

Analysis Of Stress Management At Pt. Surya Wira Abadi Tribuana

Abid Naufal Wiratama¹, Christian Wiradendi Wolor², Marsofiyati³

¹Digital Office Administration Study Program, Universitas Negeri Jakarta, Indonesia

²Faculty of Economics, Universitas Negeri Jakarta, Indonesia

³Faculty of Economics, Universitas Negeri Jakarta, Indonesia

Abstract

This study aims to analyze stress management among employees at PT. Surya Wira Abadi Tribuana. A descriptive qualitative approach was employed, involving data collection through semi-structured interviews with four employees from different divisions and workplace observation. The results indicate that most employees experience moderate to high levels of stress due to a heavy workload, tight deadlines, and pressure from superiors. The company has implemented stress management strategies, such as outings, group exercise, and team lunches, which are considered quite effective by some employees. However, some employees feel that these strategies are not fully effective and desire improved communication and support from management. This study recommends that the company enhance two-way communication, provide emotional and mental support, invest in adequate work facilities, and organize more bonding activities to strengthen relationships among employees.

Keywords: Stress management; work stress; workload; stress management strategies; employee well-being

1. Introduction

Humans are vital organizational resources, requiring careful and planned management alongside natural and financial resources. According to Mentari Batu Bara (2023), human resources (HR) are unique due to their complex combination of thoughts, feelings, desires, and capabilities. These challenges must be addressed holistically. Work-related stress is a significant organizational issue, emphasizing the need for effective HR management.

Workplace stress management is crucial for mitigating the impact of work-related stress on employees. According to Lehrer et al. (2021), stress management is the individual's ability to manage and cope with various pressures that hinder specific activities. It involves techniques and programs designed to help individuals identify stress triggers and take proactive steps to reduce their impact.

Effective stress management is a key concern for companies to maintain employee performance and productivity. Unmanaged work-related stress can negatively affect employee mental and physical health, decrease productivity, and increase turnover risk. According to Arisandy & Asri (2023), organizations play a crucial role in motivating employees and creating a supportive work environment to facilitate professional development and task completion.

PT. Surya Wira Abadi Tribuana, operating in the service sector, faces challenges related to workplace stress management. Factors such as target pressures, heavy workloads, and tight deadlines are major stressors for employees. If not addressed effectively, this can lead to decreased motivation, absenteeism, and employee resignation.

Analyzing stress management within PT. Surya Wira Abadi Tribuana is crucial to understanding the company's effectiveness in addressing employee stress. This research will evaluate the company's stress management efforts and identify areas for improvement to create a more conducive and productive work environment for employees, ultimately contributing to employee well-being and the company's future growth and sustainability.

2. Literature Review

2.1 Understanding Work Stress

According to Handoko (2008), work stress is a condition where a person experiences excessive emotional and physical pressure due to job demands that exceed their capabilities. This can be triggered by various factors, such as excessive workload, role ambiguity, injustice, and interpersonal conflicts, according to Rivai & Sagala (2009). According to Sutrisno (2016), companies in Indonesia tend to pay less attention to stress management until negative impacts arise.

It can be concluded that stress management is important to maintain employee performance and well-being. Companies need to identify sources of stress, provide support, and create a conducive work environment.

2.2 Causes of Work Stress

According to Mangkunegara (2015), work stress can be caused by environmental factors (economic, political, and technological uncertainty), organizational factors (task demands, roles, interpersonal relationships, structure, leadership), and individual factors (family, finances, personality). This is also supported by Robbins & Judge (in Ridho et al., 2020) who mentioned similar factors.

It can be concluded that work stress is triggered by many things, both from within and outside the company. Companies need to pay attention to these factors to help employees reduce stress.

2.3 Work Stress Management Strategies in Companies

Stress management in companies can be carried out through two approaches. First, an individual approach which, according to Robbins & Judge (in Nurma, 2023), Febrilian (2021), and Badeni (in Putri, 2020), includes time management, exercise, relaxation, and social support. Second, an organizational approach which, according to the same experts, includes selection and job placement, training, goal setting, job redesign, employee engagement, communication, long leave, and well-being programs.

It can be concluded that stress management requires efforts from both individuals and organizations. Individuals need to actively manage stress, while organizations need to create a supportive work environment.

2.4 Impacts of Work Stress

According to Tewal et al. (in Tia, 2023), work stress has both positive and negative impacts. The positive impacts include increased motivation and work spirit. The negative impacts include difficulty in making decisions, anxiety, decreased performance, and increased absenteeism.

It can be concluded that work stress needs to be managed properly so that its positive impacts can be optimized and its negative impacts can be minimized.

2.5 Indicators of Work Stress

According to Robbins (in Jafar, 2018) and Afandi (2018), indicators of work stress include task demands, role demands, interpersonal demands, organizational structure, and organizational leadership.

It can be concluded that various pressures in the workplace can trigger stress. Companies need to be sensitive to the indicators of work stress in their employees.

3. Material and Method

This study uses a qualitative descriptive approach to explore stress management at PT. Surya Wira Abadi Tribuana. Data is collected through in-depth interviews with employees and management, as well as direct observations at the workplace. Secondary data from company documents, such as performance reports and stress management policies, is also analyzed. Triangulation of data sources ensures validity and reliability.

3.1 Design Study

A qualitative descriptive design was chosen to explore employees' experiences with stress management at PT. Surya Wira Abadi Tribuana. According to Creswell (2021), qualitative research helps explore complex issues like work stress, which cannot be measured quantitatively. Data collection includes semi-structured interviews and observations, providing a comprehensive view of stress dynamics and the company's efforts to manage it. Thematic analysis is used to identify key patterns and categorize them to reflect real-world situations.

3.2 Data Analysis

Data analysis in this study follows four main steps: collection, reduction, presentation, and verification. Data is first gathered through semi-structured interviews and observations, with purposive sampling used to select informants. According to Sugiyono (dalam Alfansyur

& Mariyani, 2020), this approach ensures in-depth information. In the next step, data is simplified and focused on relevant themes (Miles, Huberman, & Saldana, 2018). The reduced data is then presented in a narrative or table format to clarify the findings (Moleong, dalam Harahap, 2020). Finally, conclusions are drawn based on verified data, ensuring that the findings are supported by sufficient evidence (Miles et al., 2018).

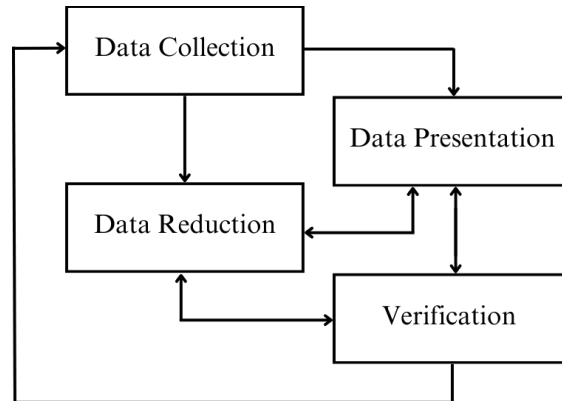


Figure 3.2 Data Analysis Component

4. Result

4.1 Employee Stress Levels at PT. Surya Wira Abadi Tribuana

Stress experienced by employees is an important aspect to understand within the work context. Interviews revealed that various elements, such as workload and time pressure, contribute to stress levels at this company.

Based on interviews with several employees, it can be concluded that most employees experience moderate stress levels, although some experience higher levels. Contributing factors include heavy workloads, tight deadlines, and uncertainty about future projects. Many employees feel pressured to complete work within limited timeframes, especially when several large projects coincide. Additionally, fatigue from long working hours and mandatory overtime is a major stressor. Uncertainty about future projects also adds to anxiety for some. Overall, while most employees experience moderate stress, factors like increasing workloads and approaching deadlines can exacerbate it.

4.2 Company's Stress Management Strategies

PT. Surya Wira Abadi Tribuana has implemented several strategies to address employee stress, aiming to improve well-being and productivity. In a dynamic work environment, these initiatives not only reduce stress but also foster a more positive workplace.

Interviews indicate that the company utilizes various approaches to reduce workplace stress, aiming to improve employee well-being and create a healthier work environment. These include activities that facilitate team interaction, such as group lunches, casual gatherings, and outings designed to relieve tension. The company also encourages more intense communication between teams to strengthen employee relationships. Physical activities, like weekly group exercise, are also part of stress management efforts. Overall, these measures help create a more relaxed work atmosphere, support employee well-being, and strengthen a positive work culture.

4.3 Factors Influencing Employee Stress

Various elements influence stress levels experienced by employees at PT. Surya Wira Abadi Tribuana, stemming from both work environment conditions and task demands. Exploring these factors is crucial to creating a more conducive work atmosphere.

Interviews reveal that several factors influence stress levels. Excessive workload, limited resources, and tight deadlines are primary causes. Additionally, pressure to meet high expectations from superiors often creates stress. Some employees also feel burdened by repetitive tasks and lack of adequate equipment. Stress increases when superiors deliver harsh criticism or anger when targets are not met. Overall, factors like heavy workload, limited resources and tools, and pressure from superiors play a major role in increasing employee stress.

4.4 Effectiveness of Stress Management Strategies

To evaluate the success of stress management strategies implemented at PT. Surya Wira Abadi Tribuana in reducing employee stress, it's important to consider the impact of these measures. This involves understanding employee perspectives on the effectiveness of company strategies in supporting their well-being at work.

Interviews suggest that the stress management strategies are quite successful in reducing employee stress. Activities like outings, weekly group exercise, and Q&A sessions between employees and management contribute positively to employee well-being. Most employees feel these activities help create a more relaxed work atmosphere and provide refreshment. However, there are areas for improvement, particularly in communication between employees and superiors. Some employees suggest more opportunities for open discussions between management and employees. Overall, despite room for improvement, the company's strategies are relatively effective in creating a healthier work environment and reducing employee stress.

5. Discussion

5.1 Employee Stress Level

Interviews with four employees at PT. Surya Wira Abadi Tribuana revealed varying levels of stress. Most employees reported low stress levels due to manageable workloads and perceived support. However, some experienced higher stress from workload imbalances, tight deadlines, and role ambiguity.

According to Lehrer et al. (2021), stress management is crucial for employee well-being. According to Tesselonika Sitinjak (2023), internal and external factors, such as workload and role ambiguity, influence work stress, consistent with interview findings. According to Yohanes Paijanto and Puspita Puji Rahayu (2023), monotonous work also increases stress, confirmed by some employees. According to Konto Iskandar Dinata and Umi Nur Kholifah (2023), poor interpersonal relationships are a stress trigger.

5.2. Company Strategie

PT. Surya Wira Abadi Tribuana has implemented policies to manage stress, including workload adjustments, relaxation facilities, stress management training, and improved communication. However, some employees feel that attention to work-life balance remains inadequate.

According to Lehrer et al. (2021), companies should implement policies supporting work-life balance. According to Arisandy & Asri (2023), open communication between managers and employees is essential. According to Mentari Batu Bara (2023), companies should develop an organizational culture that supports employee well-being.

5.3 Factors Influencing Stress

Interviews identified workload, deadlines, targets, role ambiguity, and interpersonal relationships as contributing to stress. Employees with greater control over tasks tend to experience lower stress.

According to Rivai and Sagala (2009), these factors are common stress causes. According to Febrilian (2021), there are two approaches to stress management: individual (time management, physical activity) and organizational (supportive work environment). According to Sutrisno (2016), monitoring employee psychological well-being and providing support programs is essential.

5.4 Effectiveness of Stress Management Strategies

Most employees find the company's strategies relatively effective, but some require more support, particularly with workload management and stress management training. The company needs to continuously evaluate and adapt its strategies to meet employee needs.

According to Tewal, et al., (in Tia, 2023), work stress can be positive if managed correctly, but can decrease confidence and productivity if not. According to Febrilian (2021), companies should implement a comprehensive approach to stress management, including employee selection, goal setting, and job design. According to Sutrisno (2016), monitoring psychological well-being and providing support programs is also crucial.

6. Conclusion, Implication, and Recommendation

6.1 Conclusion

Based on the analysis of the collected data, the following conclusions can be drawn:

1. Employee Stress Levels at PT Surya Wira Abadi Tribuana

The majority of employees experience moderate to high levels of stress. This is caused by excessive workload, tight deadlines, and pressure from superiors to meet targets. Furthermore, uncertainty about future projects and role ambiguity exacerbate employee stress.

2. Effectiveness of Implemented Stress Management Strategies

The stress management strategies implemented by the company, such as outings, group exercise, and team lunches, generally help reduce stress. However, the impact varies, with some employees feeling helped while others feel the programs are not fully effective, particularly in terms of communication and management support.

3. Factors Causing Employee Stress

Several internal factors, such as high workload, poor relationships with superiors, and demanding targets, are the main causes of stress. Additionally, personal problems and an uncondusive work environment also contribute to high stress levels.

A lack of adequate work facilities further exacerbates the situation.

4. Effectiveness of Company's Stress Management Program

Although the company has implemented a stress management program, the results are not felt equally by all employees. Further evaluation and program adjustments are needed to make it more effective and relevant for all employees.

6.2 Implication

6.2.1 Theoretical Implications

This research contributes to the study of stress management in the workplace, particularly in the service sector. The findings highlight the importance of company support, both physical and psychological, in reducing work-related stress. Furthermore, the results emphasize that workplace stress is not solely caused by workload, but also by interpersonal factors and the work environment, which need to be addressed with more targeted strategies.

This research also adds to the literature regarding the need for more comprehensive stress management strategies. These strategies should not only include social activities like outings and group exercise, but also more structured programs such as stress coping training and the provision of adequate work facilities. Therefore, the results of this study can be a reference for future research focusing on improving employee well-being through more optimal stress management.

6.2.2 Practical Implications

Practically, the results of this study provide suggestions that can be applied by PT Surya Wira Abadi Tribuana and other companies with similar conditions.

- **Enhance Communication**

The company needs to develop a more open communication culture between employees and management to foster a supportive environment where stress-related issues can be addressed promptly. This could involve regular meetings that allow for transparent two-way feedback.

- **Provide Mental Health Support**

It is crucial to provide tangible emotional and mental support to employees, such as offering counseling services or stress management training. Mental wellness programs can help employees better manage stress, ultimately improving their overall well-being.

- **Invest in Resources**

The company should invest in adequate facilities and technology to support employee work efficiency and create a more comfortable work environment, reducing excessive stress.

- **Foster Positive Relationships**

While organizing bonding activities like outings and social events can strengthen employee relationships and create a more positive work environment, it's equally important to equip supervisors with training on how to handle employee stress and cultivate a supportive workplace.

6.3 Recommendation

Future studies should include a wider range of respondents from different divisions and positions. A mixed-method approach (qualitative and quantitative) would provide more comprehensive insights. Additionally, exploring factors like work environment, leadership, and organizational culture could deepen the understanding of stress determinants.

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