

## The Influence of Work Stress on Employee Performance at Hotel Aloft Bali Seminyak

**Tina Linda<sup>1</sup> Mega Hernawati Harefa<sup>2</sup> Devia Febrina<sup>3</sup> Jimmy Kelana<sup>4</sup> Lidia Berliana Siboro<sup>5</sup>**

Institut Bisnis Informasi Teknologi dan Bisnis, Kota Medan, Provinsi Sumatera Utara,  
Indonesia<sup>1,2,3,4,5</sup>

Email: [tina@itnb.ac.id](mailto:tina@itnb.ac.id)<sup>1</sup>

### Abstract

This study aims to assess the influence of work-related stress on staff performance at the Aloft Bali Seminyak Hotel. The research employs a quantitative methodology, especially utilizing a survey approach. The study population comprised randomly selected workers from the Aloft Bali Seminyak Hotel. We collected data using a questionnaire that included questions on work-related stress levels and employee performance evaluations. Regression techniques were utilized to evaluate the data and determine the link between job stress characteristics (independent factors) and employee performance (dependent variables). The study's results indicated a significant relationship between occupational stress levels and employee performance. The findings indicate that increased work-related stress adversely impacts staff performance at the Aloft Bali Seminyak Hotel. This study significantly enhances our comprehension of the factors influencing employee performance in the hospitality industry, specifically inside luxury hotels such as the Aloft Bali Seminyak Hotel. This study's practical implications necessitate that hotel management focus work stress management to improve employee performance and create a robust, efficient work environment. This might substantially improve institutional performance.

**Keywords:** Work Stress and Employee Performance



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## INTRODUCTION

The hotel industry has distinct problems in maintaining service quality and guaranteeing customer happiness (Salam, 2021). Employees are vital assets in this industry, significantly contributing to the delivery of great service to hotel customers (Gardi, 2021). Employees frequently encounter diverse pressures and workloads that might impact their well-being and overall effectiveness while executing their obligations (Rivaldo, 2021). Researchers have recognized work engagement as a significant predictor of elevated and productive performance (A. K. F. W. S. Kim, 2020). Work engagement denotes the emotional, cognitive, and behavioral involvement of employees in their tasks (Baquero, 2023). Additional investigation is necessary to understand the function of job engagement as a mediator between work environment and employee performance, especially in Indonesian higher education contexts (Zhang, 2020). Exceptional personnel possess the capability to deliver outstanding service, directly influencing client satisfaction (Syaifuddin et al., 2022). Customers see value and experience favorable treatment when staff deliver professional, amiable, and timely service. This enjoyable experience creates a lasting impression on clients, enhancing employee loyalty to the hotel and encouraging employees to return in the future (Syaifuddin et al., 2023). Moreover, contented patrons are more inclined to endorse the hotel to friends, family members, and colleagues (F. R. A. Lubis, Syaifuddin, Sofiyan, et al., 2023). The significance of word-of-mouth endorsements stems from their superior credibility relative to advertising or other promotional strategies (Y.

Lubis et al., 2023). This credibility enables hotels to recruit new clientele and sustain a favorable image in the hospitality industry (F. R. A. Lubis, Syaifuddin, Lubis, et al., 2023).

The performance of employees significantly impacts a hotel's positive reputation. When staff exhibit exemplary performance, they not only deliver remarkable service to visitors but also cultivate a gratifying experience (Nasib, 2022). Favorable assessments and recommendations from contented clients are crucial for improving a hotel's standing in the business. Every favorable review not only reflects client happiness but also constitutes concrete evidence of the hotel's exceptional service and experience (Pebri, 2020). The exemplary reputation of a hotel enhances its attractiveness to prospective visitors and cultivates confidence among existing clientele (Wahyuni, 2023). Hotels may utilize their staff' capacity to draw new clientele, enhance occupancy rates, and foster customer loyalty by capitalizing on favorable comments (Handari, 2020). In summary, workers' endeavors to deliver outstanding service not only create a memorable experience for customers but also elevate the hotel's reputation in a competitive market (Nurhadi, 2020).

Motivated and engaged personnel are more inclined to exhibit creativity in providing new solutions and services within the hospitality industry (Mugiono et al., 2020). Employees perceive their jobs as both mundane tasks and chances to create additional value and improve the customer experience (Li, 2023). In this very competitive market, innovation may act as a crucial differentiator. By cultivating imagination and encouraging experimentation, employees can produce unique concepts that enhance service, boost operational efficiency, or lead to the development of new goods. By addressing the evolving needs and preferences of consumers, hotels enhance employee satisfaction and strengthen their market position (I. J. P. P. B. Kim, 2021). Moreover, innovation can motivate and involve other staff to actively participate in enhancing hotel operations (Alomari, 2022). This cultivates a dynamic and innovative work environment that encourages and recognizes new ideas, hence sustaining a continual cycle of innovation that propels growth and success in the highly competitive hospitality industry (Asamrew et al., 2020). Employee tension or worry can impede focus and impact customer interactions (Dong et al., 2024). This frequently results in a deterioration in service quality. Stressed personnel may have diminished patience and capacity to handle difficult situations (He et al., 2023). Moreover, personnel may encounter difficulties in sustaining the requisite levels of energy and passion necessary for delivering amicable and effective customer service (Ahmad et al., 2021). This may influence the client's overall perception of the property. Consequently, it is important to emphasize stress management and cultivate a work atmosphere that promotes employee mental well-being (Habibie et al., 2020). This technique enables workers to successfully uphold employee service standards and guarantee that each customer connection is continually lucrative and pleasurable (Butt, 2020).

Elevated stress levels can disrupt an individual's capacity to concentrate and focus, hence augmenting the probability of errors in routine activities (Endri, 2022). Administrative errors, such negligence in data management or schedule organization, can impair a hotel's operating efficiency (Bright, 2021). This may impact the structure and coordination of facilities and resource management, resulting in interruptions to everyday operations (Molen, 2020). Stress can impede customer service, obstructing personnel's capacity to rapidly and effectively address client demands (Hong, 2021). This study seeks to investigate the impact of work-related stress on employee performance at Hotel Aloft Bali Seminyak. We anticipate identifying suitable management techniques or policies to mitigate work stress and enhance employee performance by analyzing the correlation between work stressors and employee performance. By comprehending these dynamics more thoroughly, hotel management may implement proactive measures to foster a healthier and more supportive work environment, enabling staff

to operate more successfully and efficiently. This study is anticipated to significantly impact the advancement of human resources within the hospitality sector, specifically at Hotel Aloft Bali Seminyak.

## RESEARCH METHODS

This research employed a cross-sectional approach to examine the relationship between occupational stress factors and employee performance. We gathered the data at a certain moment in time. Data was acquired with a bespoke questionnaire. The questionnaire had two primary sections: the initial component evaluated workplace stress levels by inquiries regarding stress-inducing factors such as workload, time limits, role ambiguity, and resource limitations. The second phase evaluated staff performance by analyzing important parameters like productivity, attendance, service quality, and work ethic. We employed regression analysis to analyze the obtained data and determine the relationship between job stress variables and employee performance. This method aids in evaluating the degree to which occupational stress levels can forecast variations in employee performance. The poll encompassed all personnel of Aloft Bali Seminyak Hotel. We employed a random sampling method to obtain a sample from the complete population. This enabled us to precisely depict the many apartments and employment tiers within the hotel. This strategy aims to enhance our comprehension of the effects of job stress on employee performance at Aloft Bali Seminyak Hotel. This strategy aims to create a foundation for formulating more effective management strategies to mitigate job stress and enhance employee performance in the hospitality sector.

## RESEARCH RESULTS AND DISCUSSION

### Evaluation of Measurement Model

**Table 1. Measurement of Convergent Validity And Internal Consistency Reliability**

Variable	Indicators	Loadings
<b>Job Stress</b>	SK1	0.789
	SK2	0.811
	SK3	0.753
	SK4	0.872
	SK5	0.819
	SK6	0.730
	SK7	0.771
	SK8	0.859
	SK9	0.824
	SK10	0.796
<b>Employee performance</b>	KK1	0.753
	KK2	0.831
	KK3	0.787
	KK4	0.810
	KK5	0.723
	KK6	0.815
	KK7	0.837

Table 1 indicates that all model indicators has values greater than 0.7. Consequently, we may ascertain that these indicators are dependable for analyzing the study variables. Consequently, these indications may be utilized for subsequent study.

### Construct Reliability dan Average Variance Extracted (AVE)

The findings of data processing show that:

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

Variabel	Average Variance Extracted (AVE)
Job Stress	0.798
Employee performance	0.879

Source: Data by Researchers (2024)

Table 2 presents data indicating that all Average Variance Extracted (AVE) values surpass 0.5. This signifies that AVE has effectively satisfied the validity standards. The table above indicates that the mean value surpasses 0.5. The composite reliability score over 0.7 indicates that the indicators in this study effectively measure the target qualities.

## Hypothesis Test Results

**Tabel 3. Direct Effect**

	Original Sampel (O)	Sampel Mean (M)	Standart Deviation (STDEV)	Statistik (tO/STDEV)	P Values	Information
Job Stress -> Employee performance	0.453	0.471	0.091	1.562	0.174	Not Significant

## Discussion

The analytical results demonstrate that job stress does not significantly affect employee performance. Respondents provided a favorable evaluation of the impact. The study's findings suggest that the management of the Aloft Bali Seminyak Hotel should prioritize work stress management within its human resource strategy to enhance employee welfare and performance. Actions that may be implemented 1) Equip staff with training to enhance their ability to identify, manage, and mitigate work-related stress efficiently. This training may encompass relaxation methods, time management skills, and coping mechanisms beneficial for managing daily work-related stressors. Enhance social support for employees and augment the resources accessible to them. This entails establishing an inclusive and friendly workplace, along with offering services such as psychological therapy or mental health initiatives. Acknowledging staff accomplishments and offering suitable awards may enhance motivation and alleviate stress levels. This acknowledgment may manifest as official accolades, direct commendation from leadership, or evident prospects for professional advancement. 4) Ensuring the availability of physical and technological resources to execute tasks efficiently helps mitigate dissatisfaction and tension resulting from operational limitations. 5) Consistently assessing employee job stress levels via surveys or assessment sessions enables hotel management to identify possible issues and implement required preventative or remedial measures. The findings of this study align with other research, which indicated that job stress does not significantly affect employee performance (Hu et al., 2024)(Sood & Ong, 2022)(Schumann, 2022). Elevated stress levels can create conflict among employees and between employees and management (Tebben, 2021). This tension may obstruct collaboration and impair the attainment of shared objectives (Cortese, 2021). Elevated stress levels might impede employees' concentration and alertness, thereby heightening the risk of workplace mishaps or injuries (Bres, 2021). This may interrupt hotel operations and incur additional expenditures (Kristanti, 2022).

## CONCLUSION

This study indicates that factors such as excessive workload, stringent time limitations, and insufficient assistance in the workplace significantly contribute to job stress at Aloft Bali Seminyak Hotel. Role conflict and job uncertainty might exacerbate stress levels. Extended

occupational stress can adversely affect an individual's total well-being, encompassing both mental and physical dimensions. Employees experiencing elevated job-related stress have a heightened risk of burnout, weariness, sleep difficulties, and several other health complications. The results of this study hold considerable significance for the management of Aloft Bali Seminyak Hotel in developing policies and programs that foster employee well-being and improve performance. These elements encompass the necessity to enhance job management, augment social support in the workplace, provide training in stress management, and cultivate an atmosphere that fosters well-being and support. The organization should focus enhancing staff satisfaction and augmenting employee retention. The results of this study may also offer recommendations for future research, including broadening the study's scope to encompass additional departments or units within the hotel, undertaking longitudinal studies to observe variations in stress levels and employee performance over time, and accounting for contextual factors specific to the Bali hospitality industry.

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