

The Influence of Job Stress on the Performance of Gen Z Workers While Studying and Mediated by Motivation : Evidence in Pontianak

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Abstract— This study aims to analyze the influence of job stress on the performance of Gen Z workers who are studying in Pontianak, considering motivation as a mediator. Data collection was conducted through the distribution of questionnaires to Gen Z workers who are actively studying in Pontianak. The research sample consists of 100 respondents selected through purposive sampling, where respondents must meet the criteria of being part of Gen Z, working, and still studying in Pontianak. Data analysis was performed using the statistical software WARP PLS 8.0 with SEM Approach Method .

Respondents from the Gen Z workforce who are still pursuing education make for attractive discussions considering that they belong to a generation that is making the switch from college to working life and is frequently considered by society as being prepared for jobs. Pontianak, which has become a major city in West Kalimantan, is chosen as a relevant research site because the researcher was born and raised in Pontianak, enabling a better understanding and research of the city. The researcher knows many people who can become respondents in the research.

The research findings indicate a significant relationship between job stress and the performance of Gen Z workers who are currently studying in Pontianak. Based on the mediation test results in the table, the indirect effect of SK (Work Stress) on KP (Performance of Gen Z Workers Still studying) through motivation is -0.178, with a P-value of 0.001, which is below 0.05. Thus, it can be concluded that MK (Motivation) significantly mediates the relationship between SK (Work Stress) and KP (Performance of Generation Z Workers Still in studying). In other words, SK (Work Stress) indirectly and significantly affects KP (Performance of Gen Z Workers Still studying) through MK (Motivation).

Keywords—*Job Stress; Motivation; performance*

I. INTRODUCTION

Gen Z (Generation Z), consisting of individuals born between the mid-1990s and the early 2010s, has become an important part of the current workforce. They possess characteristics, preferences, and values distinct from previous generations. One crucial aspect to understand in the context of Gen Z workers is how they cope with challenges and pressures in the workplace, especially job stress, which can influence their performance. Businesses must comprehend motivation as the mechanism that underlies a person's tenacity, focus, and strength in their pursuit of objectives. [1].

Pontianak, as one of the cities in Indonesia with significant economic growth, hosts many companies with Gen Z workers. Companies need to understand the impact of job stress on the performance of Gen Z workers. Often, people assume that stress only has negative effects, whereas stress is needed to a certain extent as it can drive individual achievement [2].

Previous research has shown that job stress can have negative impacts, affecting employee performance. Other studies indicate that job stress can have positive impacts, determining workers performance. However, there has been limited research specifically exploring the relationship between job stress and the performance of Gen Z workers, especially in cities like Pontianak.

In this context, it is crucial to conduct a comprehensive analysis of how job stress affects the performance of Gen Z workers in Pontianak. Additionally, identifying motivation as a mediating variable can provide deeper insights into the relationship between job stress and the performance of Gen Z workers. Therefore, this research aims to fill this knowledge gap by analyzing the influence of job stress on the performance of Gen Z workers in Pontianak who are currently studying, with motivation playing a mediating role.

II. RESEARCH METHODS

a) Research Objective

The research objective is to fill this knowledge gap by analyzing the influence of job stress on the performance of Gen Z workers currently studying in Pontianak, with motivation acting as a mediator. The hypothesis drawn from this research is that there is a significant relationship between job stress and the performance of Gen Z workers currently studying in Pontianak. These findings indicate that high levels of job stress tend to have a negative impact on the performance of Gen Z workers. Additionally, motivation plays a significant mediating role, suggesting that motivation can alleviate the negative effects of job stress on employee performance. This highlights the importance of stress management and enhancing motivation in the workplace for Gen Z workers studying in Pontianak. Efforts to reduce stress levels and increase motivation can help improve overall employee performance. Therefore, organizations and educational institutions need to consider these factors in their efforts to enhance productivity and well-being among Gen Z workers.

b) Research source

This research utilizes a quantitative method and employs a cross-sectional research design. Questionnaires were distributed to Gen Z workers currently attending school in Pontianak to collect data. In this study, the research period starts in April 2024 and is expected to conclude in July.

c) Research Sample

The study sample consists of 139 respondents selected purposively based on criteria of being part of Gen Z, actively working, and still enrolled as students in Pontianak.

d) Data Collection Instrument

Three primary sections of the questionnaire were used to collect data:

1. According to [1], A disorder known as worker job stress is brought on by the interaction between people and their work and is typified by adjustments requiring people to stray from their regular routines. In the context of this study, job stress is measured to determine its influence on the performance of Gen Z workers studying in Pontianak, considering motivation as a mediator." to measure the level of job stress with 9 items;
2. According to [3], stated that work motivation is a condition in which someone's efforts and strong willingness are directed towards achieving specific outcomes or goals. In this study, motivation is considered as a mediator that can influence correlation through performance and job stress of Gen Z workers studying in Pontianak.second, to measure the level of motivation with 9 items.
3. According to [4], performance is the optimal achievement corresponding to the potential a worker possesses, which is always a concern for organizational leaders. This performance describes the extent to which an individual's activities in carrying out tasks and striving to achieve set goals. In this study, motivation acts as a mediator between job stress and performance of Gen Z workers currently enrolled in Pontianak. to measure the level of performance with 15 items.

e) Data Analysis

WARP PLS 8.0 (Partial Least Squares) statistical software with SEM Approach Method was used for data analysis. to evaluate the influence of job stress on performance, considering motivation as a mediating variable.

f) Procedure

1. Data collection involved distributing questionnaires to respondents at their workplaces or through online platforms.
2. The collected data were then analyzed using PLS techniques to test relationships between the variables under research.
3. The results of the analysis were used to draw conclusions and implications for managerial theory and practice.

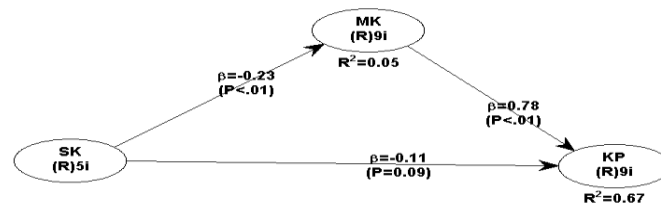
g) Strengths and Limitations

The quantitative method used provides strengths in producing statistically measurable data. However, limitations include reliance on subjective perceptions of respondents and constraints in generalizing findings since the research is cross-sectional in nature.

This research methodology is designed to provide an in-depth understanding of the relationship between job stress, motivation, and performance among Gen Z workers still studying in Pontianak, along with managerial implications derived from the research findings.

h) conceptual model

Picture 1
conceptual model



Based on the Picture 1, it can be described as follows:

- Model consists of three variables: SK (Work Stress), MK (Motivation), and KP (Performance of Gen Z Workers Still studying).
- SK (Work Stress) variable consists of 5 indicators, the MK (Motivation) variable consists of 9 indicators, and the KP (Performance of Gen Z Workers Still studying) variable consists of 9 indicators.

The hypotheses to be tested are as follows:

- SK (Work stress) has a negative and significant effect on the PK (Performance of Gen Z Workers Still studying).
- SK (Work stress) has a negative and significant effect on MK (motivation).
- MK(Motivation) has a positive and significant effect on the KP (Performance of Gen Z Workers Still studying).
- MK(Motivation) significantly mediates the relationship between SK (work stress) and KP (Performance of Gen Z Workers Still studying). In other words, work stress indirectly has a significant effect on the KP (Performance of Gen Z Workers Still studying) through MK (motivation).

III. RESULT AND DISCUSSION

The results obtained from the panel data processing of 139 samples of Gen Z workers who are still studying in Pontianak during the period of 2024 are as follows:

Table 1
Combined loadings and cross-loadings

	SK	MK	KP	Type (a)	SE	P value
X1.4	0.775	0.134	-0.034	Reflect	0.071	<0.001
X1.5	0.858	-0.010	-0.014	Reflect	0.070	<0.001
X1.6	0.747	-0.118	0.109	Reflect	0.071	<0.001
X1.7	0.744	-0.123	0.034	Reflect	0.071	<0.001
X1.9	0.775	0.109	-0.089	Reflect	0.071	<0.001
M1.1	-0.019	0.784	-0.477	Reflect	0.071	<0.001
M1.2.	0.118	0.805	-0.152	Reflect	0.070	<0.001
M1.3	0.118	0.650	-0.066	Reflect	0.073	<0.001
M1.4	0.081	0.787	-0.043	Reflect	0.071	<0.001
M1.5	-0.100	0.773	-0.166	Reflect	0.071	<0.001
M1.6	-0.119	0.730	0.287	Reflect	0.072	<0.001
M1.7	0.060	0.783	0.348	Reflect	0.071	<0.001
M1.8	-0.059	0.840	0.025	Reflect	0.070	<0.001
M1.9	-0.072	0.754	0.264	Reflect	0.071	<0.001
Y1.2	0.042	0.227	0.774	Reflect	0.071	<0.001
Y1.4	-0.086	-0.158	0.770	Reflect	0.071	<0.001
Y1.5	-0.138	-0.072	0.657	Reflect	0.073	<0.001
Y1.6	-0.024	0.085	0.651	Reflect	0.073	<0.001
Y1.8	-0.082	0.086	0.683	Reflect	0.072	<0.001
Y1.11	0.093	-0.036	0.662	Reflect	0.073	<0.001
Y1.12	0.080	-0.152	0.719	Reflect	0.072	<0.001
Y1.13	0.067	0.044	0.781	Reflect	0.071	<0.001
Y1.14	0.031	-0.028	0.775	Reflect	0.071	<0.001

From the table 1, variable SK(Work Stress) initially had 9 indicators, but only 5 indicators met the validity criteria with values > 0.4 [5]. Four other indicators were removed because they did not meet the validity threshold. For variable MK(Motivation), all indicators passed the same validity threshold, so no indicators were removed. Meanwhile, for variable KP(Performance of Gen Z Workers Still studying), out of 15 indicators, only 9 indicators met validity criteria. Six indicators were removed because their values did not meet the established validity threshold.

Table 2
Average variances extracted

SK	MK	KP
0.610	0.591	0.520

Table 2 indicates that the variables SK (work stress), MK (motivation), and KP (performance of Gen Z workers still studying) have properly surpassed the AVE required the limit, which should to be higher than 0.5 [6]. This indicates the extent to which a variable can account for the variation in its indicators.

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Table 3
Composite reliability coefficients

SK	MK	KP
0.886	0.928	0.906

From the table 3, It is available to determine composite reliability results for variable SK (Work Stress), MK (Motivation), and KP (Performance of Gen Z Workers Still studying) successfully exceeded the minimum threshold for composite reliability, which is required to be above 0.7 [5].

Table 4
Pattern loadings and cross-loadings

	SK	MK	KP
X1.4	0.762	0.134	-0.034
X1.5	0.858	-0.010	-0.014
X1.6	0.755	-0.118	0.109
X1.7	0.747	-0.123	0.034
X1.9	0.778	0.109	-0.089
M1.1	-0.019	1.192	-0.477
M1.2.	0.118	0.941	-0.152
M1.3	0.118	0.715	-0.066
M1.4	0.081	0.828	-0.043
M1.5	-0.100	0.910	-0.166
M1.6	-0.119	0.481	0.287
M1.7	0.060	0.487	0.348
M1.8	-0.059	0.815	0.025
M1.9	-0.072	0.523	0.264
Y1.2	0.042	0.227	0.579
Y1.4	-0.086	-0.158	0.903
Y1.5	-0.138	-0.072	0.713
Y1.6	-0.024	0.085	0.580
Y1.8	-0.082	0.086	0.606
Y1.11	0.093	-0.036	0.693
Y1.12	0.080	-0.152	0.849
Y1.13	0.067	0.044	0.746
Y1.14	0.031	-0.028	0.806

Base on the table 4 regrading pattern loading and cross-loading, It is available to determine:

- The loading value between X1.4 and SK (work stress) is **0.762**, which is greater than the loading value between X1.4 and MK (motivation) at 0.134, and it is also greater than the loading value between X1.4 and KP (Performance of Gen Z Workers Still studying) at -0.034.
- The loading value between M1.1 and SK (work stress) is 0.081, which is greater than the loading value between M1.1 and MK (motivation) at **0.828**, and it is also greater than the loading value between M1.1 and KP (Performance of Gen Z Workers Still studying) at -0.477.
- The loading value between Y1.2 and SK (work stress) is 0.042, which is greater than the loading value between Y1.2 and MK (motivation) at 0.227, and it is also greater than the loading value between Y1.2 and KP (Performance of Gen Z Workers Still studying) at **0.579**.
- And so on, It is available to determine the loading values between each indicator variable and their respective variables are higher compared to the other variables.

Table 5

Path coefficients				P values			
	SK	MK	KP		SK	MK	KP
MK	-0.227			MK	0.003		
KP	-0.112	0.784		KP	0.089	<0.001	

Based on the table 5 regarding the results of the path coefficient and P-value, it can be concluded that:

- Path coefficient of SK (Work Stress) to MK (Motivation) is -0.227, indicating a negative influence, meaning that SK has a negative effect on MK. The P-value is 0.003, which is less than 0.05, leading to the conclusion that SK has a significant impact on MK. according to the outcomes, It is available to determine SK (Work Stress) has a negative significant effect on MK (motivation). (hypotheses accepted)
- Path coefficient of SK (Work Stress) to KP (Performance of Gen Z Workers Still studying) is -0.112, indicating a negative influence, meaning that SK has a negative effect on KP. The P-value is 0.089, which is more than 0.05, leading to the conclusion that SK has a no significant impact on KP. according to the outcomes, It is available to determine SK (Work Stress) has a negative and no significant effect on KP (Performance of Gen Z Workers Still studying).
- Path coefficient of MK (Motivation) to KP (Performance of Gen Z Workers Still studying) is 0.784, indicating a positive influence, meaning that MK has a positive effect on KP. The P-value is <0.001, which is less than 0.05, leading to the conclusion that SK has a significant impact on MK. according to the outcomes, It is available to determine MK (motivation) has a positive and significant effect on KP (Performance of Gen Z Workers Still studying). (hypotheses accepted).

Table 6
R-squared contributions

	SK	MK	KP
MK	0.052		
KP	0.035	0.637	

Based on the table 6 regarding the results of the R-squared contributions:

- Based on the R-square value of 0.052, It is available to determine variable SK (work stress) only explains 5.2% of the variance in the variable MK (motivation) factors not placed in this study determine the remaining part of the variance.
- Based on the R-square value of 0.035, It is available to determine variable SK (work stress) only explains 3.5% of the variance in the variable KP (Performance of Gen Z Workers Still studying) factors not placed in this study determine the remaining part of the variance.
- Based on the R-square value of 0.637, It is available to determine variable MK (motivation) only explains 63.7% of the variance in the variable KP (Performance of Gen Z Workers Still studying) Meanwhile, factors not placed in this study determine the remaining part of the variance.

Table 7
Indirect and total effects

Indirect effects for paths with 2 segments		
SK	MK	KP
KP	-0.178	
Number of paths with 2 segments		
SK	MK	KP
KP	1	
P values of indirect effects for paths with 2 segments		
SK	MK	KP
KP	0.001	

Based on the mediation test results in the table 7, the indirect effect of SK (Work Stress) on KP (Performance of Gen Z Workers Still studying) through motivation is -0.178, with a P-value of 0.001, which is below 0.05. Thus, It is available to determine MK (Motivation) significantly mediates the relationship between SK (Work Stress) and KP (Performance of Gen Z Workers Still studying). In other words, SK (Work Stress) indirectly and significantly affects KP (Performance of Gen Z Workers Still studying) through MK (Motivation).

Table 8
Model fit and quality indices

APC (Average path coefficient) =0.374	P<0.001		
ARS (Average R-squared) =0.362	P<0.001		
AARS (Average adjusted R-squared) =0.356	P<0.001		
AVIF (Average block VIF) =1.069	acceptable if ≤ 5	ideally ≤ 3.3	
AFVIF (Average full collinearity VIF) =2.252	acceptable if ≤ 5	ideally ≤ 3.3	
GoF (Tenenhaus GoF) =0.455	small ≥ 0.1	medium ≥ 0.25	large ≥ 0.36
SPR (Simpson's paradox ratio) =1.000	acceptable if ≥ 0.7	ideally = 1	
RSCR (R-squared contribution ratio) =1.000	acceptable if ≥ 0.9	ideally = 1	
SSR (Statistical suppression ratio) =1.000	acceptable if ≥ 0.7		
NLBCDR (Nonlinear bivariate causality direction ratio) =1.000	acceptable if ≥ 0.7		

Based on table 8 it can be concluded the indicators:

- The APC value is 0.374, with a P-value < 0.001 , indicating that the model fit criterion is satisfied.
- The ARS value is 0.362, with a P-value < 0.001 , meaning that the model fit criterion has been met.
- The AARS value is 0.356, with a P-value < 0.001 , indicating that the model fit criterion has also been satisfied.
- The AVIF value is 1.069 (≤ 5), which means the model fit criterion is fulfilled.
- The AFVIF value is 2.252 (≤ 5), which means the model fit criterion is fulfilled.
- The GoF value is 0.455 (≥ 0.36), indicating that the model fit is classified as large (strong).
- The Simpson's paradox ratio value is 1. (> 0.7), which means the model fit criterion is fulfilled.
- The R-squared contribution value is 1. (> 0.9), which means the model fit criterion is fulfilled.
- The Statistical suppression value is 1. (> 0.7), which means the model fit criterion is fulfilled.
- The Nonlinear bivariate causality direction ratio value is 1. (> 0.7), which means the model fit criterion is fulfilled.

IV. CONCLUSION

This study's objective is to investigate the impact of work stress on the Performance of Gen Z Workers Still studying. The sample used consists of 139 participants who meet the criteria of being Gen Z individuals born between the mid-1990s and the early 2010s and are currently studying in Pontianak. Based on the analysis results, it is available to determine these findings emphasize the importance of managing work stress to enhance motivation and, subsequently, the Performance of Gen Z Workers Still studying. Future research could explore additional factors that may influence these relationships and further investigate strategies for stress management in this demographic.

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