

# CHAPTER I

## INTRODUCTION

### 1.1 Background of the Problem

Work related stress is one of the strategic issues in the field of labor that has direct implications for productivity, performance effectiveness, as well as workplace safety and health. The World Health Organization (WHO) states that prolonged work-related stress can reduce workers' psychological and physical well-being, as well as increase vulnerability to workplace accidents. This issue is not limited to highly industrialized countries but also poses a serious challenge in developing nations, including Indonesia..

In Indonesia, a study conducted by the Health Collaborative Center (HCC) and Fokus Kesehatan Indonesia (FKI) in 2024 found that the prevalence of mental disorders among productive-age individuals in Jakarta was 34%, with work-related stress identified as one of the contributing factors. In the industrial context, workers are often exposed to psychosocial pressures, including high workloads, performance targets, role conflicts, and non-ergonomic work environments, which can increase the risk of work-related stress.

The manufacturing industry is one of the sectors with relatively high levels of work-related stress. Factors such as machine noise, high ambient temperatures, and inadequate lighting have been proven to significantly contribute to increased work-related stress among workers. For example, a study by Rahmawati et al. (2023) found a significant relationship between noise and mental workload about work-related stress among spinning department workers at PT. Pamor Spinning Mills, with a p-value of 0.000 and a correlation coefficient of 0.467 for noise. Additionally, a study by Pamungkas (2022) at PT Inti Ganda Perdana Karawang showed that noise intensity and hot work climate influence work stress, with odds ratios of 9.550 and 7.945, respectively. These findings confirm that physical environmental conditions in the manufacturing industry significantly influence work stress levels.

PT. Adiprima Suraprinta is a manufacturing company specializing in paper production, characterized by high workloads and complex physical environments. Based on initial observations and informal discussions with the HSE department, there are indications that some workers are experiencing work-related stress, characterized by complaints of fatigue, boredom, and irritability. However, to date, there has been no in-depth study on the causes of work-related stress in the company, particularly from various perspectives.

Work stress can theoretically be influenced by three main groups of factors, namely organizational factors (e.g., excessive workload, role conflict, and unsupportive leadership style), individual factors (e.g., age, marital status, mental health of workers, and education or work experience), and work environment factors (e.g., temperature, noise, inadequate lighting, and high health risks). Research by Maghfirah (2023) shows that these three factors have a positive and significant influence on the level of work stress among employees at PT Bank Rakyat Indonesia (Persero) Tbk. Similarly, a study by Sari and Yaser (2022) found that organizational, environmental, and individual factors are significantly related to work stress among employees at PT. Surgika Alkesindo. These findings underscore the importance of a comprehensive approach in identifying and managing the causes of workplace stress to create a healthy and productive work environment.

In Islam, maintaining physical and mental health is part of every individual's responsibility. Allah SWT says in QS. Al-Baqarah verse 286:

لَا يُكَلِّفُ اللَّهُ نَفْسًا إِلَّا وُسْعَهَا ﴿٢٨٦﴾ (البقرة/2:286)

*Meaning:*

UNIVERSITAS DARUSSALAM GONTOR

*“Allah does not burden a person beyond his capacity.” (Al-Baqarah/2:286)*

This verse emphasizes that every burden or trial given by Allah, including workloads or stress, will not exceed a person's ability to overcome it. Therefore, Muslims are taught to remain confident that solutions will come with patience..

Regulatory frameworks also emphasize the importance of managing work-related stress. This is underscored in Law No. 17 of 2023, which highlights the importance of occupational health efforts in the workplace as part of legal obligations. These efforts not only encompass physical protection but also protection against mental health risks arising from prolonged work-related stress..

Previous studies, such as those conducted by Fransiska (2023), indicate that the work environment contributes 38.1% to employee performance, both directly (27.6%) and indirectly through work-related stress (10.5%). Meanwhile, work-related stress has a significant impact on performance, contributing a total of 33.1% (direct impact: 22.6%; indirect impact: 10.5%).

Similar findings were reported by Widayati (2022) at PT. Tjiwi Kimia, it is evident that work stress has a direct and significant impact on employee performance in the manufacturing sector. Therefore, this study aims to provide a comprehensive overview of "The factors causing work stress from three perspectives: organizational, individual, and environmental." This study is also important because no similar studies have been conducted at PT. Adiprima Suraprinta".

## **1.2 Problem Formulation**

Based on the background that has been described, the formulation of the problem in this study is "How to describe the factors that cause work stress based on the organizational, individual, and environmental perspectives experienced by employees at PT. Adiprima Suraprinta?"

## **1.2 Research Objectives**

### **1. General Purpose**

To describe the factors that cause work stress based on the organizational, individual, and environmental perspectives experienced by employees at PT. Adiprima Suraprinta.

### **2. Special Purpose**

1. Identifying the level of work stress in workers at PT. Adiprima Suraprinta,
2. Analyze the factors that cause work stress based on organizational,

individual, and environmental perspectives in workers at PT. Adiprima Suraprinta,

#### **1.4 Benefit of research**

##### **1. Theoretical Benefits**

- a. Adding to the literature on work stress in the context of manufacturing companies, particularly in the paper mill sector, such as PT. Adiprima Suraprinta.
- b. Providing data and information that academics can use for further research related to work stress management.

##### **2. Benefits for Companies**

- a. Obtain reports on work stress levels within the company
- b. Provide recommendations for companies to design work stress management policies and programs, such as training, counseling, or workplace improvements.

##### **3. Benefits for Employees**

Provide employees with insights on how to cope with and manage stress, ensuring it does not impact their performance and health.

##### **4. Policy Benefits**

- a. Providing data and recommendations that can serve as a basis for the formulation of company policies related to workplace welfare.
- b. Encouraging the development of more specific occupational safety and health (OSH) guidelines to reduce work-related stress.

##### **5. Social Benefits**

- a. Supporting the creation of a healthy and conducive work environment, which indirectly improves the well-being of the surrounding community.
- b. Improving the quality of life of employees by reducing the psychological burden caused by work-related stress.

#### **1.5 Keaslian Penelitian**

**Table 1.** Research Authenticity and Comparison with Previous Studies

No.	Research Title	Name and Year	Research Design	Variabel	Result	Difference
1.	The Effect of Work Stress on Employee Performance Mediated by the Work Environment During the COVID-19 Pandemic at PT. Tjiwi Chemical Paper Mill	Adelia Widayati (2022)	Explanatory quantitative approaches and survey methods	Age Gender Education Work Environment	The work environment has a significant impact on bridging the gap between work stress and employee performance.	Variables, data collection situation during Covid-19, Research design, research methods, and Research Instruments
2.	Factors That Affect Employee Work Stress	Nurul Maghfirah (2023)	Quantitative research is causal associative research, quantitative or statistical data analysis, and data processing with statistical analysis, SPSS, and questionnaires or surveys	Individual Organizational Milieu	The three independent variables have a positive and substantial interaction effect, which means that the greater the variables of people, organizations, and the environment, the greater the impact on work stress of employees.	Population characteristics, Research instruments, Variables, and research design
3.	The Relationship of Organizational, Environmental, Individual, and Work Factors in Employees of PT. Surgical Alkesindot.	Mutia Sari dan Muhammad Yaser (2022)	Quantitative, method observational analysis with a cross-sectional study design. Using the Chi-Square test and the logistics test	Organizational Factors Environmental Factors Individual factor	Work stress is still a Public health problems that has not been addressed with good. Related factors With work stress is organizational factors, environment, and individuals..	Population characteristics, research methods, Research Instruments, research design

4.	The Influence of Work Environment and Work Stress on Employee Performance at PT. Trimitra Mandiri Bandung Paper	Fransiska Wuri Wulandari, Nur Azizah, Sophia Rahmi, Kunto Ajibroto, Delia Subrayanti (2023)	Verifiable descriptive research with a quantitative approach, to find out the significant influence between the variables being studied, until a conclusion that will clarify the picture of the object being studied. Data analysis techniques with correlation test and Path Analysis	Work Environment Work Stress Employee Performance	Work stress gives major contributor to employee performance, with a total influence of 33.1% that consists of the Direct Influence of 22.6% and the Indirect Influence of 10.5%.	Research design, research instruments, characteristics of research subjects, and research variables
5.	Factors related to the stress of workers at the Ciputat city printing plant in 2021.	Fini Fajrini, Sahar Sakinah, Noor Latifah, Nur Romdhona, Andriyani (2022)	Quantitative research using a cross-sectional approach. Measurement of dependent variables (Work Stress), to measure Psychological Change using the NIOSH Generic WORK Stress questionnaire	Age Tenure Gender Marital Status Work Environment Workload Work Fatigue Work Conflict	The picture of work stress in workers at the Ciputat City Printing Plant is higher (62.5%) than for workers who do not experience work stress (37.5%)	Research variables, Research methods, Research instruments, Population characteristics

The novelty of this study lies in the researcher's focus on the factors that cause work stress from organizational, individual, and environmental perspectives at PT. Adiprima Suraprinta used quantitative descriptive research with observational methods in data collection. The study utilized the Perceived Stress Scale (PSS) questionnaire and a single closed-ended question with predefined factor options. The research design was a cross-sectional study.