

Work Stress Analysis of Employees at PT Manusia Alam Indonesia

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Abstract

Every company needs Human Resources to achieve the company's goals. Therefore, every company must pay attention to its employees by providing a comfortable and fair work environment to all employees. This study aims to analyze the factors that cause work stress in employees of PT. Manusia Alam Indonesia and the methods used to overcome work stress. This research method uses descriptive qualitative research, with data collection techniques through observation, interviews, and documentation. The informants consisted of several employees of PT. Manusia Alam Indonesia who are selected purposively based on employee experience related to work stress. Accompanied by data analysis, starting from data collection, data presentation, and drawing conclusions. From the results of the study, it can be seen that the factors that cause work stress at PT. Manusia Alam Indonesia include, high work demands, tight deadlines, and a less conducive work environment. High work demands often make employees feel overwhelmed with excessive workloads, tight deadlines force employees to work quickly and often reduce employee rest time which has an impact on physical and mental fatigue, a less conducive work environment such as lack of support facilities and unsupportive colleagues are the cause of stress. And to overcome work stress is carried out individually and organizationally. Individual approaches that employees take include, walking, exercising, watching concerts, regulating breathing, seeking fresh air, eating, accessing social media, and taking adequate breaks. Meanwhile, the company's organizational approach to employees includes, vacations and joint sports, health insurance, and a clear evaluation and division of duties.

Keywords: Employees; PT. Manusia Alam Indonesia; Work Stress; Work Stress Factors; How to Overcome Work Stress

1. Introduction

Business competition is getting tighter due to technological advances that can facilitate access to the global market. This causes each company to try to show the superiority of each product in the form of goods or services offered to consumers and the public. However, this competition can trigger work stress because employees are required to work hard under pressure.

In DataIndonesia.id results of a survey conducted by Gallup, 44% of employees around the world said that they experienced stress. Respondents from the survey were workers aged 15 years and older in 160 countries in 2022. The survey results also stated that the majority or 59% of workers in the world stopped doing *extra* work because workers are increasingly aware of the importance of avoiding stress due to overwork. Work stress can be caused by having too many tasks Amrianah (2019). And 18% of workers in the world have left their jobs because they feel uncomfortable and lose trust in the company.

PT. Manusia Alam Indonesia is a state-owned company that is a pioneer in organizing outdoor adventure activities with the concept of *Modern Adventure Tourism* with the main service of safe, comfortable, and contemporary adventure tourism. In addition, the company has the *tagline* "Work Don't Disturb Play" which reflects the company's spirit to provide a special outdoor experience to its customers. This company has carried out various activities requested by customers, such as *gatherings* and *outings*. These *gathering* activities can include eating together, playing games, or just talking. An *outing* is a tourist trip or staying in the outdoors such as a trip to a park, beach, mountain, or other open space.

Therefore, the researcher conducted pre-research on employees of PT. Manusia Alam Indonesia regarding work stress because as a company that provides services to relieve work stress for employees in other companies, whether employees of PT. Manusia Alam Indonesia Humans have experienced work stress. Based on the results of pre-research, it shows that as many as 86.7% of PT. Manusia Alam Indonesia employees agree to have experienced stress at work. However, the cause of this stress is not yet known. Therefore, the researcher wants to research the factors that cause work stress in employees of PT. Manusia Alam Indonesia.

Based on the results of pre-research, it shows that as many as 100% of PT Manusia Alam Indonesia employees agree that work stress can affect employee performance. Therefore, the researcher wants to research how to overcome work stress in employees of PT Manusia Alam Indonesia.

One of the studies that discusses work stress according to Amrianah (2019) entitled "The Effect of Work Stress on Employee Performance at the Bank of South Sulawesi Barru Branch Office", the novelty carried out by the researcher with the previous researcher lies in the focus of the research. The study focuses on how work stress affects employee performance in the office, while this study focuses on analyzing the factors that cause work stress among employees and how to overcome work stress. And the difference in research methods, because previous research used quantitative research methods, while this study used qualitative research methods.

The purpose of this study is to find out the factors of work stress for employees of PT Manusia Alam Indonesia and to know how to overcome the work stress of employees of PT Manusia Alam Indonesia.

2. Literature Review

2.1 Definition of Stress

According to Nur & Mugi (2021), stress is a reaction that a person does not want when they face pressure or demands. These reactions can include a variety of physical, emotional, and cognitive reactions that occur in an attempt to respond to a stressful situation. According to Asiyah & Balgies (2024), stress is a factor that needs attention in the world of work, because the physical and mental health of employees is essential to achieve optimal performance. The physical and mental health of employees is a valuable asset for the company. Employees who feel stressed tend to experience decreased productivity and decreased work quality. According to Qurbani et al. (2021), stress is a state of tension that affects a person's emotions, thoughts, and physical condition. When a person is stressed, they may experience a variety of symptoms, ranging from feelings of anxiety, tension, or restlessness, to physical symptoms such as headaches, sleep disturbances, or digestive problems.

It can be concluded that, stress is the reaction of the body and mind to excessive pressure or demands and that can affect a person's physical and mental health. Therefore, it is very important to know the common symptoms that arise when feeling stressed to be able to manage stress, because when stress is not treated it can cause problems in health.

2.2 Symptoms of Stress

According to Robbins and Timothy in Safria et al. (2023), explaining about stress symptoms includes, as follows:

1. **Physiological Symptoms:** Stress can impact changes in metabolism, causing headaches, difficulty sleeping, muscle tension and provoking heart attacks.
2. **Psychological Symptoms:** When stressed, it can be seen from boredom, feelings of sadness, anxiety, worry, procrastination and difficulty concentrating.
3. **Behavioral Symptoms:** When stressed, it can be seen from absenteeism, dietary changes, decreased achievement and decreased productivity.

According to Beehr and Newman in Supriyoso (2021), there are symptoms of stress, namely:

1. **Psychological Symptoms:** Psychological symptoms include anxiety, tension, confusion, and irritability, ineffective communication, boredom and job dissatisfaction, mental fatigue, loss of concentration, and decreased self-confidence.
2. **Physiological Symptoms:** Physiological symptoms that appear include headaches, pain in the lower back, muscle tension, and sleep disturbances.
3. **Behavioral Symptoms:** Behavioral symptoms that appear include delaying or avoiding work, absenteeism from work, decreased achievement and productivity, and abnormal eating patterns such as eating too little which can lead to drastic weight loss.

According to Herlina (2019), job demands are suspected to trigger individuals to experience stress characterized by emotional tension shown through:

1. **Physiological Symptoms**
2. **Psychological Symptoms**
3. **Behavioral Symptoms**

2.3 Definition of Work Stress

According to Komalasari et al. (2020), work stress in a company is a state of a person who experiences tension due to conditions that affect him. In a company, understanding work stress is very important because its impact can be detrimental to employees and the organization as a whole. High levels of work stress can result in decreased productivity, increased absenteeism, conflicts between employees, decreased work quality, and mental and physical health risks for individuals. According to Rahayu and Siharis (2022), work stress is a condition in which employees feel pressured when carrying out their duties and responsibilities which results in an inability to complete tasks properly. Work stress often arises when employees feel unable to cope or handle the demands of the work assigned to them. So that work stress can be a serious problem that affects employee welfare. Work stress is a condition when employees feel pressured or burdened emotionally, mentally, or physically due to the demands and responsibilities of the job so that it can interfere with the employee's ability to complete tasks properly. Therefore, it is important for companies to identify and manage work stress well.

2.4 Work Stress Factors

According to Ibrahim (2023), the factors that most often occur in work stress are:

1. **Job Demands:** Job stress occurs when employees face pressure or job demands that exceed their abilities. This causes employees to feel burdened by excessive workloads and without realizing that employees are experiencing stress.
2. **Working Time Deadlines:** Work stress occurs when *deadlines* are approaching, employees will feel pressured to complete tasks on time. This pressure can increase stress levels because there is a fear of failing or not being able to meet expectations.
3. **Constraints of a Poor Work Environment:** Employees feel stressed at work when faced with the pressures of an unfavorable work environment, such as a lack of teamwork and inhibiting weather conditions.

According to Eka Viora, who is the chairman of the Central Board of the Indonesian Association of Mental Health Specialists/PP-PDSKJI in Nilamsari et al. (2023), the three main factors that cause mental health in the workplace are:

1. Job Demands
2. Short Time Giving
3. Work Environment

According to Herlina (2019), three main factors that can trigger work stress in employees at work, namely:

1. Job Demands
2. Provision of Very Short Work Time
3. Unconducive Working Environment Conditions

2.5 Work Stress Management

Work stress management is the ability to use resources effectively to overcome mental and emotional disorders or disorders that arise in response to stress (Asih Gusti and Widhiastuti Hardani (2018). Work stress management is the means used to overcome and reduce stress in

the workplace. The goal of work stress management is to help employees manage work stress effectively so that employees can maintain their physical and mental health, increase productivity, and create a more positive work environment.

According to Asih Gusti and Widhiastuti Hardani (2018), work stress management strategies can be divided into two categories based on the approach used, namely:

a. Individual Approach

Employees can take personal responsibility to reduce work stress levels by doing time management, increasing physical exercise, exercising regularly, eating healthy foods, relaxation, and expanding social support networks.

b. Organizational Approach

Strategies that can be carried out are, increasing employee selection, job placement, training, setting realistic goals, increasing employee involvement in decision-making, improving organizational communication, employee sabbatical, and health programs.

According to Sitinjak (2023), in work stress management there are two categories based on the approach used, namely:

a. Individual Approach

To reduce work stress levels, employees can take personal responsibility by doing several things, such as managing their time well, increasing physical exercise, exercising regularly, eating healthy foods, relaxing themselves, and expanding their social support network.

b. Organizational Approach

With this approach, strategies that can be implemented include increased employee selection, job placement, training, realistic goal setting, increased employee involvement in decision-making, employee leave, and health programs.

According to Naharini et al. (2022), as an effort to reduce the impact of work stress on employees, leaders use various approaches, both individual approaches and organizational approaches.

a. Individual Approach

An individualized approach is done by giving direction to employees to increase awareness of the sources of stress that are bothering them and work to reduce stress levels that can affect performance, such as effective time management, performing muscle relaxation or stretching, and providing motivation or support to employees so that they feel valued and open in discussing issues that affect their work.

b. Organizational Approach

An organizational approach is carried out by improving healthy interpersonal relationships between leaders and employees, conducting joint evaluations related to work, involving employees in the decision-making process, and ensuring that employees are placed according to their abilities regardless of social status.

Based on the explanation above, it can be concluded that work stress is a condition in which employees experience excessive pressure or burden in dealing with work. Work stress can be reflected in a variety of symptoms, such as mood swings, difficulty sleeping, anxiety, physical and mental health problems. So, it can cause psychological balance disturbances in employees and overall health if not handled properly. Therefore, it is crucial to understand the

factors that can cause employee work stress, such as job demands, working hours, and work environment.

3. Material and Method

3.1 Design Study

In this study, the researcher used a qualitative research method that was descriptive. According to Fiantika (2022), qualitative research is a type of research whose findings are not obtained through statistical procedures and rather how the researcher understands and interprets the meaning of events, interactions, and behaviors of subjects in certain situations according to the researcher's perspective. According to Jonata (2022), descriptive research is a type of research that describes or describes a problem. It can be concluded that a qualitative approach is used by researchers to dig deeper into employees' experiences and perceptions regarding work stress. And provides a clear and detailed picture of the factors that cause work stress at PT Manusia Alam Indonesia.

In addition, this study also uses a case study research method. According to Jonata (2022), the case study research method is research based on events that have already occurred, studying the interaction between variables, and studying how an event takes place systematically in a certain period of time. The purpose of a case study is to gain a deep understanding to understand the complex contexts, processes, and interactions in a particular phenomenon.

3.2 Data Sources and Research Samples

The data sources used in this study are primary data and secondary data. According to Sitinjak (2023), the primary data source is information obtained through direct observation (observation) and also through interviews. To obtain primary data, the researcher has conducted observations for three months at PT. Manusia Alam Indonesia. Then, the researcher will conduct interviews with employees of PT. Manusia Alam Indonesia related to the topic of problems in this study. According to Sitinjak (2023), secondary data is data obtained through references derived from articles, journals, and books. The secondary data sources used by the researcher in this study are articles and journals.

The sampling method in this study uses a type of *non-probability sampling* with a *purposive sampling technique*. According to Sitinjak (2023), *purposive sampling* is a sampling technique using certain considerations. Based on this theory, the researcher took a sample of 4 (four) employees of PT. Manusia Alam Indonesia from different departments.

3.3 Data Collection Techniques

According to Mashudi (2022), data collection techniques are tools/media used as a reference in searching for information/data related to the research to be carried out. In data collection, researchers use observation, interview, and documentation methods.

3.4 Data Validity Techniques

According to Sutriani and Octaviani (2019), data validity is the standard for the correctness of a research result data that focuses more on the accuracy of the information obtained than the attitude and number of people. In testing the validity of this data, the

researcher used a triangulation technique. According to Waris (2022), the triangulation technique is a method to test the credibility of information obtained by researchers by comparing information from various sources, techniques, and times, thereby reducing the possibility of bias.

3.5 Data Analysis Techniques

According to Mouw (2022), data analysis is the process of systematically searching for and compiling transcripts, field notes, and other materials that researchers collect to enable researchers to find findings. According to Sutriani and Octaviani (2019), in qualitative data analysis in general, there are three work steps, namely data reduction, data presentation, and drawing conclusions. It can be concluded that data analysis can be interpreted as the process of compiling and simplifying various materials collected by researchers to find findings, involving data reduction, data presentation, and drawing conclusions and verifications.

According to Sutriani and Octaviani (2019), data reduction is information that is filtered, systematically arranged, and only important points relevant to the purpose of the research are maintained. Data reduction is carried out so that relevant information can be retained, while less relevant information can be eliminated, so that it can make it easier for researchers to draw significant conclusions.

Data presentation in qualitative research can be done in the form of brief descriptions, charts, relationships between categories, *flowcharts*, and so on (Fiantika, 2022). Data presentation is the process of displaying information that has been processed from the collected data in a clear, structured, and easy-to-understand form that makes it easier for readers to understand the results of the research or analysis carried out. Data presentation can include different types of matrices, graphs, networks, and charts.

According to Sutriani and Octaviani (2019), conclusion drawing was carried out to compare the suitability of the subject's statement with the basic concepts in the research and verification was carried out to ensure that the assessment of the suitability of the data with the intent contained in the basic concept of the research was more precise and objective. Drawing conclusions is the process of producing conclusions or generalizations based on data analysis that has been carried out. Meanwhile, verification is a step to ensure that the conclusions drawn are consistent with the collected data and in accordance with the research objectives.

4. Result

4.1 Work Stress Factors

Based on the results of the study, high work demands, tight deadlines, and less conducive work environment conditions are factors that can cause work stress in employees of PT. Manusia Alam Indonesia.

a. High Job Demands

High work demands are one of the factors that cause work stress among employees of PT. Manusia Alam Indonesia. When employees are faced with an overloaded workload, they often feel overwhelmed and depressed. Based on the results of observation and interviews with employees of PT. Manusia Alam Indonesia. It was found that the high work demands are mainly caused by several things, namely employees are often given excessive workloads or responsibilities that exceed their capacity. This is because the

company has a limited number of employees so each employee has to work *extra* to handle various tasks at once. And employees are expected to master various areas of work, thus adding to the pressure and causing difficulties in completing tasks effectively.

b. Tight Deadlines

Tight deadlines are also a factor that causes work stress in employees of PT. Manusia Alam Indonesia. Tight deadlines force employees to work quickly, often at the expense of the quality of their work. Prolonged stress due to unrealistic deadlines can lead to a decrease in employee motivation and commitment to work. Some of the causes of stress related to deadlines are that employees are often given targets that are difficult to achieve in a limited time. This can increase stress and anxiety, especially if employees feel that they don't have enough time to get the job done properly. When the target has not been achieved, the leadership tends to put additional pressure on employees to complete the task immediately. This stress can affect the mental and emotional well-being of employees. Clients often ask for quotes in a short period of time, making employees feel pressured. And tight deadlines are often caused by poor planning. Without good planning, work can pile up and deadlines become more challenging to meet.

c. Less Conducive Work Environment

A less conducive work environment is one of the main factors that cause work stress in employees of PT. Manusia Alam Indonesia. A noisy, unsafe or unsafe work environment can create stress and discomfort for employees. In addition, factors such as poor relationships between employees, lack of support from management, and conflicts in the workplace can worsen the psychological condition of employees. A healthy and supportive work environment is very important for employee welfare, several factors at PT. Manusia Alam Indonesia who cause the work environment to be less conducive, namely the Physical Work environment, PT. Manusia Alam Indonesia do not have adequate facilities to support employee comfort and productivity. For example, a narrow workspace and a lack of equipment or equipment for outdoor work. And Non-Physical Work Environment: Employees who feel they don't have support from colleagues or management tend to experience higher levels of stress.

In line with research, according to Ibrahim (2023), the factors that most often occur in work stress are:

1. **Job Demands:** Job stress occurs when employees face pressure or job demands that exceed their abilities. This causes employees to feel burdened by excessive workloads and without realizing that employees are experiencing stress.
2. **Working Time Deadlines:** Work stress occurs when *deadlines* are approaching, employees will feel pressured to complete tasks on time. This pressure can increase stress levels because there is a fear of failing or not being able to meet expectations.
3. **Constraints of a Poor Work Environment:** Employees feel stressed at work when faced with the pressures of an unfavorable work environment, such as a lack of teamwork and inhibiting weather conditions.

4.2 How to Deal with Work Stress

Based on the results of the research, the strategies carried out to overcome work stress in employees of PT. Manusia Alam Indonesia are in line with the research above, namely work stress management with an individual approach and an organizational approach.

a. Individual Approach

Work stress management with an individual approach is an effort made by individuals independently to manage and reduce the level of stress experienced by each employee. Some of the strategies carried out by employees of PT. Manusia Alam Indonesia in work stress management with an individualized approach, namely regulating breathing, can help employees reduce work stress and improve their mental health. Taking a moment to breathe in the fresh air and rest can help to reduce stress while working. Exercising regularly can be an effective way to cope with stress. Physical activity helps release endorphins, which are known as happiness hormones and can improve an employee's mood as well as energy. Maintaining a balance between work and personal life is essential. Employees should ensure they have enough time for non-work activities such as, hobbies, recreation, and enough rest to recover their energy.

In addition to what employees do above, in overcoming work stress in an individual approach can also be done by time management, because employees can reduce work stress by managing time effectively. This includes creating a priority list, setting a realistic schedule, and avoiding work delays. By having an organized plan, employees can increase productivity. And with social support, because seeking support from friends, family, or co-workers, such as talking about problems and seeking emotional advice or support can reduce emotional burden and can help employees to manage stress.

b. Organizational Approach

Work stress management with an organizational approach is an effort made by an organization or company to identify, manage, and reduce factors that cause stress in the workplace. This approach emphasizes the company's responsibility in creating a work environment that supports employee well-being and increases productivity. Some of the strategies carried out by the company PT. Manusia Alam Indonesia in employee work stress management with an organizational approach, namely employee welfare programs because the company realizes that the physical and mental health of employees is very important for productivity and job satisfaction. Therefore, the company provides health insurance that covers a wide range of medical services to ensure employees get the care they need. The company regularly holds joint walks and sports activities. This activity not only aims to improve the physical fitness of employees, but also to strengthen team bonds and provide opportunities for employees to relax and socialize outside the work environment. Through joint walks and sports activities, it is hoped that it can create a more harmonious and pleasant working atmosphere, so as to reduce the level of work stress of employees.

In addition to the strategies or policies that have been carried out by the company above, in overcoming work stress in an organizational approach can also be done by, namely increasing employee selection, job placement, training because by providing training on stress management and also skill development to employees can help employees better deal with job demands, set realistic goals, increase employee involvement in taking decisions, improving organizational communication and employee leave.

In line with research, According to Asih Gusti and Widhiastuti Hardani (2018), work stress management strategies can be divided into two categories based on the approach used, namely:

c. Individual Approach

Employees can take personal responsibility to reduce work stress levels by doing time management, increasing physical exercise, exercising regularly, eating healthy foods, relaxation, and expanding social support networks.

d. Organizational Approach

Strategies that can be carried out are, increasing employee selection, job placement, training, setting realistic goals, increasing employee involvement in decision-making, improving organizational communication, employee sabbatical, and health programs.

6. Conclusion, Implication, and Recommendation

6.1 Conclusion

This study aims to identify the factors that cause work stress among employees of PT. Manusia Alam Indonesia and to find out the ways used by employees and companies to overcome work stress.

1. Factors that can cause work stress in employees of PT. Manusia Alam Indonesia, high work demands because employees are often faced with excessive workloads and employees are required to master various fields of work, tight deadlines because employees have to work quickly to meet pre-set targets, and a less conducive work environment, such as a lack of support facilities and a limited team can cause work stress.
2. This research found various methods used by employees of PT. Manusia Alam Indonesia to manage and overcome work stress, namely with an individual approach to work stress management, such as identifying and sorting tasks based on their urgency and importance and focusing on the most urgent tasks first, discussing with colleagues to find solutions together when facing difficulties and heavy workloads, starting work as soon as possible, and taking short breaks to refresh the mind and improves concentration. In addition, work stress management takes an organizational approach, providing health insurance to ensure employees can access necessary medical care, and holding joint walks and sports activities to help employees release stress and strengthen team bonds.

6.2 Implication

This study adds theoretical insights into the factors that affect work stress in the work environment of PT. Manusia Alam Indonesia. The results of this study confirm that high work demands, tight deadlines, and a less conducive work environment are significant factors that cause work stress.

For companies, the results of this study can be used as a basis for designing effective programs and policies in managing work stress, such as reducing disproportionate workloads, providing time management training, and improving support facilities in the workplace.

6.3 Recommendation

Further research can use a qualitative approach such as a survey with a questionnaire designed to measure stress levels and factors that cause work stress more broadly. And

subsequent research, it can research in different places as well as consider a larger and more diverse sample, covering different divisions and levels of position within the company.

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