

The effect of job stress and social support on presenteeism with public service motivation as a mediator

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Abstract

Puskesmas is a public health center that operates continuously for 24 hours. One of the possible consequences of these pressures is presenteeism. The main predictor of presenteeism is job stress, and one of the priorities that can be done to reduce presenteeism is the presence of social support. The goal of this research was to determine the effect of job stress and social support on presenteeism with public service motivation as a mediator. This study used a cross-sectional approach. This study population consisted of 1179 health workers who were actively working at the 20 puskesmas, which used cluster sampling technique. The total sample of this study consisted of 164 respondents. The results of this research are: The stress challenges have a positive impact on PSM ($p < 0.05$), and hindrance stress has a negative impact on PSM ($p < 0.05$). Supervisor support has a positive effect on PSM ($p < 0.05$). Co-worker support has a positive impact on PSM ($p < 0.05$). PSM has a positive impact on presenteeism, which mediates the influence of challenge stress on presenteeism, as well as hindrance stress on presenteeism. PSM mediates the influence between supervisor support on presenteeism, as well as coworker support on presenteeism.

Keywords: job stress, social support, presenteeism, public service motivation.

Introduction

Presenteeism can be described as behavior that leads to a potential decrease or loss of productivity at work due to health problems or other reasons (Deng et al., 2019; McGregor et al., 2016; Simpson, 1998; Yang et al., 2019). Nowadays, presenteeism has become the focus of an organization's research and human resource management because the results of several previous studies mentioned that presenteeism can reduce productivity silently but significantly, even if the negative effect is greater than the absence of an employee (Deng et al., 2019; Jiang et al., 2021; McGregor et al., 2016). Johns and Miraglia (2016) stated the results of their analytical study regarding the problems that can occur due to presenteeism, such as serious errors, work accidents, and the spread of viruses, where these significances have financial insinuations for the organization, such as reworking defective products, many reports of customer complaints, poor image of the organization, decreased

customer retention, and sick leave from other affected colleagues. (Miraglia & Johns, 2016). A study at a US state hospital in South Carolina revealed that in addition to causing lost productivity, presenteeism behavior also causes an 18% enhance in the number of medical errors and patient falls (Letvak et al., 2012).

One of the priorities that can be done to reduce presenteeism and prove effective in overcoming these problems is the presence of social support, both from superiors or leaders and coworkers. This can indirectly increase employee satisfaction and help employees fulfill job requirements better. Good relationships with superiors are correlated with higher levels of trust, obligation, respect, encouragement, and support, while relationships with coworkers provide emotional and instrumental support because they have an comprehension of the internal work atmosphere (Yang et al., 2019).

Previous research mentions that the main predictor of presenteeism is job stress, as it causes presenteeism by affecting the physical condition of the employee (Deng et al., 2019). The high demands and workload of health center employees can cause side effects in the form of very high stress, which can not only endanger health but can also reduce the productivity, quality, and effectiveness of the work of health workers in the workplaces (Deng et al. 2019; Jiang et al. 2021). In previous study, Cavanaugh et al. divide work stress into two classifications, which are obstacle stress and challenge stress. Challenge stress includes time constraints, high workload, high responsibility and job scope, while obstacle stress includes organizational politics, bureaucracy, ambiguity about roles and job security concerns (Cavanaugh et al. 1998).

Apart from affecting the physical condition of employees, work stress can also affect the psychological condition of employees which can provide further explanation regarding the correlation between work stress, social support and public service motivation (PSM). In research conducted on health workers in Chinese public hospitals, it shown that work stress and social support are predictors of public service motivation in health services (Deng et al., 2021). In general, PSM can be interpreted as an individual's tendency to provide the best service to the public. Lepine et al. (2005), in their metaanalysis study, mentioned that challenge stress is related to high motivation as people may suppose that there is a positive correlation between the effort expended to meet meet these needs and the ability to meet them, whereas obstacles stress is correlated with low motivation, as people are unlikely to suppose that there is a association between the effort expended to meet these needs and the ability to meet them (Lepine et al., 2005). Employees in the public sector, such as health workers, are usually considered to have high motivation for public service. For example, in China, health workers perform well at the beginning of their employment when they have high public service motivation. However, over time, the organization will continue to grow and may present higher job demands than before, leading to stress. These changing conditions can alter a person's public service motivation, which in turn can lead to a significant decrease in productivity or presenteeism (Deng et al., 2019). Consequently, PSM mediates the correlation between job stress and presenteeism.

Currently, various sectors in Indonesia are experiencing continuous development, including the health sector. Innovation and performance of health workers are expected to be maximized in providing public services. This is a

considerable challenge for managers in the health sector. The Indonesian government has high hopes for primary healthcare facilities, namely Puskesmas, by making their performance a benchmark of the country's health development (Ministry of Health of the Republic of Indonesia, 2019). Puskesmas has a role as the first gate of defense with promotive and preventive functions to reduce community morbidity, and ultimately, it is expected to reduce the number of patients who must be treated in hospitals or secondary healthcare facilities. In carrying out this function, Puskesmas has SPM (Minimum Service Standards), which must be achieved by the targets set by the Ministry of Health of the Republic of Indonesia (Ministry of Health of the Republic of Indonesia, 2019).

In achieving these targets, each local government has its policies and strategies according to the problems faced by each region. For example, Situbondo Regency, especially the Situbondo Regency Health Office, has four main issues in terms of health development, namely (1) increasing health financing to provide public health insurance; (2) improving public health to accelerate the achievement of SDGs targets; (3) controlling diseases and overcoming health problems due to disasters; (4) increasing the availability, equity, and quality of health workers throughout Situbondo Regency, especially remote areas and other strategic issues faced by Situbondo Regency in 2022, including accelerating and strengthening the surveillance and response system for Covid-19 and other diseases, reducing maternal and infant mortality rates, reducing the prevalence of stunting, reducing the number of cases of infectious diseases (TB and HIV) and non-communicable (DM and HT), and increasing Open Defecation Free or Stop Open Defecation. This shows that so many targets are imposed on the Situbondo District Health Office through the Puskesmas. On the other hand, based on the community satisfaction survey of Puskesmas services in Situbondo Regency in 2022, it is stated that there are still 11 Puskesmas (55%) having a Community Satisfaction Index (IKM) value below the average, where the two lowest elements that need attention and an action plan is prepared related to human resources, namely the speed of officer time in providing services and officer behavior in services related to politeness and friendliness (Situbondo Regency Health Office, 2022).

Referring to the results of the researcher's interviews with some of the Situbondo Community Health Center officers, a similar phenomenon related to presenteeism also occurred at the Situbondo District Health Center, where several near-injuries occurred due to almost giving the wrong medicine to patients, both errors in drug doses and types of drugs. In addition, based on the researcher's observations, there were differences in the productivity of health workers with different superiors because, in Situbondo District, there was a phenomenon of mutation of superiors or leaders of Puskesmas two to three times in one year.

In 2019, Puskesmas in Situbondo Regency increased by 3 units, from 17 to 20 Puskesmas. The three Puskesmas are the development of Pustu, which was upgraded to Puskesmas status so that 1 (one) Puskemas serves around 34,468 residents. This condition shows that although the number of puskesmas in Situbondo Regency has increased, it is still less than the national target, which is 1 (one) Puskesmas serving an average of 30,000 residents. Nevertheless, all puskesmas in Situbondo District, as a technical implementation unit of the Health

Office up to the sub-district level, are obliged to achieve the set targets and solve existing problems, where the main actors are health workers.

Health workers are the largest human resource in the health sector, and their performance determines the quality of health services (Tran et al., 2018). Puskesmas is a public service facility in the field of health services that operates continuously for 24 hours, especially in inpatient health centers. Due to these demands, most health workers tend to carry out their duties with a shift work system, inflexible work schedules, heavy workloads, high work intensity patterns, long working hours, and demands for services that must always be satisfactory. Many reports related to the difficulty in finding substitutes during shifts or being forced to replace absent colleagues, causing health workers to be forced to come in even though conditions did not allow it. In addition, work in the health sector can only be done at the workplace, and the number of employees attending will determine the amount of service received each month. One of the possible consequences of these pressures is to continue to come to work even though conditions do not allow (presenteeism). This is confirmed by previous research which revealed that workers related to public services are the group most vulnerable to presenteeism (Garrow, Valerie, 2016).

Based on this explanation, it is important to conduct research using methods derived from previous studies related to the assessment of factors that influence the performance of health workers. This is important for managers in the health sector. Hopefully, this research can contribute both theoretically and practically to managers in the health sector to improve the quality of health resources. Challenge stress is defined as job stress associated with challenging job demands including work overload, time pressure, and high levels of responsibility (Cavanaugh et al., 1998). In general, it is associated with positive work outcomes. This is supported by metaanalysis research conducted by (Lepine et al., 2005) reported that challenge stress is associated with high motivation thus enabling one to meet demands. Then challenge stress is positively associated with public service motivation (Deng et al., 2019). Based on this theoretical review and previous findings, the hypothesis of this study can be formulated, namely:

H1: Challenge stress has a positive effect on public service motivation

Stress barriers are reported to have an adverse impact on a person's psychological state, as they cause fatigue, boredom, loss of enthusiasm and loss of calmness and decreased motivation to learn and work (Husen 2009; Lepine et al., 2005; Yao, Jamal, & Demerouti 2015). This is also supported by metaanalysis research conducted by Lepine et al. (2005), where barrier stress is associated with low motivation and negatively related to public service motivation (Deng et al., 2019). Based on this theoretical review and previous findings, the hypothesis of this study can be formulated, namely:

H2: Stress barriers negatively affect public service motivation

Research Deng et al. (2021) shows that supervisor and coworker support affect the public service motivation of health workers at public hospitals in China. Supervisor support and coworker support can be the most important social support factors that influence the public service motivation of health workers in primary health care facilities or Puskesmas, given the intensity of frequent

interactions between health workers. The presence of supervisor support makes employees feel valued as important members of the organization and realize that their goals are in accordance with organizational goals (Belrhiti et al., 2020). This triggers employees to be more engaged in their work and exhibit more altruistic and dedicated behavior, which is a concrete manifestation of public service motivation. Based on this theoretical review and previous findings, the hypothesis of this study can be formulated, namely:

H3: Supervisor support has a positive effect on public service motivation

Coworker relationships are cited as a major source of emotional support, career development (Colbert, Bono & Purvanova, 2015), and instrumental support (Sias, 2005) because coworkers may have a clear understanding of work experiences and conditions, as well as gossip about organizational information that cannot be obtained by external employees (Rawlins, 1994). With the support of coworkers, employees can perform better and provide better public services. More importantly, such employees are more likely to be happy with their work, which strengthens their public service motivation. This can meet employees' psychological needs and enhance the complementary fit between individuals and organizations (Cable & Edwards, 2004). Based on this theoretical review and previous findings, a hypothesis can be formulated in this study, namely:

H4: Coworker support has a positive effect on public service motivation

In a study conducted to assess the mental health status and productivity scales of employees, it was found that employees working as public servants had lower *presenteeism* than professionals, administrators, and officials (Koopman et al., 2002). Employees in the public sector, such as health workers, are usually considered to have high public service motivation. For example, in China, health workers perform well at the beginning of their employment when they have high public service motivation and organizational fit, known as *person organization fit* (*P-O fit*). However, over time, the organization will continue to grow and may provide higher job demands than before, causing stress. Such organizational changes can change the motivation of a person's public servant, which in turn will also have an effect on a significant decrease in productivity or presenteeism (Deng et al., 2019). Based on this theoretical review and previous findings, the hypothesis of this study can be formulated, namely:

H5: Public service motivation has a positive effect on presenteeism

Employees in the public sector, such as health workers, are usually considered to have high public service motivation. For example, in China, health workers perform well at the beginning of their employment when they have high public service motivation. However, over time, the organization will continue to grow and may place higher demands on the job than before, leading to stress. These changing conditions can alter a person's public service motivation, which in turn can lead to a significant decrease in productivity or presenteeism (Deng et al., 2019). This is also in line with research conducted on inspectors of public organizations in southern Italy which reported results that public service motivation has a negative and significant effect on job stress, because public service-oriented work will lead employees with higher levels of enthusiasm and

dedication to work harder (De Simone et al., 2016). So this can reduce the possibility of *presenteeism* to a certain extent. Based on this theoretical review and previous findings, a hypothesis can be formulated in this study, namely:

H6: Public service motivation mediates the effect of challenge stress on presenteeism

H7: Public service motivation mediates the effect of barrier stress on presenteeism

Social support is known to have a positive relationship with public service motivation (Deng et al., 2021). Usually social support occurs when someone reliable shows that they love, appreciate, and care about the individual (Cavanaugh et al., 2000). Employees who get more support and care from their supervisors deliver superior performance because they receive valuable resources, opportunities, and support from their supervisors and are more efficient and effective at work (Vecchio & Gobdel, 1984; Duarte, Goodson & Klich, 1994).

Study conducted by Yang et al., 2019 shows that one of the interventions in overcoming the problem of *presenteeism* that has proven effective is the support of superiors or leaders and the support of coworkers. This can indirectly increase employee satisfaction and help employees better fulfill job requirements. Good relationships with superiors are associated with higher levels of trust, respect, obligation, support, and encouragement, while relationships with coworkers provide emotional and instrumental support because they have an understanding of the internal work environment (Yang et al., 2019). Based on this theoretical review and previous findings, the hypothesis of this study can be formulated, namely:

H8: Public service motivation mediates the effect of supervisor support on presenteeism

H9: Public service motivation mediates the effect of coworker support on presenteeism

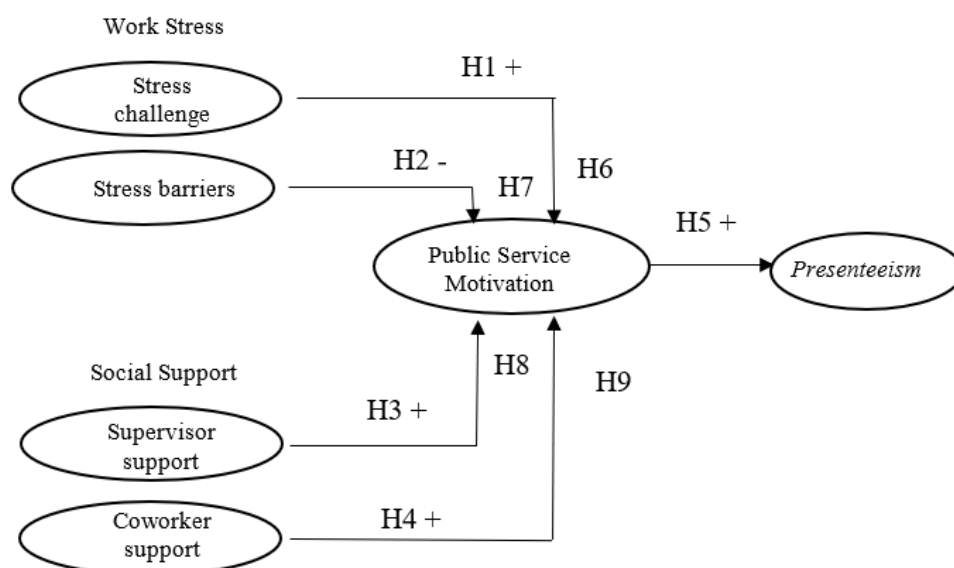


Figure 1. Research Thinking Framework (Deng et al., 2019, 2021)

Methods

This study used a quantitative approach to see the influence between variables and used a cross-sectional approach. The population of this study consisted of health workers who were actively working at the Situbondo Regency Health Center at the time of the research, which amounted to 1179 health workers. The technique of sampling applied in this research is probability sampling with cluster sampling techniques. The respondent profile of each puskesmas consists of several types of health worker professions, including general practitioners, dentists, midwives, nurses, health promotion workers, environmental sanitation workers, nutritionists, pharmacists and or pharmaceutical technical personnel, and medical laboratory technologists/analysts. conditions are mostly female as many as 138 research subjects or 84.1% while the number of male research subjects is 26 people or 15.9% of the total number of respondents. most of the respondents were in the age group between 30-34 years or born 1989-1993, namely 57 respondents (34.8%) with generation Y group and followed by generation Z or millennial group, namely 25-29 years old or born 1994-1998 as many as 41 respondents (25.0%). a total of 164 respondents, 100 of them graduated from Diploma (61.0%), 33 people (20.1%) graduated from S2 / professional education, 30 people (18.3%) graduated from S1 education, and 1 person (0.6%) graduated from SMA / equivalent education. This is in accordance with the data in table 3 which shows that the most professions are midwives and nurses with a minimum education of diploma graduates.

The primary data collection method used an online survey technique to health workers at health centers in Situbondo District. This technique was chosen because it was easy and fast enough to reach a large number of respondents. The analysis method in this study includes validity test, reliability test, and hypothesis testing using the SmartPLS 4 application.

Results and Discussions

At this stage, researchers distributed questionnaires to all health workers in the three selected health centers, in detail as follows 60 respondents from Puskesmas Jangkar, 68 respondents from Puskesmas Arjasa, and 46 respondents from Puskesmas Panji with the total overall 174 respondents. However, there were 10 respondents incomplete the questionnaires that make the final sample of this study consisted of 164 respondents. Furthermore, the sample is tested using a measurement model (outer model) and a structural model (inner model). Assessment of measurement models using reflective modeling can be done using comprehensive tests of discriminant validity, convergent validity, and reliability. The results of the measurement model are as follows.

Convergent validity is one of the tests that indicates the correlation between insightful factors and their latent variables. If the loading factor value is > 0.700 , then an indicator is believed to be adequate. The value of loading factor allows the weight of each indicator/item as a measure of each variable. Fornell-Larcker Criterion A construct is said to be valid by comparing the root value of the AVE (Fornell-Larcker Criterion) with the correlation value between latent variables. The sample reliability test was conducted with the assist of the

SmartPLS application. The assessment of composite reliability was performed by examining the composite reliability value of the construct measurement indicator block and the Cronbach Alpha value. A construct was stated reliable if the value of composite reliability was > 0.700 , the AVE (Average Variance Extracted) value was > 0.500 , and the Cronbach Alpha value was > 0.600 . The outcomes of the sample reliability test showed in the following table. Therefore, concluded that all the variables applied in this research approved the reliability test.

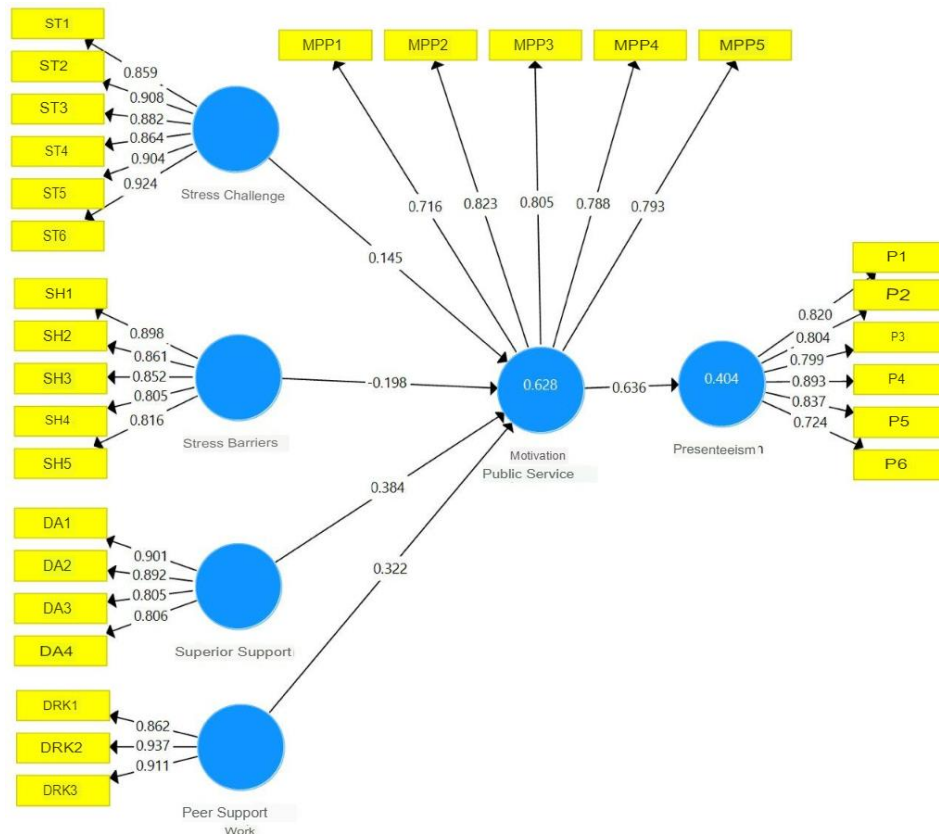


Figure 2. Convergent Validity Value

Structural model is performed to realize the correlation between variables, significance values and R-square of the research model. The test of PLS structural model initiates by examining the Rsquare of each dependent latent variable. The following table is the result of estimate Rsquare employing PLS.

The Rsquare value adjusted for the Public Service Motivation variable is 0.618 or 61.8%. This value reveals that the Public Service Motivation variable can be described by the Challenge Stress, Obstacle Stress, Superior Support, and Coworker Support variables by 61.8%, whereas the remaining 38.2% is affected by other variables excluded in the study.

The Rsquare value adjusted for the Presenteeism variable is 0.401 or 40.1% (moderate). This value reveals that the Public Service Motivation variable can describe the Presenteeism variable by 40.1% whereas the remaining 59.9% is affected by other variables excluded in the study.

Table 1. Fornell-Larcker Criterion

Variable	Supervisor Support	Coworker Support	Public Service Motivation	Presenteeism	Hindrance Stress	Challenge Stress
Supervisor Support	0.852					
Coworker Support	0.591	0.904				
Public Service Motivation	0.703	0.661	0.786			
Presenteeism	0.473	0.428	0.636	0.814		
Hindrance Stress	-0.577	-0.469	-0.569	-0.379	0.847	
Challenge Stress	0.100	0.132	0.223	0.319	0.014	0.890

Table 2. Composite Reliability and Cronbach's Alpha values

Variable	Composite Reliability	Average Variance Extracted (AVE)	Cronbach's Alpha	Reliable
Supervisor Support	0.914	0.726	0.874	Reliable
Coworker Support	0.930	0.817	0.887	Reliable
Public Service Motivation	0.890	0.618	0.845	Reliable
Presenteeism	0.922	0.663	0.898	Reliable
Hindrance Stress	0.927	0.717	0.901	Reliable
Challenge Stress	0.958	0.793	0.948	Reliable

Table 3. R Square Testing Results

Variable	RSquare	RSquare Adjusted
Public Service Motivation	0.628	0.618
Presenteeism	0.404	0.401

Implementation of statistical tests for each hypothesized relationship using PLS is performed by simulation, namely by carrying out the bootstrapping method on the sample. The significance of the influence between variables is known from the p values and t statistics. The pvalue < 0.05 or tstatistic > 1.96 indicates that there is a significant effect between variables. The outcomes of PLS analysis using the bootstrapping method are shown in table 5.

Table 4. Direct Relationship Between Variables

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values	Hypothesis
CS→ PSM	0.145	0.151	0.049	2.986	0.003	Accepted
HS→ PSM	-0.198	-0.206	0.063	3.156	0.002	Accepted
SS→ PSM	0.384	0.384	0.062	6.155	0.000	Accepted
CS→ PSM	0.322	0.314	0.066	4.863	0.000	Accepted
PSM→ P	0.636	0.644	0.049	12.853	0.000	Accepted

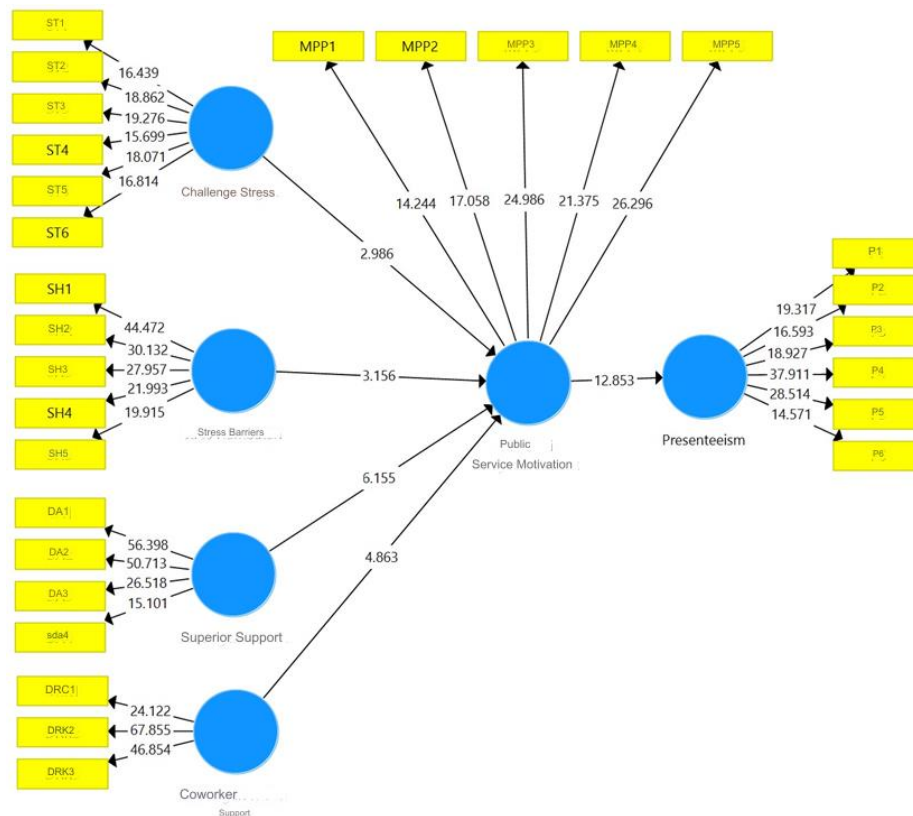


Figure 3. Structural Model

Implementation of the structural relationship model test serves to describe the variables in the research. The basis used to test the hypothesis directly is the image output and the values comprised in the patch coefficients and the indirect influence output. A complete explanation of hypothesis testing is shown by table 4. Implementation of statistical tests for each hypothesized relationship using PLS is performed by simulation, namely by carrying out the bootstrapping method on the sample.

Table 5. Indirect Relationship/Mediation

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values	Hypothesis
CS → PSM → P	0.092	0.097	0.032	2.843	0.005	Accepted
HS → PSM → P	-0.126	-0.133	0.042	2.988	0.003	Accepted
SS → PSM → P	0.244	0.247	0.042	5.832	0.000	Accepted
CS → PSM → P	0.205	0.203	0.048	4.246	0.000	Accepted

Discussion

The hypothesis test result show that hypothesis 1 (H1) is supported, meaning that if the stress challenge is higher, the public service motivation of health workers will also be higher. This study findings are consistent with previous researchs, reveals that challenge stress has a positive effect on public service motivation, where challenge stress is considered to have the potential to increase

personal gain or growth so that it can trigger positive emotions that are correlated with high motivation because they tend to suppose that if these demands are met, there will be a rewarded result (Deng et al., 2019).

Shows that the results of statistical analysis support hypothesis 2 (H2). This reveals that the higher the hindrance stress, the lower the public service motivation of health center health workers. This study provides evidence regarding the negative effect of hindrance stress on public service motivation. These results are from previous research where hindrance stress hurt a person's psychological state because they cause fatigue, boredom, loss of enthusiasm, loss of calm, and decreased motivation to learn and work (Husen, 2009; Lepine et al., 2005; Yao et al., 2015). In addition, hindrance stress is associated with low motivation and is negatively related to public service motivation (Deng et al., 2019; Jiang et al., 2021; Lepine et al., 2005).

The analysis results in Table 4 indicate that hypothesis 3 (H3) is supported, meaning that the higher the superior support felt by health workers, the higher the public service motivation of health center health workers. This research agrees with the research of Deng et al. in 2021, where superior support has a positive significant affect on the public service motivation of general hospital health workers in China (Deng et al., 2021). The existence of supervisor support makes employees feel valued and supported in their contributions as significant members of the organization and apprehend that their goals are the organization goals (Belrhiti et al., 2020; Potipiroon & Faerman, 2020).

The analysis results in Table 4 reveal a positive effect of coworker support on public service motivation; in other words, hypothesis four (H4) is supported. This means that health center health workers feel that the more coworker support there, the more public service motivation of each health center health worker will also growth. This study results prove that social support, particularly coworker support and superior support, has a positive effect on public service motivation. This result supports previous research (Deng et al., 2021). With the support of coworkers, employees can meet their psychological needs and increase the complementarity between individuals and organizations (Cable & Edwards, 2004).

The results of analysis in Table 4 reveal that hypothesis five (H5) is supported. That is, the higher the public service motivation (PSM), the higher the tendency of health center health workers to work despite illness or presenteeism. This study is supported by previous research that conducted a three-wave panel survey of 1,926 private and public sector organization in Denmark. The results of the analysis show that public service motivation has a significant direct positive effect on presenteeism. This is because individuals who have PSM, like jobs that emphasize service to others or the public so that these individuals feel obliged to keep working despite being sick or presenteeism (Jensen et al., 2019). Health workers feel compassion for the patient's condition and self-sacrifice as one of the dimensions of public service motivation. In addition, health workers' PSM can also be strengthened by cultural and religious beliefs, containing the fear of God (Belrhiti et al., 2020; Jiang et al., 2021).

The results of analysis in Table 5 reveal that hypothesis six (H6) is supported, namely, public service motivation mediates the impact of challenge stress on presenteeism. This result is from previous research (Deng et al., 2019).

Referring to the theory of cognitive interaction, when seeing potential work-related stress, health worker expend more resources of psychological, containing community service motivation, to overcome stress. Nevertheless, when the resources of psychological are lost and returns are not balanced, negative feelings growth and the individual's work enthusiasm decreases, eventually leading to burnout, poor performance, and presenteeism (Jiang et al., 2021).

The analysis results in Table 5 reveal that hypothesis seven (H7) is supported, namely that public service motivation mediates the affect of hindrance stress on presenteeism. This result is in accordance with previous research, which shows that health workers' hindrance stress affect presenteeism through public service motivation (Deng et al., 2019). The results of previous studies show that improved job demands are correlated with increased presenteeism and reduced absenteeism. In this case, stress challenges are considered as job demands (Aronsson et al., 2021). This study delivers empirical evidence that public service motivation mediates the affect of hindrance stress on presenteeism.

The analysis results in Table 5 reveal that hypothesis eight (H8) is supported, namely that public service motivation mediates the impact of supervisor support on presenteeism. Previous research states that social support is directly and indirectly related to decreased presenteeism (Aronsson et al., 2021). Interesting findings from other studies also mention that supervisor support directly affects presenteeism (Yang et al., 2019). This study proves that the support of superiors of health workers in Situbondo Regency affects the presenteeism of health workers through public service motivation.

The analysis results in Table 5 reveal that hypothesis nine (H9) is supported, namely that public service motivation mediates the effect of coworker support on presenteeism. These results indicate that coworker support of health workers in Situbondo District affects the presenteeism of health workers through public service motivation. These results support the conclusions of previous research that work support increases presenteeism through the motivation pathway, which may reflect that high motivation will stimulate work when sick (Aronsson et al., 2021). Through the JD-R theory approach, work resources can increase motivation if they match employee needs or expectations. Motivation can result in improved engagement, satisfaction, and good performance (Demerouti et al., 2021).

Conclusion

This study assesses the factors that affect the performance of health workers, with a research focus on determining the effect of job stress and social support on presenteeism with motivation of public service as a mediator in health workers at health centers in Situbondo Regency. Overall, the hypotheses in this study are accepted, namely, Challenge stress positively influences public service motivation, and Hindrance Stress negatively influences public service motivation. Supervisory support positively influences public service motivation. Colleague support positively influences public service motivation. Public service motivation positively influences presenteeism. Public service motivation mediates the impact between challenge stress and presenteeism. Public service motivation mediates the influence between barrier stress and presenteeism. Public service motivation

mediates the effect between supervisor support and presenteeism. Public service motivation mediates the influence between coworker support and presenteeism.

Future policy decisions should focus on preventing presenteeism by reducing stress, increasing social support, and increasing the motivation of health workers to participate in public service. This study results are consistent with several previous studies, where job stress and social support are predictors of public service motivation in health workers. This adds to the evidence from previous researchs regarding presenteeism and public service motivation.

In this research, there are several limitations. First, the participants in this study came from community health centers in Situbondo Regency, East Java, and the outcomes may not be applicable nationally due to the sample source. Second, variable measurement is based on a subjective assessment of the sample's answers to the questionnaire. In addition, this study was cross-sectional, so it cannot be concluded that there is a long-term effect.

Future research can add variables. In addition to the mediating role of public service motivation, there may be several other moderating and or mediating variables that also affect the relationships between job stress and presenteeism, as well as social support and presenteeism. Further research can be used in a wider area, so it cannot be applied nationally. Future research can add control variables such as gender, type of health worker, and employment status, respondents to provide more varied research results.

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