

Effect Of Work Conflict, Work Load, And Work Environment On Employees Work Stress

(Case Study At Pt Indoraya Internasional Di Yogyakarta)

FX. Pudjo Wibowo¹, Mustofa²

Universitas Buddhi Dharma
fxpudjowibowo87@gmail.com

Abstract

This study aims to examine the effect of work conflict, workload and work environment on the work stress of employees at PT Indoraya Internasional in Yogyakarta. The independent variables in this study are work conflict, workload, and work environment while the dependent variable in this research is work stress. Data collection methods were used by distributing questionnaires directly to PT Indoraya International employees in Yogyakarta. The analytical method used in this study uses the analysis of the coefficient of determination, multiple regression analysis F test and t test, using SPSS Version 20.00 based on data from 100 respondents studied. The results showed that work conflict, workload and work environment simultaneously had a significant influence on employee work stress and partially work conflicts, workloads, and work environment had a significant effect on employee work stress.

Keywords: Work Conflict, Workload, Work Environment and Job Stress

Introduction

Globalization has resulted in changes with certain demands on the workforce such as in terms of new technology, changes in demands on work, changes in work regulations, etc. can cause a situation that suppresses the workforce concerned. If the employee as an individual cannot unite the mindset or perspective of the employees, leaders, the organization by managing it immediately adjusts then it can perceive this as a pressure that threatens him and the long run can cause conflict, impact stress for the employee concerned.

Work conflict according to Veithzal Rivai (2011: 999) in his book Human Resource Management for Companies: is an incompatibility between two or more members or groups (in an organization / company) that must share limited resources or work activities and or because of the fact that they have different status, goals, values, or perceptions. So in companies that occur in several forms and patterns, which hinder the relationship of individuals with groups with greater. Dealing with people who have different perspectives often has the potential to move between employees both vertically and horizontally, hurt, conditions that are not possible, and make employees almost impossible to work together. According to H Suwatno (2011: 250) in his book Human Resource Management in public and business organizations states that: "Workload is a workload not only concerning work that is considered heavy, but also light work. the workload felt by an

¹Korespondensi: FX. Pudjo Wibowo. Universitas Buddhi Dharma. Jl. Imam Bonjol No. 41 Karawaci Ilir, Tangerang. fxpudjowibowo87@gmail.com

²Korespondensi: Mustofa. Universitas Buddhi Dharma. Jl. Imam Bonjol No. 41 Karawaci Ilir, Tangerang. mustopa.mustopa2017@gmail.com

employee can be a source of stress "According to Sihombing (2004) states the environment is a factor outside of humans both non-physical physical in an organization.

These physical factors include work equipment, workplace temperature, hardship and density, noise, work space area, while non-physical includes work relationships that are formed by agencies between leaders and subordinates and between fellow employees. According to Alex S. Nitisemito (2000) the work environment is everything that exists around the workers that can affect him in carrying out his duties that have been carried out. According to Sedarmayani (2009) the work environment is the whole tool and tool faced by the environment in which a person works, his work methods, and work arrangements both as individuals and as a group. Meanwhile, according to Sofyandi (2008) the work environment is an environment where workers do work every day. A conducive work environment provides a sense of security and allows employees to work optimally. The most dominant conflict occurring at PT Indoraya Internasional in Yogyakarta is the conflict between co-workers, namely the lack of mutual support in doing work as a team, in addition to the nature of mutual dropping between one employee and another to strengthen his position in front of the top leadership. The other dominant factors are work stress.

Job stress is a problem that needs attention. Actual stress does not always have a negative impact, stress on proportional pressure can function as a motivator in working stress like this is often called eustress. But in reality the work stress that often occurs is stress that has a negative impact, simply stress is interpreted as a stressful condition both physically and physically. As for the reaction of employees who are stressed out at work that is, Quickly offended, not communicative, mentally tired, lost spontaneity and creativity, easily tired physically, headache, excessive smoking, delay or avoid work. The work stress of employees contained by PT Indoraya Internasional in Yogyakarta, employees tend to be more sensitive, easily angry with their surroundings if the leadership gives excessive work demands by giving a limited amount of time. In addition, employees seem to tend to delay or avoid work because they experience fatigue due to stress over the many tasks they carry out. As for the problems described above, it can be seen that the employees at PT Indoraya Internasional in Yogyakarta always experience stress in doing their work, and ongoing work conflicts that make the atmosphere in the work environment very conducive, for that PT Indoraya Internasional Yogyakarta strives to overcome the level of work conflict, employee workload, employee work environment, and employee work stress that is considered detrimental to the company.

Based on the problem described, the authors are interested in taking the title Influence of Work Conflict, Workload and Work Environment Against Employee Stress at PT Indoraya Internasional in Yogyakarta

The formulation of the problem in this study are (1) Does the conflict affect the work stress of employees at PT Indoraya Internasional in Yogyakarta ?, (2) Does the workload affect the work stress of employees at PT Indoraya Internasional in Yogyakarta ?, (3) Does the work environment the influence on employee work stress at PT Indoraya Internasional in Yogyakarta? (4) Does the conflict, workload, and employee work environment affect the work stress of employees at PT Indoraya Internasional in Yogyakarta?

The purpose of this study were (1) to describe the work conflict on the stress of work of employees at PT Indoraya Internasional in Yogyakarta, (2) To find out the description of the workload on the stress of employee work at PT Indoraya Internasional in Yogyakarta (3) To find out the work environment stress on the work of employees at PT Indoraya Internasional in Yogyakarta and (4) To find out how much influence the conflict, workload and work environment have on the stress of employee work at PT Indoraya Internasional in Yogyakarta.

Literature Review/Related Works

Conflict

According to T. Hani Handoko (in Irham Fahmi, 2012: 265) in his book entitled *Management Theory, Cases and Solutions* states that: "In essence, conflict can be defined as all kinds of conflicting or antagonistic interactions between two or more parties. Furthermore T. Hani Handoko said about organizational conflict, namely: organizational conflict (organizational conflict) is a discrepancy between two or more members or groups that arise due to the fact that they must share limited resources or activities - work activities and or due to the fact that they have different status, value or perception objectives. According to Irham Fahmi (2012: 265) in his book entitled *Management Theory, Cases and Solutions* states that: "Conflict is a different perception in seeing a situation and conditions which are subsequently applied in the form of actions so that it has caused conflict with the parties certain". From the definitions above, the authors draw the conclusion that the notion of conflict is a discrepancy related to goals, objectives, thoughts, beliefs, or emotions within individuals / groups that make it an opposition or disagreement. According to Kreitner and Kinick in the book *Dewi Hanggraeni (2011: 124)* organizational behavior defines that: "Conflict is a process in which one party considers that the other party is against or obstructing its interests". According to Greenbreg and Baron in the book *Dewi Hanggraeni (2011: 124)* organizational behavior defines that: "Conflict as a process where a group feels or prepares another group will get or use actions that conflict with their group". According to Anwar Prabu Mangkunegara (2013; 155) in the book *Human Resource Management, the Company* states that: "Conflict is a conflict that occurs between what is expected by someone against him, other people of the organization with what is expected".

Workload

The workload itself is a result that must be achieved in a certain unit of time, the workload is not only related to heavy work or light work but contains the concept of using backup energy to complete certain tasks, the workload can be changed, namely increased or lowered, by means of energy regulation, so that it can be said that the task factor given here, including the factors of the workload felt by employees will have a stressful impact, this source of stress can provide a sense of emphasis for the employees themselves. According to H Suwatno (2011: 250) in his book *Human Resource Management in public and business organizations* states that: "Workload is a workload not only concerning work that is considered heavy, but also light work. the workload felt by an employee can be a source of stress ".

Work environment

The work environment in an organization is one of the important factors in creating employee performance because the work environment has a direct influence on employees in completing work which in turn will improve organizational performance. According to Sihombing (2004) states the environment is a factor outside of humans both non-physical physical in an organization. These physical factors include work equipment, workplace temperature, hardship and density, noise, work space area, while non-physical includes work relationships that are formed by agencies between leaders and subordinates and between fellow employees. According to Alex S. Nitisemito (2000) the work environment is everything that exists around the workers that can affect him in carrying out his duties that have been carried out. According to Sedarmayani (2009) the work environment is the whole tool and tool faced by the environment in which a person works, his work methods, and work arrangements both as individuals and as a group. Meanwhile, according to Sofyandi (2008) the work environment is an environment where the workers do work every day. A conducive work environment provides a sense of security and allows employees to work optimally.

Job Stress

According to Danang Sunyoto (2012: 215) in his book entitled Human Resource Management states that: "Stress is a consequence of every action and environmental situation that creates excessive psychological and physical demands on someone". According to Soesmalijah Soewondo (in Suwatno and Donni Juni Priansa, 2011: 255) in his book entitled HR Management in Public and Business Organizations states that: "Job stress is a condition where there are one or several factors in the workplace that interact with workers so that it interferes psychological and behavioral conditions. From the definitions above, the authors draw the conclusion that the definition of Job Stress is a condition in which a person is faced with a psychological or physical demands that are excessive or not in accordance with a person's ability to cause interference with him.

Hypothesis

The hypothesis is the temporary assumption of the research problem, the truth of which must be empirically tested the hypothesis in this study is how the influence of work conflicts, workload and work environment on the stress of employee work at PT Indoraya Internasional in Yogyakarta. The hypothesis in this study can be formulated as follows:

1. The influence of work conflict (X1) on employee work stress at PT Indoraya Internasional in Yogyakarta?
2. The influence of workload (X2) on employee work stress at PT Indoraya Internasional in Yogyakarta?
3. The influence of the work environment (X3) on the work stress of employees at PT Indoraya Internasional in Yogyakarta?
4. 4 The influence of Conflict (X1), workload (X2), and work environment (X3) simultaneously has a positive effect on the work stress of employees at PT Indoraya Internasional in Yogyakarta?

Method

Research variable

In this study the independent / independent variables are conflict (X1), workload (X2), and work environment (X4) while the dependent / dependent variable is employee performance stress (Y)

Variable Measurement

All variables used in this study use a Likert scale (range of values 1 to 5), where the answers of respondents are given the following values: strongly agree (ss) value 5, agree (s) value 4, less agree (ks) value 3 disagree (ts) value 2 and strongly disagree (sts) value 1

Population and sample and sampling technique

Object of research, The object of research in this research is PT Indoraya Internasional in Yogyakarta.

Population and Sample

1. Population

The population in this study were staff staff at PT Indoraya Internasional in Yogyakarta, amounting to 134

2. Sample

The number of samples can be calculated using the Solvin formula with results 100.37 rounded up to 100 people

Research model

The research model uses multiple regression analysis, to examine how much influence the conflict, workload, and work environment have on the stress of the work of PT Indoraya International employees in Yogyakarta. The equation for multiple regression analysis in this study is

$$Y = \alpha + \beta_1 x_1 + \beta_2 x_2 + \beta_3 x_3 + e$$

Information :

- Y = stress on employee work
- α = Interception Constants
- β = Regression Coefficient
- x_1 = Work Conflict
- x_2 = Workload
- x_3 = Work Environment
- e = Error

Determination Coefficient (R²)

The Determination Coefficient (R²) shows how much independent capability (work conflict, workload and work environment) explains dependent variables (employee work stress)

T test

The t-test aims to determine the effect of each independent variable partially / individually on the dependent variable (V. Wiratna Sujarweni 2015) independent variables have a significant effect on the dependent variable significantly if the value of t count > t table

Test F

F test is used to test whether the independent variable in this study has the effect simultaneously / together on the dependent variable by comparing the calculated F value > F table value

Result

Test Validity and Reliability

In this study the authors took several people or respondents to be sampled in answering the statements submitted by the author regarding the analysis of the influence of communication, work conflict, workload and work environment on the stress of employee work at PT Indoraya Internasional in Yogyakarta in the form of several statements or questionnaires. submitted to 100 people or respondents.

Validity test

Testing the validity of each question item in this study is done by correlating the score of each item with the total score. To test whether each indicator is valid or not, by comparing r count with the r table calculation results Because r counts > r table and is positive then the indicator is declared valid.

Table 1. Questionnaire Validity Test Results

Variabel	r count	r table	Comparison	Information
Work Conflict (X₁)				
X ₁ -1	0.687	0,1966	r count > r tabel	Valid
X ₁ -2	0.781	0,1966	r count > r tabel	Valid
X ₁ -3	0.734	0,1966	r count > r tabel	Valid
X ₁ -4	0.716	0,1966	r count > r tabel	Valid
X ₁ -5	0.699	0,1966	r count > r tabel	Valid
X ₁ -6	0.784	0,1966	r count > r tabel	Valid
X ₁ -7	0.768	0,1966	r count > r tabel	Valid
X ₁ -8	0.700	0,1966	r count > r tabel	Valid
X ₁ -9	0.792	0,1966	r count > r tabel	Valid
Workload (X₂)				
X ₂ -1	0.696	0,1966	r count > r tabel	Valid
X ₂ -2	0.528	0,1966	r count > r tabel	Valid
X ₂ -3	0.638	0,1966	r count > r tabel	Valid
X ₂ -4	0.605	0,1966	r count > r tabel	Valid
X ₂ -5	0.780	0,1966	r count > r tabel	Valid
X ₂ -6	0.637	0,1966	r count > r tabel	Valid
X ₂ -7	0.711	0,1966	r count > r tabel	Valid
X ₂ -8	0.606	0,1966	r count > r tabel	Valid
X ₂ -9	0.523	0,1966	r count > r tabel	Valid
Work environment (X₃)				
X ₃ -1	0.791	0,1966	r count > r tabel	Valid
X ₃ -2	0.895	0,1966	r count > r tabel	Valid
X ₃ -3	0.827	0,1966	r count > r tabel	Valid
X ₃ -4	0.749	0,1966	r count > r tabel	Valid
X ₃ -5	0.766	0,1966	r count > r tabel	Valid
X ₃ -6	0.596	0,1966	r count > r tabel	Valid
X ₃ -7	0.689	0,1966	r count > r tabel	Valid
X ₃ -8	0.569	0,1966	r count > r tabel	Valid
X ₃ -9	0.587	0,1966	r count > r tabel	Valid
Performance stress (Y)				
Y-1	0.848	0,1966	r count > r tabel	Valid
Y -2	0.851	0,1966	r count > r tabel	Valid
Y -3	0.441	0,1966	r count > r tabel	Valid
Y -4	0.661	0,1966	r count > r tabel	Valid
Y -5	0.701	0,1966	r count > r tabel	Valid
Y -6	0.426	0,1966	r count > r tabel	Valid
Y -7	0.618	0,1966	r count > r tabel	Valid
Y -8	0.408	0,1966	r count > r tabel	Valid
Y -9	0.365	0,1966	r count > r tabel	Valid
Y -10	0.621	0,1966	r count > r tabel	Valid
Y -11	0.597	0,1966	r count > r tabel	Valid
Y -12	0.538	0,1966	r count > r tabel	Valid

From table 1 above, where all the r count values of the item questions in the questionnaire are greater than the r table value, it means that all the questions are good communication (X1), work conflict (X2), work stress (X3), work environment (X4) and employee performance (Y) is valid

Reliability Test

Reliability Tests are carried out to assess the consistency of the research instrument. An instrument of the research variable is said to be realistic if the Cronbach's Alpha value is greater than the testing standard (α) of 0.70

Table 2. Results of questionnaire reliability test

Variabel	Nilai Cronbach's Alpha	Standar Pengujian (α)	Keterangan
Work Conflict (X ₁)	0.928	0,70	Reliabel
Workload (X ₂)	0.885	0,70	Reliabel
Work environment (X ₃)	0.919	0,70	Reliabel
Performance stress (Y)	0.886	0,70	Reliabel

From table 2 shows that all the variables in this study are reliable, this can be seen from the value of cronbach's alpha for communication variables (X1), work conflicts (X2), work stress (X3), work environment (X4) and employee performance (Y) greater (>) 0.70

Determination Coefficient Test (R²)

The coefficient of determination (R²) is used to measure how far the model's ability to apply dependent variation (employee work stress). Testing the Goodness of Fit from a regression model with adjusted R² values can be seen from table 6 as follows:

Tabel 3. Model Summary^b

Mode	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.935 ^a	.874	.870	2.967	.874	221.640	3	96	.000

a. Predictors: (Constant), Lingkungan Kerja , Stress Kerja , Komunikasi , Konflik

b. Dependent Variable: Produktivitas Kerja Karyawan

Source: SPSS 20.00

Based on the results of calculations with SPSS for the window the adjusted R² value in this study amounted to 80.7% conflict, workload and work environment contributed 80.7% to the stress of employee work at PT Indoraya Internasional in Yogyakarta while 19.3% was explained by the causes other.

Simultaneous Significant Test (F test)

The statistical test F basically shows whether all independent variables included in the model have a joint effect on the dependent variable. The simultaneous test results (Test F) in this study can be seen in table 7 as follows:

Tabel 4. ANOVA^b

Model	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	5853.169	3	1951.056	221.640	.000 ^a
Residual	845.071	96	8.803		
Total	6698.240	99			

a. Predictors: (Constant), Lingkungan Kerja, Konflik Kerja, Beban Kerja

From the F test results obtained the results for the calculated F value of 221,640 with a significance value of 0.000 so that the calculated F value > F table or 221.640 > 3.09 or the significance level (sig) 0.000 < 0.05, so the decision to reject Ho and accept Ha. This means that simultaneously (together) independent variables (work conflict, workload, and work environment) affect the stress of employee work at PT Indoraya Internasional in Yogyakarta

Partial test (t test)

The statistical test basically shows how far the influence of individual independent variables in explaining dependent variabel

Tabel 5. Uji T Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	1.855	1.614		1.149	.253		
Konflik Kerja	.694	.094	.457	7.420	.000	.346	2.887
Beban Kerja	.610	.092	.408	6.604	.000	.344	2.907
Lingkungan Kerja	.231	.061	.172	3.778	.000	.632	1.582

a. Dependent Variable:

Stres Kerja

Based on the analysis table of partial test data

Partial work conflict variables, t value calculated work conflict 7.420 > table 1.966 and .0.000 < 0.05 so that the null hypothesis (Ho) is rejected and the alternative hypothesis (Ha) is accepted, this shows the work conflict variables significantly influence the Employee Stress at PT Indoraya Internasional in Yogyakarta, the variable workload partially t counts the workload of 3,119. > table 1.966 and .0.000 < 0.05, so that the null hypothesis (Ho) is rejected and the alternative hypothesis (Ha) is accepted, this shows that the workload variable has a significant effect on Employee Stress at PT Indoraya Internasional in Yogyakarta and the work environment variable is partially valued t calculate the work environment 3.778 > table 1.966 and .0.000 < 0.05, so that the null hypothesis (Ho) is rejected and the alternative hypothesis (Ha) is accepted, this shows that the work environment variable has a significant effect on Employee Stress at PT Indoraya Internasional in Yogyakarta

Conclusion

1. Validity Test and reliability test shows that all question items from work conflict (X1), workload (X2), and work environment (X4) variables are all valid and reliable questions submitted to respondents.
2. Based on the results of the t test shows that the t value of t count for work conflict is 7.420, the value of t arithmetic for the workload is 3.119, and the value of t arithmetic for the work environment is 3.778 which all show greater than t table 1.966, so this hypothesis stated that work conflict, workload, and work environment have a positive positive effect on Employee Work Stress at PT Indoraya Internasional in Yogyakarta,(Y)
3. Based on the results of the F test shows that F arithmetic (221,640)> F table (3.09), so the conflict variables, workload and work environment together influence the work stress of employees at at PT Indoraya Internasional in Yogyakarta (Y)
4. The value of t count the work conflict is the biggest compared to other independent variables, so this variable is the most dominant variable influencing the Employee Job Stress at PT Indoraya Internasional in Yogyakarta (Y)
5. Based on the results of the coefficient of determination shows that the communication of work conflict, workload and work environment contributes 80.7% to the Employee Stress at PT Indoraya Internasional in Yogyakarta (Y).

References

- Alex Nitisemito, 2000, Personnel Management, Ghalia Indonesia, UGM, Yogyakarta
- Dewi Hanggraeni.2011, Organizational Behavior, Jakarta: FEUI
- Duwi Priyatno, 2012, Mandiri Learning Dat Analysis with SPSS, Yogyakarta: MediaKom
- Ella Jauvani Sagala., 2013, Human Resource Management for Companies, Jakarta: PT. Raja Grafindo Persada
- Fahmi, I., 2012, Management Theory, Cases, and Solutions, Bandung: Alfabeta
- Ghozali, Imam, 2006, Application of Multivariate Analysis with SPSS, Publisher Board of Diponegoro University, Semarang
- Mangkunegara, AA.P., 2013, Personnel Management, Third Edition, Gajah Mada University Press, Yogyakarta.
- Mansyur Ramly, 2015, Corporate Human Resource Management From Theory to Practice, Rajawali Press
- Riki, R. (2018). Implementation of Information Technology Governance Based on CoBIT Framework 5. Case Study: Bureau of Information Systems & Technology-Buddhi Dharma University. *Tech-E*, 1(2), 43-50.
- Sihombing, H., 2004, Human Resource Management, Publisher of Graha Ilmu, Yogyakarta
- Sedamayanti, 2009, Human Resources and Productivity, Bandung, CV. Mandar Forward,
- Sunyoto, D., 2012, Human Resources Management, Yogyakarta: CAPS (Center for Academic Publishing Service)
- Suwatno, & Juni, D. Priansa, 2011, Human Resource Management in Public and Business Organizations, Bandung: Alfabeta
- Sofyandi, Herman, 2008, Human Resource Management, Publisher Graha Ilmu, Yogyakarta
- Veithza Rivai, 2011, Human Resource Management for Companies, Jakarta: Pranata
- V.Wiratna Sujarweni. (2015). Business and Economic Research Methodology. Yogyakarta New Library Press