
Work Stress and Influencing Factors

*Siti Rukhayati*¹, *Titi Prihatin*²

^{1,2}Universitas Negeri Semarang, Indonesia

¹sitirukhayati77@gmail.com, ²titinprihatin@gmail.com

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Abstract: *This article discusses work stress. Stress is a condition of tension that affects emotions, thought processes, and one's condition. Stress can happen to anyone at any time because stress is a part of human life. The research method uses a type of qualitative research and literature study, the approach uses content analysis and induction. The results of the study concluded that stress is influenced by environmental factors, organizational factors, and individual factors. Stress can have a positive as well as a negative impact. Work stress is a very important aspect of the organization, especially its relation to employee productivity. Therefore work stress in the work environment must be anticipated. If the performance of employees is good then the organization will be easy to achieve its goals.*

Keywords: *stress, work, employees, influencing factors, performance.*

INTRODUCTION

In this competitive era, the demands for professionalism are very high, of course causing many demands on the organization, and this causes pressures experienced by members of the organization. This pressure can cause anxiety and result in stress. Stress is a condition of tension that affects one's emotions, thought processes, and conditions. Stress can happen to every individual at any time because stress is an unavoidable part of human life. Humans will tend to experience stress if they are less able to adjust between desires and reality [1].

Stress can affect employee performance, so it is necessary to anticipate it by applying discipline to organizational regulations. Therefore work stress needs to be known as the factors that influence it and anticipated in the right way so that organizational goals can be achieved [2].

Managers have the task of managing human resources so that they can make the maximum contribution to the organization with a tolerable stress level. Work stress does not always have a negative connotation, but can also encourage increased employee performance [3].

Work stress that occurs in an employee can be caused by two factors, namely external factors and internal factors. External factors are factors that include organizational factors and working environment conditions such as work environment and workload. While internal factors include the physical and psychological condition of employees such as individual characteristics, job insecurity and job satisfaction. The changed work environment since the implementation of Work From Home has resulted in an employee being forced to adapt to various things, causing discomfort [4].

Only employees who can adapt well can cope with this inconvenience. A comfortable and conducive work environment will affect employees in doing their jobs, which will result in reducing employee stress levels, otherwise, if the work environment is not conducive and

uncomfortable, it will have an impact on the high work stress of employees. It doesn't stop there, the compulsion to adapt also results in an employee feeling his workload increases. In addition to having to carry out the usual obligations, you also have to learn to adapt to various things amid many threats that arise [5].

This is reinforced by the results of Kusuma's research which states that workload has a significant and positive effect on work stress, which means that if the workload increases, work stress will increase. Internal factors of an individual are no less stressful on work stress which results in decreased performance of an employee. Individual characteristics have an important role in dealing with threats and pressures that come suddenly and full of compulsion [6].

Individual characteristics have a negative influence on work stress, so the better the characteristics of an individual, the less pressure will be on work stress. It's different with Job Insecurity. An employee's fear of the threats mentioned results in higher Job Insecurity so that his work stress will increase [7].

The emergence of various discomforts that have been described also results in decreased job satisfaction because the adaptation process will cause results that are not optimal in each activity. Job satisfaction is one of the internal factors that affect work stress. Job satisfaction will show an employee's response to work in some aspects of his job, where daily activities will affect the level of job satisfaction [8].

This is what motivated the researchers to research the theme of Work Stress and Influencing Factors.

LITERATURE REVIEW

Similar previous research themes include the entitled Factors That Affect Work Stress Factors Affecting To The Work Stress, the study written by Silvia Kristanti Tri Febriana aims to determine the role of perception of noise, shifts and fatigue on employee work stress at PT. Hasnur Riung Synergy of Tapin Regency, South Kalimantan. The research subjects amounted to 50 (fifty) people [9].

The data collection technique is purposive random sampling. The data collection tools used were questionnaires on noise perception, shift work, work fatigue and work stress scales. The data analysis used is using regression analysis. The results showed no significant role between the perception of noise and work stress, but the fatigue factor played a role of 33.6% in the occurrence of stress. Then working in the morning shift contributes to stress rather than working the night shift [10].

The next study was entitled Factors Affecting Work Stress and Control of Work Stress in Workers in the Cargo Section of PT. Angkasa Pura Logistics Ahmad Yani International Airport Semarang, research written by Putri Utami, Ida Wahyuni, and Ekawati concluded that some workers of the Cargo section of PT. Angkasa Pura Logistics (45.9%) experienced mild stress, (54.1%) experienced severe stress and (0%) did not experience work stress [11].

Most of the age of workers in the Cargo section of PT. Angkasa Pura Logistics is 56.6% more early adulthood. As many as 54.1% of cargo terminal workers work in the old working period compared to the new working time of 45.9%. The role of individuals in the organization is not a factor that causes work stress in workers in the cargo section. In addition, in terms of relationships with company leaders, the state of the organizational environment, the ability to complete tasks, information and things that are with work are good enough according to informants. Career development is a factor that causes work stress in cargo terminal workers who experience work stress [12].

This can be seen from most informants who experience work stress in a career that cannot rise In addition, informants also said that they were not supported by the leadership to be promoted. Demands from outside work are factors that do not cause work stress for cargo

terminal workers. This is because, according to informants, if there is a family conflict, then when working by itself will forget because there is so much work [13]–[16].

The next theme is entitled Analysis of Factors Causing Work Stress and Its Impact on the Performance of Private Employees of Samarinda City during the Covid-19 Pandemic. The article written by Asmadhini H. Rahmah and Fitri Wardiani concluded that partially, workload, job insecurity and job satisfaction have a significant influence on work stress, however, the work environment and individual characteristics do not significantly affect work stress. Simultaneously, external factors (workload and work environment) and internal factors (individual characteristics, job insecurity and job satisfaction) have a significant effect on job stress [5].

External factors (workload and work environment), internal factors (individual characteristics, job insecurity and job satisfaction) and job stress have a partially significant effect on performance. Simultaneously, external factors (workload and work environment), internal factors (individual characteristics, job insecurity and job satisfaction) and job stress have a significant effect on performance. Direct influence is the best model in this study, so to improve performance, you don't have to go through work stress first [17].

RESEARCH METHODS

The research method uses a type of qualitative research and literature study, the approach uses content analysis and induction [18]. The point of view used is a qualitative approach. Using data presentation that is stated verbally or not using a certain formula and the qualifications are theoretical. The theoretical basis is used as a guide so that the research focus is on the facts that are happening in the field. The results of qualitative research are objective and momentary [19].

Data collection techniques used in this study were observation, interviews, and documentation. Data analysis used is data reduction (data reduction), data display (data presentation), and conclusion/verification (verification of one conclusion). Data reduction, namely choosing to summarize data, sorting out the main things that need to be presented, and focusing and aligning the important things to stay focused on the research objectives. Presentation of data, namely explaining and presenting all research data in the form of narrative text descriptions, charts, and relationships between categories, without adding or subtracting what happened [6].

Data validation testing in this study will be carried out by data triangulation, that is, the process of strengthening different individuals [7]. In this study, researchers used source triangulation, technical triangulation, and time triangulation [8].

RESULTS AND DISCUSSION

Definition of Work Stress

Stress is a condition of tension that affects one's emotions, thought processes, and conditions. Excessive stress can threaten a person's ability to deal with the environment. Job stress is a condition where there are one or several factors in the workplace that interact with workers so it interferes with psychological conditions and behavior. Job stress will arise when there is a gap between individual abilities and the demands of the job [22].

Work stress is a condition that arises from human interaction with work and is characterized by humans as changes that force them to deviate from their normal functions. It can also be interpreted that work stress is physiological or psychological feedback on employees against the wishes or demands of the organization [23].

Why Stress Problems Need to be Discussed

There are several reasons why organizational stress issues need to be discussed, which are as follows:

1. The problem of stress is a problem that cannot be avoided and its position is very important for employee productivity
2. Besides being influenced by factors originating from outside the organization, stress is also heavily influenced by factors originating from within the organization. Therefore it is necessary to realize and understand its existence.
3. Understanding the sources of stress accompanied by an understanding of ways to overcome them is very important for employees and anyone involved in the organization for the continuity of a healthy and effective organization.
4. Many of us who are part of an organization, whether as superiors or subordinates, have experienced stress even though it is at a low level.
5. The era of progress in all fields like now humans is getting busier. On the one hand, work equipment is getting more modern and efficient, and on the other hand, the workload in organizational units is very large or increasing. This situation will certainly require greater employee energy than before. As a result, stressful experiences at a fairly high level are increasingly felt [24].

Symptoms of Work Stress

Beehr and Newman mention that the symptoms of work stress are:

Psychological Symptoms

1. Anxiety, tension, confusion, and irritability.
2. Feelings of frustration, anger, and resentment
3. Sensitive and hyperreactivity
4. Suppressed feelings, withdrawal, and depression
5. Ineffective communication
6. Feelings of isolation and alienation
7. Job boredom/dissatisfaction
8. Mental fatigue, intellectual decline, and loss of concentration

Physiological Symptoms

1. Increased heart rate, blood pressure, and tendency to develop cardiovascular disease
2. Increased secretion of stress hormones such as adrenaline and non-adrenaline
3. Gastrointestinal or gastric disorders
4. Increased frequency of physical injuries and accidents
5. Physical fatigue and possibly chronic fatigue syndrome
6. Respiratory disorders include interference from existing conditions
7. Disorders of the skin
8. Headache
9. Sleep disorders
10. Damage to the body's immune system [11], [25].

Behavioural Symptoms

1. Procrastinating, avoiding work, and being absent from work
2. Decreased performance and productivity
3. Increased use of liquor
4. Sabotage behaviour at work

5. Abnormal eating behaviour (mostly) as an outlet
6. Abnormal eating behaviour (deficiency) as withdrawal
7. Increased high-risk behavior such as driving recklessly
8. Increased aggressiveness, vandalism, and criminality
9. Decreased quality of interpersonal relationships with family and friends [\[26\]–\[28\]](#).

Symptoms of stress can be categorized as follows:

1. Feeling restless and unable to relax
2. Gets angry easily as if he will explode if something doesn't go his way
3. Prolonged feeling of extreme tiredness
4. Difficulty concentrating
5. Loss of interest in recreation that was previously enjoyable and habitual
6. Be worried
7. The longer the more work brought home
8. More smoking or drinking alcohol
9. Repeatedly feeling out of perspective or feeling the future is bleak.

Factors Causing Stress

Three factors cause work stress, which are as follows:

Environmental factor

Uncertain environmental conditions will be able to influence the formation of an unhealthy organizational structure on employees. In environmental factors, three things can cause stress on employees namely

1. Economic uncertainty. When the economy declines, people can become increasingly concerned about their well-being
2. Political uncertainty. The uncertain political situation happened in Indonesia. Frequent demonstrations from various groups who are dissatisfied with their situation. These incidents can make people uncomfortable. Such as road closures due to demonstrations, making employees arrive late
3. Technology advances. With the rapid advancement of technology, employees must learn from scratch and adapt

Organizational Factors

In an organization, several factors can cause stress

1. Task demands are factors related to demands or pressure to carry out duties properly and correctly
2. Role demands relate to the pressure exerted on a person as a function of the particular role played in that organization. Role conflict creates expectations that may be difficult to satisfy. Role ambiguity is created when role expectations are not clearly understood and employees are not sure what to do.
3. Interpersonal demands are pressures created by other employees. Lack of social support from colleagues and poor interpersonal relationships can cause considerable stress, especially among employees with high social needs.
4. The organizational structure determines the level of differentiation within the organization and the level of rules and decisions taken. Excessive rules and lack of participation in decision-making that impact employees are potential sources of stress [\[9\]](#), [\[29\]–\[31\]](#).

Individual factors

These factors cover the personal life of employees, especially factors of family problems, personal economic problems, and innate personality characteristics [17].

1. Personal and family relationships are something very valuable. Marital difficulties, broken relationships, and disciplining children are all examples of relationship problems that create stress for employees and carry over into the workplace
2. Economy problem. Being created by individuals who are unable to manage their financial resources is one example of personal difficulties that can create stress for employees and distract them from work.
3. Innate personality characteristics.
4. Individual factors that affect stress are the nature of a person's basic tendencies. The point is that the symptoms of stress that are expressed at work come from within the person's personality.

Handoko mentions several factors that cause work stress as follows:

1. Excessive workload
2. Time pressure or pressure
3. Bad supervision
4. Feedback on inadequate work performance
5. frustrated
6. Interpersonal or intergroup conflict
7. Differences between company and employee values
8. Various forms of change [33].

Other factors that cause work stress include:

1. No social support. Social support can be in the form of support from the work environment such as support from superiors, colleagues, and support from family
2. There is no opportunity to participate in decision-making in the company/organization. This relates to the rights and authority of employees in carrying out their duties and work. Many employees experience work stress when they cannot decide on issues that are their responsibility and authority. Job stress can also occur when employees are not involved in making decisions that concern employees.
3. working environment conditions. Conditions of the physical work environment such as temperatures that are too hot/cold, too crowded, noisy, etc. A room that is too hot causes discomfort for employees in carrying out their work. Noise can also be stressful.
4. Unsound management. Many employees experience work stress when the manager's leadership style tends to be neurotic, namely, a very sensitive leader, does not trust other people, is a perfectionist, superiors are always suspicious of their subordinates.
5. Personal events or experiences.
6. Work stress is often caused by painful personal experiences, the death of loved ones, divorce, and sick/failed children at school [34], [35].

Symptoms of stress at work can be seen from the following factors:

1. Low job satisfaction
2. Decreased performance

3. No enthusiasm for work
4. Communication is not going well
5. Doing unproductive tasks
6. Lack of creativity and innovation

Stress Management

Stress management is the ability to use resources effectively to deal with mental and emotional disturbances or disturbances that arise due to responses. The purpose of stress management is to prevent stress from arising, to improve the quality of employees to be better, and to prevent short-term stress from developing into long-term stress or chronic stress [\[20\]](#).

Ways to reduce work stress are as follows:

1. Build satisfying, enjoyable, and cooperative relationships with colleagues and employees
2. Don't take on more work than you can afford
3. Build effective and supportive relationships with superiors.
4. Negotiate with your boss for realistic deadlines on important projects
5. Learn as much as you can about upcoming activities and get as much lead time as possible to prepare yourself
6. Find time each day for release and relaxation
7. Take a walk around the office so that the body is fresher
8. Find ways to reduce noise
9. Limit interruptions
10. Don't delay solving problems
11. Make a list of constructive concerns that contain solutions to problems
12. Get quality sleep
13. Balancing life in a social and work environment
14. Discuss complaints with someone you can trust
15. Carry out activities according to interests and abilities
16. Maintain health with sports / physical activity
17. Get enough rest, eat balanced nutrition, and apply clean and healthy living habits
18. Develop useful hobbies, increase worship and get closer to God, think positively, and calm the mind [\[18\]](#).

In organizations, steps taken to avoid stress are:

1. Providing periodic technical training and supervision through job training to increase a sense of ability and confidence when working
2. Propose spatial arrangement, so that comfortable working conditions can improve individual performance.
3. Providing infrastructure facilities, such as vehicles, communication devices, and computers, and training individuals on procedures for using these infrastructures, so that individuals can work more optimally and effectively
4. Increasing the threshold for work stress caused by individual and organizational factors through activities that can motivate such as recreation, relaxation, and division of working hours, through communication such as discussion forums,

suggestions, and openness of leaders which ultimately has implications for optimal performance [19].

The characteristics of individuals who can handle stress well are:

1. Able to postpone thinking about a problem until the time is right to solve it.
2. Recognize and acknowledge the symptoms of fatigue in him
3. Avoid using illegal drugs and alcohol
4. Have a warm and stable family life
5. Take regular time off and get enough sleep
6. Interested in things outside of work
7. Have a steady outlook on life and a high social spirit
8. Be introspective about your reactions and feelings, and be able to distinguish between what is necessary and what is not
9. Able to delegate responsibility and trust
10. Able to express the contents of the heart well
11. Doing physical exercise
12. Do relaxation exercises
13. Able to put a priority scale in life [20].

Two ways of stress management, namely an individual approach and an organizational approach:

Individual Approach

Someone who is experiencing stress can try independently to reduce stress levels, by doing several things, namely time management, increasing physical exercise, relaxing and expanding social networks and support, exercising regularly, eating healthy, and relaxing.

Analysis for time includes estimating, prioritizing, and scheduling time in terms of time demands on work.

organizational approach

Strategies that can be carried out by organizations are:

1. Creating a more supportive company climate
2. Conduct better personnel selection and job placement
3. Minimizing the possibility of conflict and having a clarification of the company's role
4. Set realistic goals
5. Make counselling guidance for each employee
6. Reset the jobs of the employees
7. Improve communication from within the company [21].

CONCLUSION

Stress is a condition of tension that affects one's emotions, thoughts, and physical condition. Factors that influence stress include excessive workload, time pressure, poor supervision, and feedback about inadequate work implementation. So stress can be influenced by factors within the organization and outside the organization. Stress will affect employee productivity. Stress that is not handled properly usually results in a person's inability to interact positively with his

environment, both in the sense of the work environment and outside it. This means that the employee concerned will face various negative symptoms which in turn will affect his work performance. Stress needs to be anticipated as early as possible so that organizational goals can run smoothly.

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Author Contribution

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Conflicts of Interest

All authors declare no conflict of interest.

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