The Effect of Job Stress on Employees Engagement with Mindfulness as a Moderation Variable
(Study of Gen Z Employees in the Coffee Shop Industry, Bandar Lampung)

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Abstract. *Workers in Bandar Lampung's coffee shop sector are particularly susceptible to stress. The purpose of this study is to ascertain how job stress affects employee engagement while controlling for mindfulness. Stress at work is the independent variable that is employed. Employee involvement is employed as the dependent variable. Mindfulness is the moderating variable employed. All of the Generation Z workers in the Bandar Lampung coffee shop sector made up the study's demographic. Purposive sampling was the technique employed, and the sample size consisted of 133 workers from coffee shops. A Likert-scaled questionnaire was employed as the data collection tool in this investigation. Simple linear regression and moderation regression analysis are used in this research analysis technique. The study's findings suggest that work stress has a substantial and detrimental impact on employee engagement and that mindfulness does not mitigate this effect in the case of Generation Z workers in Bandar Lampung's coffee shop sector. The study's conclusion is that the coffee shop should focus more on the responsibilities assigned to its staff members' tasks and modify the workload in accordance with their skill levels. The coffee shop has to learn more about the needs that its employees have at work.*

Keywords Job Stress, Employee Engagement, Mindfulness

1. INTRODUCTION

Workers are important resources for any business (Setiawan et al., 2020; Yuningsih et al., 2018). They should always be developed, cared for, and given special attention in order to keep them loyal to the firm (Shaheen et al., 2013). Employees are key assets for any organization or company. One strategy for fostering high levels of employee loyalty is employee engagement. According to Macey & Schneider (2008), when employees are engaged, their loyalty increases and they are less likely to want to leave the company on their own. Employees experience stress at work; ongoing stress at work might lead to burnout. When worker abilities and workplace demands are out of balance, job stress results (Mosadeghrad, 2013). Stress at work can have a detrimental effect on an employee's performance as well as their physical and emotional well-being.

An employee's emotional and cognitive preparedness for work is significantly influenced by the level of stress they endure at work (Agolla & Ongori, 2009). Workers who feel that they are part of something meaningful with colleagues they trust, know what is expected of them, have the tools they need to execute their jobs, and have the chance to grow

are emotionally and cognitively engaged. Employee engagement and job stress are often negatively correlated, according to the stress literature (Velnampy & Aravinthan, 2013).

According to many academics, Generation Z is the generation that faces the highest levels of occupational stress (Carnegie, 2023). Those born between 1995 and 2012 are referred to as Gen Z. When compared to other age groups, Gen Z exhibits the highest level of anxiety. This is a result of Generation Z's lack of prior experience with pressure. Thus, in order to find a work environment that is generally comfortable and does not involve a lot of pressure, Generation Z transfers between occupations with ease (Febryan & Pratiwi, 2022).

According to Harding et al. (2019), resilience, social support from significant others, and mindfulness are some of the ways that people might protect themselves against stress. Practicing mindfulness can help people feel less stressed. Mindfulness is the practice of focusing on the present moment and accepting the experiences without passing judgment, thereby gaining full consciousness. Simon & Amarakoon (2015), said that there will either be an increase in employee engagement or an ideal level of employee engagement when people are able to manage stressors and bring their level of job stress down to a particular point.

Bandar Lampung's high coffee shop density also contributes to the fierce competition for trade in this sector. This means that all coffee shops must compete to draw clients by offering superior goods and services. Stress levels can rise as a result of the numerous duties and pressure to achieve customer expectations placed on coffee shop staff. Irawati & Carollina (2017) provide support for this, stating that when tasks and responsibilities are assigned beyond an employee's capacity, performance suffers and results are subpar as a result of multiple demands and pressures at once, which can result in work-related stress.

2. LITERATURE REVIEW

Job stress, according to Robbins & Judge (2015), is a tense state that has an impact on a person's emotions, mental clarity, and physical health. An individual's emotions, mental processes, and overall health are impacted by the physical and psychological imbalance that arises from work-related stress. When someone is under pressure at work, they may react badly and find it difficult to fulfill their responsibilities. This is known as work-related stress. According to Robbins and Judge (2015), organizational, personal, and environmental factors can all contribute to stress.

Employee engagement is a behavior at work, including attitudes toward the relationship between people and their work. Thomas (2009) uses the phrase "worker engagement" to characterize employee engagement; it is defined as the degree to which an individual actively

exercises self-management in the performance of their job. Meanwhile, individual attachment, contentment, and excitement with one's work are characteristics of employee engagement, according to Robbins (2015). According to Bakker & Demerouti (2008), job resources, job resource salience, and personal resources are the three aspects that affect employee engagement.

Mindfulness being fully aware of all experiences—good and bad—that come from within or outside of oneself, focusing consciousness on the present moment and embracing them without passing judgment (Baer et al., 2006). When someone practices mindfulness, they are genuinely present in specific situations. A attentive person is fully aware, preventing his thoughts from straying to things that happened yesterday, are planned, or will occur tomorrow. Instead, he concentrates entirely on what is being done at that very time (McHugh & Wood, 2013).

According to Velnampy and Aravinthan's (2013) research, work-related stress can lower employee engagement levels. Similarly, Breaugh (2021) claimed that employee engagement and work stress are negatively correlated. Therefore, **H1:** In the Bandar Lampung coffee shop industry, work stress has a negative and considerable impact on Generation Z employees' employee engagement.

According to Harding et al. (2019), mindfulness can help people feel less stressed. A person with a high level of mindfulness will experience far less stress. The best levels of employee engagement are achieved when people are able to manage stresses and reduce work-related stress to a certain extent. Then, according to Gunasekara & Zheng (2019), Gunasekara and Zheng (2019), worker engagement at work is positively correlated with mindfulness. Thus, **H2:** In the coffee shop business in Bandar Lampung, mindfulness can mitigate the impact of work-related stress on the engagement of Generation Z employees.

3. METHODS

Quantitative approaches are employed in this study. Both primary and secondary data were used. Google Forms were used to distribute questionnaires in order to collect primary research data. Journals, the internet, and earlier studies were the sources of secondary data. The 579 coffee shops that make up the Bandar Lampung City coffee shop industry's Generation Z workforce comprise the research population. A nonprobability sampling design is used in this study. Nonprobability sampling is a sort of sample selection wherein the researcher's criteria are met only by specific categories of individuals (Sekaran & Bougie, 2016).

According to Nazir (2009), an operational definition for a research variable is a definition that gives the variable meaning and outlines the actions required to measure it. The variable that causes changes in the dependent variable is known as the independent variable. Stress at work serves as the research's independent variable. The variable that is affected by the independent variable is known as the dependent variable. Employee involvement is the research's dependent variable. Variables that affect something's strength or weakness in respect to the independent or dependent variable are known as moderating variables. Mindfulness was the moderating variable in this study.

Since gathering data is the primary goal of research, data collection strategies represent the most strategic stage of the process (Sugiyono, 2010). Researchers employed a number of methods to gather data, such as: 1) Likert scale questionnaires; 2) in-person interviews with a number of employees in the Bandar Lampung coffee shop sector; and 3) a review of the literature drawn from academic journals, popular literature, and other sources that the researchers could have used.

Tests for the validity and reliability of research instruments are used to validate hypotheses. A questionnaire passes the validity test, according to Ghozali (2006), if its questions can provide information about the subject matter it is intended to measure. Use the KMO MSA approach to evaluate the validity of this study. If the KMO MSA value is more than 0.5, analysis proceeds. The next step in the reliability test is to assess the degree of consistency with which the measuring tool may be used to answer a questionnaire (Ghozali, 2006). If Chronbach Alpha is more than 0.6, the test results are considered credible. Next, a normality test is run to determine whether or not the data in a regression model has a normal distribution (Ghozali, 2006). Use the One Sample Kolmogorov Smirnov test to check for normalcy. A normal distribution of the data is indicated if the significance value is greater than 5%.

After being collected by researchers through questionnaires and other means, the data is processed and examined. Regression analysis and a summary of survey results were the data analysis techniques employed in this study. Two models are used in the regression analysis of this study. To examine the impact of the independent variable on the dependent variable without the inclusion of moderating variables, use Regression Model I, or basic regression analysis. All variables are included in the research test for the Regression Model II. Moderated Regression Analysis (MRA) is used to examine the impact of moderating variables.

A simple linear regression equation is used to find out how much influence work stress (X1) has on employee engagement (Y). With the following regression equation: with

information, with Y: Employee engagement; a: Constant; X: Job stress; b1: Dependent variable coefficient; e: standard error.

$$Y=a+b1.X+e$$

Next, moderation regression is a technique for examining moderating variables. Finding out if the moderating variable would improve or worsen the link between the independent and dependent variables is the goal of moderation regression analysis, according to Ghozali (2006). Mindfulness serves as the moderating variable in this investigation. The MRA (Moderated Regression Analysis) Model Regression Equation is as follows, with the information Y: Employee engagement; a: Constant; X: Job stress; M: Mindfulness; b1, b2, b3: Regression coefficients; X.M: Interaction between Job Stress and Employee Engagement; e: standard error.

$$Y=a+b1.X+b2.M+b3.X.M+e$$

Lastly, use a partial t test to ascertain the degree to which the independent variable influences the dependent variable. There is a 95% confidence level while conducting this test. When the prob value is less than 0.05, it indicates that the job stress variable has a noteworthy impact on employee engagement.

4. RESULTS

This study used a Google Form to distribute a questionnaire between January 20, 2024, and March 9, 2024. 140 workers in the coffee shop sector in Bandar Lampung participated in this study as respondents.

Table 1. Distribution of Research Questionnaires

No	Respondent	Total
1	Questionnaires distributed	140
2	Returned questionnaire	140
3	Questionnaires that cannot be processed	(7)
4	Questionnaires that can be processed	133

Source: Employees In The Bandar Lampung Coffee Shop Industry, Data Processed, 2024

The validity of the questionnaire responses, which were scored on a Likert scale, was then ascertained by testing the results. The outcomes of the validity test conducted with SPSS version 23 for Windows are listed below.

Table 2. KMO-MSA Validity Test Results

Variable	Items	*KMO MSA*	Loading Factor	Detail
Job Stress (X)	X.1		0,919	
	X.2		0,908	
	X.3		0,899	
	X.4		0,929	
	X.5		0,902	
	X.6		0,939	
	X.7	0,903	0,863	Valid
	X.8		0,888	
	X.9		0,921	
	X.10		0,898	
	X.11		0,936	
	X.12		0,839	
	X.13		0,882	
Employee Engagement (Y)	Y.1		0,765	
	Y.2		0,717	
	Y.3		0,780	
	Y.4		0,601	
	Y.5		0,739	
	Y.6		0,665	
	Y.7		0,674	
	Y.8		0,742	
	Y.9	0,706	0,746	Valid
	Y.10		0,700	
	Y.11		0,707	
	Y.12		0,722	
	Y.13		0,683	
	Y.14		0,721	
	Y.15		0,651	
	Y.16		0,662	
	Y.17		0,685	
Mindfulness (M)	M.1		0,722	
	M.2		0,682	
	M.3		0,843	
	M.4		0,790	
	M.5		0,878	
	M.6		0,878	
	M.7		0,829	
	M.8	0,839	0,851	Valid
	M.9		0,859	
	M.10		0,866	
	M.11		0,855	
	M.12		0,882	
	M.13		0,701	
	M.14		0,861	
	M.15		0,804	
	M.16		0,800	

Variable	Items	*KMO MSA*	Loading Factor	Detail
	M.17		0,823	
	M.18		0,859	
	M.19		0,732	
	M.20		0,825	
	M.21		0,819	
	M.22		0,901	
	M.23		0,835	
	M.24		0,826	
	M.25		0,888	
	M.26		0,877	
	M.27		0,853	
	M.28		0,771	
	M.29		0,827	
	M.30		0,870	
	M.31		0,909	
	M.32		0,875	
	M.33		0,813	
	M.34		0,897	
	M.35		0,860	
	M.36		0,854	
	M.37		0,797	
	M.38		0.852	
	M.39		0,836	

Source: Data Processed, 2024

The validity test results indicate that all items in the work stress statement (X), all items in the employee engagement statement (Y), and all items in the mindfulness statement (M) were deemed valid. After that, the Cronbach's Alpha technique was then used to conduct the reliability test in this study with the aid of SPSS version 23 for Windows software. If Cronbach's Alpha is greater than 0.6, the test results are considered credible. The test findings are as follows:

Table 3. Reliability Test Results

Variable	Items	Cronbach's Alpha	Detail
Job Stress (X)	X.1 s.d. X.13	0.905	Reliable
Employee Engagement (Y)	Y.1 s.d. Y.17	0.687	Reliable
Mindfulness (M)	M.1 s.d. M.39	0.927	Reliable

Source: Data Processed, 2024

Based on the results of the reliability test, all work stress statement items (X) were declared valid, all employee engagement statement items (Y) were declared reliable, and all mindfulness items (M) were also declared reliable. After that, the One Sample Kolmogorov Smirnov test was utilized to perform the data normalcy test. If the significance value is greater

than 5% or greater than 0.05, the data may have a normal distribution. The table displays the findings of this study's normalcy test.

Table 4. Normality Test Results

One-Sample Kolmogorov-Smirnov Test			Stres Kerja	Employee Engagement	Mindfulness
N			133	133	133
Normal Parameters[a,b]	Mean		34,66	61,12	142,98
	Std. Deviation		9,430	5,603	19,708
Most Extreme Differences	Absolute		0,057	0,072	0,049
	Positive		0,057	0,041	0,049
	Negative		-0,051	-0,072	-0,037
Test Statistic			0,057	0,072	0,049
Asymp. Sig. (2-tailed)			0,200[c,d]	0,085[c]	0,200[c,d]

Source: Data Processed, 2024

The following are the results of the simple model regression and moderation model in this research.

Table 5. Simple Linear Regression Results

Coefficients[a]						
		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	64,793	1,834		35,319	0,000
	Stres Kerja	-0,106	0,051	-0,178	-2,074	0,040
a. Dependent Variable: Employee Engagement						

Source: Data Processed, 2024

Table 6. Moderated Linear Regression Results

Coefficients[a]						
		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	92,034	13,148		7,000	0,000
	Stres Kerja	-0,413	0,365	-0,695	-1,131	0,260
	Mindfulness	-0,206	0,092	-0,724	-2,238	0,027
	Interaksi Stres Kerja dan Mindfulness	0,003	0,003	0,776	1,023	0,308
a. Dependent Variable: Employee Engagement						

Source: Data Processed, 2024

5. DISCUSSION

The Effect of Job Stress (X) on Employee Engagement (Y). The first hypothesis—that job stress has a negative and significant impact on Generation Z employees' employee engagement in the Bandar Lampung coffee shop industry—is supported by the study's findings. This is predicated on the findings of the t test, where the significant influence of variable X on variable Y is indicated by the sig < alpha value of (0.001 < 0.05). It can be inferred that workers in the Bandar Lampung coffee shop industry have lower levels of employee engagement the more stressed they consider their jobs to be. Within the coffee shop sector, employees are frequently under strain from their workload and job responsibilities, which can cause stress and lower employee engagement levels. In order to prevent excessive stress points and boost employee engagement, the management of the coffee shop as well as the staff members themselves must understand how important it is to carefully control work stress levels.

The Moderating Role of Mindfulness (M) in the Influence of Job Stress (X) on Employee Engagement (Y). The second hypothesis, according to the study's findings, is not supported by the data, which is that mindfulness cannot lessen the impact of job stress on Generation Z employees' employee engagement in the Bandar Lampung coffee shop sector. Based on the findings of the t test, it can be concluded that there is no significant relationship between work stress and employee engagement and mindfulness. Specifically, the value of the moderation variable, or the interaction between the work stress and mindfulness variables, obtained a sig > alpha value, namely (0.308 > 0.05). The findings of this study support one of the claims made in earlier studies, particularly the study Research: When Mindfulness Does — and Doesn't — Help at Work by Cameron & Hafenbrack (2022). Cameron and Hafenbrack (2022). According to Cameron and Hafenbrack (2022), mindfulness can be helpful in certain circumstances, but it can also be ineffective or even harmful in others.

The study's findings indicate that there is no discernible difference in the relationship between work stress and employee engagement among workers in the Bandar Lampung coffee shop sector when it comes to mindfulness training. Put differently, there was no discernible impact on work-related stress levels or employee engagement from either increasing or reducing mindfulness. This finding is significant because it indicates that mindfulness is not a crucial component of organizational strategies to lower stress levels and raise employee engagement. It also demonstrates the complexity of the relationship between mindfulness, job stress, and employee engagement, which may not always be positive in all contexts.

6. CONCLUSION

Gen Z workers in the Bandar Lampung coffee shop sector have a negative and significant impact on employee engagement due to work stress. Generation Z workers in Bandar Lampung's coffee shop sector have lower levels of employee engagement the more stressed out they are at work. Subsequently, it was discovered that the association between job stress and employee engagement among Generation Z employees employed in the coffee shop business in Bandar Lampung was not mitigated by mindfulness. This demonstrates that neither raising nor lowering mindfulness has a discernible impact on employee engagement or work-related stress levels. Therefore, the primary element that lessens the impact of stress on employee engagement is not mindfulness.

LIMITATION

The study has several limitations. Firstly, the responses provided by the participants in the research may not accurately reflect the situation at hand. Secondly, only work stress was considered as an independent variable and mindfulness as a moderating variable when determining employee engagement. Lastly, the study was limited to employees working in the Bandar Lampung coffee shop industry. The author offers recommendations for increasing the sample size in order to increase the degree of generality for researchers in the future.

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