

# HR Quality and Work Stress on Employee Performance in Potential Management Mangrove Forest Tourism

Siti Nurhayati<sup>1</sup>, Vina Arnita<sup>2</sup>, Indra Utama Tanjung<sup>3</sup>

<sup>1,3</sup>Law Study Program, <sup>2</sup>Management Study Program,  
Social Science Faculty, Universitas Pembangunan Panca Budi, Medan, Indonesia

Corresponding Author: Siti Nurhayati

DOI: <https://doi.org/10.52403/ijrr.20231208>

## ABSTRACT

This study aims to determine the effect of the quality of human resources and work stress on employee performance, in this case, it is the Farmer's group Greening Forward Together with the new Dusun X Paluh Mangrove Village Rawa Market Village. Mangrove Forest is a tourist attraction in Langkat Regency which has a unique, mangrove forest that plays a role in regional life that can withstand seawater abrasion and wave resistance. Mangrove forests are also used for the income of local residents to meet their needs and as a place for the development of certain marine life and flora and fauna. One of the fauna found in mangrove forests is baronang fish. Baronang fish is one of the fish that is a mascot mangrove tourist attraction in Pasar Rawa Village. The source of data used in this study is primary data. Data collection method using a questionnaire. The results of the analysis in this study show that work stress has a significant effect on work productivity and workload affects work productivity.

**Keywords:** *Mangrove Forest, Potential, Human Resources*

## INTRODUCTION

Deep human resources are very important assets as the answer to the implementation of the organization, including maximizing the ability of human energy sources, we need to improve the quality of human energy sources. (Wibowo et al., 2020) The quality of human resources in employees (in

this case it is a farmer group hereinafter referred to as the Mangrove Farmer Group (KTM)) Mangrove Tourism Objects have their respective qualities in accordance with Academic Learning and experience they have, (Hamali, 2016) KTM mangrove attractions are educated from elementary to S1 from these levels until there is a division of work duties each.

The importance of human resources in mangrove tourism objects is an effort to increase the success of the group to achieve goals through KTM performance. According to Hamali, who states that performance is the result of work and has a strong relationship with the organization's strategic goals (Hamali, 2016). Performance is concerned with doing the work and the results achieved from that work. So it can be said that KTM performance problems are important for an organization (group), where the performance can be done through training both from the government and the private sector.

Efforts to improve KTM performance include KTM job satisfaction, job satisfaction is a dependent variable, for two reasons, namely job satisfaction shows a relationship with performance factors and job satisfaction shows value preferences held by many organizational behavior researchers (Sitepu, 2013).

Job satisfaction affects KTM's performance. Where with the job satisfaction felt by

KTM, it will affect KTM's performance. This is based on research conducted by Rosita which states that job satisfaction has a positive and significant effect on employee performance (Rosita & Yuniati, 2016). Research conducted by Tobing found that job satisfaction has a positive and significant effect on employee performance. Then Windari found that the variable of job satisfaction did not have a significant effect on employee performance.

Then the effect of workload on employee performance has a significant relationship with employee performance, where research conducted by Sitepu found that workload did not have a significant effect on performance (Sitepu, 2013). Meanwhile, research conducted by Murdiyani found that workload and employee performance had a significant effect (Amalia & Novie, 2023). So the results of research conducted by several previous researchers showed that workload had a negative and significant effect on job satisfaction and employee performance, where there were also found that job satisfaction had a significant relationship with employee satisfaction and performance.

Then another factor that affects job satisfaction and employee performance is work stress. According to Fahmi, work stress is a condition that suppresses oneself and one's soul beyond the limits of their abilities, so if one continues to be left without a solution, it will have an impact on job satisfaction and employee performance. So the opinion expressed by Fahmi shows that work stress has a positive and significant effect on employee performance. From the results of the research above, it can be stated that every KTM certainly feels stress in carrying out their work at work, it is a common thing felt by KTMs. Employees who experience work stress are caused by many job demands and with a very short completion time. Not only the demands of work that can make KTM stress, workload or work groups, and many other things that make stress a case that is almost impossible to avoid. Stress at work is

something that is very serious for the industry, because if employees face stress that can reduce KTM performance. The performance of a KTM is basically the result of the work of a KTM during a certain period compared to various possibilities such as standards, targets/objectives, or criteria that have been determined in advance and have been mutually agreed upon (Nurhayati et al., 2022).

## **LITERATURE REVIEW**

### **Workload**

Workload as a concept arising from limited capacity in processing information. When facing a task, individuals are expected to complete the task at a certain level. If the limitations of the individual hinder / hinder the achievement of work results at the expected level, it means that there has been a gap between the expected level of ability and the level of capacity possessed. This gap leads to performance failures. This underlies the importance of a deeper understanding and measurement of workload.

A workforce has its own abilities in relation to workload. Perhaps among them are better suited for physical mental, or social burdens. But as a general equation, they are only able to carry a load at a certain weight. There is even a burden that feels optimal for a person. This is the purpose of placing the right workforce in the right job (Nurhayati et al., 2023). The exact degree of placement includes suitability, experience, skills, motivation, and so on.

Furthermore, it is also said that the workload given to employees of organizations and institutions is an activity, which has an important role in determining the need for employees needed in the smooth completion of a job where the calculation of the workload requires a certain method or technique to be in accordance with the wishes of the organization or institution. Sutarto revealed that (Sutarto, 2016): "The activity load of organizational units or the workload of each official or employee should be evenly

distributed so that it can be avoided that there are organizational units that have too many activities and there are organizational units with too few activities. Similarly, it can be avoided that there are officials or employees who are too piled up in their duties and there are officials or employees who have a little workload so that they appear too much idle."

From several definitions, it can be concluded that workload is a task or work whose difficulty is caused by the ability of each individual. Because in a company, each employee has different abilities with various skills, it is not uncommon for there to be a workload felt by someone in a team to complete their tasks.

### **Work Stress**

Stress or in other words people interpret it as "inner pressure" experienced by employees needs special attention from the leadership of the organization. Because, without efforts to overcome this, stress can affect their work performance. Various causes of stress may have been encountered, but in this case, it is related to the implementation of work in an organization.

Experts say that stress can arise as a result of pressure or tension stemming from misalignment between a person and his environment. In other words, if the suggestions and demands of the task are not aligned with the needs and abilities of a person, he will experience stress. Usually, stress gets stronger when someone faces problems that come continuously. Stress is individual reactions to new or threatening factors in one's work environment. The work environment often contains new situations and stressful situations of an individual nature and can result in emotional, perceptual, behavioral, and physiological changes.

Work stress is a condition of tension that creates a physical and psychological imbalance that affects the emotions, thought processes, and condition of a Rivai employee (Veithzal Rivai, 2017). Furthermore, people who experience stress

become nervous and feel chronic worry so they often become angry, aggressive, unable to relax or show an uncooperative attitude (Hasibuan (Malayu SP Hasibuan, 2016).

### **Job Satisfaction**

Job satisfaction at work is job satisfaction enjoyed at work by obtaining praise for work results, placement, treatment, equipment, and a good working environment atmosphere. Employees who prefer to enjoy job satisfaction at work will prioritize their work over remuneration even though remuneration is important. Job satisfaction outside work is employee job satisfaction enjoyed outside work with the amount of remuneration that will be received from the results of his work so that he can buy his needs. Employees who prefer to enjoy their satisfaction outside of work are more concerned about remuneration than the performance of their duties. Job satisfaction combination inside and outside work is job satisfaction reflected by an emotional attitude that is balanced between remuneration and the performance of work. Employees who enjoy more job satisfaction in and out of work will feel satisfied if the results of their work and remuneration are considered fair and decent.

Amalia (Amalia & Novie, 2023) argues that job satisfaction is the result of employees' perceptions of how well their jobs provide what they need to be important. Dewi, (Dewi et al., 2023) that job satisfaction is an evaluation of employees about their work and the context of their work, which is the most researched attitude. Job satisfaction is an assessment of perceptions of job characteristics, work environment, and emotional experiences at work. Job satisfaction is an employee's attitude regarding various aspects and contexts of work. Job satisfaction is the (positive) attitude of workers towards their work, which arises based on an assessment of the work situation. Such an assessment can be made of any of his work. Assessment is carried out as a sense of appreciation for achieving one of the important values in

work. A satisfied employee prefers his work situation to a dissatisfied employee, who does not like his work situation.

From these limitations regarding job satisfaction, it can be concluded simply that job satisfaction is a person's feelings about his job. This means that the conception of job satisfaction is the result of human interaction with the work environment. In addition, a person's feelings towards work are a reference to his attitude towards work.

### **Human Resources**

The success of an organization is greatly influenced by the competitive advantage it has, namely Human Resources (HR). Human energy sources are one of the determinant sources or are determinant aspects in development in various zones and fields of a nation. An organization wants to run healthily, if it is managed well by its leaders and subordinates. Human Resource Management is "the use of several people to achieve organizational goals", HR management can also be referred to as a process intended to obtain, train, calculate, and distribute compensation to employees, observe their work bonds including health and safety, and justice issues felt by these human resources.

Human resources have a main position in every organizational activity, this proves that human resources are the main key in achieving the goals of an organization or industry. Humans are attitudes that drive activities and routines in an organization or industry, as known as an organization or industry associates a series of diverse people who are grouped in various statuses which include learning, work, experience, gender and age level of each person.

## **METHOD**

### **Types of Research**

The type of research used by researchers in this study is qualitative research. Bogdan and Taylor define qualitative methods as research procedures that produce descriptive data in the form of written or spoken words of people and observable behavior (Mamik,

2015). The use of qualitative research is because in this study the data is presented descriptively in the form of words instead of numbers that discuss the Effect of HR Quality and Work Stress on Employee Performance in Managing Mangrove Forest Tourism Potential.

It is necessary to know that in the discussion of legal science in general, legal research is divided into two research models, namely normative legal research and empirical legal research. In this study, the research model that researchers use is empirical legal research. In this study, researchers departed from real behavior obtained from the field research location, namely about the Quality of Human Resources and Work Stress on Performance carried out in Hamlet x Paluh Baru, Pasar Rawa Village, Langkat Regency as primary data. This is in accordance with the definition of empirical legal research explained by Abdulkadir Muhammad who explained that empirical legal research does not depart from written positive law (legislation) as secondary data, but from real behavior as primary data obtained from field research locations (Muhaimin, 2020)

### **Research Location**

The location of the study is the most important aspect in qualitative research to find data that has been formulated before the study. The location of the research as a target is very helpful in determining the data taken, so the location is very important to support being able to provide valid information (Sumadi Suryabrata, 2018).

The location in this study is in Dusun X Paluh Baru, Pasar Rawa Village, Gebang District, Langkat Regency. The reason the researchers chose the research location in this place is because Paluh Baru Village has enormous potential for mangrove forests which in the future can be used as tourist attractions and there has never been a similar study that discusses the Effect of HR

Quality and Work Stress on Employee Performance in the Management of Mangrove Forest Tourism Potential in X Paluh Baru Hamlet, Pasar Rawa Village, Gebang District, Langkat Regency.

### **Data Sources**

Based on the source, research data can be categorized into two types, namely:

#### **1. Primary Data**

Primary data is data obtained or collected by researchers directly from their data sources (Sandu Siyoto dan Muhammad Ali Sodik, 2015). Primary data is also referred to as original data or new data that has an up-to-date nature. So to obtain primary data researchers must collect data directly from the source, in this case, researchers obtain primary data by conducting interviews directly with the participants (KTM), namely interviews with the leader of the new Dusun X Paluh Farmer Group, 10 members of the Farmer Group who work in mangrove forests, 10 housewives of farmer groups who participate in work. In addition to conducting interviews with these informants, researchers also conducted interviews with the Head of the swamp market village, the Langkat City Manpower Office, to study more deeply what had been obtained in previous interviews.

#### **2. Secondary Data**

Secondary data is data obtained or collected by researchers from various existing sources. Secondary data can be obtained from various sources such as the Central Bureau of Statistics (BPS), books, reports, journals, and others. In this study, the data that the researchers used were:

a. Law Number 13 of 2003 concerning Manpower

b. PERPU Number 2 of 2022 concerning Job Creation

c. Government Regulation Number 31 of 2006 concerning Job Training System

d. Presidential Regulation of the Republic of Indonesia Number 120 of 2020 concerning Peatland and Mangrove Restoration Agency.

e. Presidential Regulation of the Republic of Indonesia Number 73 of 2012 concerning the National Strategy for Mangrove Ecosystem Management.

### **Data Collection Techniques**

Data collection techniques are an important step in research, so it requires appropriate data collection techniques in order to produce appropriate data. Without having the ability of data collection techniques, researchers will find it difficult to obtain standard research data (Firdaus dan Fakhry Zanzan, 2018). There are several techniques that researchers use in collecting data in this study, namely by conducting interviews, observations, and documentation.

### **Data Analysis Techniques**

Data analysis techniques can be translated as a way of analyzing data, with the intention of processing the data into information, so that the characteristics or characteristics of the data can be easily understood and useful for answering problems related to research activities (Tarjo, 2019) The stages in conducting data analysis in this study are as follows:

#### **a. Data reduction**

The amount of data obtained from the field is quite a lot, so it needs to be recorded carefully and in detail. Reducing data means summarizing, choosing the main things, focusing on the things that matter, and looking for themes and patterns (Umrati dan Hengki

Wijaya, 2020). In this process, researchers record the data that has been collected through interviews, observations, and documentation. Then summarize the data that is considered as the subject of discussion in the study, namely data related to the Effect of HR Quality and Work Stress on Employee Performance in the Management of Mangrove Forest Tourism Potential in X Paluh Baru Hamlet, Pasar Rawa Village, Gebang District, Langkat Regency. In this process, researchers record the data that has been collected through interviews, observations, and documentation. Then summarize the data that is considered as the subject of discussion in the study, namely data related to the Effect of HR Quality and Work Stress on Employee Performance in the Management of Mangrove Forest Tourism Potential in X Paluh Baru Hamlet, Pasar Rawa Village, Gebang District, Langkat Regency.

- b. Display data (presentation of data)  
Once the data is reduced, then the next step is to present the data. The data that had previously been analyzed and separated based on points related to the implementation of labor wages below the minimum standard carried out by KTM was obtained through interviews. Then in presenting this data, the researcher presents the data descriptively in accordance with the problem formulation that the researcher has formulated.
- c. Conclusion drawing and verification.  
After the data is successfully reduced and presented in the form of descriptive text, the next step is for the researcher to draw conclusions. At this stage, researchers systematically compile the data that has been presented, namely data on the Quality of Human Resources and Work Stress on Employee

Performance carried out by the Mangrove Forest Farmer group in developing Mangrove Forest Tourism Potential in X Paluh Baru Hamlet, Pasar Rawa Village, Gebang District, Langkat Regency, then the researcher makes conclusions on the data that are adjusted to the formulation of the problem in this study, namely how the influence of the quality of human resources on employee performance, how the effect of work stress on employee performance, how the influence of human resource quality and work stress on employee performance.

## RESULTS

### The Workload on Job Satisfaction

The workload is that too much can cause tension in a person it causes workload to job satisfaction stress. This can be caused by the level of expertise demanded being too high, the speed of work is too high, the volume of work is too much, and so on (Simangunsong & Oktaviani, 2023). While other opinions express the workload opinion that emphasizes the demands of the tasks that must be done by employees, that workload is something that arises from the interaction between the demands of work environment tasks where they are used as a workplace, skills, and perceptions of workers (Auliawati, 2023). Workload is sometimes defined operationally by factors such as the demands of the task or the efforts made to perform the work.

Research conducted by Joko, Risma, and Roki with the title The Effect of Mental Workload Using NASA-TLX Method on Work Stress. The results showed that of employees who experienced a high mental workload 91% and 9% experienced a very high mental workload, Employees who experienced high work stress 36% and 64% experienced moderate stress, employee work stress was influenced by mental workload by 42.8% and 57.2% was

influenced by other factors not studied in the study.

Based on the description above, the hypotheses proposed in this study are:

H1 = Workload has a significant effect on job satisfaction in Mangrove Forest tourism employee's hamlet x Paluh Baru Pasar Rawa Village.

### **Work Stress on Job Satisfaction**

Work stress is a condition of tension that creates a physical and psychological imbalance that affects the emotions, thought processes, and condition of an employee (Dewi et al., 2023). Furthermore, people who experience stress become nervous and feel chronic anxiety so they often become angry, aggressive, unable to relax, or show an uncooperative attitude.

Research conducted by Nurrochman. The Effect of Work Stress on Employee Job Satisfaction of PT. Pos Indonesia (Persero) in Medan". The results showed that work stress and employee job satisfaction at PT. Pos Indonesia (Persero) Medan is in the medium category. The result of the correlation calculation of 0.605 means that there is a fairly high relationship between work stress and employee job satisfaction. The calculation results of simple regression analysis obtained the equation  $Y = 5.325 + 0.560X$  and  $KD = 36.7\%$  means that the effect of work stress on employee job satisfaction is 36.7% while the remaining 63.3% is influenced by other factors. Journal of the Indonesian University of Education.

Based on the description above, the hypotheses proposed in this study are:

H2 = Work stress has a significant effect on job satisfaction in Mangrove Forest tourism employee's hamlet x Paluh Baru Pasar Rawa Village.

### **Workload against performance**

The results of Dewi R's research, The Effect of Workload on Employee Performance in Government Agencies. Workload is one aspect that can be used in measuring employee performance which of course the workload has special indicators such as time. An employee can be measured how high his performance is by being given a job whose results are calculated from how long the employee does his job. If according to the target or time standard that has been determined to do the job, then the employee is suitable to occupy his position at that time. Not only time, there are many indicators that can be used to measure the performance of an employee as can be seen from its accuracy, discipline which includes attendance, and others.

Knowing the performance of employees is very important for government agencies as a reference for them in improving the performance of their agencies because employee performance reflects the good and bad performance of these government agencies. So, every government agency must pay attention to the performance of its employees so that it is easy to achieve the goals of its effective and efficient agency.

H3 = Workload has a significant effect on the performance of employees of the Mangrove Forest tourism hamlet x Paluh Baru Desa Pasar Rawa.

### **Work Stress on Performance**

Noor Aini Aslihah, The Effect of Work Stress on Performance. From the results of processing research data, multiple linear regression  $Y = 4.587 + 0.223X_1 + 0.598X_2 + e$  was obtained. The results showed that the coefficient of determination seen in the Adjusted R Square value of 0.298 which means that what affects employee performance can be explained by both independent variables, namely individual work stress and organizational work stress

48.4%, and the remaining 31.6% can be explained by other variables outside this research model. Partially based on the results of the t-test, the variables in this study have a positive and significant effect on employee performance.

Based on the F test, it shows that simultaneously or together the variables in this study, namely individual work stress and organizational work stress, have a positive and significant effect on employee performance.

H4 = Work stress has a significant effect on the performance of employees of Mangrove Forest tourism hamlet x Paluh Baru Desa Pasar Rawa

### **The Effect of Workload on Performance Through Job Satisfaction**

The Effect of Workload and Work Stress on Teacher Performance with Job Satisfaction. The sample in this study was 67. The sampling technique uses the census method. Data analysis techniques are simple regression analysis and path analysis (Simangunsong & Oktaviani, 2023). The results of this study found that: (1) Workload has a significant effect on performance. (2) Work stress has a significant effect on performance. (3) Satisfaction significantly mediates the effect of workload on performance. (4) Satisfaction significantly mediates the effect of work stress on performance. (5) Job satisfaction has a significant effect on performance. The effect of employee job satisfaction on employee performance. The results of distributing questionnaires to employees for job satisfaction factors that the highest percentage of employees who can be classified as dissatisfied are caused by the work environment, The ability of leaders to make decisions and opportunities to develop themselves, while the highest percentage of employees who can be classified as low performers are: Lack of

innovation in carrying out tasks, Often make mistakes in completing work, and Compatibility of work with the expertise possessed (Auliawati, 2023).

Based on the description above, the hypotheses proposed in this study are:

H5 = Workload has a significant effect on employee performance through job satisfaction in Mangrove Forest tourism employee's hamlet x Paluh Baru Pasar Rawa Village

### **The Effect of Work Stress on Employee Performance Through Job Satisfaction**

The effect of work stress on job satisfaction and its impact. This study aims to examine the effect of work stress on job satisfaction, work stress on employee performance, job satisfaction on employee performance, and work stress on employee performance through job satisfaction in employees (Amalia & Novie, 2023). This research is quantitative research. Data was collected through a questionnaire survey with a sample of 83 employees. The results showed that work stress had a significant positive effect on job satisfaction, work stress had a significant positive effect on employee performance, work stress had a significant positive effect on job satisfaction, and job satisfaction mediated the effect of work stress on employee performance.

Research conducted by Novita Marlia The Effect of Employee Job Satisfaction on Performance. The results of distributing questionnaires to employees for job satisfaction factors that the highest percentage of employees who can be classified as dissatisfied are caused by the work environment, The ability of leaders to make decisions and opportunities to develop themselves, while the highest percentage of employees who can be classified as low performers are: Lack of innovation in carrying out tasks, Often make mistakes in



completing work, and Compatibility of work with the expertise possessed.

Based on the description above, the hypotheses proposed in this study are:

H6 = Work stress has a significant effect on employee performance through job satisfaction in employees of Mangrove Forest tourism hamlet x Paluh baru Desa Pasar Rawa.

## **DISCUSSION**

### **The effect of workload on job satisfaction**

Based on the results of the first hypothesis testing, it was obtained that workload has a positive and significant influence on employee job satisfaction in Mangrove Forest tourism employees, hamlet x Paluh baru, Pasar Rawa Village.

This shows that if the employee burden is high, employee job satisfaction decreases. Furthermore, this can result in decreased job satisfaction. A strategy that can be used to overcome excessive workload is to counsel superiors, a proportional distribution of work tasks based on the ability of workers to each other. This is what happened to the employees of the Mangrove Forest tourism hamlet x Paluh Baru Pasar Rawa Village, some employees get a division of labor that is beyond their responsibilities, which causes an increase in workload, plus there is no additional salary bonus, especially for outsourced workers who get additional work outside their responsibilities, this reduces the level of job satisfaction of the employees concerned.

### **The effect of work stress on job satisfaction**

Based on the results of testing, the second hypothesis was obtained that work stress had a negative and insignificant effect on job satisfaction in tourism employees of the Mangrove Forest Dusun X Paluh Baru, Pasar Rawa Village.

The management of work stress and job satisfaction carried out in Dusun X Paluh Baru, Pasar Rawa Village, has not been effective and efficient, causing a negative relationship between work stress and job

satisfaction felt by Mangrove Forest tourism employees carried out their work according to their authority, and employees have felt comfortable working according to their abilities and positions.

The results of the frequency of respondents regarding employee work stress in Dusun X Paluh Baru, Pasar Rawa Village is very high due to double jobs and task demands. However, the impact of negative work stress does not trigger career development, work stress cannot be used as a motivator to spur enthusiasm generation and support at work. Employees feel less enjoying their work with a high level of busyness, double jobs, and time allotments. The double job given by the company, stresses employees so that they are uncomfortable with the work environment and colleagues, resulting in decreased job satisfaction.

### **The effect of workload on employee performance**

Based on the results of testing the third hypothesis, it was obtained that workload has a positive and significant influence on the performance of mangrove forest tourism employees in Dusun X Paluh Baru, Pasar Rawa Village.

The workload does not affect employee performance due to the volume and time of employee work that is implemented effectively and efficiently, the distribution of duties of each employee in each unit is well divided according to the number and ability of employees. In addition, the high and low performance of employees in terms of regulating electrical loads in South Sulawesi is good. Therefore, the workload has no effect at all on employee performance.

### **The effect of work stress on employee performance**

Based on the results of testing the fourth hypothesis, it was found that work stress had a negative and insignificant influence on employee performance in mangrove forest tourism in Dusun X Paluh Baru, Pasar Rawa Village.

The insignificant negative influence of work stress on employee performance means that the value of employee performance is not definitively influenced by work stress.

According to Bambang Riyadi, in the company employees always do their jobs well and according to the target and the company determines the proof that the company's annual target is met. This also applies to mangrove forest tourism employees in Dusun X Paluh Baru, Pasar Rawa Village. But giving a high-stress impact, the result is that the task is completed on time but has a stressful impact on employees. Employee performance is influenced by job satisfaction due to inhibiting factors, namely work facility problems such as work equipment, salaries, and benefits.

#### **The effect of workload on employee performance through job satisfaction**

Based on the results of the fifth hypothesis test, it was obtained that job satisfaction has a positive and significant influence on employee performance through job satisfaction in mangrove forest tourism employees in Dusun X Paluh Baru, Pasar Rawa Village.

The mediation or intervening relationship cannot mediate the effect of workload on employee performance, meaning that an increase in workload causes work fatigue in employees and has the impact of decreasing job satisfaction which has an impact on decreasing employee performance. The phenomenon that occurred in Dusun X Paluh Baru Desa Pasar Rawa shows that the peak workload usually occurs at the end of the year when workers are asked to immediately complete responsibilities with a certain grace period, this causes work fatigue in employees which can impact on decreasing employee performance.

#### **The effect of work stress on employee performance through job satisfaction**

Based on the results of testing the sixth hypothesis, it was obtained that work stress had a negative and insignificant effect on

employee performance through job satisfaction in mangrove forest tourism employees in Dusun X Paluh Baru, Pasar Rawa Village.

The mediation or intervening relationship cannot mediate the effect of work stress on employee performance, meaning that the high value of employee performance does not exceed job satisfaction, if the company wants its employee performance to rise, efforts must be made to increase employee satisfaction first. The negative relationship between work stress and employee performance through job satisfaction means that employees of mangrove forest tours in Dusun X Paluh Baru Desa Pasar Rawa. Require employees to be responsible for their work and complete it on time. This gives work stress and the company does not provide satisfaction to employees for their work.

Companies usually require employees to be responsible for their work so that work at the company is quickly completed on time. But companies must provide satisfaction to employees for their work by paying salaries on time and provide perks and bonuses.

#### **CONCLUSION**

Based on the results of the analysis and discussion that has been described, it can be concluded as follows:

Workload has a positive and significant influence on employee job satisfaction, Work stress has a negative and significant influence on employee job satisfaction, Workload has a positive and insignificant influence on employee performance, Work stress has a negative influence on employee performance, Job satisfaction has a positive and significant influence on employee performance, job satisfaction can mediate the effect of workload on performance.

#### ***Declaration by Authors***

**Acknowledgement:** None

**Source of Funding:** None

**Conflict of Interest:** The authors declare no conflict of interest.

## REFERENCES

1. Amalia, A., & Novie, M. (2023). The Relationship between Employee Engagement, Organizational Culture, and Work Stress on Employee Performance. *Nusantara Entrepreneurship and Management Review*, 1(1), 11–23.
2. Auliawati, N. (2023). The Relationship Between Age, Working Period And Length Of Work To Work Stress In Employees At Pt Starpia In 2021. *Journal of Health Services*, 1(1), 162–167.
3. Firdaus dan Fakhry Zanzan. (2018). *Application of Research Methodology*. Deepublish.
4. Hamali, Y. A. (2016). *Understanding of Human Resource Management, Strategies for Managing Employees (First Printing)*. Publisher: CAPS (Center for Academic Publishing Service).
5. Malayu SP Hasibuan. (2016). *Understanding of Human Resource Management, Strategies for Managing Employees (First Printing)*. (Publisher 14). Bumi Aksara.
6. Mamik. (2015). *Qualitative methodology*. Zifatama Publisher.
7. Nurhayati, S., Medaline, O., & Wahyuni, E. (2022). Synchronization of Outsourcing Arrangements in Employment Law with Human Rights and Ratification of the International Covenant of Economic, Social and Cultural Rights. *International Journal of Research and Review*, 9(6), 91–103. <https://doi.org/10.52403/ijrr.20220614>
8. Nurhayati, S., Wakhyuni, E., & Asmi Hasibuan, S. (2023). Enforcement of Labor Wages Below the Minimum Standard Reviewed from Government Regulation (PP) Number 36 of 2021 concerning Wages and Islamic Law. *International Journal of Research and Review*, 10(4), 340–349. <https://doi.org/10.52403/ijrr.20230442>
9. Rosita, T., & Yuniati, T. (2016). The effect of job satisfaction on employee performance with organizational commitment as an intervening variable. *Journal of Management Science and Research (JIRM)*, 5(1).
10. Sandu Siyoto dan Muhammad Ali Sodik. (2015). *Basic Research Methodology*. Literasi Media Publishing.
11. Simangunsong, B. A. M. P., & Oktaviani, L. (2023). The Effect of Workload and Work Stress on Employee Performance at the Sukabumi Treasury Service Office. *Journal of Businessman: Business and Management Research*, 5(2), 74–87.
12. Sitepu, A. T. (2013). Workload and motivation affect employee performance at PT. Bank Tabungan Negara Tbk Manado Branch. *EMBA Journal: Journal of Economic, Management, Business and Accounting Research*, 1(4).
13. Sumadi Suryabrata. (2018). *Research Methodology*. Raja Grafindo Persada.
14. Sutarto. (2016). *Organizational Fundamentals*. Gajah Mada University Press.
15. Tarjo. (2019). *3x Read System Research Methods*. Deepublish.
16. Umrati dan Hengki Wijaya. (2020). *Qualitative Data Analysis: Concept Theory in Educational Research*. Sekolah Tinggi Theologia Jaffray.
17. Wibowo, W., Indriyani, A., Riono, S. B., Syaifulloh, M., & Ikhwan, S. (2020). Analysis of Individual Competence, Organizational Support and Management Support on Employee Performance at Grand Dian Hotel Brebes. *Syntax Literate; Indonesian Scientific Journal*, 5(12), 1754–1766.

How to cite this article: Siti Nurhayati, Vina Arnita, Indra Utama Tanjung. HR quality and work stress on employee performance in potential management mangrove forest tourism. *International Journal of Research and Review*. 2023; 10(12): 57-67.  
DOI: <https://doi.org/10.52403/ijrr.20231208>

\*\*\*\*\*