

## The stress level of craftsmen working in production division of PT Sony Central Industry, Jepara

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**Abstract** :*Background: The furniture industry is one of the trade sectors that continues to experience an increase. Industry requires craftsmen to improve the quality of their work in producing goods. This resulted in an increasingly heavy workload of craftsmen, especially the production of this condition, triggering work stress. In Jepara there were 4255 cases of work stress in 2019. Apart from that, during interviews with several craftsmen, information was obtained that in a day the number of products produced was adjusted to the number of orders received. If enough orders are received, the craftsmen have to work overtime for 2 hours after the work time to meet expected targets. Therefore, there is an increase in workload, thereby increasing the stress level of workers*  
*Methods and Purpose of Research: Using quantitative descriptive methods. This research was conducted on April 14 – 16, 2020 using a total sampling methods of 40 respondents. The data used is primary data with a single variable, namely the level of stress. Data analysis using descriptive statistical tests. It aims to find out the level of stress of the craftsmen in the production section of Sony Sentral Industry Jepara Regency in 2020.*  
*Results: The results showed that of the 40 most respondents the most stress level respondents were at moderate stress levels with 13 respondents (32.5%) and the lowest at mild stress levels of 5 respondents (12.5%).*

**Keywords:** Stress level, Craftsmen, Production, Industry

### INTRODUCTION

One trade sector that continues to experience development in Indonesia is the furniture industry (Hadi, 2017). This industry is spread in almost all provinces in Indonesia, such as in the cities of Jepara, Sukoharjo, Klaten, Surakarta, and others (Hadi, 2017). The need for products from the furniture industry continues to increase because the industrial sector provides artistic interior designs (Wlandy, 2011).

The furniture industry is a source of foreign exchange for the country, because the goods produced not only attract people from within the country but also from abroad (Wlandy, 2011). The furniture industry is developing work evolution results that can improve the quality of work for the company. Therefore, this industry requires craftsmen to improve the quality of their own work in producing goods from wood (Wlandy, 2011). This results in an increasingly heavy workload for craftsmen, especially in the production department, they are always required to be able to produce quality goods but with capabilities that do not always match the quality of existing work standards. Conditions like this trigger work stress. This stress arises when someone is burdened with work demands that are greater than their capacity, resulting in a mental burden (Tarwaka, 2013).

Based on data obtained by researchers from the Jepara District Health Service, there

were 4,255 cases of stress incidents in Jepara with an average of 1,418 cases in 2019. Meanwhile, in early 2020, there were 3,860 stress incidents. Based on data from the Community Health Center received by the Jepara DKK, the Mlonggo District was at the top with 442 cases of stress incidents at the beginning of 2020.

Based on previous research conducted by Diniari (2019) at PT. Kerta Rajasa Raya by distributing the DASS 42 questionnaire from 47 workers found that, 6 respondents (12.8%) had a high level of work stress, 36 respondents (76.6%) had a moderate level of work stress and 5 respondents (10.6%) have a low level of stress. Another research conducted by Setiawan and Sofiana (2013) on production workers at PT. Charindo Pratama Piyungan noted that 86.2% of workers experienced moderate work stress with factors influencing more bad presentations than good presentations. The results of another study by Ibrahim (2016) on PT workers. Maruki International in 2016 found that 34.4% of workers experienced severe work stress.

Based on a preliminary study conducted by researchers at PT Sony Sentral Industri Jepara Regency by interviewing 10 respondents from craftsmen in the production department, data was obtained that 3 respondents said they were often tired, felt low on energy, and were irritable. 2 other respondents complained that they often felt tired and fatigued. 3 other respondents stated that they had difficulty sleeping. Apart from that, during interviews with several craftsmen, information was obtained that in a day the number of products produced was adjusted to the number of orders received. If enough orders are received, the craftsmen have to work overtime for 2 hours after the time work to meet expected targets. Therefore, there is an increase in workload, thereby increasing the stress level of workers.

Due to this background and the absence of this research, the author is interested in conducting research on "Description of the Stress Level of Production Section Craftsmen at PT Sony Sentral Industri Jepara Regency".

## **METHOD**

This research design is quantitative with a descriptive study method, namely research that only describes or describes the variables studied without analyzing the relationships between variables (Dharma, 2011). This type of research is a descriptive study of the characteristics and stress levels of production craftsmen in the furniture industry. Researchers measured stress levels in production craftsmen at PT Sony Sentral Industri.

The population used in this research were all production craftsmen at PT Sony Sentral Industri, totaling 40 respondents. The inclusion criteria are furniture production workers, production workers aged 18 years and over, production workers with > 1 year of service and

willing to be respondents. Meanwhile, the exclusion criteria are workers who have conditions or illnesses that interfere with the interview, workers who are not present during the interview and workers who refuse to be respondents.

This research uses the standard Zung Self Rating Depression Scale questionnaire to obtain data from production craftsmen and employee data at Pt Sony Sentral Industri which contains a list of instructions for filling out the questionnaire, the identity of the respondent includes age, gender and length of service.

The data in this study were analyzed using univariate analysis. Univariate analysis was carried out on the stress level variable.

## RESULTS AND DISCUSSION

### 1. Research result

#### a. Respondent Characteristics

##### 1) Age

**Table C.1**  
**Age distribution (N = 40)**

Age level (Years Old)	F	%
<25	16	40.0
25 – 34	5	12.5
35 – 44	14	35.0
>44	5	12.5
<b>Total</b>	40	100.0

**Table C.1**  
**Gender distribution**

Gender	F	%
Male	24	60.0
Female	16	40.0
<b>Total</b>	40	100.0

**Table C.1**  
**Education Distribution**

Education	F	%
Elementary	15	37.5
Juniors	13	32.5
senior	10	25.0
Vocational	2	5.0
<b>Total</b>	40	100.0

**Table C.1**  
**Working Time**

<b>Working Period (Years)</b>	<b>F</b>	<b>%</b>
< 2	15	37.5
2 – 5	21	52.5
> 5	4	10.0
<b>Total</b>	<b>40</b>	<b>100.0</b>

**b. Univariate Analysis of Stress Levels**

**Table 4.5**  
**Distribution of Respondents' Stress Levels in Jepara Regency in 2020 (N = 40)**

<b>Stress Level</b>	<b>F</b>	<b>%</b>
Normal Light Medium Heavy	11	27.5
	5	12.5
	13	32.5
	11	27.5
<b>Total</b>	<b>40</b>	<b>100.0</b>

Based on Table 4.6, it is known that the highest stress level of respondents was moderate, 13 respondents (32.5%) and the least light, 5 respondents (12.5%).

**2. Discussion**

Based on the results of research conducted at PT Sony Sentral Industri with a total of 40 respondents, it was found that the highest stress level was moderate for 13 respondents (32.5%) and the least was light for 5 respondents (12.5%). This shows that in the company there is a problem that has not been resolved within the company. Many factors can trigger work stress. Among them are gender, education and length of service.

The worker's background also influences stress levels. Workers who are at a low level are still in the eustress stage, which is a condition when someone experiences pressure from outside and is not yet able to deal with this pressure. Afriansyah (2014) explains that this occurs when a person's ability to overcome pressure exceeds the demands that occur. This situation is actually good, because it can boost a person's work enthusiasm, create a sense of self-confidence so that they are able to handle and complete the job well.

There were 11 respondents (27.5%) who showed moderate levels of stress. This shows that some respondents experienced emotional pressure. There are several factors that can

trigger work stress. One of them is age, most workers are in early adulthood so their emotions are less stable compared to those in the late adult stage.

A total of 11 respondents (27.5%) experienced severe levels of stress. This shows that there are factors that cause work stress in workers. One of them is a workload that exceeds the worker's capacity. Research by Nataliana and Wijono (2018) at Pt. SPAA Tangerang obtained results that 25 workers (36.8%) experienced very high levels of stress, 12 workers (17.6%) experienced high levels of stress. This is because workers perceive role conflict, excessive workload and the level of difficulty of the work provided by the company. This is supported by Panengah's (2012) research in the Sukoharjo gamelan industry center with a total of 48 respondents.

Of the respondents with work stress measurement results, there were 28 respondents (58.33%) with high stress levels. This is due to the high workload. According to Tarwaka (2010), every workload received by a person must be in accordance with their abilities so that high productivity can be achieved.

Habibi and Jefri's (2018) research at Pt. Borneo Melintang Buana Export with a total of 80 respondents, the results showed that 46 respondents (43.75%) were in the age range < 35 years, indicating that there is a strong relationship between the age factor and the emergence of work stress, gender has a strong relationship as a factor that influences stress. work, work period has a strong relationship as a work stress factor. This is supported by Zulkifli's (2019) research at Pt. El Nusa Company Tbk with 40 respondents who stated that 10 respondents (25%) experienced work stress at an early age. This stress arises because complaints begin to arise

– complaints that arise due to insufficient energy reserves throughout the day due to not enough time to rest.

A person's level of education can also influence stress levels. A total of 15 respondents (37.5%) had elementary school education and 9 respondents experienced moderate stress. A low level of education means that workers have to put more effort into doing their work because of the level of difficulty in their work. They are not equipped with sufficient knowledge so they have difficulty working (Hadi, 2017).

Stress levels are also influenced by work period factors. There were 8 respondents who experienced moderate work stress. This is because the initial work period is the initial stage for workers to find their identity at work. Workers with longer service periods tend to have better abilities and understanding of their work compared to workers with shorter service

periods. This is because the experience possessed by workers with shorter working periods must adapt to the job (Hasibuan, 2012).

Prabowo's research (2010) in the furniture industry Pt. Chia Jiann Indonesia Furniture in Wedelan Jepara with 100 respondents showed that the majority of respondents were in the 3 - 6 year work group, 30 respondents (60%). This shows that most of the workers are in their new period of work so that it can motivate the workers to be productive at work. This research is in line with research by Aziz (2018) at Pt. Bintang Asahi Sragen with 40 respondents showed that workers with a work period of 2 years were 4 respondents (20%). The new work period is able to motivate workers to improve their performance and determine the high compensation provided by the company. So that at this time it can motivate workers to be productive.

According to Hasibuan (2010), tenure can be seen from how long the workforce devotes itself to the company, and what the relationship is between the company and its workforce. New work period is the beginning of the transition and is the responsibility of the employee on how they work. The longer a person works, the more danger the work environment creates.

The initial working period, namely <2 years, is a time for workers to learn and show themselves to be able to work harder in response to the work demands received from their workplace so that workers have a large burden and work stress arises.

Rahmawati's research (2010) at Pt. Bukit Makmur Mandiri Utama with 104 respondents found that the factors that cause work stress consist of task demands, role demands, interpersonal relationship demands, organizational structure, organizational leadership and organizational life stages. Prabowo's research (2010) in the furniture industry Pt. Chia Jiann Indonesia Furniture in Wedelan Jepara with 100 respondents obtained the results that there was a relationship between work experience and the incidence of work stress based on the chi square analysis test showing a correlation coefficient of 0.332 which indicated there was a low relationship. An employee's work period determines the risk factor for exposure to dangers posed by the work environment. This is supported by research conducted by Zulkifli (2019) at Pt. El Nusa Company Tbk with 40 respondents stated that there was a relationship between work experience and work stress levels with the result of  $p \text{ value} = 0.017 < 0.05$  so that  $H_0$  was rejected.

Work stress experienced by workers can arise if they do not receive support from family, friends and co-workers. With social support, it will be possible to reduce the negative effects that can trigger work stress, workers will feel more appreciated and cared for so that existing conflicts or workloads can be faced calmly.

## **CONCLUSIONS AND SUGGESTIONS**

### **Conclusion**

Based on the results of the research, Description of the Stress Level of Production Section Craftsmen at Pt. Sony Sentral Industri Jepara Regency, can be concluded as follows: The highest stress level of respondents was a moderate stress level of 13 respondents (32.5%), a normal stress level of 11 respondents (27.5%), a severe stress level of 11 respondents (27.5%), and the lowest stress level of respondents was The level of mild stress was 5 respondents (12.5%).

### **Suggestion**

- a. For Further Researchers  
Future researchers can conduct research by looking for factors that cause work stress in workers.
- b. For the Nursing Profession  
Providing health services in other furniture industries through health promotion to minimize the incidence of work stress experienced by workers.
- c. For the Furniture Industry  
Companies should be able to pay attention to the welfare of their workers by holding annual refreshments such as outbound activities for all their workers to reduce workers' stress levels. Owner too should listen to the problems faced by their workers and look for solutions to overcome these problems so as to reduce workers' work stress.
- d. For Respondents  
Respondents should have independent self-management, namely by avoiding factors that can cause stress, especially work-related stress. For example, by consuming healthy food with balanced nutrition, exercising regularly, getting enough sleep and avoiding excessive caffeine consumption.

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