

THE INFLUENCE OF ORGANIZATIONAL FACTORS AND INDIVIDUAL FACTORS ON WORK STRESS IN EMPLOYEES OF PT. LION MENTARI PADANG

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Article History

Received: April 9, 2022 Revised: April 15, 2022 Accepted: April 30, 2022

Abstract

This study aimed to determine and analyze the effect of organizational factors and individual factors on work stress on employees of PT. Lion Mentari Padang. The population in this study were all employees of PT. Lion Mentari Padang, totaling 80 people. The sampling technique used is saturated sample. Because the population in this study was relatively small, and less than a hundred people, the entire population could be sampled. The data analysis technique used to test the hypothesis is the statistical t test. The results showed that organizational factors affects work stress of employees of PT. Lion Mentari Padang. This is because organizational factors has a significant value of 0.005, this significant value is smaller than alpha 0.05. This means that organizational factors has a significant effect on work stress. Individual factors affect on work stress of employees of PT. Lion Mentari Padang. This is because individual factors have a significant value of 0.000, this significant value is smaller than alpha 0.05. This means that individual factors have a significant effect on work stress.

Keywords: Organizational Factors, Individual Factors And Work Stress

JEL Classification: L21, L78, M1, M2.

Type of paper: Research Paper

DOI:
10.46306/bbijbm.v2i1.40

Web:
<http://bbijbm.lppmbinabangsa.ac.id/index.php/home>

Citation:

Susanti, F. ., & Junita, R. . (2022). The Influence of Organizational Factors and Individual Factors on Work Stress in Employees of PT. Lion Mentari Padang. BINA BANGSA INTERNATIONAL JOURNAL OF BUSINESS AND MANAGEMENT, 2(1), 68-77.
<https://doi.org/10.46306/bbijbm.v2i1.40>

I. Introduction

The rapid development of the economy, the streamlining of enterprises, the merger and bankruptcy of several enterprises due to the prolonged crisis, have caused a very detrimental impact on thousands or even millions of workers. Workers at every level are subjected to stress and uncertainty. They must be willing to be transferred to a section that they are very unable to master and not know how much longer they will be able to survive or be employed. In addition, they have to face the new boss, strict supervision, welfare benefits are reduced than before, and have to work longer and harder to maintain the family's socioeconomic status. This situation often triggers work stress.

Problems related to work stress include; conflicts between employees and leaders, poor communication between employees can lead to conflicts, perceived excessive working time, the leader's unfair attitude in assigning tasks, and such a large load of tasks tends to be the dominant cause of stress, because employees have to work more with their abilities. By paying attention to the indications that have the potential to cause work stress, it is hoped that the company will be able to avoid this work stress which will later have an impact on the services provided by the company and if work stress does not get special attention, it will have an impact on work accidents that will be fatal to the company.

One of the companies engaged in aviation service support services, PT Lion Mentari Padang, carried out air transportation service activities and supporting services from airports in West Sumatra Indonesia. Lion Mentari Padang always prioritizes the best service. In this regard, with the existence of other companies engaged in the same field and the rapid air transportation in Indonesia, PT.

Lion Mentari Padang, both as an individual and a member of an organization / company. The increasingly fierce competition has given rise to the demands for the role of each PT employee. One of PT Lion Mentari Padang's efforts to reduce the level of employee work stress is to pay attention to organizational and individual factors. Based on researchers' observations, in the organizational environment of PT Lion Mentari Padang, various causes of stress include; Pressure to complete tasks over a limited period, excessive workload, leaders who create a culture of tension, fear, and anxiety, and non-compact colleagues. Personal factors that trigger the emergence of stress include; family problems in the employee concerned, personal economic problems, innate personal characteristics, and excessive workload.

The Relationship of Organizational Factors to Work Stress

According to Robbins, Stephen P. & Judge, (2011), stress management can be done with two organizational approaches. Penelitian conducted by Amiri, (2019), Veluchamy & Rani, (2018), Aiyub, (2018), Febriandini & Hartanti, (2016), Ebrahimi, Firoozi, Jafari, & Gudarzi, (2015), Kulkarni, Bell, Hartman, & Herman-smith, (2013), Jeyaraj, Lecturer, & Junior, (2013), and Setyono, Rahardjo, Nugraheni, & Rahardja, (2007), the results of the study found that organizational factors have a significant effect on work stress. Some of the factors that cause stress are mainly the demands of the task and the management controls the demands of the role. By itself, such factors can be modified or changed. Strategies management can consider include better personnel selection and job placement, training, and realistic goal setting. Redesign of work, increased employee engagement, improvements in organizational communication, offers of sabbatical leave or sabbatical periods (usually for research, college, or travel) to employees, and the implementation of corporate welfare programs.

H₁ It is suspected that organizational factors **positively affect** work stress in PT employees. Lion Mentari Padang.

The Relationship of Individual Factors to Work Stress

An employee who has a personal responsibility to reduce stress levels. According to Robbins, Stephen P. & Judge, (2011), stress management can be done with two individual approaches. Individual strategies that have proven effective include applying time management techniques, the addition of sports time, relaxation training, and the expansion of social support networks. Conducted by Aiyub, (2018), Febriandini & Hartanti, (2016), Jeyaraj, Lecturer, & Junior, (2013), and Setyono, Rahardjo, Nugraheni, & Rahardja, (2007) b Based on the results of the study, it was found that there is an influence between individual factors and work stress.

H₂ It is suspected that individual factors **positively affect** work stress in PT employees. Lion Mentari Padang.

II. Material and Method

According to Sugiyono, (2013) "population is a generalized area consisting of objects / subjects that have a certain quantity or characteristic set by the researcher to be studied and then drawn conclusions." As for being the population in this study, all employees of PT. Lion Mentari Padang which numbers 80 people. In this study, the sampling technique used was non-probability sampling, which is a sampling technique that does not provide equal opportunities for each element or member of the population to be selected as a sample (Sugiyono, 2013). Furthermore, the sample technique used is a saturated sample. Because the total population in this study is relatively small, and there

are less than one hundred people, the entire population can be sampled, the population in this study is as many as 80 people.

III. Results and Discussion

Instrument Testing

Validity Test

The validity test results on these statement items can be seen in Table 3 below:

Table 3. Validity Test Results

Variable	Number of Items	R Calculate	R Table	Conclusion
Organizational Factors (X ₁)	1 - 8	0.494 to 0.826	0,219	Valid
Individual Factors (X ₂)	1 - 8	0.409 to 0.763	0,219	Valid
Work Stress (Y)	1 - 10	0.528 to 0.834	0,219	Valid

Source: Processed SPSS Data.

Based on there is a table tersebut, dapat it is known that semua item statement the value of r count is greater than the value of r of the table, which is 0.219. Moreover, there is no item whose calculated value of r is below the number 0.219, thus it can be concluded that all statement items are valid. So that the next stage of data processing can be carried out.

Reliability Test

From the reliability testing process that has been carried out, a summary of the results ofse perti is obtained as shown in Table 4 below:

Table 4. Reliability Testing Results

Variable	Cronbach's alpha	Critical Value	Conclusion
Organizational Factors (X ₁)	0,845	0,60	Reliable
Individual Factors (X ₂)	0,837	0,60	Reliable
Work Stress (Y)	0,897	0,60	Reliable

Source: Processed SPSS Data.

Based on pthere is a table above dapat it is known that for semua the variable has its *Cronbach's alpha* value > 0.60. This can then be concluded that the item pernyataan to measure the research variables tersebut reliable, seuntil later the stages that will be carried out for the next data processing can be continued.

Data Analysis Results

Descriptive Analysis

The free variables in this study have two variables consisting of organizational factors and individual factors, while the bound variables are work stress. In the following section, the author will explain a description of each research variable. The frequency distribution of each variable will be presented in the frequency distribution table.

Table 5. Frequency Distribution of Respondents' Answers

No.	Variable	Total Score	Average Score	TCR (%)	Information
1	Organizational Factors (X ₁)	317	3.97	79.4	High Enough
2	Individual Factors (X ₂)	300	3.76	75.1	High Enough
3	Work Stress (Y)	298	3.74	74.7	High Enough

Source: Processed Primary Data.

Based on the Table, it can be seen that organizational factors with an average score of 3.97 and TCR of 79.4%, this means that organizational factors fall into the category of quite high. This is due to the demands of tasks, roles, interpersonal demands, and organizational structure. Individual factors with an average score of 3.76 and tcr of 75.1%, this means that individual factors fall into the category of quite high. This is due to family, economic, personality, and knowledge factors. Employee work sres with an average score of 3.74 and TCR of 74.7%, this means that work stress is included in the category of quite high. This is due to the leader's workload, pressure and attitude, time and equipment of work, and repayment or low salary.

Normality Test

From the normality test process that has been carried out, a summary of the results of separti is found as shown in Table 6 below:

Table 6. Data Normality Test Results

Variable	<i>Asymp Sig</i>	<i>Alpha</i>	Conclusion
Organizational Factors (X ₁)	0,345	0,05	Normally Distributed Data
Individual Factors (X ₂)	0,053	0,05	Normally Distributed Data
Work Stress (Y)	0,054	0,05	Normally Distributed Data

Source: Processed SPSS Data.

From the table above, the normality test results show that in this research data, the distribution is normal because the value of *Asymp Sig* for all variables is greater than *Alpha* (0.05).

Multicollinearity Test

From the results of multicollinearity testing can be seen in Table 7 below:

Table 7. Multicollinearity Test Results

Variable	<i>Collinearity Statistics</i>		Conclusion
	<i>Tolerance</i>	<i>VIF</i>	
Organizational Factors (X ₁)	0.627	1,595	Multicollinearity-free
Individual Factors (X ₂)	0.627	1,595	Multicollinearity-free

Source: Processed SPSS Data.

Based on the table above which has been explained, it can be known that between the independent variables in the research are not related to each other, because the *tolerance* values for all variables do not have a *tolerance* value smaller than 0.10 and also with *vif* value, not even one variable has a *vif* value greater than ten.

Heteroskedasticity Test

From the results of the data heteroskedasticity test through the SPSS tool, it can be seen in Table 8 below:

Table 8. Heteroskedasticity Test Results

Variable	<i>Sig.</i>	<i>Alpha</i>	Conclusion
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Organizational Factors (X ₁)	0.645	0,05	Free Heteroskedasticity
Individual Factors (X ₂)	0.433	0,05	Free Heteroskedasticity

Source: Processed SPSS Data.

For the heteroskedasticity p test there is a table above there is not a single free variable with a significance value smaller than 0.05. Then penelitian is free from heteroskedasticity and the next stage dapat is done.

Hypothesis Testing Results

Multiple Linear Regression Analysis

From the results of multiple linear regression analysis can be summarized in Table 9 below:

Table 9. Summary of Multiple Linear Regression Analysis Results

Bound Variables	Constants and Free Variables	Regression Coefficient
	Constant (a)	0.291
Work Stress (Y)	Organizational Factors (X ₁)	0.231
	Individual Factors (X ₂)	0.667

Source: Spss Data Processing.

Based on the results of the multifaceted linear regression analysis presented in Table 9 above, the following can be put forward the multiple linear regression equation:

$$Y = \alpha + \beta_1 X_1 + \beta_2 X_2$$

$$Y = 0.291 + 0.231X_1 + 0.667X_2$$

Statistical T-Test

In conducting hypothesis tests, the test tool used is a t-statistical test. The results of the hypothesis test will be presented in Table 10 as follows:

Table 10. Statistical T Test Results

Free Variables	Significant Level	Sig.	Conclusion
Organizational Factors (X ₁)	0,05	0,005	H ₁ Accepted
Individual Factors (X ₂)	0,05	0,000	H ₂ Accepted

Source: SPSS Data Processing

Discussion

Influence of Organizational Factors on Work Stress

The results showed that the first hypothesis in this study was that organizational factors had a significant effect on work stress in PT employees. Lion Mentari Padang.

According to Robbins, Stephen P. & Judge, (2011), potential sources of stress include organizational factors, such as task returns are factors related to a person's work. The role's demands relate to the pressure exerted on a person as a function of a certain role that he plays in the organization. Such demands include the design of individual work (autonomy, diversity of tasks, degree of automation), working conditions, and the physical layout of the work. Working in an overcrowded room or in a location that is always disturbed by noise can increase anxiety and stress. Role conflicts create expectations that maybe difficult to resolve or meet. Excessive role burdens are placed when employees are expected to do more work than in the time available. Role ambiguity is created when the expectations of the role are not clearly understood and the employee is not sure what he should do. Interpersonal demands are pressures created by other employees. The absence of support from colleagues and poor interpersonal relationships can cause stress, especially among employees with high social needs.

This is by research conducted by Amiri, (2019), Veluchamy & Rani, (2018), Aiyub, (2018), Febriandini & Hartanti, (2016), Ebrahimi, Firoozi, Jafari, & Gudarzi, (2015), Kulkarni, Bell, Hartman, & Herman-smith, (2013) , Jeyaraj, Lecturer, & Junior, (2013), and Setyono, Rahardjo, Nugraheni, & Rahardja, (2007), the results of the study found that organizational factors have a significant effect on work stress.

Influence of Individual Factors on Work Stress

The study results found that the second hypothesis in this study of individual factors had a significant effect on work stress in PT employees. Lion Mentari Padang.

Robbins, Stephen P. & Judge, (2011), potential sources of stress include personal factors, such as: family, various difficulties in marital life, fractured relationships, and

difficulty in discipline problems with children are some examples of relationship problems that create stress for employees, which are then carried to the workplace. Ekonomi, because an irregular lifestyle especially regarding life expenses greater than income is another personal constraint that creates stress for employees and interferes with their work concentration. Personality, everyone has an inherent tendency to act on the asination of the negative aspects of the world in general. Individual factors that significantly affect stress are the basic traits of a person. The symptoms of stress expressed at work may come from the person's personality.

This is by research conducted by Aiyub, (2018), Febriandini & Hartanti, (2016), Jeyaraj, Lecturer, & Junior, (2013), and Setyono, Rahardjo, Nugraheni, & Rahardja, (2007) based on the results of the study found that there is an influence between individual factors and work stress.

IV. Conclusion

Based on the results of research and discussion, several research conclusions can be presented as follows: 1) Forganizational actors affect work stress in PT employees. Lion Mentari Padang. This is because the organizational factor has asignificant value of 0.005, the significant value is smaller than the alpha of 0.05. 2) Findividual actors significantly affect work stress in karyawan PT. Lion Mentari Padang. This is because the promotion opportunity has a significant value of 0.000, the significant value is smaller than the alpha of 0.05.

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