

The Effect of Social Support of Job Stress of PT. X Makassar Employees

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Abstract—Stress is a condition in which a person experiences feelings of stress in dealing with problems or tasks that must be completed. The PT. X employees who are required to carry out their duties professionally are not spared from the stressful work conditions. The purpose of this study was to find out whether there was an influence of social support on the work stress of employees in PT. X. The population in the study were PT. X employees, then a sample was 30 employees. Social support and work stress are measured using a psychological scale that is a valid social support scale of 16 items, and a valid work stress scale of 14 items. The reliability of the social support scale and work stress was tested using the Cronbach alpha statistical test > 0.6, including the reliability test results of a scale of 0.959 which means very high reliability. The statistical test uses a regression test with a significance value for social support of 0.202 ($p > 0.05$) which means that social support has a significant effect on employee job stress.

Keywords—social support, work stress, psychological scale

I. INTRODUCTION

Stress is a person's response to an event that affects the emergence of a threat to a person so that someone makes an effort to survive [1]. This is in line with the opinion of Robbins [2] that conditions that suppress a person's psychological state in achieving an opportunity are called stress.

The survey results from the National Safety Council [3] show that three out of five managers of companies or industries recognize that work stress is directly related to acute and chronic health problems. Someone who experiences stress can have an influence on emotional conditions, thought processes and conditions, similar with threatening a person's ability to deal with the environment, which ultimately interferes with the execution of their duties [4].

Northwestern National Life Insurance [5] conducted research on the effects of stress on the workplace, the conclusion is that one million workplace absences are related to stress problems, 27% say that the most stressful aspects of work in their lives, 46% consider work stress levels to be very high-stress levels One-third of workers intend to immediately resign because of stress in their work and 70% say work stress has damaged their physical and mental health [6]. Thus it can be said that stress becomes an important problem because the situation does not only affect the condition of the company, but also the conditions of employees that can have an impact on people who need the services of employees.

The results of research conducted in Indonesia which was carried out by a management institution in Jakarta in 2002 found that a prolonged economic crisis, layoffs, salary deductions, and compulsion to work in a field of work that was not in accordance with the skills possessed were the main stressors at the time.

Stress in the workplace is in fact not a new phenomenon, but today it has become a very important problem for the company. For an organization, the condition of employees who experience work stress can have an impact on low job satisfaction, lack of commitment to the organization, inhibition of the formation of positive emotions, poor decision making, and low performance. This, of course, can provide financial losses to the organization is not small amounts.

Davis in Susiyatri [7] explains that basically, almost all work conditions can cause work stress. Job stress can occur due to demands in the work environment that are not balanced with individual abilities.

PT. X is required to be able to provide the best service to the entire community. The increasingly high demands forced PT. X employees to work so hard. For this reason, there needs to be an optimal performance from PT. X's professional employees in realizing the success of PT X. However, PT. X employees are not spared from the existence of stressors from various sources, not only from the company's demands but also the demands of the community. People as consumers sometimes complain about the product. This certainly affects the performance of PT X employees.

Social support among employees will be a form of support that is needed by employees in carrying out their work. One of the positive impacts of good social support is being able to reduce work stress [8][9]. The better a person's social support will be the lower the level of work stress. Besides negatively affecting work stress. Social support is needed because all forms of activity require interaction between individuals and the work environment itself. This interaction is needed to form good coordination, cooperation, and synergy in the work environment. If the interaction of an individual with his co-workers or his work environment does not go well, then this situation will be a situation that can cause stress.

II. RESEARCH METHODS

A. Population and Research Sample

1) Population

The population is a generalization area consisting of objects/subjects that have certain qualities and

characteristics set by researchers to be taught and then drawn conclusions [10]. In this activity, employees throughout PT. X as a population. This is because in this field has a task that is directly related to community service so that the impact of work stress will be greater than not only in the company but also directly on the quality of service for customers.

2) Sample

The sample is part of the number and characteristics of the population [10]. In this activity, employees of PT. X who is willing to follow the entire process of the activity as a sample, where in this activity there are 30 employees who are willing.

B. Research Procedures

In order for the objectives of the activity to be right on target, the execution process is carried out with certain methods. The method used in this activity is a quantitative research method. Specifically, the stages of activities that have been carried out are as follows:

1) Research Preparation

The preparation phase includes initial data collection, review using literature and prior research, preparation of activity proposals, activity permits, preparation of scales for activities.

2) Research Implementation

The research implementation phase includes building rapport and the distribution of scale of activities to employees.

3) Report preparation phase

The report preparation phase consists of inputting data obtained from employees, analyzing data obtained, compiling activity reports.

C. Data Analysis Phase

The purpose of this research is to see the influence of variables on other variables, namely whether social support influences the work stress of PT. X employees. After the researchers get the supporting data, the data is processed by parametric techniques using SPSS with a choice of regression analysis techniques.

Data is taken by using the work stress scale instrument, as well as the social support scale. Before use, the validity and reliability of the scale are tested first. In this study, the validity and reliability tests are based on the results of previous researchers' trials.

1) Test the validity

A valid instrument means that the measuring instrument used to obtain data (measuring) is valid [10]. The results of the trial are based on the results of the previous research tryout. The social support scale prepared by Prijayanti [11] was validated by using confirmatory factor analysis (CFA) using the LISREL 8.7 (Linear Structural Relationship) program which obtained 16 valid social support scale items. The work stress scale was validated using a validated technique using confirmatory factor analysis (CFA) using the LISREL 8.7 (Linear Structural Relationship) program and obtained 14 valid work stress scale items.

2) Test reliability

A reliable instrument is an instrument that when used several times to measure the same object will produce the same data [10]. Reliability measurements using Cronbach alpha statistical test > 0.6 [12]. Based on the results of the reliability test, it is known that the work stress scale obtained a Cronbach alpha value of 0.959 which means very high reliability.

D. Preparation of reporting phase

At this stage, researchers try to compile research reports that have been carried out and have been analyzed.

III. RESULTS AND DISCUSSION

Broadly speaking, these activities have been carried out smoothly in accordance with planning. Employees are cooperative to participate in the implementation of this activity, even though carrying out data filling during working days. Although there are a number of obstacles that should be considered in similar activities at other times.

A total of 30 employees were actively involved in activities, concentrating and enthusiastic in asking questions when not understanding written statements on the psychological scale that was shared. When interviewing several employees of PT. X, it was found that work stress problems for employees were derived from the many tasks that accumulated, complaints from the community, and tired physical conditions which caused employees to experience stress at work. This result shows that the workload and work environment have an effect on the stress of PT. X employees who show that there are 65.2% of employees who experience mild stress. According to participants, this activity is a useful activity for employees because employees can find out the work stress conditions they experience. The details of the results can be seen in Table 1.

TABLE I. NORMALITY TEST RESULTS

	Kolmogorov-Smirnov ^a			Shapiro-Wilk		
	Statistic	Df	Sig.	Statistic	df	Sig.
Work stress	0.115	29	0.200*	0.955	29	0.247
Social support	0.131	29	0.200*	0.954	29	0.235

The number of respondents in this activity as many as 30 employees, so to test the normality used Shapiro Wilk, where if the significance value of $p > 0.05$, then the data is normally distributed. Based on the table above, it is known that the significance value on social support data $p = 0.235$ ($p > 0.05$) and the significance value on job stress $p = 0.247$ ($p > 0.05$). Thus it can be said that the data is normally distributed.

TABLE II. SIMPLE REGRESSION TEST RESULTS

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. The error of the Estimate
1	0.436 ^a	0.190	0.160	6.362

Based on the table above, it is known that the R-value is 0.436 which can be interpreted that there is a strong enough relationship between social support and employee work stress. Furthermore, the value of R Square shows that 19%

is interpreted that social support has a 19% contribution to work stress, of which 81% comes from other factors.

Based on the ANOVA table, it is known that the significance value is $p = 0.018$ ($p < 0.05$), which means that the data is significant that is fulfilling the criteria of linearity.

Basically, almost all aspects can be a source of stress depending on the response of the employee itself. Employees who determine the extent to which the situation faced is a stressful situation or not. Conditions in which PT. X employees associate between one or several factors in the workplace that interfere with physiological conditions and employee behavior can be called stressful conditions. This tension condition is often associated with a number of opportunities, constraints, and demands [2].

There are two factors that cause work stress according to Dwiyantri [13], namely the work environment factors include physical conditions, office management and social relations in the work environment, for example, the relationship between employees. The existence of conflict relations between employees can increase the workload and stress levels of the employees themselves. Furthermore, personal factors can take the form of personality types, personal events/experiences and socio-economic conditions of the family where the person is located and develops himself. However environmental conditions, but the role of personality is also very supportive of the response given by employees.

A harmonious relationship between one employee and another can be a source of tension or stress relief. Giving assistance in the form of verbal or nonverbal assistance, giving behavioral assistance or material obtained from social relationships that are familiar or only inferred from their existence that makes individuals feel cared for, valued and loved, thus benefiting the welfare of individuals who receive assistance called social support [9].

Lazarus [14] states that social support is a social togetherness, where individuals are in it which provides some support, such as real assistance, information support, and emotional support so that individuals feel comfortable being information and feedback from people others in the form of love, attention, appreciation, and assessment, and included in social networks [1].

According to Cox-Fuenzalida et al. [15], the addition and subtraction of workloads have a negative effect on performance because of the emergence of work stress. Therefore, the existence of social support between employees will be a form of support that is needed by employees in carrying out their work. One of the positive impacts of good social support is being able to reduce work stress [8][9]. The better a person's social support will be the lower the level of work stress. Besides negatively affecting work stress. Social support is needed because all forms of activity require interaction between individuals and the

work environment itself. This interaction is needed to form good coordination, cooperation, and synergy in the work environment. If the interaction of an individual with his co-workers or his work environment does not go well, then this situation will be a situation that can cause stress.

Based on the results of interviews with several employees at X it was found that the presence of other employees greatly helped ease the workload and stress experienced by these employees. The existence of social support among employees is considered to be sufficiently positive to reduce stress in the workplace. One of the positive impacts of good social support is being able to reduce work stress [8][9].

IV. CONCLUSION

The conclusions related to this activity are: Social support has a strong relationship with employee work stress. In addition, the workload can also affect the stress of the work of PT X employees with a contribution of 19% influence.

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