

The Relationship Between Social Support, Workload, and Work Stress in PT. X Employees

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July , 2024



Introduction

- According to The Light A individual on a organization will become source Power human beings who have role important in his efforts For reach success And objective organization . A employee will become planner , doer And determinant realization objective a organization . Individual expected can work happily heart For avoid the occurrence stress in do work .
- From observation And studies previous based on research conducted conducted by Nurfitra (2023) against 10 employees in the PT X division office . Results work stress measurement using questionnaire It was found that 70% experienced high work stress .
- According to Riznanda (2022) Individuals who experience work stress can be indicated or seen in 3 aspects, namely physiological, psychological, and behavioral aspects. The physiological aspect refers to disorders that appear in physical conditions, such as changes in the body's metabolic system, increased heart rate . In the psychological aspect, it leads to disorders of the individual's psychological well-being, such as the emergence of tension, anxiety, becoming easily irritated . Finally, in the behavioral aspect, work stress can affect changes in individual behavior, such as disturbances in sleep patterns and eating patterns, decreased productivity .

Introduction

- **Initial survey** : Results survey starting with 40 employees on part production carried out For This research , by using adapted questionnaire from marwati ummamit . Show various findings about work stress among employees of PT X. Regarding work stress , the majority respondents (77.5%) reported often experience Sick head consequence pressure work . Besides that , 72.5% admitted feel tense moment face conflict with coworkers , and 85.5% tried to still Spirit although poor working environment conducive . As many as 70% of respondents feel bored with monotonous work , and 72.5% tend to postpone work Because lack of intensive in settlement Task . Respondent Also report problem health , such as change habit eating (87.5%) and difficulty sleep (80%) when workload increases .
- According to Garini (2023) Stress is a result of unhealthy, detrimental, and damaging stress responses. 3 factors that can influence tension: organizational problems in the work environment, individual characteristics, and other social problems. Physical environment that is too stressful become causes of work stress in the work environment.
- From observation And studies previous based on research conducted selly (2024) shows existence significant relationship between support social and work stress, which is increasing tall support social so the more low work stress. Likewise on the contrary , the more low support social so the more high work stress.

Introduction

- According to study previously done by Sari, et al. Stress will tend appear to the employees when No get support social from co- workers. Support from co- workers are more support effective Because worker own more communication intense with co-workers at work . Job stress can happen due to by No existence support social from co- workers so that cause absence comfort operate work And his duties .
- Excessive workload is also another factor that may affect employee performance. High production demands and limited processing time can cause excessive workload and potentially reduce productivity. Gwaron (2023)

Urgency study : researcher do renewal by research employee on part production For deepen to reveal connection Support social , workload , with more work stress clear again . researcher do the only update focused on One field division in section PT.X's production is experiencing work stress in accordance with what has been obtained in the initial survey . Employees part production in the company , PT.X, which has more workload heavy compared to employees on other parts . Work in other parts production often involving tasks physical , so that prone to cause work stress .

Formulation Problems , and Objective Study

- **Formulation problem :**

Whether there is connection between support social , workload and work stress on employees of PT. X?

- **Objective study :**

This research is important done For see connection Support social , workload with internal work stress world industry especially on PT.X employees

Method

Design research : Using quantitative correlational

Population study : The population in this study was 48 employees of PT. X. on part Production in Sidoarjo .

Technique sample : purposive sampling

Instrument Study

The psychological scales in this study use the Likert model to collect data:

- a. The job stress scale was adapted from Ade Yulian Budiono's research. This scale measures three aspects: physical symptoms, psychological symptoms, and behavioral symptoms. It consists of 36 items, of which 25 were found to be valid. The reliability score of this scale is 0.926, indicating that it is highly reliable, as it exceeds the minimum standard of 0.60.
- b. The workload scale in this study utilizes a measurement tool developed based on the NASA-TLX (NASA Task Load Index) dimensions, originally designed by Hart and Staveland to assess mental workload. Out of 24 tested items, 17 were declared valid. The reliability test for these 17 items yielded a reliability coefficient of 0.856.
- c. The social support scale was adapted from Marwati Umamit's research. This scale covers four main components: emotional support, instrumental support, appraisal support, and informational support. Of the 32 items tested, 27 were found to be valid, with a reliability coefficient of 0.900.

Results

Table 1. Normality test

		Unstandardize d Residual
N		48
Normal Parameters ^{a,b}	Mean	,0000000
	Std. Deviation	8,36754476
Most Extreme Differences	Absolute	,108
	Positive	,067
	Negative	-,108
Test Statistic		,108
Asymp. Sig. (2-tailed)		0,200 ^{c,d}

In study This is the result of the normality test prove amounting to 0.200 for mark significance . This value more tall from 0.05 ($p > 0.05$), then capable obtained conclusion regarding data for study This own distribution normally .

Results

Table 2. Linearity test

		Sum of Squares	df	Mean Square	F	Sig.
Y * X1	Between Groups (Combined)	3026,600	23	131,591	2,532	,014
	Linearity	982,933	1	982,933	18,912	,000
	Deviation from Linearity	2043,667	22	92,894	1,787	,084
	Within Groups	1247,400	24	51,975		
	Tota	4274,000	47			

The results of the linearity test on variable X1 prove that a total of 0.084 For significance value of Deviation from Linearity. This value more tall than 0.05 ($p > 0.05$), with thus capable obtained conclusion about there is a linear relationship between social support variables (X1) and work stress (Y).

		Sum of Squares	df	Mean Square	F	Sig.
Y * X2	Between Groups (Combined)	1377,919	12	114,827	1,388	,218
	Linearity	2,780	1	2,780	,034	,856
	Deviation from Linearity	1375,139	11	125,013	1,511	,172
	Within Groups	2896,081	35	82,745		
	Total	4274,000	47			

The results of the linearity test on variable X2 (Workload) prove that a total of 0.172 For significance value. The value is higher of 0.05 ($p > 0.05$), with thus capable obtained conclusion about there is a linear relationship between the workload variables (X2) and work stress (Y).

Results

Table 3. Multiple correlation test

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	R Square Change	Change Statistics			Sig. F Change
						F Change	df1	df2	
1	,480 ^a	,230	,196	8,551	,230	6,723	2	45	,003

Correlation test results multiple show about mark The significance of F Change is 0.003. Because value obtained more low of 0.05 ($p < 0.05$), therefore That capable obtained conclusion about there is significant relationship with simultaneously (simultaneous) between variables X1 (Social Support) and X2 (Workload) with Y (Stress) Work). Based on results analysis , obtained a total of 0.480 for mark correlation (R). The value prove about connection between second variable free with stress Work there is level closeness connection in a way enough . That is , support social and burden Work with simultaneously there is influence in a way means to level stress work on employees .

Discussion

- Research result indicates regarding data for study This there is normal distribution according to the normality test carried out through Kolmogorov-Smirnov method . The significance value is 0.200 with higher from 0.05 ($p > 0.05$) proves regarding the data meets the assumptions for parametric statistical analysis. In the linearity test , the results analysis show that there is linear relationship between variable free with variable bound . The results of the linearity test on variable X1 (Social Support) prove that mark significance 0.084 in more tall than 0.05, then from that , capable obtained conclusion about there is linear relationship between support social and stress work . With meaning , support social benefits obtained employee with the more high , so that level stress the work they do experience will the more low . While that , for variable X2 (Workload), obtained mark significance a total of 0.172, with prove about there is linear relationship between burden work and stress work . Changes burden work in progress from employee tend relate in a way regular with change level stress work . Correlation test results multiple prove about there is connection with significant in a way simultaneous between support social and burden Work with stress work . That is proven by value The significance of F Change is 0.003 . more small than 0.05 ($p < 0.05$). A total of .480 for mark correlation (R) proves about connection between second variable free with stress Work own level closeness sufficient relationship .

Discussion

- This study provides evidence that stress Work impact negative on employees in the department production of PT. X. This is in accordance to opinion Riznanda , who shared impact stress Work become three aspects , namely physique , psychological , and behavioral . Impact physical sensation employee production covering Sick head , increase pressure blood , and disorders sleep . In terms of psychological , stress Work Can cause anxiety , boredom , and other emotions stable . While that , from side behavior , stress that is not managed can make employee often absent , lower productivity , and encourage habit bad like smoke or postpone work . Research results This only applicable For employees in the department production of PT. X, because type work and pressure faced different with other divisions .
- Based on results study this , the implications that are capable applied by the management of PT. X is increase support social in the environment work , good through internal policies and interpersonal approach . Some strategies that can be applied covering strengthening connection between employee through Work team , creating culture open communication , and provide mentoring and counseling programs for employees who experience pressure work . Findings this also indicates that intervention based on social more effective in reduce stress Work compared to with just reduce burden Work without consider aspect psychosocial . Besides that , training program about management stress can also given to employees so that they have better coping strategies Good in face pressure work .

Conclusion

- Based on findings research , able obtained conclusion about existence significant relationship between support social and stress work on PT. X employees . Support strong social play a role in press level stress work , while lack of support social can increase risk stress . Besides that , burden Work there is related also to stress work , where the load high work tend add pressure physical , emotional , and social aspects of employees . In general, simultaneous , support social as well as burden Work contribute with significant to level stress work , even though with level closeness ongoing relationship . Companies are expected to strengthen social support in the work environment by improving communication between employees, providing emotional support, and creating harmonious working relationships. In addition, companies also need to improve workload management so as not to put excessive pressure on employees.

Benefits of research

- For Employee : Research This expected help employee understand How support social , burden work , and stress Work each other related . so that employee can feel more supported and stressed Work can minimized .
- For Companies: This research provides understanding for PT.X management about connection between factors studied and their impact on performance employees . Research results can used For develop more policies and programs effective in manage workload , support social , and employee work stress .
- For other researchers : This research can become reference or comparison for other researchers who want to learn Topic similar in organization or different situations Findings from This research can give outlook new or open opportunity for study more continue in the field psychology organization , or studies about work stress .

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