
Analysis of Alternative Policy Strategies for Reducing Work Stress

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Abstract: *This research is to answer and offer alternative policy strategies for reducing work stress. Work stress consists of individual level and group level to analyze of effect on employee performance. This type of research is correlational research. Population in this study is PT Centrindo Palmax employees, totaling 150 employees. Sampling in this study used a simple random sampling method with a specified sample of 100 respondents. To answer the hypothesis using multiple linear regression analysis. The results show that individual level has a positive and significant effect on employee performance. Group level has a positive and significant effect on employee performance.*

Keywords: *Work Stress, Individual Level, Group Level, Employee Performance.*

1. INTRODUCTION

Work stress is a serious health problem, both in terms of the high incidence and impact. The World Health Organization declared stress a world epidemic of the 21st century. The National Institute of Occupational Safety and Health reports that around 40 percent of workers say their job is stressful at an extreme level. Another report from Attitude in American Workplace VII states that 80 percent of workers feel stress at their jobs and half need help coping with it. The impact of work stress is a very big influence. Work stress can cause organizational strain in the form of absenteeism, decreased work performance, increased injury rates, employee turnover, and low productivity. The first thing that happens is psychological and emotional



disturbances, if it continues it will cause physical disturbances. The impact of this stress not only disrupts a person's body but will also affect performance (Kerlinger, 2006). Stress has a negative impact, namely physiological symptoms such as increased blood pressure, headaches, and stimulates heart disease, psychological symptoms such as dissatisfaction, boredom, and tension as well as behavioral symptoms such as changes in eating and sleeping patterns. Threats to work stress can come from heavy workloads, excessive work demands, minimal job protection, lack of support, working time, work that is considered excessive, and low availability of needs in line with expectations, for example salary, job satisfaction, promotions and career paths (Luthans, 2006). Health problems and social disturbances experienced by rotational work have the potential to cause work stress. Work stress that arises as an interaction between a person and an environmental situation or stressor that is threatening or challenging, causing a physiological and psychological reaction to work.

Stress is very individual and basically is destructive if there is no balance between the individual's mental endurance and the burden he feels. A source of stress does not always result in psychological or physiological disturbances. Whether an individual is disturbed or not depends on a person's perception and assessment of the situation and his ability to deal with or benefit from the situation at hand, in other words, that reaction to stress is influenced by how the individual's mind and body perceive events (Hellriegel and Slocum, 2011). The company is founded aiming to survive and gain profits in the future. In maintaining the survival of the company must pay attention to human resources, especially in work discipline. Of course the quality of human resources affects the development of a company. The role of human resources is an important factor for a company or agency. Along with developments in today's reform era, all public organizations and state apparatus are required to be able to carry out their duties with full responsibility to achieve good performance. one of the factors that influence the performance is work discipline (Ivancevich, 2010). However, the phenomenon that occurs in terms of work discipline can be seen from the awareness of employees who have not been maximized in obeying the hours of entry and hours of work. Employee performance must be considered because it is one of the keys to success. If an agency carries out agency activities with poor performance, the agency's image will be unfavorable.

PT Centrindo Palmax distributes various industrial and agricultural process equipment throughout Indonesia. The company is founded in 1987 and has become one of the best leading distributors. PT Centrindo Palmax offers a variety of products such as boiler control and systems consisting of feed tanks, boiler blowdown systems, sample coolers, steam injection, and so on, for flow meter products consisting of spiraflo flow meters, diva flow meters, gilflo ilva flow meters, and so on. Control system products consist of electrically actuated control valves, pneumatically actuated control



valves, positioners, programmable electronic controllers, and so on. This research is to answer and offer alternative policy strategies for reducing work stress.

2. RESEARCH METHODS

This type of research is correlational research. This research is conducted with the aim of detecting the extent to which variations in a factor are related or correlated with one or more other factors based on the correlation coefficient (Arikunto, 2013). The type of data used is quantitative data, namely data obtained in the form of numbers that can be counted. Research with quantitative data types based on positivism views reality as something concrete, can be categorized according to type and behavior, does not change, and can be measured or verified (Sinulingga, 2017). Population is a generalization area consisting of objects or subjects that have certain qualities and characteristics determined by the researcher (Sudirman et al., 2022). Population in this study is PT Centrindo Palmax employees, totaling 150 employees. Sample is part of the population that can represent the entire population. Sample has the same or relatively the same characteristics as the characteristics of the population (Sutagana et al., 2022). Sampling in this study used a simple random sampling method with a specified sample of 100 respondents. To answer the hypothesis using multiple linear regression analysis. Multiple linear regression analysis aims to find a linear functional relationship between one independent variable and one dependent variable. This analysis is to determine the direction of the relationship between the independent variable and the dependent variable whether it is positive or negative and to predict the value of the dependent variable if the value of the independent variable increases or decreases (Ghozali, 2016).

3. RESULT

General Description

PT Centrindo Palmax distributes various industrial and agricultural process equipment throughout Indonesia. The company is founded in 1987 and has become one of the best leading distributors. Centrindo symbolizes professional service and good products. PT Centrindo Palmax is headquartered in Medan which is located at Jalan K. L. Yos Sudarso Kilometer 6, Tanjung Mulia, Medan City, Postal Code 20241, North Sumatra Province, Indonesia. PT Centrindo Palmax also has a branch office located at the Pekanbaru Central Business Complex which is located at Jalan Soekarno-Hatta Number 11B. PT Centrindo Palmax offers a variety of products such as boiler control and systems consisting of feed tanks, boiler blowdown systems, sample coolers, steam injection, and so on, for flow meter products consisting of spiraflo flow meters, diva flow meters, gilflo ilva flow meters, and so on. Control system products consist of electrically actuated control valves, pneumatically actuated control valves, positioners,



programmable electronic controllers, and so on. The company's vision is to actively promote and utilize the most cost-effective technologies in all selected segments. To be the best industrial equipment distributor in our segment. The company's mission is to offer technical solutions keeping in mind the industry's need for comfort and safety.

The Following is an Explanation of the Organizational Structure:

1. Director

Responsible for supervising and controlling all company activities and making policies for all employees.

2. Sales Manager

Duty and responsibility in supervising and controlling the company's sales activities in order to achieve the target given.

3. Purchasing Manager

Has the duty and responsibility of supervising and controlling all purchasing activities carried out by employees so that there are no excess purchases or various activities that can harm the company.

4. Bookkeeping Manager

Has the duty and responsibility of supervising and controlling all of the company's bookkeeping activities and checking all costs incurred by the company in the form of a report so that it can be submitted to the director.

5. Human Resource Development Manager

Have the duty and responsibility of supervising and controlling all employees so that they comply with the regulations that have been set.

6. Information and Technology Manager

Has the duty and responsibility of supervising and controlling all systems and programs used by employees while carrying out work.

7. Operations Manager

Has the duty and responsibility of supervising and controlling all operational activities of the company.

8. Supervisors

Be in charge and responsible for controlling staff so that they can carry out their work properly and provide reports to managers regarding the work of employees and submit reports that have been completed to managers.



9. Marketing staff

Responsible for marketing and offering products to employees.

10. Promotion

In charge and responsible for promoting the product in accordance with the location determined by the manager and directed by the supervisor.

11. Purchasing Staff

Duty and responsibility in making purchases of the company's operational needs.

12. Finance Staff

Assigned and responsible for preparing the company's financial reports to be submitted to the supervisor for checking.

12. Staff Human Resource Development

Has the duty and responsibility for recruiting and selecting as well as maintaining the need for equipment and work equipment for employees.

13. Information and Technology Staff

Assigned and responsible for making repairs to every computer device in the company if it is damaged.

14. Production Staff

Assigned and responsible for the production of products that have been ordered by employees and submit to the quality control department.

15. Quality Control

Assigned and responsible for maintaining the quality of production results so that the products produced have the best quality before being sent to employees.

16. Warehouse Staff

Assigned and responsible for maintaining the amount of existing inventory so that the product can always be in a new condition.

17. Driver

Responsible for carrying out intermediaries for products that have been ordered by employees.

18. Kernek

Duty and responsibility in assisting drivers to carry out the delivery and lifting of goods.



19. Office Boy or Girl

Responsible for maintaining the cleanliness of the entire work area of the company.

Hypothesis Test

Hypothesis testing is a decision-making method based on data analysis, both from controlled trials and from (uncontrolled) observations. Hypothesis testing is a step in a statistical procedure that allows researchers to use sample data to draw conclusions about a population. This step determines whether the hypothesis can be accepted or rejected.

Table 1. Hypothesis Test

Coefficients ^a								
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	.275	1.100		.250	.803		
	Individual Level	.487	.063	.488	7.716	.000	.780	1.282
	Group Level	.352	.052	.425	6.722	.000	.780	1.282
a. Dependent Variable: Performance								

Source: Research Results (2023)

The results show that individual level has a positive and significant effect on employee performance. Based on the results of the study, employees experience work stress when dealing with customers who are in difficult circumstances or customers who deteriorate suddenly because these conditions can make employees feel tense and pounding. The more customers whose condition worsens, the more employees will be overwhelmed. This condition interferes with the concentration of employees at work and affects their maximum performance in doing work (Hasibuan, 2016). Knowledge, ability, and confidence possessed by each employee can encourage him to carry out his duties properly and can increase work enthusiasm. This work passion can achieve the results desired by management with optimal work results and according to standards. Group level has a positive and significant effect on employee performance. Job stress at the group level is influenced by the relationship between employees and co-workers. From the results of the study indicate that the cooperation of employees with colleagues and the support of fellow employees can be said to be good. Conditions like this can create a comfortable atmosphere for employees and make it easier for employees to work in a team. Conflicts with co-workers can cause stress for employees, because they cause discomfort and reduce morale, therefore employees



must maintain good relations with all co-workers (Hani, 2014). Mutual respect for the work of fellow co-workers is also something that must be maintained to encourage fellow employees to remain enthusiastic at work.

4. CONCLUSION AND SUGGESTION

The results show that individual level has a positive and significant effect on employee performance. Group level has a positive and significant effect on employee performance. Based on the results of the above research, the following suggestions are taken:

1. Provide socialization and explanation of the development of clear work procedures to employees so that employees do not experience difficulties in carrying out their work.
2. Creating pleasant working conditions with various things such as paying attention to employee rights, rewarding work results, and providing guidance to employees, both those who are indicated to be experiencing stress and those who are not, in the context of preventing and increasing work stress.
3. Strive to communicate well at all levels, to colleagues. Still allowing free time to take care of yourself can also reduce stress for employees.

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