The Relationship Between Work Stress and the Work Productivity of Openwork Craftsmen in Mongolato Village, Telaga District, Gorontalo Regency

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ABSTRACT

Work stress is a condition that exceeds the limits of an individual’s ability, where the individual is unable to do his job. The purpose of this study was to determine the relationship between work stress and work productivity of openwork craftsmen in Mongolato Village, Telaga District, Gorontalo Regency. This type of research uses quantitative research methods with a cross-sectional design. The population in this study amounted to 84 respondents, with a total sampling sample technique. The research instrument used a questionnaire with a statistical test, namely Chi-Square. The results showed a relationship between work stress and the work productivity of openwork craftsmen and obtained P Value = 0.005 < 0.05. Based on the results of the analysis of 84 respondents, it is known that filigree craftsmen who experience moderate work stress with work productivity as many as 17 respondents, of which 6 respondents with sufficient productivity, and 11 respondents with good work productivity. Craftsmen who experienced severe work stress with work productivity were 67 respondents, of which 48 respondents with sufficient work productivity, and 19 respondents with good work productivity. The study concludes that there is a relationship between work stress and work productivity. Openwork craftsmen should routinely do recreation together, always be compact in doing work to reduce work stress, and always maintain accuracy, neatness, and always maintain discipline in work so that it can further increase work productivity.

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INTRODUCTION

According to (Fibriyani and Zulyanti 2019) Craftsmen are people who make handicrafts that produce art-quality goods. Another definition says a craftsman is a person whose craftsman makes handicraft items or a person who has skills related to a particular craft, such as a group of openwork craftsmen.

Openwork craftsmen are people who make filigree crafts that go through the process of embroidery of fabric fibers that are pulled to produce various motifs. And filigree crafts can improve the quality of life of craftsmen and the regional economy.

Openwork crafts in Gorontalo serve as a shaper of national production identity that provides expansion of employment opportunities and improvement of people’s welfare. Openwork handicraft business plays an
active role in improving the quality of life of the community, especially craftsmen, and strengthening the people's economy as the basis of national economic strength and resilience (Ahmad 2022)

Openwork craftsmen can experience stress due to fatigue and many client requests. Craftsmen who experience stress can be seen from pressure at work, increased consumer demand, fatigue at work, lack of sleep, and loss of concentration. So that craftsmen must maintain their health so as not to experience stress.

According to a survey conducted by the American Institute of Stress, workplace stress was valued at $8,211.15 million in 2019 and is projected to reach $11,490.84 million by 2027, increasing workplace stress by 5.90% from 2020 to 2027. In this case, more and more workers are experiencing stress due to the work undertaken.

According to Data World Health Organization (WHO) in 2014, 8% of work-related illnesses were depression or stress. Research results labor force A survey in 2014 found 440,000 cases of occupational stress in the UK with an incidence rate of 1,380 cases per 100,000 workers experiencing work-related stress (See also, 2019).

The Canadian Mental Health Commission (Mental Health Commission of Canada) in 2016, noted that at least 1 in 5 Canadians experience psychological health problems in a given year and 47% of Canadian workers consider their work to be the most stressful part of daily life (See also, 2019).

The results of basic health research (riskesdas) show that there is an increase in the prevalence of the Indonesian population experiencing work stress from 2013 by 6%, then increased to 9.8% in 2018. Data from riskesdas for DKI Jakarta also increased from 2013 by 8% to 10% in 2018. The percentage increase exceeds the percentage of Indonesia's national stress rate (Azhar and Iriani 2021).

According to (Mohanty et al. 2019) Stress is a condition of individual tension that can affect emotions or anger, thought processes as well as individual conditions. An individual's ability to deal with his environment can be threatened by too much stress. The performance of their work can be disrupted as a result of the development of stress symptoms in workers. In addition to acting as wrong or damaging to the level of work prestige, stress can also be helpful or functional. Simply put, it means that work implementation can be encouraged or disrupted by stress, depending on how much stress is experienced by these workers.

According to (Safitri & Gilang, 2020) Stress is a condition that exceeds the limits of one's ability and is seen as a burden on oneself and the person's soul so if left unchecked it will affect health. Someone who experiences pressure at work is called work stress. Stress can be seen in unstable emotions, anxiety, liking to be alone, insomnia, excessive smoking, inability to relax, anxiety, tension, nervousness, high blood pressure, and indigestion (Saputra & Adnyani, 2018).

According to (Febriyona and Paneo 2021) A person who experiences stress can be seen from the changes that occur in his physical condition. The consequences of stress symptoms themselves can be moody, slow behavior, neglect of appearance and responsibility, loss of lust, anxiety, decreased activity, and memory, unable to concentrate, read quickly, and often complaining about things done. In addition, other consequences that affect feelings and perspectives are emotions, unable to find pleasure, feeling hopeless, losing self-esteem, and sometimes having suicidal thoughts. When viewed from physical complaints, stress will result in sleep disorders, fatigue, lack of energy, headaches, lumbago, digestive disorders such as stomach nausea, changes in bowel habits, and others.

Factors that can affect work stress work stress are:

1. Organizational stressors are stressors that occur in organizations, for example: having a bad relationship with superiors, feeling too much workload, getting training at work, feeling depressed, and feeling uncomfortable at work
2. Group stressors are stressors that occur in groups or groups that can affect a group so that they must require support from colleagues, good relationships with colleagues, harmonious relationships with colleagues, and maintaining cohesiveness is important for workers
3. Individual stressors are individual failures in handling themselves, individual stress can occur due to feeling bored at work, having conflicts with colleagues, conflicts between career and family responsibilities, uncertain income in work, agreements with clients by expectations
4. Environmental stressors are stressors arising from the company's external environment, for example getting violence at work

Stress can happen to anyone and at any time. Work stress is one of the factors that affect work productivity in business. Craftsmen also have a risk of experiencing stress, because if craftsmen stress has an impact on work productivity. Productivity is one of the important keys to the success of work or business. Work productivity is determining the ability of a worker to produce work effectively and efficiently. High productivity will be very beneficial both for workers, especially for workplace welfare.

Productivity, in general, is said to be a comparison between the results that can be achieved with the overall power or production factors used or the number of goods/services that can be produced by an individual/group, person/employee in a certain period (Safitri and Gilang 2020)
According to (Rizkie, Ani, and Hartanto 2019) work productivity is defined as the result of products produced by individuals or groups, during a certain unit of time in a work process. Factors that can support labor productivity include age, work experience, wages, technology, work environment, and work motivation. Work productivity shows the level of employee ability to achieve results (output), especially in terms of quantity. Therefore, the level of productivity of each employee can be different, it can be high or it can be low, depending on the level of persistence in carrying out their duties (Zulkarnaen, Suarsa, and Kusmana 2018).

According to (Setiaji, Susanti, and Gunawan 2022) several things need to be fulfilled to be able to support a sense of work productivity such as a) Provision of adequate facilities, b) Compensation, compensation in all forms of pay or rewards for workers derived from their work, and e) worker welfare. Worker welfare is a form of complementary services (material and non-material) provided based on wisdom, aims to maintain physical and mental conditions for productivity increased worker employment (Setiaji, Susanti, and Gunawan 2022).

According to (Tech et al. 2021) factors that affect work productivity are:
1. Quality of work that can be seen in terms of accuracy and neatness of work, speed of completion of work, work skills,
2. The quantity of work that can be seen from the ability quantitatively to achieve targets, the results of work on the work produced are always good,
3. Fulfillment of standards set by the company which can be seen from the ability and reliability in carrying out its duties both in carrying out regulations and initiatives and discipline,
4. Work efficiency that can be seen from the ability to use time to complete the work set by the company.

METHOD

This type of researcher uses quantitative research methods with a cross-sectional design. The population in this study amounted to 84 respondents, with a total sampling sample technique. This study uses two variables, namely the independent variable, namely work stress and the dependent variable, namely work productivity. The research instrument used a questionnaire with a statistical test, namely Chi-Square. The research site was conducted in Mongolato Village, Telaga District, Gorontalo Regency. The time of this research will be carried out from August 4 to 20, 2023.

RESULT

Univariate Analysis

From all existing respondents, an overview of univariate analysis including Work Stress and Work Productivity was obtained.

1. Work Stress

Based on the results of the study, it is known that the highest Work Stress is severe with 67 respondents (79.8%), moderate Work Stress with 17 respondents (20.2%), and none of them show respondents have mild work stress.
2. Work Productivity

Based on the results of the study, it is known that the highest Work Productivity is enough with 54 respondents (64.3%), Good Work Productivity with 30 respondents (35.7%), and none of them show respondents have work productivity.

### Bivariate Analysis

<table>
<thead>
<tr>
<th>Work Stress</th>
<th>Work Productivity</th>
<th>Total</th>
<th>P - Value</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Enough</td>
<td>Good</td>
<td></td>
</tr>
<tr>
<td>Keep</td>
<td>n</td>
<td>%</td>
<td>n</td>
</tr>
<tr>
<td>Heavy</td>
<td>48</td>
<td>57%</td>
<td>19</td>
</tr>
<tr>
<td>Sum</td>
<td>54</td>
<td>64%</td>
<td>30</td>
</tr>
</tbody>
</table>

Source: Data Pirmer 2023

Based on Table 8, the results of the analysis were obtained from 84 openwork craftsmen consisting of filigree craftsmen with moderate and high work stress with sufficient and good work productivity.

Craftsmen who experienced moderate work stress with work productivity were 17 respondents (20%) of which 6 respondents (7%) with sufficient productivity, and 11 respondents (13%) with good work productivity.

Craftsmen who experienced severe work stress with work productivity were 67 respondents (80%) of which 48 respondents (57%) with sufficient work productivity, and 19 respondents (23%) with good work productivity.

Based on the results of the Chi-Square test analysis processed using Spss, P Value = 0.005 < 0.05 which means that H0 is rejected and Ha is accepted, and there is a significant relationship between work stress and work productivity in filigree craftsmen in Mongolato Village.

## DISCUSSION

The relationship between work stress and the work productivity of openwork craftsmen in Mongolato Village, Telaga District, Gorontalo District.

Based on the results of bivariate analysis on 84 filigree craftsmen in Table 8, it was found that craftsmen who experienced moderate work stress with work productivity as many as 17 respondents (20%) of which 6 respondents (7%) with sufficient productivity experienced conflicts with colleagues which had an impact on lack of discipline at work, and 11 respondents (13%) with good work productivity because they could use time well so that they rarely or never feeling bored with the work done.

Craftsmen who experience severe work stress with work productivity as many as 67 respondents (80%) of which 48 respondents (57%) with sufficient work productivity are caused by respondents often feel depression and uncomfortable at work, the workload is too much, feel bored, the income of filigree craftsmen is often erratic, agreements with clients sometimes do not match expectations, and often get harsh words. So that makes them sometimes not work carefully and neatly, and are not disciplined in carrying out their duties. This affects the quality of the products produced and their ability to achieve targets, and the work they do is slow, 19 respondents (23%) with good work productivity this is because they have conflicts with colleagues or business owners, rarely get support from colleagues, there is no cohesiveness in work, but they can use their time well. Complete work on time, always try to carry out regulations obediently, and be able to achieve
targets. Openwork craftsmen who have good work productivity rarely or never produce imperfect product quality, because they work carefully.

The results of the study on 84 openwork craftsman respondents, found a relationship between work stress and openwork craftsman work productivity, based on the Chi-Square test analysis processed using SPSS, obtained P Value value = 0.005 < 0.05 which means there is a relationship between work stress and work productivity in openwork craftsmen in Mongolato Village.

This research is in line with (Bassoon1 and Soe n.d.) Based on research on the relationship between work productivity and work productivity in PT. X, the result of a significant negative correlation between the work environment and employee performance \( r = 0.461; p = 0.001 \) (p<0.05). The results of this study show that the lower the work stress, the higher the work productivity, and vice versa the higher the work stress, the lower the work productivity of employees at PT. X From the descriptive analysis, it was found that work stress in the very low category was 50%, in the low category 45%, in the high category 5%, and in the very high category by 0%. While the results of work productivity in the very low category are 10%, the low category is 20%, the high category is 60% and the very high category is 10%. So it can be concluded that there is a relationship between work stress and work productivity in PT.X employees.

Based on the results of the research (Mohanty et al. 2019) Inline, it has been done regarding work stress and work productivity in PT. Bank Mandiri (Persero) Tbk. Cilegon I Cluster by using product moment correlation analysis, it can be concluded that work stress with work productivity in employees of PT. Bank Mandiri (Persero) Tbk. Cilegon I Cluster is positively related, it can be seen from the magnitude of the \( r \)-value of 0.60 or located at 0.60 to 0.799 which shows the relationship between work stress variables and work productivity variables is strong. Based on the results of the hypothesis test, \( t \) is obtained count \( (5.95) > t \) table \( (1.670) \), meaning that Ho rejected Ha accepted. Therefore, it can be concluded that there is a relationship between work stress and work productivity.

Based on the description above work stress can affect work productivity, the lower the work stress, the better the work productivity, and vice versa the heavier the work stress, the worse the work productivity. So the conclusion of this study is the relationship between work stress and openwork craftsmen work productivity as seen from the value of P Value = 0.005 < 0.05.

**CONCLUSION**

1. It is known that the highest Work Stress is severe with 67 respondents (79.8%), moderate Work Stress with 17 respondents (20.2%), and mild Work Stress with 0 respondents.
2. It is known that the highest Work Productivity is sufficient with 54 respondents (64.3%), Good Work Productivity with 30 respondents (35.7%), and Work Productivity less than 0 respondents.
3. The relationship between work stress and work productivity of filigree craftsmen shows that based on the Chi-Square test, P Value = 0.005 < 0.05 which means there is a relationship between work stress and work productivity.

**REFERENCES**


A. A. Baskoro1 and C. H. tjiningsih Soe, “STRES KERJA DAN PRODUKTIVITAS KERJA PADA KARYAWAN PT.X”.