

ABSTRACT

The high demands of work in the healthcare sector have the potential to increase work stress. In particular, administrative staff who are required to complete tasks quickly, accurately, and in large volumes, are vulnerable to work stress. These conditions can disrupt work-life balance, thereby increasing the risk of work-related stress. On the other hand, previous research on the relationship between workload, work-life balance, and work-related stress has yielded mixed results. This study aims to analyze the effect of workload on work-related stress, with work-life balance serving as a mediating variable, among administrative staff at Soerojo Hospital Magelang.

This study employed a quantitative approach with a sample of 144 administrative staff members. Data were collected via a questionnaire using a Likert scale and analyzed using Structural Equation Modeling–Partial Least Squares (SEM-PLS) with SmartPLS 4.0 software. The analysis was conducted to test both direct and indirect effects among the study variables. Model testing included evaluation of the outer model, inner model, and hypothesis testing to comprehensively determine the relationships among the variables.

The results of this study indicate that workload has a positive and significant effect on work stress. Furthermore, work-life balance was found to mediate the effect of workload on work stress; thus, a higher workload tends to reduce work-life balance, which ultimately increases work stress. These findings suggest that the effect of workload on work stress occurs not only directly but also indirectly through work-life balance as a mediating variable. The results of this study have implications for hospital management in managing workloads more proportionally while improving work-life balance to reduce levels of work stress.

Keywords: *Workload, Work Stress, Work-Life Balance*