

The Effect Of Workplace Incidents On Innovative Work Behavior With Work Anxiety As A Mediation In Creative Enterprises In Banyumas

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ABSTRACT. This study aims to analyze the effect of workplace incivility on innovative work behavior mediated by job anxiety in Micro, Small and Medium Enterprises (MSMEs) engaged in creative businesses in Banyumas. The type of research used in this study is quantitative research using a questionnaire as a tool to obtain data. This study used a sample of 40 samples. The sampling technique used in this study was purposive sampling and tested using Statistic Product and Service Solution (SPSS) 23 software. Based on the results of the study and data analysis, it shows that workplace incivility has a significant negative effect on innovative work behavior, job anxiety has no effect on innovative work behavior, workplace incivility does not affect job anxiety, and job anxiety does not mediate the relationship between workplace incivility and innovative work behavior. The results of the study indicate that workplace incivility can be considered a drain on resources that leads to a decrease in innovative work behavior. This study is expected to be a material that is introduced to build and support a positive and safe work environment from negative events in the work environment.

Keyword: Innovative Work Behavior; Workplace Incivility; Job Anxiety; MSMEs

JEL Classification: MM2

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INTRODUCTION

Innovation is one of the most crucial keys to the success of Micro, Small, and Medium Enterprises (MSMEs) in facing challenges in an increasingly competitive market. MSMEs make a significant contribution to a country's development as the most prominent type of business, primarily through the innovations generated by individuals within them (Hasibuan, 2023). The role of individuals in creating and implementing new ideas is essential for maintaining business success (Devloo et al., 2015), particularly by bringing new business innovations to their respective organizations (Khan, K. U. et al., 2019). MSMEs have successfully contributed significantly to the Gross Domestic Product (GDP) by emphasizing innovative work behavior, accounting for more than 20% of total national income (Novitasari, A. T., 2022). Sustainable innovative work behavior enables MSMEs to produce superior products and services and strengthen market competitiveness, ultimately leading to business sustainability.

Banyumas is one of the regencies in Central Java known for its batik and handicraft industries, which are developing within the creative business sector. As part of the creative industry, MSMEs play a vital role in the local economy and serve as cultural heritage. However, like many other workplaces, workers in MSMEs are also vulnerable to various challenges, including unpleasant interactions among colleagues or with superiors. To survive and grow, MSMEs must adapt to changes, maintain quality, and continue to innovate. One aspect influencing MSMEs' ability to innovate is their internal environment. A poor work environment can hinder employee creativity and productivity. The decline in innovation within MSMEs is influenced by suboptimal work environments. MSME business revenues have decreased by 82.85%, leading to innovation challenges faced by MSMEs (Khouroh et al., 2021). This perspective indicates that innovation in MSMEs is a complex issue influenced by various factors, including the work environment. Innovative work behavior is an action that enables employees to think creatively to enhance performance and improve work procedures and routines (Hasibuan, 2014). Innovative work behavior is more focused and goal-oriented as it involves problem identification, analysis, idea generation, idea implementation, and evaluation and adjustment of work processes and performance outcomes (Samma et al., 2020).

Furthermore, previous research has shown that innovative work behavior is negatively affected by workplace incivility (Samma et al., 2020). Employee behavior that fosters positive interactions in the work environment can enhance efficiency, whereas negative interactions tend to result in disrespectful behaviors such as incivility and exclusion, ultimately reducing creativity and professionalism in the workplace (Rasool et al., 2019). Workplace incivility refers to inappropriate or disrespectful behavior towards others in the work environment. Workplace incivility can impact performance, innovative work behavior, efficiency, and cause anxiety among workers. Additionally, psychological factors influencing employees play an important role in shaping innovative work behavior (Hasibuan, 2024). Previous studies have discussed the negative impact of workplace incivility on employees' psychological well-being, including high levels of job anxiety. Job anxiety drives employees to show less concern for their colleagues' well-being. Job anxiety is a condition where employees feel anxious, worried, and tense about their work, often caused by workplace incivility. Research conducted by Clercq and Azeem (2019) found that exposure to workplace incivility has a positive relationship with job-related anxiety. Employees who feel disrespected or treated rudely tend to have greater concerns about their work situation. In the context of workplace innovation, job anxiety plays a crucial role in affecting individuals' ability to

participate in innovative processes. Employees experiencing high levels of anxiety tend to struggle with concentration and creative thinking, which can then reduce their confidence and motivation to generate new ideas for innovative solutions.

A study conducted by Liu and Yang (2018) found that workplace incivility affects employees' innovative behavior. This research considered the role of psychological safety as a mediator. The findings suggest that workplace incivility negatively impacts psychological safety, which in turn reduces employees' likelihood of demonstrating innovative behavior. Another study by Samma et al. (2020) stated that workplace exclusion and incivility negatively affect innovative work behavior in Small and Medium Enterprises (SMEs) in Pakistan. However, few studies have explored how these factors specifically influence innovative work behavior among MSMEs in Indonesia, particularly in the creative industry, which has a different cultural context than other countries. Additionally, the role of job anxiety in mediating the relationship between these factors remains underexplored. Therefore, it is crucial to further investigate how workplace incivility can increase job anxiety and depersonalization among employees (Hasanah, 2025).

Innovative Work Behavior

Innovative work behavior is a behavior that enables employees to think creatively to optimize work performance and procedures, as well as work routines involving problem identification, introduction of innovative ideas, and implementation of those ideas (Samma et al., 2020). Innovative work behavior can include the application of new methods, procedures, or approaches that add value to an organization (Shih & Susanto, 2011). Problems or challenges in the workplace can serve as a motivation for employees to generate new ideas (Janssen, 2004). Based on the definition of innovative work behavior, it can be concluded that it refers to employees' ability to think creatively, generate new ideas, explore creative solutions, and implement these ideas to advance MSMEs. Research by Janssen (2000) found that the benefits of implementing innovative work behavior include improving organizational performance, providing social-psychological benefits for employees, aligning job demands with individual resources, increasing job satisfaction, and enhancing interpersonal communication (Nurjanah, 2024). This study adopts indicators from Scott and Bruce (1994), which include idea generation, idea promotion, and idea implementation.

Workplace Incivility

Workplace incivility refers to impolite, disrespectful, and demeaning behavior in the workplace (Cortina & Lilia, 2001). According to Samma et al. (2020), workplace incivility includes rude behavior, a lack of ethics, or unpleasant treatment received by individuals in the workplace. Research has highlighted various forms of workplace incivility, such as belittling, ignoring behavior, and unfriendly or impolite interactions. A study by Lim, Cortina, and Megley (2008) found that victims of workplace incivility often experience decreased psychological well-being, including increased stress, anxiety, and depression. According to Cortina & Lilia (2001), the indicators for measuring workplace incivility include rude behavior, disrespect, and demeaning actions.

Job Anxiety

According to Samma et al. (2020), job anxiety is an unpleasant emotional state characterized by worry and uneasiness in response to perceived physical and/or psychological threats. Thus, job anxiety is a condition in which an individual feels anxious, worried, or stressed about their work. It can be triggered by various external or internal factors from their colleagues. Parker and Decotiis

(1988) identified several indicators for measuring job anxiety, including feelings of anxiety, fear of failure, and disappointment.

METHODS

The type of research used by researchers in conducting this research is quantitative research. The data sources used come from primary data obtained directly from the research object, as well as data from direct interview data with respondents in the field. Researchers use the Purposive Sampling technique as a sampling technique that examines MSME workers in Banyumas as research samples. This data is obtained by distributing questionnaires to respondents which will later be processed, analyzed, and processed. This study measures three variables, namely the independent variable (work incivility), the mediating variable (work anxiety), and the dependent variable (innovative work behavior) using a Likert Scale from point 1 (Strongly disagree) to point 5 (Strongly agree).

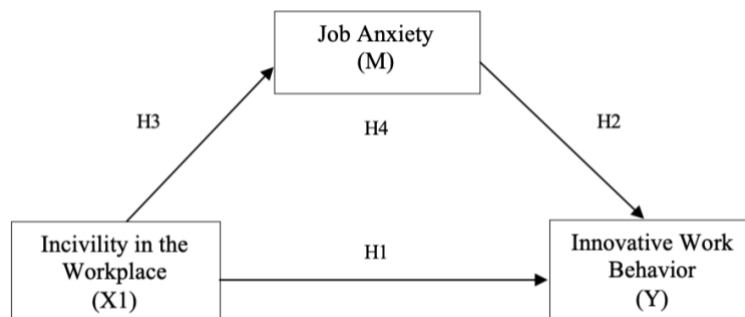


Figure 1. Model Empiric

RESULT AND DISCUSSION

RESULT

Test R^2

Table 1. Test Results R^2

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
WI	0.317 ^a	0.100	0.077	3.88620

Based on the output of the R square test in table 1, it is known that the value of the determination coefficient is 0.100. The value of the r square is obtained from the square of the correlation coefficient or R ($0.317 \times 0.317 = 0.100$). The magnitude of the R square value is 0.100 equal to 10%. This means that disrespect in the workplace to innovative work behavior with work anxiety as mediation has an effect of 10%. And the remaining 90% is influenced by other variables besides the regression model of this study.

Hypothesis Testing

First Hypothesis (H1)

Table 2. Results of Hypothesis Test 1

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
Constant	25.513	3.352		7.611	.000
Sum WI	-0.497	0.241	-0.317	-2.060	0.046

Based on table 2, the test results show that the significance value of disrespect in the workplace to innovative work behavior is 0.046. Thus, there was a significant result between the variable of disrespect in the workplace and innovative work behavior, which was $0.046 < \alpha$ significance value of 0.05, so that disrespect in the workplace had a significant negative effect on innovative work behavior, so H1 was accepted.

Second hypothesis (H2)

Table 3. Results of Hypothesis Test 2

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
Constant	20.906	3.949		5.294	.000
JA	-0.097	0.173	-0.090	-0.560	0.579

Based on table 3, the results of the second hypothesis test are known, the test results show that the significance value of the work anxiety variable on innovative work behavior is 0.579, greater than the significance value of 0.05. So it can be seen that H2 is rejected, meaning that work anxiety does not have a significant negative effect on innovative work behavior.

Third Hypothesis (H3)

Table 4. Results of Hypothesis Test 3

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
Constant	19.194	3.259		5.890	0.000
WI	0.246	0.235	0.168	1.048	0.301

Based on table 4, the test results show that the significance value of the variable of disrespect in the workplace to work anxiety is $0.301 > \alpha$ significance value of 0.05. based on the testing criteria, meaning that disrespect in the workplace does not have a significant positive effect on work anxiety, then H3 is rejected.

Fourth Hypothesis (H4)

Table 5. Results of Hypothesis Test 4 from danielsoper calculator

		Test statistic	P-Value
A	0.246	-0.236	0.813
B	-0.041		
SEb	0.169		
SEa	0.235		

The results of the Sobel test in figure 4.2 show the results of the Sobel test which are known to have a statistical value of -0.236, a *one-tailed probability* of 0.406, and a *two-tailed probability* of 0.813. The results of the hypothesis test using the Sobel Test show a known P-value of 0.813, meaning that the value is greater than the significance value of 0.05. Therefore, it can be concluded that disrespect in the workplace through work anxiety does not have a significant effect on innovative work behavior, so the fourth hypothesis is rejected.

CONCLUSION

Based on the results of the analysis and discussion of the relationship between disrespect in the workplace and innovative work behavior through work anxiety in MSME workers in Banyumas, it can be concluded that:

1. Disrespect in the workplace has a significant negative influence on innovative work behavior.
2. Work anxiety does not have a significant negative influence on innovative work behavior.
3. Disrespect in the workplace to work anxiety does not have a significant positive effect.
4. Work anxiety does not mediate the relationship between workplace disrespect and innovative work behavior.

Limitations in the study include bias that can affect the results. In this study, respondents have uneven characteristics such as age and gender. This affects the results of the study because these differences can affect the respondents' responses to the variables studied and the complexity in interpreting the data obtained. The sample used does not fully represent the wider population so that the results cannot be generalized. This can be identified and minimized to improve the accuracy and reliability of other research findings. In addition, the population and samples taken were only from several MSMEs in Banyumas engaged in the creative business sector. Data collected using purposive sampling in the form of statements and questions and a small sample size that affects the generalization of the results. Therefore, further researchers can select larger samples from various regions with different sectors as research subjects.

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