

THE IMPLICATION OF WORK LOAD IN THE WORK PLACE THAT MAY PROVOKE WORK STRESS

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ABSTRACT

This study aims to determine and to analyse the influence of Work-Life Balance, Time Demands of Work and Work Load on Work Stress at Marketing & Business Development Department of PT Garuda Maintenance Facility Aero Asia Tbk.. Technique of collecting data in form of questionnaire by using likert scale. This research was conducted on 70 respondents by using quantitative descriptive approach and hypothesis testing. For that, the method of data analysis used is Structural Equation Model (SEM) with Smart PLS analysis tools.. The results of this study show that Work-Life Balance had a negative and significant effect on work stress, Time Demands of Work had a positive and significant effect on work stress, and Work Load also had a positive effect on work stress.

Key words: Work-Life Balance, Time Demands of Work, Work Load, Work Stress

INTRODUCTION

Stress is a situation where we are no longer able to withstand the burden we face or accept. This can result in emotional changes that arise as a reaction to a dangerous condition or situation. Stress at work is common, considering that large urban areas are always busy with task deadlines, family problems that occur, excessive workloads, demands for involvement in the workplace that often conflict with each other and many other challenges that arise if can trigger work stress.

According to (Soelton, 2018, Ramli et al, 2019, Utomo et al, 2016), "The work is that there is an adequate response, based on the differences in both the actual and the specificity of the place, which is based on the fact that it is from every activity (at any time) as it is located in a particular place. We must be able to prevent the emergence of stress as early as possible, especially in the world of organizations / companies, because work stress can adversely affect employee performance and adversely affect employee performance and for achieving company objectives.

Handoko (in Saefullah et al., 2017), categorizes two causes of stress namely on-the-job and off-the-job. Where there are several indicators that cause work stress such as excessive workload, pressure or time pressure, poor quality supervision, feedback about inadequate work performance and frustration. Besides stress can also be caused by several factors such as the provision of compensation, the influence of leadership, job insecurity, work-life balance, time demand of work, heavy workload, job satisfaction and job characteristics.

One of the factors causing stress is work-life balance. Work-life Balance according to Singh and Khanna (2011), Work-life balance is a broad concept that involves setting the right priorities between work (career and ambition) on one side and life (happiness, leisure, family and spiritual development) on the other. In the world of organization, it is not surprising if someone takes two important roles at once, namely between work and personal matters (family). It does look complex to be lived, but if someone can balance the two things, the work will feel easy and peaceful to live. Because, if someone cannot balance work priorities with personal (family) priorities, it is feared that they can interfere with the work process.

Another factor causing stress is time demands of works. According to Soelton and Umar (2018), time demands of work refer to the high time spent by employees in completing their work. Time Demands of Work or commonly referred to as work time demands are important factors that can trigger work stress. As great as any employee is said to be competent and capable of completing every job there, of course they will feel tired and unable if they are faced with a condition that forces them to be able to finish the job in a short time. Therefore one of the best solutions to avoid the worst possibility is to start implementing a good work-life balance.

In addition to the Work-Life Balance and Time Demands of Work factors, there are also factors that can affect work stress, namely work load factors. Workload is the number of responsibilities with responsibilities that must be carried out by an employee in an organization or its elements in a certain time and number of workers. According to Irawati and Carollina (2017), Excessive workload will result in adverse effects, which will cause physical and mental exhaustion and emotional reactions such as headaches, digestive disorders, and irritability. A lot of workload can support a person to emotional meltdown and can even lead to work stress.

In this study the object to be taken is PT Garuda Maintenance Facility Aero Asia Tbk. especially in the Marketing & Business Development unit. PT Garuda Maintenance Facility Aero Asia Tbk. is a large company that has a business engaged in the field of Maintenance, Repair & Overhaul (MRO) Airplanes with a total of ± 5,000 employees.

Based on the results of measurements of employee fatigue in 2018 conducted by PT Garuda Maintenance Facility Aero Asia Tbk. to as many as 100 respondents spread across all departments (units), the results show that as many as 8% of employees fall into the category of moderate fatigue, while 29% of employees are at the normal level of fatigue and the highest level of 63% of 100 respondents are at the level of fatigue light. It can be concluded that from various testing experiments.

LITERATURE REVIEW

Job Stress

According to Grrenberg (in Setiyana, 2013), argued that work stress is a construct that is very difficult to define when work stress occurs to someone, where someone runs from a problem, since some workers bring the level of work to stress tendencies. As for Sunyoto (2012), states that stress has different meanings for each individual. The ability of each person varies in coping with the amount, intensity, type and duration of stress. It's easier for people to talk about tension than stress. Stress is something that involves the interaction between individuals and the environment that is the interaction between stimulation and response, thus job stress is the consequence of every action and environmental situation that causes excessive psychological and physical demands on a person.

Luthans (in Rivai, 2010), states that the causes of work stress consist of four main things, namely:

1. Extra organizational stressors, which consist of social change, technological change, family environment, relocation, economic and financial conditions, race and class as well as community or residential conditions
2. Organizational stressors, which consist of organizational policies, organizational structures, physical conditions in the organization, and processes that occur within the organization.
3. Group stressors, which consist of a lack of togetherness in a group, a lack of social support, and the presence of intraindividual, interpersonal, and group conflicts.
4. Individual stressors, which consist of conflicting and unclear roles, as well as individual dispositions such as Type A personality patterns, personal control, learned helplessness, self-efficacy, and psychological endurance.

Work-Life Balance

Delecta (2011), believes that work-life can be as committed to the family as possible, to the individual in fulfilling the task and the workforce at the time of their work. Therefore, the company is working in a way to form a work-life for many employees. As for Schermerhorn (in Ramadhan, 2013), it says that work-life is different in the future.

Several factors may affect the balance of one's work life according to Schabracq et al. (in Novelia, 2013), are personality characteristics, family characteristics, work characteristics, and attitudes. Fisher et al. (2009), states that work-life balance has 4 shapers, namely:

a. Work Interference With Personal Life

These formers refer to the extent to which work can disrupt the personal life of individuals.

b. Personal Life Interference With Work

These formers refer to the extent to which an individual's personal life interferes with his work life.

c. Personal Life Enhancement Of Work

These formers refer to the extent to which a person's personal life can improve individual performance in the world of work.

d. Work Enhancement Of Personal Life

These formers refer to the extent to which work can improve the quality of individual personal life.

Time Demands of Work

According to Wickramasinghe (2010), the demands of working time (time demands of work) can be described in three indicators, namely working long hours and even into the evening, going to work on weekends, and bringing office work home if the task has not been completed at that day.

Furthermore according to Epstein and Kalleberg (in Wickramasinghe, 2010), that the amount of time a person spends at work is supported by a habit that is permissible and a person is prohibited from working at certain times that are formed from the desires of some individuals and groups.

According to Wickramasinghe (2010), that there is a grouping of working time outside the standard normal working time, including:

a. Work long hours and even into the night, in order to finish work that has not been done

b. Go do work or enter the office on weekends

Bringing office work that is still unfinished in the office to the house to be done at night.

Workload

Workload is the burden borne by a worker in accordance with the type of work (Suma'mur in Tarwaka, 2015). As according to Meshkati (in Tarwaka, 2015), workload can be defined as a difference between the capacity or ability of workers with the work demands that must be faced. Since human work is both mental and physical, each has a different level of loading.

Factors affecting Workload according to Rodahl (in Tarwaka, 2014), that in general the relationship between workload and work capacity is influenced by various factors that are very complex, both internal and external factors.

1) External Factors

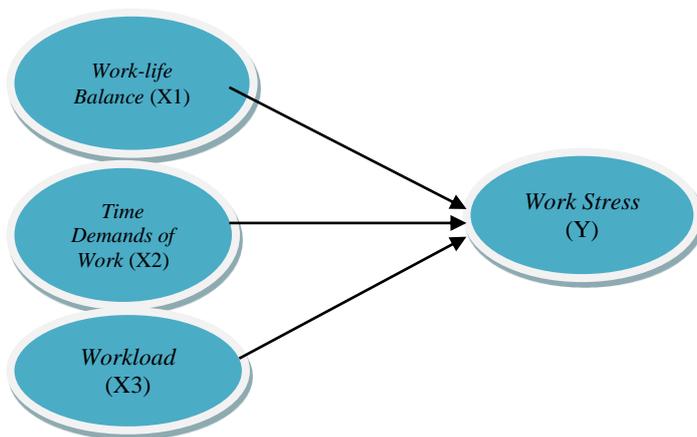
External factors are the burden that comes from outside the body of the worker, such as:

- a. The tasks performed are physical such as work stations, spatial planning, workplaces, tools and work tools, working conditions, work attitudes.
- b. Work organizations such as work periods, rest periods, shift work, night work, wage systems and authority.
- c. Work environment is a physical work environment, chemical environment, biological work environment, and psychological work environment. These three aspects are called wring stressors.

2) Internal Factors

Internal factors are factors that originate in the body as a result of external workload reactions. The body's reaction is called a strain, the severity of the strain can be assessed both objectively and subjectively.

2.7. Hypotheses Development and Research Framework



Hipotesis

- H1: Work-life balance has a negative and significant effect on work stress
- H2: Time demands of work have a positive and significant effect on Job Stress
- H3: Workload has a positive and significant effect on work stress

RESEARCH METHODS

This study uses causal research, where causal research aims to test whether one variable causes other variables to change or not. The research design used by the authors in this study uses quantitative research. The measurement scale that will be used for research is the ordinal scale.

This study uses data taken at PT Garuda Maintenance Facility Aero Asia, Tbk. especially at the Marketing & Business Development Unit, which is located at the 3rd Floor Management Building, Jalan Soekarno Hatta International Airport Office Area, Tangerang Banten.

The population in this study were all employees of the Marketing & Business Development Unit of PT Garuda Maintenance Facility Aero Asia, Tbk. of 70 employees. This research uses saturated sampling. So in this study the sample to be used is 70 employees of the Marketing & Business Development unit, PT Garuda Maintenance Facility Aero Asia, Tbk.

In this study the data used consisted of 2 types, namely primary data obtained directly from respondents in the form of questionnaire results, and secondary data obtained from literature that has been related to work stress problems, work-life balance, time demands of work and workload in the form of quotes and hypotheses from previous writers and researchers. While data collection using the questionnaire method (questionnaire).

DISCUSSION AND CONCLUSION

Discussion

Based on the hypothesis test in this study, the T-statistic value was 5.584, the original sample value was -0.519, and the P value of 0.000. The T-statistic value is greater than the T-table value of 1.96, the original sample value shows a negative value, and the P Values value is less than 0.05, these results indicate that the work life balance has a negative and significant effect on work stress. Delecta (2011) states that work-life balance is the ability of an individual to fulfill duties in his work and remain committed to the family and their responsibilities outside of other work. So that the balance is maintained will continue to reduce the risk of stress.

The results of this hypothesis are supported by research conducted by Rizky and Afrianty (2018), that the work-life balance variable shows a negative and significant effect on work stress. This concludes with the increasing work-life balance will provide a decrease in work stress.

Based on the hypothesis test in this study, the result obtained a T-statistic value of 5,821, an original sample value of 0.298, and a P value of 0.000. The T-statistic value is greater than the T-table value of 1.96, the original sample value shows a positive value, and the P Values value is less than 0.05, these results indicate that the time demands of work have a positive and significant effect on work stress. Frese and Zapf (in Huffman et al., 2015), states that the influence of time demands can have a long-term effect on health with tension arising from the accumulation of stress.

If seen from the distribution of instruments for the Time Demands of Work variable which has the highest mean value of 3,771 with a standard deviation of 0.636, which can be said that employees often work until night. As for the lowest mean value of 3,500 with a standard deviation of 0.824, in which case employees feel they do not often go to work on weekends completing tasks, so as to disrupt the routine of personal life.

Based on the hypothesis test in this study, the T-statistic value was 2.169, the original sample value was 0.203, and the P value of 0.031. The T-statistic value is more than the T-table value of 1.96, the original sample value shows a positive value and the P Values value is less than 0.05, this result shows that workload has a positive and significant effect on work stress. Luthans (2008), said that work is not just a matter of nerve tension, work can have a significant consequence and work is not something that should be something that should be done. Work that is given to a company can result in work. If the work has exceeded the capability, then there will be a pressure that is felt by the employee, this can lead to the occurrence of work.

Based on Tables 4.14 and 4.15 that the results of testing composite reliability and Cronbach's alpha showed satisfactory values, because all latent variables have composite reliability and Cronbach's alpha values ≥ 0.70 . This means that all latent variables are said to be reliable.

Variabel Endogen	R-square
Job Stress	0.961

Source: PLS Output

Structural models indicate that the model on work stress variables can be said to be strong because it has a value above 0.67. The model of the influence of latent independent variables (work life balance, time demands of work, and workload) on work strs gives an R-square value of 0.961 which can be interpreted that the variability of work stress constructs that can be explained by the variability of work life balance constructs, time demands of work, and workload of 96.1% while 3.9% is explained by other variables outside the study.

Conclusion

Based on the research that has been done, the following conclusions can be obtained:

- 1) Work-Life Balance has a significant negative effect on the work stress of PT Garuda Maintenance Facilities Aero Asia Tbk Marketing & Business Development employees. This means that if the work-life balance of the employee is high, the stress level of the employee will be lower, and vice versa.
- 2) Time Demands of Work has a significant positive effect on work stress of PT Garuda's Maintenance & Business Development Aero Asia Tbk's Department of Business Development .. This means that if the employee's time demands of work are high, then employee work stress will increase, and vice versa .
- 3) Workload has a significant positive effect on the work stress of PT Garuda Maintenance Facilities Aero Asia Tbk's Marketing & Business Development employees. This means that if the workload of employees is high, the work stress of employees will increase, and vice versa.

Employees must be able to streamline time during work and increase responsibilities, so that all work assigned can be completed as quickly as possible, so that a balance between work and personal life occurs. The company should be able to re-evaluate the deadline for completion / collection of employee work, so that employee breaks are not disrupted. Employees should refresh at the end of the week or month to reduce fatigue at work so they can finish the job well and perfectly. Employees should be able to manage each of their work responsibilities based on a more urgent priority in order to get all work done. Suggestions for future researchers, who will conduct research in the same field and use this thesis as a reference, then it needs to be reviewed because it

does not rule out statements that are not appropriate, because I as a writer feel there are still many shortcomings and limitations in completing a thesis this.

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