

The Correlation Between Workload and Job Stress Among Employees of the Mentari Pagi Cooperative

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Abstract: This study aims to determine the relationship between workload and job stress among employees of the Mentari Pagi Cooperative. The population of this study was 220 employees from the head office and branch offices of the Mentari Pagi Cooperative, and the sample size was 220 employees. In this study, the researcher used a total sampling method. Data collection was conducted using a Likert scale model with two scales: workload and work stress. Based on the results of the product-moment correlation analysis, it can be seen that there is a positive and significant relationship between workload and job stress. This result is supported by a correlation coefficient of $r_{xy} = 0.748$, yielding a significance of $p = 0.000 < 0.05$. The coefficient of determination (r^2) of the relationship between the independent and dependent variables is $r^2 = 0.561$. This indicates that workload contributes 56.1% to employee job stress. Based on the results of the mean test, it can be concluded that the workload among employees at the Mentari Pagi Cooperative is relatively high, as seen with a hypothetical mean of 30 and an empirical mean of 34.16. Furthermore, the normal curve for the work stress variable for employees at the Mentari Pagi Cooperative is classified as high, with a hypothetical value of 30 and an empirical value of 34.34. From the results of this data analysis, it can be concluded that the workload and work stress among employees at the Mentari Pagi Cooperative are classified as high.

Keywords: Employees, Job Stress, Workload.

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1. Introduction

Human resources are the most crucial element in any organization, especially a large-scale corporation like a corporation. With professional HR management, individuals are expected to work productively. The availability of permanent employees within an organization can help the organization achieve its goals. Therefore, management must manage and strive to maintain human resources to ensure their well-being (Abdullah, 2017).

Every employee facing the world of work is at risk of health problems caused by the effects of the work environment, as well as the process of self-acceptance. One of these

health problems is work stress. Work stress arises from a lack of resilience and support, both from family and the work environment itself.

The definition of work stress itself is an individual's psychological response to workplace demands that require adaptation to cope. Work stress is an individual's response to the demands of their job (Martina, 2012). Work stress is characterized by several symptoms or traits, including anxiety, irritability, sensitivity, loss of concentration, increased heart rate, sleep disturbances, headaches, procrastination, and an increased tendency to engage in high-risk behavior, such as reckless driving (Waluyo, 2015).

Hurrel (in Munandar, 2001) explains that one of the factors causing work stress is workload. According to Dhanika (2010), workload is a number of activities requiring mental processes or abilities that must be completed within a specific timeframe, both physically and psychologically. The workload assigned to employees is categorized into three conditions: standard workload, high workload (overcapacity), and low workload (undercapacity). In the operational context of cooperatives, work complexity tends to increase along with the demands of serving members, managing administration, and achieving financial targets. This aligns with Tarwaka's (2015) opinion, which states that excessive workloads, both physical and mental, can lead to burnout and psychological distress among workers.

This phenomenon also occurs at the Mentari Pagi Cooperative. Based on initial observations, employees are often faced with increasing work volumes, demands to complete tasks within limited timeframes, and working conditions that require them to multitask. Furthermore, the limited number of workers compared to the existing workload forces employees to work more intensively, even exceeding normal working hours. This condition reflects an imbalance between workload and employee capacity.

The impact of these conditions is beginning to be evident in the emergence of signs of work stress among employees, such as physical fatigue, decreased concentration, increased error rates, and decreased work motivation. According to Sedarmayanti (2017), work stress is the body's response to prolonged pressure, which, if not managed properly, can lead to physical and mental health problems. In the long term, this condition has the potential to reduce work productivity and the quality of service to cooperative members.

Based on the interview results, it was concluded that employees experienced work stress due to the significant responsibilities they faced, resulting in stress. This was evident in complaints of dizziness, headaches, muscle and joint pain, heart palpitations, irritability, and decreased appetite. According to Elfita et al. (2019), the work environment is everything surrounding the workplace that can influence individuals in

carrying out assigned tasks. The work environment can create binding working relationships between individuals. In organizations, the work environment plays a crucial role for the individuals working within it, as it influences their job satisfaction.

Based on this description, it is important to conduct research on the effect of workload on job stress among employees of the Mentari Pagi Cooperative. This research is expected to contribute theoretically to the development of human resource management science and, in practice, serve as a consideration for cooperative management in formulating policies that can create workload balance and improve employee well-being. Based on the background presented, the researchers are interested in conducting a study entitled "The Relationship between Workload and Job Stress among Employees of the Mentari Pagi Cooperative."

2. Method

Namo Buah, Silebo-lebo Village, Kutalimbaru District, Deli Serdang Regency, North Sumatra Province. The materials used in this study were a questionnaire in the form of a research scale to obtain data from the research sample. The measurement instruments used in this study were the workload scale and the work stress scale.

This study employed a quantitative method. The quantitative approach is a research method based on concrete data. Research data in the form of numbers will be measured using statistics as a calculation tool, related to the problem being studied to produce a conclusion (Sugiyono, 2017). In this study, there are two variables: the independent variable (free variable) and the dependent variable (bound variable).

The independent variable (variable X) : Workload.

The dependent variable (variable Y) : Work Stress.

The population of this study was 220 employees at the head office and branch offices of the Mentari Pagi Cooperative, and the sample size was 220 employees. In this study, the researcher used a total sampling technique. Total sampling is a sampling technique in which all members of the population are used as the research sample.

To determine the validity of the instrument, a correlation was used between the scores of each item and the total score of all items, calculated using SPSS Viewer 24.01. The reliability test used in this study was Cronbach's alpha reliability. If the Cronbach's alpha value is > 0.60 , the instrument has good reliability; in other words, the instrument is reliable. If the Cronbach's alpha value is < 0.60 , the instrument is unreliable.

To test the data obtained, the statistical analysis technique used was product-moment analysis. Product moment analysis is a statistical technique used to measure the

strength and direction of the relationship (correlation) between two variables, namely the independent variable (X) and the dependent variable (Y). This analysis is most often used in quantitative research to determine whether there is a significant relationship between two variables (Sugiyono, 2017).

3. Result & Discussion

3.1. Validity Test

The Workload Scale and Job Stress Scale had no items that were dropped or had a Corrected Item-Total Correlation validity score < 0.300 . This means that all items were declared valid because the Corrected Item-Total Correlation validity score was ≥ 0.300 .

3.2. Reliability Test

Sugiyono (2017) stated that a reliability test indicates that the same measurement results on the same subject will be identical. In a reliability test, the basis for making a decision is that a published questionnaire is reliable or consistent if the Cronbach's alpha value is > 0.60 . On the other hand, if the Cronbach's alpha value is < 0.60 , then the questionnaire's variable dimension construction is unreliable.

Table 1. Reliability Test Calculation Results

Scale	Cronbach Alpha	Information
Workload	0,893	Reliabel
Job Stress	0,865	Reliabel

3.3. Normality Test

This normality test aims to demonstrate that the distribution of the research data being studied follows the normal curve principle. The normality test used the Kolmogorov and Smirnov (K-S) formula. The analysis revealed that the parental attachment and emotional intelligence data follow a normal distribution, that is, they are distributed according to the normal curve principle. As a criterion, if $p > 0.05$, the distribution is considered normal; conversely, if $p < 0.05$, the distribution is considered abnormal. The table below summarizes the results of the normality test.

Table 2. Results of Calculation of Normality Test of Distribution

Variabel	Mean	SD	K-S	Sig	Information
Workload	34.16	2.200	0.194	0.632	Normal
Job Stress	34.34	2.419	0.149	0.565	Normal

3.4. Normality Test

This normality test aims to demonstrate that the distribution of the research data being studied follows the normal curve principle. The normality test used the Kolmogorov and Smirnov (K-S) formula. The analysis revealed that the parental attachment and emotional intelligence data follow a normal distribution, that is, they are distributed according to the normal curve principle. As a criterion, if $p > 0.05$, the distribution is considered normal; conversely, if $p < 0.05$, the distribution is considered abnormal. The table below summarizes the results of the normality test:

Table 3. Linearity Test Calculation Results

Interaksi	Koefisien F	P value	Information
X – Y	4.294	0.325	linier

3.5. Product Moment Correlation Analysis

Based on the results of the product moment correlation analysis, it can be seen that there is a positive relationship between Workload and Job Stress. This result is evidenced by the correlation coefficient $r_{xy} = 0.748$, with a significance level of $p = 0.000 < 0.05$. The coefficient of determination (r^2) of the relationship between the independent and dependent variables is $r^2 = 0.561$. This indicates that Workload has a 56.1% effect on Job Stress. The following table summarizes the results of the product moment r^2 analysis.

Table 4. Summary Results of Product Moment Correlation Analysis

Statistik	Koefisien (r_{xy})	P	Koef. Det. (r^2)	BE%	Information
X – Y	0.748	0.000	0.561	56,1%	S

The Workload variable in this study was measured using a 12-item Likert scale with four answer choices. The hypothetical mean is $\{(12 \times 1) + (12 \times 4)\} / 2 = 30$. The Work Stress variable was measured using a 12-item Likert scale with four answer choices. The hypothetical mean is $\{(12 \times 1) + (12 \times 4)\} / 2 = 30$.

Based on the data analysis, the statistical results obtained an empirical mean of 34.16 for the Workload variable and 34.34 for the Work Stress variable.

To determine the conditions of Workload and Work Stress, it is necessary to compare the empirical mean/average value with the hypothetical mean/average value by considering the SB or SD of the variables being measured. The SB or SD value for the

Workload variable is 2.200, while the Work Stress variable is 2.419. The following table is a summary of the results of the calculation of the Hypothetical Mean Value and the Empirical Mean Value:

Table 5. Results of Calculation of Hypothetical Mean and Empirical Mean

Variables	Nilai Rata-Rata		SD/SB	Information
	Hypotheti	Empirica		
Workload	30	34,16	2,200	High
Job Stress	30	34,34	2,419	High

In accordance with the comparison of the two means above (hypothetical mean and empirical mean), it can be concluded that employees at the Mentari Pagi Cooperative have a relatively high workload and relatively high work stress.

3.6. Discussion

Given that the purpose of this study was to determine the relationship between workload and job stress among Mentari Pagi Cooperative employees, the researchers explored this issue by examining the results of a product-moment correlation analysis. A positive and significant relationship was found between workload and job stress. This result is supported by a correlation coefficient of $r_{xy} = 0.748$, with a significance level of $p = 0.000 < 0.05$. This means that the higher the workload of Mentari Pagi Cooperative employees, the higher their job stress. Conversely, the lower the workload of Mentari Pagi Cooperative employees, the lower their job stress.

The hypothesis proposed by the researchers in this study is that there is a relationship between workload and job stress among Mentari Pagi Cooperative employees. The coefficient of determination (r^2) for the relationship between the independent and dependent variables is $r^2 = 0.561$. This indicates that workload contributes 56.1% to job stress among Mentari Pagi Cooperative employees. Based on the data analysis, it can be concluded that this research hypothesis can be proven by the positive relationship between the independent variable and workload and the dependent variable and job stress.

The research findings were further strengthened by the analysis of hypothetical and empirical mean data. Based on the mean test results, it can be concluded that the workload of employees at the Mentari Pagi Cooperative is relatively high, as seen with a hypothetical mean of 30 and an empirical mean of 34.16. Furthermore, the normal curve for the work stress variable for employees at the Mentari Pagi Cooperative is relatively high, with a hypothetical value of 30 and an empirical value of 34.34. From

this data analysis, it can be concluded that both workload and work stress among employees at the Mentari Pagi Cooperative are relatively high.

The results of this study indicate that workload has a positive and significant relationship with work stress among employees at the Mentari Pagi Cooperative. This finding indicates that an increase in workload tends to be followed by an increase in work stress levels. This condition can occur because high work demands, whether in terms of the amount of work, targets to be achieved, or time constraints in completing tasks, can cause psychological stress in employees. If work demands exceed an individual's abilities or resources, employees will be more susceptible to work stress.

The high levels of workload found in this study indicate that employees of the Mentari Pagi Cooperative face significant work demands in carrying out their duties and responsibilities. High workloads can cause physical and mental fatigue, decrease work concentration, and reduce an individual's ability to manage the pressures that arise during work. In the long term, this condition can impact productivity, increase work errors, and decrease the quality of service provided to cooperative members. The high levels of work stress found in this study also indicate that most employees experience significant pressure in their work environment. Work stress can arise in response to various work demands that are perceived to exceed an individual's capacity to cope. When employees must complete a large amount of work within a limited time, they tend to experience emotional tension, anxiety, and psychological exhaustion. If this condition persists, it can impact employees' physical and mental health.

The large contribution of workload to work stress, reaching 56.1%, indicates that workload is a fairly dominant factor influencing the work stress levels of Mentari Pagi Cooperative employees. However, there are 43.9% other factors that contribute to work stress but were not examined in this study. These factors can include the work environment, social support from coworkers and superiors, role conflict, job satisfaction, leadership style, compensation, and individual characteristics such as coping skills and the psychological state of each employee.

The results of this study align with the theory of work stress, which states that stress arises when there is an imbalance between job demands and an individual's ability to meet those demands. The greater the work demands, the greater the potential for work stress. Therefore, organizations need to prioritize the distribution of workloads, provide support to employees, and create a conducive work environment to minimize the level of work stress experienced by employees (Robbins and Judge, 2017).

The findings of this study also support previous studies showing a positive relationship between workload and work stress. Various studies have found that employees facing

high workloads tend to experience higher levels of stress compared to employees with lower workloads (Tarwaka, 2015). Thus, these results further strengthen the empirical evidence that workload is a crucial factor that needs to be considered in efforts to reduce work stress and improve employee well-being in an organizational environment.

4. Conclusion

- 1) That there is a positive and significant relationship between workload and job stress. This result is supported by a correlation coefficient of $r_{xy} = 0.748$, yielding a significance level of $p = 0.000 < 0.05$. Therefore, the hypothesis proposed in this study can be declared "accepted."
- 2) The coefficient of determination (r^2) of the relationship between the independent and dependent variables is $r^2 = 0.561$. This indicates that workload contributes 56.1% to employee job stress. The remaining 43.9% is influenced by other variables not tested in the study.
- 3) Based on the results of the mean test, it can be concluded that the workload for employees at the Mentari Pagi Cooperative is relatively high, as seen with a hypothetical mean of 30 and an empirical mean of 34.16. Furthermore, the normal curve for the employee work stress variable at the Mentari Pagi Cooperative is relatively high, with a hypothetical value of 30 and an empirical value of 34.34. From the results of this data analysis, it can be concluded that the workload and work stress of employees at the Mentari Pagi Cooperative are classified as high.

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