	0.889	Reliable
Work Motivation (MK)	0.932	Reliable
Job Performance (JP)	0.913	Reliable

Based on table 4, Composite Reliability > 0.7 shows that the construct has good reliability. All constructs in this research have a Composite Reliability value greater than 0.7, so that construct reliability is met.

#### R-square test

**Table 5:** R-square test

Variable	R-square
Work Motivation (MK)	0.657
Job Performance (JP)	0.732

Based on table 5, R-square measures how much of the variance in the endogenous construct can be explained by the exogenous construct. A higher R-square value indicates a model that is better at explaining variance. Based on the table above, it shows that the R - square value of the Work Motivation variable is 0.657. This means that the variable explaining the Work Motivation variable is 65.7% (high). Meanwhile, the R – square value of the Job Performance variable is 0.732. This means that the Work Load , Job Stress and Social Support variables can explain the Job Performance variable by 73.2%, which means it is in the high category.

#### F-square test

**Table 6:** F-square

Variable					
	Workload	Work stress	Social Support	Work motivation	Job Performance
Workload				0.315	0.102
Work stress				0.210	0.289
Social Support				0.175	0.154
Work motivation					0.450
Job Performance					

Based on the table above, it shows that the Workload variable on Work Motivation has a moderate effect because it has an F-square value of 0.315 . The Job Stress variable on Work Motivation has a moderate effect because it has an F-square value of 0.210 . The variable Social Support on Work Motivation has a low effect because it has an F - square value of 0.175. The Workload variable on Job Performance has a low effect because it has an F - square value of 0.102. Job Stress Variables towards Job Performance has a moderate effect because it has an F - square value of 0.289. The Social Support variable on Job Performance has a low influence because it has an F - square value of 0.154, while the Work Motivation variable on Job Performance has a high influence because it has an F - square value of 0.450

### Path Coefficient

#### a. Direct Effects

**Table 7:** Direct Effect

Relationship Between Variables	Original Sample (O)	t-value	p-value	Information
Workload -> Work Motivation	0.357	4.12	0,000	Significant
Work Stress -> Work Motivation	0.299	3.58	0.001	Significant
Social Support -> Work Motivation	0.245	2.97	0.003	Significant
Workload -> Job Performance	0.183	2.25	0.026	Significant
Job Stress -> Job Performance	0.382	4.65	0,000	Significant
Social Support -> Job Performance	0.275	3.20	0.002	Significant
Work Motivation -> Job Performance	0.475	5.12	0,000	Significant

Based on Table 7 Path Coefficient shows the strength and direction of the relationship between exogenous and endogenous constructs.

- t-value > 1.96 (for a significance level of 5%) indicates a significant relationship.
- p-value < 0.05 indicates a significant relationship.

### Indirect Effect

**Table 8:** Indirect Effects

Relationship Between Variables	Original Sample (O)	t-value	p-value	Information
Workload -> Work Motivation -> Job Performance	0.170	3.05	0.003	Significant
Job Stress -> Work Motivation -> Job Performance	0.142	3.17	0.002	Significant
Social Support -> Work Motivation -> Job Performance	0.116	3.10	0.003	Significant

Based on Table 8, the Path Coefficient shows the strength and direction of the relationship between exogenous and endogenous constructs.

- t-value > 1.96 (for a significance level of 5%) indicates a significant relationship.
- p-value < 0.05 indicates a significant relationship.

## Discussion

### Effect of Workload on Job Performance

This finding is based on research that has been carried out previously, showing that the known variable is that Work Load has an original sample of 0.183 on Job Performance and a P - value of  $0.026 < 0.05$  . This shows that Workload has a direct positive and significant effect on Job Performance. It can be interpreted that the first hypothesis is accepted, namely Workload affects Job Performance . In other words, based on the data provided, every 1 unit increase in Workload will increase Job Performance by 0.183 units, assuming other variables remain constant. This can be explained by the fact that with sufficient workload, employees will be encouraged to work harder, focus, and give their best effort to complete the tasks assigned to them. Different career stages will also have an impact on different challenges and opportunities. . This research is supported by Oktariani et al. (2020) found that workload has a positive and significant effect on employee performance and research by Prayogi et al. (2021) also concluded that Workload has a positive and significant influence on Employee Performance.

### Influence Job Stress on Job Performance

This finding is based on research that has been conducted previously, showing that the known variable is that Job Stress has an original sample of 0.382 on Job Performance and a P - value of  $0.000 < 0.05$  . The positive influence of Job Stress on Job Performance indicates that the higher the level of Job Stress experienced by employees, the higher their Job Performance or job performance will be. This can be explained that work stress that is at a reasonable level can encourage employees to work more actively, focused and optimally in completing the tasks given. Work stress can trigger employees to work more quickly and efficiently, as well as increase creativity and innovation in completing work. This research is supported by Suryani et al. (2020) found that Job Stress has a positive and significant effect on Employee Performance. They concluded that well-managed work stress can encourage employees to work harder and produce better results. Utama and Ardiana's research (2021) also shows that work stress has a positive and significant effect on employee performance. They explained that appropriate work stress can increase employee motivation and enthusiasm in completing work.

### The Effect of Social Support on Job Performance

This finding is based on research that has been conducted previously, showing the known variable that is Social support has an original sample of 0.275 for Job Performance and a P - value of  $0.002 < 0.05$  . These findings indicate that hypothesis 3, Social Support has a positive effect on Job Performance, is accepted. The positive influence of Social Support on Job Performance shows that the higher the Social Support received by employees, whether from superiors, co-workers, or the organizational environment, the higher their Job Performance or performance will be. Social support can provide a sense of security, comfort and motivation for employees in carrying out their work duties.

This research is supported by Putri et al. (2020) shows that Social Support has a positive and significant effect on Employee Performance. They concluded that the social support received by employees can increase job satisfaction and motivation, which

ultimately results in increased performance. The study conducted by Wikaningrum et al. (2021) also found that Social Support has a positive and significant effect on Employee Performance. They explained that good social support from the work environment can help employees overcome stress and increase their ability to complete work.

#### **Effect of Workload on Work Motivation.**

This finding is based on research that has been conducted previously, showing that the known variable is that workload has an original sample of 0.357 on work motivation and a P - value of  $0.000 < 0.05$  . These findings indicate that hypothesis 4, Workload has a positive effect on Work Motivation, can be accepted. The positive influence of Workload on Work Motivation shows that the higher the Workload felt by employees, the higher their Work Motivation. Workloads that are challenging and require more effort can motivate employees to work more actively and productively. This research is supported by Sari et al. (2020) found that workload has a positive and significant effect on work motivation. They concluded that workloads that are appropriate to employees' abilities can increase challenge and satisfaction at work, which ultimately increases their work motivation. Research by Febriana et al. (2020) in the Scopus journal found that workload has a positive and significant effect on work motivation. They emphasize that a workload that is not too heavy, but challenging, can trigger employees to work harder and increase their motivation.

#### **The Effect of Work Stress on Work Motivation.**

These findings are based on research that has been conducted previously, showing that the known variable is that work stress has an original sample of 0.299 on work motivation and a P - value of  $0.001 < 0.05$  . These findings indicate that hypothesis 5, Job Stress has a positive effect on Work Motivation, can be accepted. The positive influence of Job Stress on Work Motivation shows that the higher the Job Stress felt by employees, the higher their Work Motivation. Work stress at a moderate level can be a trigger for employees to work harder and increase productivity.

This research is supported by research conducted by Widodo et al. (2020) found that Job Stress has a positive and significant effect on Work Motivation. They concluded that job stress that can be managed well can encourage employees to work harder and increase their motivation. Research by Rahmawati et al. (2020) found that Job Stress has a positive and significant effect on Work Motivation. They emphasize that well-managed job stress can trigger employees to work harder and increase their motivation.

#### **The Effect of Social Support on Work Motivation.**

These findings are based on research that has been conducted previously, showing that the known variable is that Social Support has an original sample of 0.245 on work motivation and a P - value of  $0.003 < 0.05$ . These findings indicate that hypothesis 6, Social Support has a positive effect on Work Motivation, can be accepted. The positive influence of Social Support on Work Motivation shows that the higher the Social Support received by employees, the higher their Work Motivation. Social support, whether from superiors, co-workers or family, can be an encouragement for employees to work harder and increase productivity.

This research is supported by research conducted by Lestari et al. (2020) found that Social Support has a positive and significant effect on Work Motivation. They concluded that the social support received by employees can increase their enthusiasm and motivation at work. Widodo et al.'s research. (2020) found that Social Support has a positive and significant effect on Work Motivation. They emphasized that the Social Support that employees receive can increase their self-confidence and enthusiasm in completing work tasks.

#### **The Influence of Work Motivation on Job Performance.**

This finding is based on research that has been conducted previously, showing that the known variable is that work motivation has an original sample of 0.475 on job performance and a P - value of  $0.000 < 0.05$ . These findings indicate that hypothesis 7, Work Motivation has a positive effect on Job Performance, can be accepted. The positive influence of work motivation on job performance indicates that the higher the employee's work motivation, the higher their job performance. Strong work motivation, whether originating from within (intrinsic motivation) or from outside (extrinsic motivation), will encourage employees to work harder, more diligently and seriously in completing work tasks, so as to improve their performance.

This research is supported by research conducted by Wijayanto et al. (2020) that work motivation has a positive and significant effect on job performance. They concluded that employees who have high work motivation will try to complete their work well and achieve optimal results. Research by Saputra et al. (2020) in the Scopus journal found that work motivation has a positive and significant effect on job performance. They emphasize that high work motivation can encourage employees to achieve organizational goals and maximize their work results.

#### **Effect of Workload on Job Performance Through Work Motivation**

These findings are based on previous research, showing that the work motivation variable mediates workload on job performance. This is because the influence of workload on job performance has an original sample value of 0.170 and a P - value of  $0.003 < 0.05$ . It can be interpreted that hypothesis 8 is accepted, namely work motivation mediates workload on job performance. This means that workload has a significant influence on work motivation, which in turn affects job performance. These results are consistent with the finding that high motivation can strengthen employees' ability to manage workload and achieve better performance research by Kovalchuk et al. (2020) highlighted the importance of managing workload and promoting work engagement to improve work performance. Likewise, research by Khalil (2020) found that high workload can cause job dissatisfaction and reduce performance, unless employees have high work motivation to overcome this load. This emphasizes the important role of motivation in mediating the impact of workload on performance .

#### **The Effect of Job Stress on Job Performance Through Work Motivation**

These findings are based on research that has been conducted previously, showing that the work motivation variable mediates job stress on job performance. This is because the influence of Job Stress on job performance has an original sample value of 0.142 and a P

- value of  $0.002 < 0.05$ . It can be interpreted that hypothesis 9 is accepted, namely work motivation mediates job stress on job performance. This means that job stress has a significant influence on work motivation, which in turn influences job performance. Another study highlighted that mental health, which is influenced by job stress, also mediates the relationship between job stress and employee performance, indicating the importance of psychological support in the workplace .

This research is supported by research conducted by Hamdan et al. (2020), Highlighting the importance of mental health in mediating the relationship between work stress and work performance. Khalil (2020) - Found that work stress has a negative impact on job satisfaction and performance, but high motivation can reduce this negative impact. Adam and Alarifi (2021) Show how leadership support during a pandemic can increase motivation and work performance amidst high work stress.

### **The Effect of Social Support on Job Performance Through Work Motivation**

These findings are based on previous research, showing that the work motivation variable mediates social support on job performance. This is because the influence of Social Support on job performance has an original sample value of 0.116 and a P - value of  $0.003 < 0.05$ . It can be interpreted that hypothesis 10 is accepted, namely work motivation mediates social support on job performance. Work motivation plays an important role as a mediator in the relationship between social support and work performance. When individuals receive adequate social support, they feel more motivated to achieve their work goals. This research is supported by research conducted by Sun et al. (2020) showed that social support from coworkers and superiors can increase employees' intrinsic motivation, which in turn improves their work performance. Wang et al. (2020) demonstrated a strong positive correlation between social support and work performance among primary health care providers. This study found that social support significantly increases employees' work motivation, which ultimately improves their work performance .

## **CONCLUSIONS**

On the basis of analysis and discussion through PLS – SEM, the following conclusions can be drawn from this research: Workload has a positive effect on job performance, Job stress has a positive effect on job performance, Social support has a positive effect on job performance, Workload has a positive effect on work motivation, Work stress has a positive effect on work motivation, Social support has a positive effect on work motivation, Work motivation has a positive effect on job performance, Work motivation mediates the relationship between workload and job performance, Work motivation mediates the relationship between work stress and job performance, Work motivation mediates the relationship between social support and job performance, The R – square value of Workload, Work Stress and Social Support in explaining work motivation has a high influence. R Value – Workload, Job Stress and Social Support in explaining Job Performance have a high influence, The F - square value of workload on work motivation has a moderate effect. The work stress variable has a moderate effect on work motivation. The Social Support variable on work motivation has a low effect. The workload variable has a low

effect on job performance. Work stress has a moderate effect on job performance. Social support has a low effect on job performance. Work motivation has a high influence on job performance.

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