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**THE RELATIONSHIP BETWEEN WORKLOAD AND EDUCATOR STRESS**

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The purpose of this study was to empirically examine the relationship between workload and work stress on educators. This research is an analytic study with a cross sectional approach. The population used in this study were all 31 Padang AMSS education staff in 2019. The sampling technique is using a saturated sample. Techniques for collecting data were field studies, namely observation and interviews and distributing questionnaires. The research variable consisted of 2 types, namely the independent variable in the form of workload, and the dependent variable in the form of work stress. The sampling technique was total sampling because the total population consisted of 31 educators and 1 leader. The research used survey techniques for descriptive studies using the SPSS version. 18.0. The instrument used is a questionnaire for workload and work stress variables with five Likert scales ranging from 1 to 5 (strongly disagree to strongly agree). Data was collected using a workload scale and a work stress scale. the results of research that have been carried out concluded that there is a significant relationship between workload and work stress for educators at AMSS Padang. This is indicated by the value of  $p = 0.00 (< 0.05)$ , meaning that if the workload on employees increases, the stress level of employees will also increase so as to avoid various obstacles in serving the needs of the academic community, especially AMSS Padang students. For leaders, it is hoped that they will be able to provide continuous supervision in a clear division of work so that educators do not feel burdened with the tasks and responsibilities given so that stress at work can be minimized

**Keywords: Work Stress, Workload****INTRODUCTION**

According to Law no. 12 of 2012 concerning Higher Education, private tertiary institutions are tertiary institutions established and / or organized by the community by forming a non-profit legal entity, for example foundation. Higher education as an educational institution that has the potential for human resources and agents of change in society needs to pay attention to its resources so that the goals of establishing a tertiary institution can be achieved. Where education personnel also have a strategic role in advancing higher education institutions,

Law No. 20 Article 1 Paragraph (5) of 2003 concerning the Education System. The law

states that education personnel are members of society who devote themselves and are appointed to support the implementation of education. Educators must have academic qualifications and competencies as learning agents, be physically and mentally healthy, and have the ability to realize the goals of national education. The academic qualification referred to above is the minimum level of education that must be met by an educator as evidenced by a diploma and / or certificate of relevant expertise in accordance with the provisions of the applicable laws.

Educators are human resources who are in charge of carrying out administration, management, development, supervision and

technical services to support educational process services in educational or research units. There is still a limited number of teaching staff and their multitasking roles often cause stress for these educational staff. The teaching staff at AMSS are librarians, laboratory assistants, counseling, academics and administration staff. In fact, each section already has a clear duty and function. In addition, the case that often arises is that there are still many students who think that all teaching staff will know all the information needed by students and often this will increase the workload for these educators.

Role ambiguity is another aspect that affects job stress in the workplace. According to (Beehr, 1976), (Ursprung, 1986) (Cynthia L. Cordes, 1993) (Ahsan et al., 2009) that a person's ambiguity can be stressful when an individual lacks information about the requirements of the role, how the role requirements are met, and evaluative procedures are in place to ensure that the role is performed successfully. (Muchinsky, 1997) also stated in the results of his study that the role of ambiguity greatly affects self-confidence, feelings of hopelessness, anxiety and depression

Workload arises because of the difference between the capacities or abilities possessed by a worker and the job guidance that must be faced by every employee who works in a company. (Irvan & Heryanto, 2019) The cause of excessive workload can be due to deadlines for completing work as well as a lack of available human resources. (Dhelvia, 2018). Other researchers have also convinced that work overload has a strong influence on work fatigue (Moore, 2000). Employee workload should be adjusted to the ability or amount of work given. If you let it be, it can cause stress (Yaslis, 2000). Another theory also explains that the workload felt by an employee can be a source of stress (Suwatno, 2014). One of the negative environmental factors that cause stress is the excessive workload that a person

receives in doing a job. (Ivancevich, JM; Mattson, MT, 1982)

Therefore, many researchers observe that workload affects stress so that it is the responsibility of the company management so that this problem does not affect the goals and objectives of the organization that have been previously set. (Crouter et al., 2004; Altaf, 2011). Several psychology figures have argued that job stress can occur in social service work (social service or helping profession), which are generally professions that pay attention to the welfare of others which generally leads to service professions such as nurses, doctors, teachers, and others. other public service information workers (Caputo, 1991). This study tries to learn an understanding of the workload that greatly affects the work stress. If the workload experienced by this educational staff is left on continuously, it will have an impact on work stress so that the services received by all academics and students in particular will create a bad image for the institution itself.

Based on the results of interim interviews, the researchers are interested in conducting research on workload and work stress in the education sector. It is hoped that the results of this study will be able to provide information about the workload and work stress experienced by educators as well as being able to provide solutions to problems faced by educators, especially in the AMSS environment

## LITERATURE REVIEW

### Work stress

Until now, there have been many definitions in the literature that describe stress. Stress is a condition of tension that affects a person's emotions, cognitive processes, and mental state (Handoko, 2009). Stress can be interpreted as a situation that will force a person to deviate from normal function due to changes (i.e. disturbing or increasing) in their psychological and / or physiological condition,

so that the person is forced to deviate from normal function.(Beehr, 1976).

In general there are factors that cause stress such as headaches, more frequent colds or flu, sleeping problems, general anxiety, blurred thinking, feelings of frustration and libido.(Elizabeth Scott, 2009)Meanwhile, sources of stress in organizational life are divided into two categories, namely 1) sources of physical stress related to the physical environment of the organization, such as lighting, noise, vibration and so on. 2) sources of psycho-social stress, namely the existence of perceived politics and organizational support. Sources of psychosocial stress relate to the social environment of the organization such as organizational climate, management style, job design and role conflict.(Cropanzano, R., Howes, JC Grandey, AA, & Toth, 1997) While the stress factors that come from outside the organization include factors such as family relationships, area of residence and economic factors, marriage, the dynamics of changes in the workforce. (Hendrix, WH, Ovalle, NK, & Troxler, 1985). Meanwhile according to(Muchlas, 2008) Individual characteristics including age, gender, marital status, number of family members and years of service in the organization are one of the variables related to stress levels.

There are many strategies that can be implemented by an organization to deal with stress in the workplace, namely: a) Establish employee health and welfare procedures. b) Management style: here concerning environmental care is very important, the application of a good communication system and openness to all problems faced by employees. c) Change management. d). Training activities(Stranks, 2005)

### **Workload**

Workload is one aspect that must be considered by every organization because the perception of workload can increase a strong commitment / desire to remain part of the organization where the teacher serves (Luthans, 2006). In addition, workload is the amount of work given to workers in a certain period of

time.(Dasgupta, 2013). Workload is the extent to which the individual worker's capacity is needed in completing the tasks assigned to him, which can be indicated from the amount of work that must be done, the time / time limit the worker has in completing his duties, as well as the individual's subjective view of the work assigned to him.(Romadhoni et al., 2015)Excessive workloads can be caused by work deadlines or a lack of human resources. Therefore, it requires a number of standard workloads and a standard number of employees for one field of work. and personal behavior (self-awareness, self-confidence, etc.).(Dhelvia, 2018). The factors that affect the workload in Soleman's (2011) study are as follows: 1) External factors, namely loads that come from outside the worker's body, such as Tasks, Work Organization, Work Environment. 2) Internal factors are factors that come from within the body as a result of reactions to external workloads that are potential stressors, including somatic factors (gender, age, body size, nutritional status, health conditions, etc.), and psychological factors (motivation, perception, belief, desire, satisfaction, etc.)

### **METHODOLOGY**

This type of research design is an analytic study with a cross sectional approach. The population used in this study were 31 Padang AMSS education personnel in 2019. The sampling technique is using saturated samples. Data collection techniques were carried out by field studies, namely observation and interviews and questionnaires. The research variables consisted of 2 types, namely the independent variable in the form of workload, and the dependent variable in the form of work stress

The sampling technique was total sampling because the total population consisted of 31 educators and 1 research leader using survey techniques for descriptive studies using SPSS version 18.0. The instrument used was a questionnaire for workload variables and work stress with five Likert scales ranging from 1 to 5, namely strongly disagree to strongly agree).

In compiling the questionnaire, it is divided into 3 parts, namely the main part consisting of the demographic characteristics of the respondent, the two questions related to workload variables, the third part of the questions related to work stress variables. The workload indicator consists of 1) Mental Load 2) Load Physical 3) Load Time (Gawron, 2008). Meanwhile, General categories that can be used as indicators of work stress are divided into 3, namely 1) physiological symptoms, including changes in metabolism, increased heart rate and respiration, increased blood pressure, headaches, and can cause heart attacks. psychological, and behavioral. 2) Psychological symptoms of work stress include boredom, job dissatisfaction, anxiety, irritability, and procrastination. 3) Symptoms of work stress behavior include changes in productivity, increased levels of absenteeism and return, anxiety, and sleep disturbances (SP Robbins, 2008). The research instruments involved interview guidelines and questionnaires to measure the workload and stress symptom levels of educational personnel. The results analysis technique used the chi-square correlation test. Data analysis was performed with a significant level of  $p = 0.05$  (95% confidence level)

## RESULTS

The description of the characteristics of the respondents in the study is as illustrated in table 1.

**Table 1. Profile of Respondents**

<b>Gender</b>	<b>Frequency</b>	<b>Percent</b>
Men	25	80.65
Woman	6	19.35
Total	31	100
<b>Age</b>	<b>Frequency</b>	<b>Percent</b>
20-30 Years	4	12.22
31- 40 years	8	25.80
41-50 Years	17	54.83
>51 Years	2	6.45
Total	31	100
<b>Education</b>	<b>Frequency</b>	<b>Percent</b>

High school	2	
D3	7	22.5
S1	20	64.51
S2	2	6.45
Total	31	100
<b>Length of work</b>	<b>Frequency</b>	<b>Percent</b>
1-5 years	5	16.3
6- 10 Years	8	25.8
11-15 years	10	32.3
> 17 years	8	25.6
<b>Total</b>	<b>31</b>	<b>100</b>
<b>Level of Work Stress</b>	<b>FREQUENCY</b>	<b>PERCENT</b>
(1) Low (140-175)	3	9.67
(2) Moderate (105-139)	19	61.29
(3) High (70-104)	8	25.81
(4) Very High (35-69)	1	3.22
<b>Total</b>	<b>31</b>	<b>100</b>
<b>Workload</b>	<b>Frequency</b>	<b>Percent</b>
(1) Very Low (<14)	1	3.22
(2) Low (14-28)	2	6.45
(3) High (29-42)	17	54.83
(4) Very High (43-56)	11	35.48
<b>Total</b>	<b>31</b>	<b>100</b>

Sumber : Pengolahan penulis

**Table 2. The Relationship Between Workload and work stress of educational personnel at AMSS Padang**

WORKING LOAD \* LEVEL OF WORKING STRESS Crosstabulation

Count	LEVEL OF WORKING STRESS				Total	p
	LOW	MEDIUM	HIGH	VERY HIGH		
WORKLOAD LOW	1	2	0	0	3	0,000
MEDIUM	0	0	17	2	19	
HIGH	0	0	0	8	8	
VERY HIGH	0	0	0	1	1	
Total	1	2	17	11	31	

Sumber : Pengolahan penulis

The sig value  $0.000 < 0.05$  means that  $H_0$  is rejected. This means that there is an influence between workload and work stress levels.

Based on table 2, this study shows a significant relationship between workload and work stress of educational personnel with a value of  $p = 0.00 (< 0.05)$ . Factors that affect, among others, the amount of work and the completion time of the given assignment, causing work stress for education personnel.

## DISCUSSION

### The Workload of Education Personnel at AMSS Padang

The results of this study indicate that the workload of the teaching workforce is in the high category with a high workload due to the fact that the teaching workforce is <17 years old so that the teaching staff feels burdened with tasks outside their responsibility. From the results of the interview, it was found that the cause of the teaching workload was that the documents needed in the academic section related to administration were not well organized. So that it causes the teaching staff to experience a high workload of 12 people (38.71). In addition, many students who need information do not ask directly to the more competent department. In line with the research conducted by Ahsan that it is very important for an individual to recognize the pressures they face in their career. Several demographic factors can influence the way university academic staff behave in their workplace (Ahsan et al., 2009)

### Work Stress of Clerkship

Meanwhile, the level of stress in the administration section is quite high. This is also evidenced by the age of the most respondents, namely 41-50 years old. This is in line with the research results (Nadialis, 2014) that the increasing age of employees, their work stress tends to increase compared to employees with younger ages. The results of the study are consistent with research conducted by Mahmood et al., (2013), which states that there is a significant relationship between stress levels of academic managers and their age. who are getting older are getting weaker physically and mentally in facing the routine of work. According to theory (S. Robbins, 2006) that individual skills, especially speed, dexterity, strength and coordination decline with age, and cause protracted boredom that can lead to work stress

In addition, this opinion is also supported by the results of research by Russo & Vitaliano which argues that the occurrence of stressors at work either immediately after a period of chronic stress at home, or in conjunction with other major life stressors, tends to have a real impact on the results. (Russo, J., & Vitaliano, 1995)

Alexandros-Stamatios GA et al. (2003) also argue that "intrinsic factors to work" means exploring workload, task variations and salary levels. Also affects work stress. The negative result of increased work stress is the possibility of poor performance in workers.

### Relationship between Workload and Work Stress

The results of this study indicate a significant relationship between workload and work stress of education personnel at AMSS Padang with a value of  $p = 0.00 (< 0.05)$ . These results are in line with research. Zaman et al quoted by Adriani et al (2017: 51) state that the relationship between workload and work stress shows significant results. This research is supported by (Nurmalasari, 2013), (Zetli, 2019), (Aster, 2014), (Rizky & Afrianty, 2018) that workload has a significant positive effect on work stress.

## CONCLUSION

Based on the results of the research that has been carried out, it is concluded that there is a significant relationship between workload and work stress of educators at AMSS Padang. This is indicated by the value of  $p = 0.00 (<0.05)$ , meaning that if the workload on employees increases, the stress level of employees' work will also increase so that it can avoid various obstacles in serving the needs of the academic community, especially AMSS Padang students. For the leadership, it is hoped that they will be able to provide continuous supervision in a clear division of work so that educators do not feel overwhelmed by the tasks and responsibilities given so that stress at work can be minimized.

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