

WORK COMPETENCE AND WORK STRESS AMONG EMPLOYEES OF PT. VINSAMANDIRA UTAMA, INDONESIA: A CORRELATION STUDY
Kompetensi Kerja Dan Stres Kerja Pada Karyawan PT. Vinsa Mandira Utama, Indonesia: Studi Korelasi

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ABSTRACT

Background: Human resources (HR) are resources that are used synergistically with other resources in supporting the company's goals. Without the existence of human resources, it means that other resources will be wasted and do not provide benefits for the company's goals. Companies must pay attention to the professional abilities and workload of each employee so that the goals and ideals of the company are achieved. **Purpose:** Knowing the relationship between work competence and work stress in employees of PT Vinsa Mandira Utama. **Method:** The method chosen was quantitative through a correlational design. A total of 35 employees of PT Vinsa Mandira Utama aged 25-60 years were used as research participants using total sampling technique. **Results:** There is no relationship between work competence and work stress in employees of PT. Vinsa Mandira Utama, where hypothesis testing conducted through Pearson correlation obtained -0.198, and significance 0.127 ($p < 0.05$). **Conclusion:** These results indicate that higher work competence of employees will result in lower work stress. Whereas lower work stress from employees will result in higher work competence.

Keywords: work competence, work stress

ABSTRAK

Latar Belakang: Sumber daya manusia (SDM) yakni sumber daya yang dipergunakan secara sinergis dengan sumber daya lain dalam mendukung tujuannya perusahaan. Tanpa keberadaan SDM artinya sumber daya lain akan terbuang sia-sia serta tidak memberikan manfaat untuk tujuannya perusahaan. Perusahaan harus memperhatikan kemampuan profesional serta beban kerja setiap karyawannya supaya tujuan dan cita-cita perusahaan tergapai. **Tujuan:** Mengetahui hubungan kompetensi kerja dengan stres kerja pada karyawan PT. Vinsa Mandira Utama. **Metode:** Metode yang dipilih yakni kuantitatif melalui desain berupa korelasional. Sejumlah 35 karyawan PT. Vinsa Mandira Utama yang berusia 25-60 tahun digunakan sebagai partisipan penelitian dengan menggunakan teknik total sampling. **Hasil:** Kompetensi kerja dan stres kerja tidak terdapat hubungan antara kompetensi kerja dan stres kerja pada karyawan PT. Vinsa Mandira Utama, dimana uji hipotesis yang dilakukan melalui korelasi Pearson didapatkan -0,198, serta signifikansi 0,127 ($p < 0,05$). **Kesimpulan:** Hasil ini menandakan kompetensi kerja yang lebih tinggi dari karyawan akan mengakibatkan stres kerjanya lebih rendah. Sedangkan stres kerja yang lebih rendah dari karyawan akan mengakibatkan kompetensi kerjanya lebih tinggi.

Kata Kunci: kompetensi kerja, stres kerja

INTRODUCTION

Resources are the energy, strength, and power that will be needed to produce power, activity, movement, action, or activity. These resources include financial, natural, human, technological, and scientific resources. Of all these resources, human resources (HR) are the most important, where without their existence, other resources will be useless and unused in the process of achieving business goals (Wirawan, 2009).

Successful companies need employees who are willing to take on tasks and present performance that exceeds their expectations from the company. The company itself certainly expects employees who have the willingness to take on tasks outside of their job description (Triyanto, 2009). However, these increasing demands in terms of professionalism often cause pressure on employees in the work environment. This condition then causes employees to find work stress.

Mangkunegara (2017) stated that work stress is a sense of pressure that employees get while working. Then stress manifests itself in symptoms such as emotional instability, restlessness, sleeplessness, loneliness, inability to relax, excessive smoking, tension, anxiety, nervousness, gastrointestinal disorders, and hypertension. Setyawati *et al.*, (2018) explained that job stress is a state of tension that affects the emotional, mental, physical, and psychological well-being of employees. Employees who do not adapt to their environment cause job stress, a state of stress that affects a person's physical, mental, and emotional health (Meilasari, 2018).

As a stress researcher, Selye (in Agusmar *et al.*, 2019) pointed out that stress has both positive and negative effects. Positive stress as personal motivation, motivation to work harder, and increased

inspiration for a better life in changing the views of employees and work to achieve optimal professional achievement. On the other hand, negative stress (distress) such as defensive reactions that cause stress, affect the psychological and physiological state of employees in the company. This encourages employees to feel uncomfortable to depressed so that they lose motivation, which makes the implementation of tasks hampered and not optimal, and if in the long run employees cannot overcome this stress, it will cause employee turnover. When individuals are unable to anticipate the stress they experience, namely anxiety, it will have an impact on bodily health problems, which in this case go through three different stages. The first stage is a signal (alarm), this value corresponds to normal resistance. The second stage is the resistance stage, where a person feels fatigue, anxiety, and tension, causing the level of resistance to increase above normal. The third stage is fatigue, deterioration of health, which causes changes in immune system function. These three processes are gradual and can put a person in a dangerous state.

Based on the results of the researcher's interviews with five employees who work in the company, it is known that the work stress of these employees is caused by several factors such as superior pressure, the intensity of the work that must be done. The demand to do the job perfectly, the relationship between colleagues and working time is higher than it should be. Inadequate company results (expected output) are also a factor that triggers work stress among employees. Based on the results of previous interviews, it can be stated that these employees still have insufficient skills. These qualifications can affect physical and psychological conditions and affect a person's appearance. Low competence is usually caused by workload, time pressure, quality of care, job stress and feelings of

insecurity. Every employee has skills that they can rely on to get the job done. Qualifications are a prerequisite for employees and professional working capital. These skills must be continuously refined and developed for employees to better contribute to the company in the future.

Competence is a characteristic based on the effectiveness of a person's individual work performance, or on the basic characteristics of the person that are causally related to effective comparative criteria or excellent performance in the workplace or in certain status situations. The competence in question, where individuals must be able to adapt so that they are ready to meet the skill needs of their respective fields of expertise (Moehariono, 2012). In addition, work stress can interfere with a worker's ability to work (Kirkcaldy, 2000).

Hadi & Hanurawan (2017) stated that the problem that often causes employee stress in the workplace is the non-fulfilment of employee competency standards. Low competence of staff causes problems with the quality and productivity of these employees. Conversely, if employee skills are high, then employee quality and productivity are also good. According to Abdi and Wahid (2018), the proportion of work that employees have can increase when employees have high skills. This statement is in line with research conducted by Kadir *et al.*, (2018) as the results of empirical research which explains competence affects subordinate work performance positively and significantly. In general, competence consists of knowledge, skills, and attitudes, as well as HR in realising organisational goals.

The results of his research Sari (2016) explained, work competence has no influence on the work stress of employees of PT Media Antar Nusa. Likewise, Nasrul & Masdupi (2019) also found that there was no correlation between competence and work

stress. This research is in line with Soegoto (2022) who also found that work competence has no direct relationship with job stress. Although both have a direct relationship with performance.

Meanwhile, research by Nasrul *et al.*, (2019) showed different results, namely that there is a negative relationship between job competence and job stress. This situation is also supported by Fauzi (2021) who found that there is an influence between job competence and job stress on employees of PT Limberjaya Medan.

The issue of work stress related to low work competence is also experienced by employees at PT Vinsa Mandira Utama. This can be seen from the low work productivity, such as some employees when working are not proactive, the high absenteeism or sick leave of 6%, which means it is high, because it is above 2%. In addition, the results of the work are not in accordance with what is set, such as targets that do not match the output. The reason the author conducted research on permanent employees of PT Vinsa Mandira Utama because research related to work competence and work stress showed inconsistent results, so researchers interested in re-examining the correlation between work competence and work stress that occurred at PT Vinsa Mandira Utama.

METHOD

The method used in this research was quantitative research with a correlational design. This research was conducted in Sukoharjo Regency in February-March 2023. The population in this study were employees of PT Vinsa Mandira Utama. The sample in this study were permanent employees at PT Vinsa Mandira Utama. However, this research was conducted on permanent employees of the company as a research sample so that the number of samples to be used was 35 employees.

The sampling technique used was probability sampling, where each subject in the population had a fifty-fifty chance of being selected or not selected as a sample. This research was conducted in Sukoharjo Regency by distributing research questionnaires in the form of Google Forms to participants. Participants in the study were asked to fill out a Google Form containing informed consent related to research procedures. This research was approved by the Faculty of Psychology of Satya Wacana Christian University with letter number of 034/PU-F.Psi/II/2023.

The Y variable studied was job stress as measured by the Job Stress Scale developed by Shukla & Srivastava (2016) which consisted of four dimensions, namely job stress scale (9 items), role expectation conflict (5 items), coworker support (4 items), and work-life balance (4 items) with a total of 22 items. While the X variable of work competence measured by the CCI (Career Competencies Indicators) scale

developed by Smythe *et al.*, (2013) based on the theory of Arthut *et al.*, (1998) which consisted of seven dimensions, namely feedback seeking and self-presentation (8 items), job-related performance effectiveness (5 items), goal setting and career planning (5 items), self-knowledge (5 items), networking and mentoring (8 items), knowledge of (office) politics (5 items), and career relates skills (7 items) with a total of 43 items in total.

This analysis of this research used the Pearson correlation test using the IBM SPSS version 22 program. However, before applying the Pearson correlation test, the data obtained will be tested for assumptions using normality and linearity tests as requirements for the Pearson correlation test.

RESULT

Participants in the research were 35 employees of PT. Vinsa Mandira Utama. There were 20 female employee respondents, and 15 male employee respondents.

Table 1. Work Competency

Interval	Category	Mean	F	Percentage
$122 \leq x \leq 162$	High		14	40%
$82 \leq x \leq 122$	Middle	88,17	19	54,28%
$42 \leq x \leq 82$	Low		2	5,71%
Total			35	100%

Min = 42; Max = 162; SD = 24,122

The work competency variable in Table 1's descriptive analysis revealed that the average score was 88.17 with a standard deviation of 24.122. The maximum score was

162, and the lowest score was 42. The work competencies held by PT. Vinsa Mandira Utama employees fall into the medium category with a percentage of 54.28%.

Table 2. Work Stress

Interval	Category	Mean	F	Percentage
$65 \leq x \leq 88$	High		2	5,71%
$42 \leq x \leq 65$	Middle	105,32	24	68,57%
$19 \leq x \leq 42$	Low		9	25,71%
Total			35	100%

Min = 19; Max = 88; SD = 13,764

According to Table 2 about the job stress variable, the average score was 105.32 with a standard deviation of 13.764. The lowest score was 19 and the highest score was 88. Thus, the work stress that PT employees endured was in the middle category which was 68.57%.

The normality test results showed that work competency was sig. (2-tailed) which was 0.020 ($P > 0.05$). Job stress variable sig. (2-tailed) was 0.200 ($P > 0.05$). Hence, it can be concluded that the distribution between work competence and work stress was normal.

Table 3. Normality Test

One-Sample Kolmogorov-Smirnov Test			
		Work Competency	Work Stress
N		35	35
Normal Parameters ^{a,b}	Mean	85.80	40.03
	Std. Deviation	23.793	9.070
Most Extreme Differences	Absolute	.162	.076
	Positive	.162	.057
	Negative	-.113	-.076
Test Statistic		.162	.076
Asymp. Sig. (2-tailed)		.020 ^c	.200 ^{c,d}

a. Test distribution is Normal.

The results of the linearity test portrayed that the two variables were linear because they have $P = 0.358$. Based on the

table above, it can be concluded that the work competency variable and work stress variable were linear.

Table 4. Linearity Test

ANOVA Table				
		Sum of Squares	F	Sig.
Work Stress * Work Competency	Between Groups (Combined)	2193.138	1.308	.351
	Linearity	109.506	1.632	.233
	Deviation from Linearity	2083.632	1.294	.358
	Within Groups	603.833		
	Total	2796.971		

The hypothesis in this research was that there is an insignificant relationship

between work competence and work stress in PT employees. Vinsa Mandira Utama.

Table 5. Correlation Test Results between Work Competence and Work Stress in PT Employees. Vinsa Mandira Utama

		Work Competency	Work Stress
Work Competency	Pearson Correlation	1	-.198
	Sig. (1-tailed)		.127
	N	35	35
Work Stress	Pearson Correlation	-.198	1
	Sig. (1-tailed)	.127	
	N	35	35

DISCUSSION

The results of the research revealed that the hypothesis that has been given was rejected. It was due to the two variables did not showing any correlation. This means that there was no correlation and insignificance between work competence and work stress of PT Vinsa Mandira Utama's employees. Based on the findings of the hypothesis testing that the researchers conducted, it was evident that job competency at PT. Vinsa Mandira Utama was unrelated to work stress. The findings of this study were consistent with those of Soegoto (2022), investigation, which concluded that there is no clear correlation between job stress and work competency. The absence of this relationship could occur due to other factors such as work stress which may have a greater influence on work stress behavior in PT Vinsa Mandira Utama. These factors included, for example, the employee's work experience and the employee's length of service.

According to Lady *et al.*, (2017), stress risk factors or stress triggers included work environment conditions, work characteristics, work roles, lack of supervision, conflict between people, long working hours, poor reward systems, insufficient resources, workplace violence, or lack of structure or communication. Those involved stress hinder the work process and maximum individual performance.

Tewal *et al.*, (2017) stated that workers who experience high levels of work-related stress will also see a decline in productivity, which will lead to a lack of organizational effectiveness, a drop in job satisfaction and performance, difficulty making decisions, a lack of concentration and attention, mental barriers, absenteeism, and employee turnover.

Based on Nuryanto *et al.*, (2017), workers who possessed strong competences

would feel more confident in their ability to complete their work. Naturally, an individual's ability to finish their work would rise along with their productivity at work. Most competent workers were confident in finishing the task at hand and had the skills and willingness to address issues fast.

Based on the results of the descriptive analysis in this research, the researcher conducted a categorization of the competencies of PT Vinsa Mandira Utama's employees. It was known that, out of the 35 employees sampled, 40% of the subjects were categorized as having high competence, 54.28% as having medium competence, and 5.71% as having poor competence. Researchers also categorized work stress among PT Vinsa Mandira Utama's employees which was 5.71% of subjects were in the high work stress category, 68.57% were in the medium work stress category, and 25.71% were in the low work stress category. Based on the duration of employment, the findings indicated that workers with shorter work periods, ranging from 1 to 5 years, experienced moderate levels of job stress on average, in contrast to workers with longer work periods. These findings support the basic hypothesis of the researchers, which stated that compared to long-term workers who have been with the organization, employees who work shorter shifts exhibit typical work-related stress behaviors. This might occur because of the traits of creative, ambitious, and driven individuals who demonstrated their abilities to have a positive impact on the organization.

A limitation in this research was that the large number of items allowed for saturation which causes bias in participant responses when filling out the questionnaire.

CONCLUSION AND SUGGESTION

Based on the data, there is neither a significant correlation nor a relationship

between work competency and work stress in PT Utama Vinsa Mandira. This is demonstrated by the study's correlation size of -0.198, which shows that there is no relationship between PT Vinsa Mandira Utama's employees' job competence and job stress, and the researcher's hypothesis was not accepted. There are other reasons that could contribute to the rejection of the presented hypothesis, such as work-related stress, which may be more prevalent among employees of PT Vinsa Mandira Utama, including the worker's duration of service and prior job experience. Hence, it can be concluded, the more employees have competence in their work, the lower their work stress will be.

Suggestions for employees and companies are that they can withstand pressure in the work environment. Thus, they can work as well as possible not only in the work environment, but also for use in all daily activities. To ensure that employees have a comfortable and ideal working environment, they may perform to the best of their abilities. The employer where the employee works is also obligated to offer assistance and understanding within the parameters of business policies. Prospective investigators may consider examining work capacities and work-related stress in diverse demographics and big sets of data. It is intended that the number of items on the scale that are supplied will not be excessive.

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AUTHOR CONTRIBUTION

Solagratia Angels Theresa Karwoer is responsible for compiling and collecting data for the research that has been carried out. Meanwhile, Susana Prapunoto is responsible for providing criticism, suggestions, and input, as well as reviewing the research conducted.

CONFLICT OF INTEREST

There is no conflict of interest in this research.

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