

Research Article



The Relationship Of Workload To Employee Stress Levels In PT. Wahyu Pradana Binamulia Makassar

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ABSTRACT

Background: Each job has a different level of difficulty, depending on how heavy the workload is. If a person is given a light workload, then it is not a problem because it can be solved easily, but it is different if the work is considered a heavy workload, of course it has its own impact on each individual from fatigue to the onset of stress. The purpose of this study was to determine the relationship between workload and employee stress levels in PT. Rev. Pradana Binamulia.

Methods: This research is non-experimental with quantitative methods, the type used is cross sectional with analytical observational research design. The population used is employees who work in PT. Wahyu Pradana Binamulia as many as 600 people with the number of samples taken as many as 170 respondents. The research instruments used were questionnaires from O'Donnell and Eggemeier to measure workload, and a DASS (Depression Anxiety Stress Scale) questionnaire to measure stress levels.

Results: Data analysis using the chi-square test and obtained results of $p < 0.01$ with a meaningfulness level of 5% ($\alpha = 0.05$) means that there is a significant relationship between workload and stress levels of PT employees. Wahyu Pradana Binamulia

Conclusion: Most employees face heavy workload besides the stress level experienced by the majority of employees heavy stress.

Key words: *Workload, Stress Level, Employees*

INTRODUCTION

In living life, humans must do various activities or activities every day, one of the activities is to work. Work is a manifestation of human existence. Work contains the meaning of carrying out a task and ending with the fruit of the work or result that can be enjoyed by the individual concerned both in the form of goods and a goal achieved. Without working, human existence can be questioned again (1). There are all kinds of jobs that have their own level of difficulty. In carrying out work, both individually and in groups will get their respective duties and responsibilities. The duties and responsibilities given also have different levels of difficulty. The duties and responsibilities assigned, can be a burden in itself for the individual who carries them out. This can be caused by too many tasks or too difficult, so this is what can cause a person to experience stress in running work (2).

Workload is a physical, mental, and social activity received by a person that must be completed within a certain time, according to physical abilities, as well as the limitations of the worker who receives the burden. Workload is a number of activities that must be completed by a person or group of people, over a certain period of time under normal circumstances (1). The workload of most employees is generally moderate with a percentage of 54.4%. But the comparison with employees who have a moderate workload is very thin at 45.6%. Employee workload needs to be considered so that there is no over-occurrence which can cause stress and result in decreased employee performance. Although it does not have a direct effect, it can cause stress which results in employee performance. High workloads can cause stress so that it affects performance (3).

Stress is another form of self-defense against the events experienced in order to maintain the balance of the body or the so-called homeostasi, in which the body tries its best to adjust to each change that occurs. Things that can trigger stress are emotional, physical and social stress (4). Stress is not only found in residences but can also be found in work environments, school environments, hospitals, offices and other places. Poor working conditions have the potential to cause employees in the company to easily fall ill, easily stressed, difficult to concentrate, causing a decrease in productivity or performance of an employee. Company management should also be able to encourage initiative and creativity from employees.

Stress in the workplace is not a new phenomenon, but today it has become a very important management problem in the business world. Many company leaders and plant suppliers acknowledge that stress is already brewing. According to (5), 8% of countries in the world experience depression due to work. According to a survey conducted by the Health and Safety Executive (HSE) in 2018 found as many as 595,000. Cases of stress and depression are job-related with a prevalence rate of 1,800 per 100,000 workers. According to the National Institute for Occupational Safety and Health (NIOSH, 1999) cited by (6), states that half of workers in America see work stress as a major problem in work life. The (7) estimates that diseases caused by stress cost businesses in America a loss of 300 billion dollars a year. The loss is caused by the large number of working hours wasted due to employee absences, turnovers, and costs incurred by the company as a guarantee for the health of its employees. According to the results of statistical data in 2014 that



11.6% - 17.4% of the 150 million adult population in Indonesia have experienced emotional mental disorders caused by work stress (Central Statistics Agency, 2014).

Basic Health Research (2013) found that in Indonesia work stress is a serious problem because 9.8% means that as many as 35% of individuals experience work stress which is fatal and is estimated to have an effect on the number of lost working days, which is 43%. The work stress that an employee experiences is not only self-defeating, but can also be detrimental to the company in which he works. In employees, these consequences can be in the form of high anxiety, decreased work passion, morale, and also work performance (8).

PT. Wahyu PradanaBinamulya is one of the companies engaged in distributors with working hours from 06.00 WITA to 18.00 WITA which is divided into 2 shifts, namely morning (06.00-12.00 WITA) and afternoon (12.00-18.00 WITA) starting from Monday to Saturday. Based on observations and Short interviews conducted by researchers with several employees at the company, the information obtained is that the average employee said that stress sometimes arises when working due to a fairly high workload. The emergence of stress is due to the large number of tasks and jobs given to employees plus a fairly long duration of working hours, especially when receiving many orders from various regions and even

various countries, the duration of working hours can be extended so that employees have to work harder so that work can be completed on time this can be a burden so that it causes stress on employees. Related to this phenomenon, the researcher wanted to know how "The Relationship between Workload and Stress Levels in Employees at PT. Wahyu PradanaBinamulia".

METHOD

This research is a type of quantitative research with an analytic observational design that aims to determine the relationship between workload and stress levels of employees at PT Wahyu PradanaBinamulia. The type of research used is cross sectional. The population used in this study are field employees who work at PT. Wahyu PradanaBinamulia as many as 600 people. Samples taken from the employee population at PT. Wahyu PradanaBinamulia as many as 170 people. The sampling technique used is probability sampling, using a simple random sampling approach. This sampling is done randomly regardless of strata or levels in the population.

RESULTS

The table below describes the relationship between workload and stress levels of employees at PT. Wahyu Pradana Binamulya

Table 5.3
 Analysis of the Relationship between Workload and Stress Level (n=170)

Stress Level									
Work Load	Weight		Total						P value
	f	%	f	%	f	%	f	%	
Light	32	80,0	11	55,0	3	2,7	46	27,1	
Weight	8	20,0	9	45,0	107	97,3	124	72,9	

Based on table 5.3 above, there were 46 respondents in the light workload category who experienced mild stress levels of 32 respondents (80.0%), moderate stress levels of 11 respondents (55.0%), and severe stress levels of 3 respondents (2,7%). In the category of heavy workload there were 124 respondents divided into light stress level with 8 respondents (20.0%), moderate stress level by 9 respondents (45.0%), and at heavy stress level by 107 respondents (97, 3%). After the chi-square test was carried out, the p value was <0.001 . This shows that the p value $<\alpha$, thus indicating that H_a is accepted H_o is rejected, which means that there is a significant relationship between workload and employee stress levels at PT. Wahyu Pradana Binamulia.

DISCUSSION

Based on research conducted on employees at PT. Wahyu Pradana Binamulia obtained the results of a light workload and a light stress level of 32 respondents (80.0%), which shows that the less workload given to someone will affect the individual's stress level. There are three main factors that affect workload on employees including the demands of the task, the more demands given, the greater the burden that will be received by the employee plus if the task given to the employee is not in accordance with the field, the second is effort or energy, the more the greater the demands given, the greater the effort and energy that must be expended to complete the burden and the last is performance (8).

Employees at PT. Wahyu Pradana Binamulia who has a light workload with a moderate stress level, namely 11 respondents (55.0%). Apart from being a result of the many demands that can make a person experience stress, there are several

factors that can influence this. This is in line with (9) research (2021) which obtained a p value of 0.357 with the title the relationship between work factors and the work stress level of contract employees at PT. X and one of the factors that influence a person's stress level is marital status which states that there is no relationship between household life and employee stress levels. However, the authors assume that the impact of household life can actually affect a person's personality. There are 2 impacts that can be felt, namely the positive impact when a harmonious household life can be a stress reliever for the individual, while the negative impact that is felt when having a less harmonious household life can make a person not focus on work because of the problems in it. not finished. In addition, researchers assume that employees with a light workload but still have a moderate level of stress, this could come from an inharmonious work environment coupled with demands from the company that triggers people to become stressed.

Research conducted by (10) regarding one of the work factors with work stress, namely interpersonal conflict with a very strong correlation value and a positive pattern of 0.869 and a p value of 0.000, which means that there is a relationship between interpersonal conflict and work stress, in other words increasing the individual's interpersonal conflict, the greater the work stress he will feel. This interpersonal conflict itself concerns between one individual and his co-workers, clients, or superiors. Meanwhile, according to (11) one source of work stress is the condition of the work environment, when the environment is surrounded by people who are friendly and willing to work together, the possibility for someone to experience stress at work is very

little. Conversely, if the work environment is noisy, too crowded, plus colleagues who are difficult to work with, it will cause discomfort while working, making it easier to cause pressure and stress for an employee.

The results of research conducted on employees at PT. Wahyu PradanaBinamulia who has a light workload and high stress levels, namely 3 respondents (2.7%). In line with research conducted by (12) concerning the relationship between workload and work stress of nurses in Semarang Regency Hospital, a p value of 0.000 was obtained, which means that there is a relationship between workload and work stress. Another research was also conducted by (13), regarding the effect of workload on work stress in nurses at RSUD Dr. SoerotoNgawi obtained the results of the influence of physical and mental workload on work stress with a p value of 0.000 and 0.043 respectively, which means that workload that involves a person's physical and mental can affect a person's work stress.

The results of the data obtained heavy workload and light stress levels of employees at PT. Wahyu PradanaBinamulia is light as many as 8 respondents (20.0%) and employees who have a heavy workload and moderate stress levels are as many as 9 respondents (45.0%). According to (8), states that there are several characteristics of work and work environment that contain work stress, one of which is the limited time in carrying out work. Harrington (2001), working hours is the time determined to do work, excessive length of working hours can increase work errors due to fatigue which increases human error and sleep deprivation. In line with research conducted by (14) concerning the effect of working hours on work stress, the results obtained were 5.289 > 2.011 with a significant value of 0.000

<0.05 which means there is an influence between work stress and working hours. Researchers concluded that the result of a lack of rest hours can affect a person's stress level due to a lack of focus on doing work.

PT. Wahyu PradanaBinamulia, who has a heavy workload and high stress levels, has the highest number of respondents, namely 107 people (97.3%). In line with the results of research conducted by (15) regarding the analysis of workload on work stress and employee performance at PT. Indomarco Adi Prima Balikpapan with a p value of 0.000 <0.05 found that there is a relationship between workload and work stress caused by the many demands that exceed the capacity of employees so that this can be a pressure for employees which can trigger stress. In addition, research conducted by (16) regarding the relationship test between stress levels and teacher workload in Special Schools shows a p value of 0.044 <0.05, which means that there is a relationship between the two with a low or weak correlation value which leads to a strong correlation. negative, meaning that the heavier a person's burden, the higher the level of stress felt by the individual. Based on the results of the questionnaire obtained by the researchers, the average respondent experienced symptoms of easy panic, easily agitated, irritable, easily irritated, irritable, sometimes difficult to rest, felt sad and depressed and easily felt shaking in the hands. Based on this research, the authors assume that employees who have a heavy workload will experience a high level of stress.

CONCLUSION

There is a significant relationship between workload and employee stress at PT Wahyu PradanaBinamulya

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