



## Work Stress on Employees of Perum BULOG Bulukumba Branch

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### ABSTRACT

Perum BULOG Bulukumba Branch has a big responsibility in achieving marketing targets and distributing commodities, especially in the Bulukumba area. This study aims to find out how work stress is on employees and what are the determinants of work stress on employees of Perum BULOG Bulukumba Branch. To achieve this goal, the researchers used data collection techniques, namely observation, interview, and documentation techniques. The informants in this study were SCPP assistant manager, 2 SCPP staff, 1 accounting staff, 1 administrative and financial staff, and 1 business staff. Data analysis techniques used in this study are data reduction techniques, data presentation, conclusions, and verification. The results showed that work stress on employees of Perum BULOG Bulukumba Branch arises because of the lack of employees so that the workload of employees becomes greater, besides that slow internet connections and inadequate office facilities hinder employee work processes, causing work stress on employees. This research can be used as a source of information and knowledge about work stress in employees in more depth because it is different from previous studies which mostly use quantitative methods that focus on numbers and statistics, this study uses qualitative methods that produce hypotheses and more detailed descriptions of work stress on employees. In addition, a slow internet connection and inadequate office facilities hinder employee work processes, causing work stress for employees. This research can be used as a source of information and knowledge about work stress in employees in more depth because it is different from previous studies which mostly use quantitative methods that focus on numbers and statistics, this study uses qualitative methods that produce hypotheses and more detailed descriptions of work stress on employees. In addition, a slow internet connection and inadequate office facilities hinder employee work processes, causing work stress for employees. This research can be used as a source of information and knowledge about work stress in employees in more depth because it is different from previous studies which mostly use quantitative methods that focus on numbers and statistics, this study uses qualitative methods that produce hypotheses and more detailed descriptions of work stress on employees.



## INTRODUCTION

Human resource management is needed to deal with all forms of problems in the scope of employees and other workforce to support organizational or company activities to achieve predetermined goals. An organization certainly really needs organizational management that focuses on employees as human resources (Niswaty et al. 2021; Suprianto and Arhas 2022). Human resources are the main driving factor in an organization or company, if human resources in an organization or company experience a decrease in quality or quantity, it will have a big influence on achieving company goals. Therefore, an organization must be able to carry out human resource management well to achieve organizational goals (Alfian et al. 2019; Paryati 2021; Sari et al. 2020; Sukmawati et al. 2019). Human resource management is an action that should be taken by an organization or company, one of which is to pay more attention to the physical and psychological conditions of employees which of course can have a major influence on the quality of employee work.

Employees are the most important human resources in a company because employees are in control of all forms of activities carried out within the company (Aras et al. 2018; Niswaty, Manno, and Akib 2015; Souisa et al. 2019). Therefore, employees have a very big responsibility in a company. With the amount of responsibility given to employees, the greater the demands of the work obtained.

Not infrequently the amount of demands given by the company makes employees feel that they are working under pressure (Schubnell et al. 2020), which if the employee is not able to adapt, over time can have an impact in the form of work stress for the employee concerned (Haeruddin et al. 2022; Kerr et al. 2020; Rahman et al. 2022). Many people think of stress as a simple problem. The reality is very complex and often misunderstood. We need to understand the factors that cause stress, what are intermediaries, and how they affect it. Stress can have an impact on performance and commitment. In addition, everyone has different physical and psychological conditions, and as well as how to deal with them, everyone has a different way of dealing with work stress.

Work stress is something that should be avoided, especially for employees. According to (Vanchapo 2020:53), Work stress is an emotional state that arises because of a mismatch between the workload and the individual's ability to cope with the work stress he or she faces. Therefore, one must be able to prevent the occurrence of work stress. Work stress can also be influenced by various factors that can trigger the emergence of work stress. Therefore work stress cannot be considered a common thing for office employees.

The Bulukumba Branch of Perum BULOG is a branch of a state-owned enterprise engaged in food logistics. The Bulukumba Branch of Perum BULOG has a relatively small number of employees compared to the amount of work that must be done so employees will be very overwhelmed in doing their work so that the workload of each employee is quite large, especially since it is known that the duties of the branch office are very heavy, one of which is providing and distributing various kinds of food commodities, warehousing, checking the quality of rice, providing pests and other basic materials. Moreover, the Bulukumba Branch of Perum BULOG has marketing and distribution targets for commodities that must be met every year. Of course, this can cause employees to feel pressured and easily tired due to excessive workload with a small number of employees so that each employee has a job that is greater than his work capacity, especially if his work has a deadline that must be completed on time. . This can cause employees to feel pressured about their work and feel stressed at work.

This research refers to the opinion of Mangkunegara (2011) about the causes of work stress in employees, namely workload, work time, feedback, and responsibilities. To achieve the research objectives, namely to find out how work stress is on employees of Perum BULOG Bulukumba Branch and what are the determinants of work stress on employees.

## METHODS

This study uses a descriptive qualitative approach which tends to use more analysis. According to Miles et al. (2020) "Qualitative research is primarily concerned with understanding social phenomena from the



perspective of participants". The type of research used in this research is descriptive research. According to Salim & Haidir, (2019:162)"Descriptive research is research that seeks to describe a symptom, event, event that occurs when the research takes place."

The research focus refers to four indicators of work stress according to Mangkunegara (2019), namely employee workload, work time, feedback, and responsibility. This indicator is used to find out how work stress is and what are the determinants of job stress among employees of Perum BULOG Bulukumba Branch. To obtain accurate and objective research results, and collect data, researchers used various types of primary and secondary data sources.

The data collection technique used in this study is direct observation or observation of employees and recording matters relating to the phenomenon being studied. Such as how much workload is given to employees, employee working hours, as well as responses or responses that the leadership gives to the results of their employees' work, then interviews This is done to strengthen the data by conducting direct interviews and conducting in-depth discussions with employees. The informants from this interview were SCPP assistant managers, SCPP employees, business employees, administrative and financial employees, and accounting employees of the Bulukumba branch of Perum BULOG. From the results of the interview, it is hoped that researchers can obtain facts and find out how work stress is on employees and what causes work stress for employees of the Perum BULOG Bulukumba branch. And the last is documentation by collecting documents that can be used as references to complete the data. In addition, documentation can also be in the form of photos of observations that can be evidence that research has been carried out.

The data analysis technique uses the Miles & Huberman model(1994)which consists of data reduction, conducted to review all field notes obtained through interviews, observations, and documentation studies, to be further summarized. then display data, the data that has been collected in the data display will be seen clearly and systematically arranged. And finally, drawing conclusions or verification, temporary conclusions can still be retested with data in the field by reflecting again, researchers can exchange ideas with colleagues, and triangulation so that scientific truth can be achieved.

## RESULTS AND DISCUSSION

Perum BULOG Bulukumba Branch has four divisions, namely supply chain, public services, administration and finance, business, and accounting. Each division certainly has its duties with different levels of work difficulty. The following is a comparison between the main duties of employees and the number of employees in each division, namely:

**Table 1. Main Duties and Number of Employees of Each Division**

Division	Main tasks
Supply Chain And Public Service	16
Business	7
Administration and Finance	5
Accountancy	5

*Source: Assistant Manager of Administration and Finance of Perum BULOG, Bulukumba*

From the table, it can be seen that the comparison of the main tasks carried out by employees with the number of employees is very much different. This causes some employees to have an excessive workload due to the lack of other workers in each division so which can trigger the emergence of work stress. The same thing was conveyed by(Vanchapo 2020:50)"Physical and mental workload must be adjusted to the ability and work capacity of the workers". From this opinion, it can be concluded that the company must be able to adjust the workload received by employees with the capacity or number of existing employees



To find out an overview of how work stress is in employees and what are the determinants of the occurrence of work stress in employees of Perum BULOG Bulukumba Branch. So the researcher processes and presents the data that has been obtained during the research using observation, interview, and documentation techniques presented in a descriptive form by adjusting to the grand theory used, namely the theory proposed by Mangkunegara regarding the causes of work stress which is divided into 4, namely workload, work time, feedback, and responsibility. The description of the results of data analysis obtained during the research process is as follows:

### Workload

The workload is a job or task that must be done by employees according to their part and usually has a deadline for completion. The workload is one of the factors causing work stress for employees because if the workload obtained by employees is excessive or exceeds the work capacity employees, it can cause employees to feel tired, feel pressured, and ultimately can have an effect on the physical condition of employees so that employees will easily disease due to work stress that arises due to excessive workload. Regarding the workload of employees at Perum BULOG Bulukumba Branch itself, Mr. R as Assistant Manager of supply chain and public services stated that:

Employees have received an appropriate workload because what they are doing is indeed a job that employees are required to do, it depends on how employees manage their time at work, the workload that is felt too does not affect physical or psychological conditions, because it depends on how the way each employee manages working hours and work atmosphere so that it does not affect the physical and psychological conditions of employees. (interview 17/02/2022)

However, this is different from the statement submitted by Mr. AM as SCPP staff who stated that:

Sometimes employees, especially SCPP staff, feel that the workload they get exceeds their work capacity, especially when employees who have a lot of work are required to immediately complete each job simultaneously on the same day, plus the lack of available staff makes the work of each employee hampered. so that it is slow to complete or even not completed by the allotted time, this happens because the SCPP staff only consists of 2 people. (Interview 17/02/2022)

The workload obtained by employees at Perum BULOG Bulukumba Branch is still not by the work capacity of employees who feel that the lack of employees hinders the completion of work on time so that employees become overwhelmed in completing their work, but it was also found that some employees felt that he can complete his work well and his workload is by his abilities because he feels that it is indeed his duty. This shows that the work capacity of employees varies according to their abilities and the number of jobs that must be completed in 1 working day.

### Working time

Working time is the period that has been set by the company for employees to work, both the period for completing work and the time for coming and going home employees. Working time can be said to be one of the factors that cause work stress if employees feel that their working hours are no longer effective at work, causing employees to feel tired. In this regard, it is explained related to working time at Perum BULOG Bulukumba Branch by Mrs. ISK as a staff of the business section as follows:

Employees of Perum BULOG Bulukumba Branch work from 8 am to 5 pm. Each employee usually does one job for 1-2 hours if there are no problems from the system or the internet network, but if a problem occurs, the employee may work more than working hours, but the many working hours make this rarely happen because the employees have started working from hours 8 am, this can also benefit employees because they have a lot of working hours so that the work will be easily completed in a day. (interview 17/02/2022)



Employees of Perum BULOG Bulukumba Branch work for 9 hours from 08.00-17.00 WITA. This is considered as effective working hours by employees because employees get a long working time so that the work they have every day can be completed according to the predetermined target or deadline, this makes the employees of Perum BULOG Bulukumba Branch go home from work by their working hours. has been determined.

### Feedback

Feedback given by colleagues and leaders on the work of employees can be one of the factors causing work stress if employees feel uncomfortable and do not get support in their work environment. Good feedback can also change the work atmosphere so that it can affect employee productivity. Regarding the feedback obtained by employees at Perum BULOG Bulukumba Branch, Mr. AM as a staff of the supply chain and public service division stated that:

The feedback received by employees of Perum BULOG Bulukumba Branch in the work environment is quiet supportive in preventing work stress because the environmental conditions are good and good office colleagues are also pleasant. (interview 17/02/2022).

The Bulukumba Branch of Perum BULOG has a calm atmosphere and a clean and good environment so that employees can feel good feedback by enjoying a good atmosphere and work environment, coupled with the intimacy of each employee by providing mutual support so that a sense of familiarity emerges. and comfort at work.

### Responsibility

Responsibilities are jobs that must be carried out by each employee in their respective parts. Responsibilities given to employees can be one of the causes of work stress if employees receive large responsibilities that exceed their limits, such as by giving jobs beyond the ability of employees or exceeding what they should so that employees will feel confused and tired of their work and over time it will cause work stress. In this regard, Ms. M as a staff of the supply chain and public service division said that:

Employees of Perum BULOG Bulukumba Branch work according to their respective divisions, no additional work is given outside of work, it's just that sometimes if other divisions need help then employees from other divisions will help if they are not busy or have free time. (interview 17/02/2022)

The responsibilities obtained by the employees of Perum BULOG Bulukumba Branch are by their respective parts. Each employee gets a job or task according to the division he occupies. But sometimes one of the obstacles for every employee is a slow internet network connection so employees find it difficult to do tasks from the center if there is data to be collected or data needed by the center. This makes the responsibilities of employees get to be hampered in their completion.

### The determinant factor of the occurrence of work stress in employees of Perum BULOG Bulukumba Branch.

The causes of work stress in employees according to (Mangkunegara 2019) grouped into 4 parts, namely, workload, work time, feedback, and responsibilities. This opinion is also one of the measuring factors used by researchers to determine the determinants of the occurrence of work stress in employees of Perum BULOG Bulukumba Branch. Related to these four indicators, it was found that workload has an influence on work stress on employees due to a lack of employees so that the workload obtained by each employee is greater than his work capacity. In addition, it was found that a slow internet network connection and inadequate office facilities can cause work stress for employees. This is in line with the statement from Ms. UTI as a business section staff who stated:

Sometimes employees are given assignments from the head office or regional offices to do a job that must be completed right away. And employees in the regions sometimes find it difficult to solve it right away because of inadequate facilities and a slow internet network connection, which hampers the execution of



tasks assigned by the head office, when that happens usually employees will feel stressed because they can't do anything. (interview 17/02/2022)

## Discussion

Job stress is a very common thing experienced by employees because employees, in general, have a big role and responsibility for a company. However, work stress on employees also cannot be ignored, it can be seen from the definition of work stress put forward by (Handoko 2016:200) namely "Work stress is a condition of tension that affects emotions, thought processes and one's condition. As a result, too much stress can threaten a person's ability to deal with the environment, which ultimately interferes with the performance of his duties, which affects his performance and quality of work. From this explanation, it can be concluded that work stress cannot be considered a normal thing because it can affect various things, one of which is work performance and the quality of work of employees. Therefore, work stress is something that needs to be avoided, especially for employees. According to the opinion expressed by (Harahap, Nadra, dan Aginta 2021:119) "The effects that are often seen from work stress are decreased employee performance, decreased employee productivity, and decreased enthusiasm for work". Of course, the existence of work stress on employees will cause losses to the company because the quality of employees is reduced so companies need to be observant in anticipating the emergence of work stress on employees.

Work stress on employees of Perum BULOG Bulukumba Branch when viewed from the workload obtained, it was found that some employees felt that the work capacity with the number of employees was not appropriate so that it hampered the completion of work on time because there were few employees so that each employee had a lot of work to do. must be done alone so that employees feel that their workload is not by their work capacity. In addition, when viewed from the working time of employees who work for 9 hours, it is found that employees consider their working time to be effective in working with long deadlines so that employees are not in a hurry to do their work, but unfortunately, the employees are hampered by the problem of slow internet network connection so that it hampers the work process of the employees who connect to the center. Furthermore, in terms of feedback obtained by employees is also very good with good co-workers and support each other to create a pleasant work environment that makes employees feel comfortable and not easily exposed to stress. And lastly, in terms of the responsibilities given to employees, it is by the portion or expertise of each employee.

The determinant factors for the occurrence of work stress in employees of Perum BULOG Bulukumba Branch obtained from the results of the study are excessive workloads because there are still employees who feel work stress. After all, the workload they get exceeds their work capacity due to the lack of existing staff with a lot of work to do, then it was found that things that sometimes stress employees are slow network connections and inadequate facilities.

The occurrence of work stress on employees of Perum BULOG Bulukumba Branch is in terms of workload factors due to lack of employees, slow internet network connections, and inadequate office facilities so that it can hamper the work of employees and can cause work stress for employees because work is hampered and takes time. which is longer than it should be.

## CONCLUSION

Based on the results of the research and discussion that have been described, it can be concluded that 1) Work stress experienced by employees of Perum BULOG Bulukumba Branch is work stress that is commonly felt by employees when they get an excessive workload due to a lack of employees, and researchers can conclude that employees in the office Perum BULOG Bulukumba Branch is still able to handle work stress well. However, the company cannot assume this is an ordinary and trivial thing because the work stress that continues to occur in employees can have a big influence on employee performance and work productivity so it hampers the company's work process. 2) Furthermore, the determinant factor for the occurrence of work stress in



employees at Perum BULOG Bulukumba Branch comes from the excessive workload factor due to the lack of existing employees so that employees feel overwhelmed to do their work. In addition, work stress for employees at Perum BULOG Bulukumba Branch occurs when employees feel disturbed by something that can hinder their work, such as in terms of slow internet network connection factors and inadequate office facilities which can hamper the work employees. This can make employees feel stressed because work is hampered and takes longer to complete their work than they should, In addition, work stress for employees at Perum BULOG Bulukumba Branch occurs when employees feel disturbed by something that can hinder their work, such as in terms of slow internet network connection factors and inadequate office facilities so that it can hamper the work of employees. This can make employees feel stressed because work is hampered and takes longer to complete their work than they should, In addition, work stress for employees at Perum BULOG Bulukumba Branch occurs when employees feel disturbed by something that can hinder their work, such as in terms of slow internet network connection factors and inadequate office facilities so that it can hamper the work of employees. This can make employees feel stressed because work is hampered and takes longer to complete their work than they should.

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