

WORKLOAD AND JOB DEMANDS CONTRIBUTE TO INCREASED WORK STRESS AT PT. X IN MAKASSAR CITY

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BACKGROUND:

Work-related stress occurs when the demands of a job exceed the resources and abilities of an individual worker (Harshana, 2018; Rao & Borkar, 2012). Currently, work stress is a global issue affecting all professions and workers in both developed and developing countries. According to data from the World Health Organization (WHO), approximately 450 million people worldwide suffer from mental and behavioral disorders, and work stress is predicted to become a major threat to human health in the future (Haeruddin, 2023). Initial surveys and interviews with employees at PT. X revealed that the workload assigned to workers is excessively high within a very limited time frame, causing them to feel stressed. Symptoms experienced include difficulty concentrating at work, lack of enthusiasm, frequent fatigue, and trouble sleeping. Therefore, this study aims to further explain how workload and job demands affect work stress at PT. X in Makassar City.

METHOD: This research is a quantitative study using an analytical survey method with a cross-sectional study design. The research sample consisted of 112 workers at the Customer Service Implementation Unit (UP3) of PT. X in Makassar City, determined using the exhaustive sampling method. Data analysis was conducted using logistic regression at a 95% confidence level ($\alpha=0.05$) with the SPSS for Windows program.

RESULTS & DISCUSSION: The research findings indicate that workload and job demands have a significant impact on the occurrence of work-related stress among employees at the Customer Service Implementation Unit (UP3) of PT. X in Makassar City ($p\text{-value} \leq 0.001$).

CONCLUSION: This research concludes that the higher the workload and job demands placed on workers, the greater the level of work-related stress they will experience. Therefore, it is recommended that the workload and job demands assigned to workers be adjusted to match their capabilities, and that relaxation exercises be conducted once a week to help increase cortisol levels, which can reduce the stress experienced by workers.

KEYWORDS: Workload, Job Demands, Work Stress, Workers