

CHAPTER I

INTRODUCTION

1.1 Research Background

An employee is an individual who was hired by an employer to do a specific job. Employer or business owner need employees that are able to get the job done because employee performance is critical to the overall success of the company (Leonard, 2019). A company or organization should be aware of their employee job performance to make sure they are on the track. Based on Hans Hugo Bruno Selye that mentioned in Founder of the stress theory. Singapore Medical Journal (Tan et.al, 2018), also known as the “father of stress”, said that stress is a non-specific response of the body to any demand for change. The changing demands of the world of work can increase stress levels, especially for those who are constantly working under pressure such as bank workers, medical personnel, etc. While pressure has a positive side in improving performance, if the pressure becomes excessive it can cause stress which has negative consequences (Al-khasawneh & Futa, 2013). Stress is not something that can be ignored by everyone in the workplace. Stress is much more common in employees at lower levels of workplace hierarchies because they have less supervision over their work situation (Beheshtifar & Nazarian, 2013). However, pleasant circumstances could also drive employees to job stress, such as job promotion and transfer to another location. The impact of stress on job satisfaction and job performance is far most straightforward. Job-related stress

tends to decrease general job satisfaction and job performance (Jehangir, et. al, 2011).

According to Hornby (2020), stress can, among other things, refer to stress, tension, or worry that arises from a problematic situation in an individual's life. Based on stress model (Robbins, et.al, 2009), stress potential source categorizes as environmental factors, organizational factors, and personal factors. Organization factors is the main factors that could be handled by organization itself and should be more aware about it. Stressful events can be traced to a job or work situation, it is known as job stress (Narayanan, Menon, & Spector, 1999). Job stress could lead the employee to decreased organizational performance, decreased employee overall performance, high error rate and poor quality of work, high staff turnover, and absenteeism due to health problems such as anxiety, emotional disorder; work-life imbalance; depression, and other forms of ailments such as frequent headache; obesity and cardiac arrests (Ajayi, 2018). These issues could lead an organization or a company to fail to achieve their goals. Head of health service in Yogyakarta, Pembayun Setyaning Astuti stated that “there is an increasing trend of people with psychiatric problems in Yogyakarta in 2020.” Sleep disorders reportedly became the main source of job stress for the employee (Sunartono, 2020).

Based on Vijayan (2017), workload, job security, autonomy, role conflicts, shift work, low salaries, technology change, low morale, and lack of recognition is the major factor of job stress that affect job performance. The workload can be interpreted as the difference between the capacities or abilities of workers and the

demands of work that must be addressed considering that human labor is physical and mental, then each has a different level of loading (Tarwaka, Solichul, & Lilik, 2015). The workload can be a task or job demands, organization, and work environment. The loading level that is too high allows excessive energy consumption and overstress, on the other hand, too low-intensity loading allows a feeling of burden and boredom to arise. Therefore, it is necessary to have an optimal loading intensity level that is between the two extreme limits previously, and of course, it differs from one individual to another.

In the past 10 years according to The Asean Post (2020), job security is one of the major factors that yields high unemployment in Indonesia. The government had to focus on regulations that could help employees to get their job security. Most of the companies fail to recognize the huge potential of skilled manpower. When an organization could not give job security to their employees, employees will feel job insecurity that is fear or anxiety arising from the subjective perception of the possibility of losing one's job, and the situation is not desired by the person concerned (Richter, Näswall, Bernhard-Oettel, & Sverke, 2014). On the other hand, those companies which value their employees as assets will measure their impending requirements by way of provision of pension, motivating them to grow in their career, and build up a conducive environment for career growth.

Shift work has become a common style of work due to recent changes in economics and political trends. Shift and night work could lead to job stress, in most of the companies of varied domains especially IT, IT-enabled services,

manufacturing, etc. In the background of globalization, increased competition, and new technological developments, the working time of people in many organizations has changed. It is quite inconvenient for the workers to adjust to the different shift timings on a periodical basis. The effect of adapting to shift timings could take a toll on health and create physiological and psychological distress. Vásquez-Trespacios et.al. (2016) in their research, titled “Shift work and work-related stress symptoms in health care workers in a tertiary hospital in Medellin, Colombia: A cross-sectional study”, found that employee who worked in shifts experienced more fatigue symptoms than nurses who work during the day, the acute fatigue symptoms included: “drowsiness and lack of energy”, “difficulty concentrating” and “feel uncomfortable”. they also found that rotating employee experienced greater job-related stress when compared with day employee. This research will be focusing on workload, job security, and work shift as the construct of Job Stress that affects job performance.

Stress that is caused by job stress has not the same impact on everyone. Aydin's (2018) research, “Impact of Demographic Variables on Job Stress Factors: A Study on Turkish Employees”, found that demographics give a significant effect on job stress. These will be a concern to know whether there is an effect of demographic factors on job stress construct. Since the services industry is identified with high levels of customer-contact, workers are required to be able to handle a variety of customer attitudes and characteristics. Weatherly and Tansik (1993), from “Tactics Used by Customer-contact Workers: Effects of Role Stress, Boundary Spanning, and Control”, customer-contact workers could experience a

high level of role stress. Coffee shop worker is one of job that has a high level of customer-contact. Coffee shop workers are demanded to provide coffee, which needs precise skills to maintain their standard taste, as their physical work, and they have to provide good emotional work in their services (Bernson, 2013). The workload on coffee shop workers also occurs frequently, where they are given additional responsibilities. Work shift also is a common style of work that is implemented in the coffee shop industry.

The coffee shops industry in Yogyakarta that have four or more branches were highlighted for this research. Yogyakarta City is known as a tourist city, this is inseparable from the needs in the hotel, restaurant, and cafe sector (HORECA). Meet the lifestyle and interest in tourism that will continue to develop each year. One of the factors that enlivened the HORECA business in Yogyakarta was the coffee shop business. This can be seen the development of the number of coffee shops in Yogyakarta continues to grow rapidly. Can be seen in 2014 the number of coffee shops as many as 350 stores, continued to expand in 2015 to 600 shops until 2018 reaching around 1,100 coffee shops spread throughout the DIY region (Wibisono, 2020). Coffee Shops with four or more branches are determined to have a structured and professional business, repose from the number of coffee shops in Yogyakarta. A company that already open their branch indicate a structured company, both form financial and managing factor (Smale, 2018).

Couvee coffee shop was established in April 2017 by local people of Yogyakarta, within two years, Couvee success opens 5 branches in Indonesia, four

of them are in Yogyakarta (Couvee , 2020). Couvee is Yogyakarta local coffee shop that could make themselves as a structured coffee shop, Janji Jiwa also exists in Yogyakarta with four branches, as the same as Couvee. Janji Jiwa coffee shop was established in Kuningan, 2018 (Iman, 2020). These coffee shops show how significant the growth of their business and how they structure their business.

1.2 Problem Statement

This Job stress in an organization has a deep impact on the performance of employees and has extensive practical and economic consequences. Previous studies have examined the relationship between job stress and job performance. There are various job stressors in the workplace like workload, job security, role conflicts, autonomy, shift work, low salaries, technological changes, etc. There is an impending need to analyze the major and most common factors related to job stress like workload stress, job security stress, and shift work stress and analyze how it affects the employee's job performance. Organizations have been facing high employee turnover as an outcome of delayed control of these stressors deeply affecting organizational productivity. Based on the research background, the problems of the study are formulated as follows:

1. How does workload influence employee's job performance in Couvee and Janji Jiwa coffee shops in Yogyakarta?
2. How does job security influence employee's job performance in Couvee and Janji Jiwa coffee shops in Yogyakarta?

3. How does shift work influence employee's job performance in Couvee and Janji Jiwa coffee shops in Yogyakarta?

1.3 Scope of the Study

To limit the extent of the research, this study is limited as follows:

1. The job stress's construct is focusing on workload, job security, and work shift.
2. To measure the degree of workload stress, job security stress, shift work stress, job performance, and demographic factors, questionnaire based on the research of Vijayan (2017) are used.
3. Coffee Shop Employees in this research is an only coffee shop in Yogyakarta that has four or more branches (Janji Jiwa and Couvee).

1.4 Research Objective

1. To identify the correlation between demographic and job stress's construct.
2. To identify the impact of workload on employee's job satisfaction.
3. To identify the impact of job security on employee's job satisfaction.
4. To identify the impact of shift work on employee's job satisfaction.

1.5 Research Benefits

1. For human resource practitioner:

This research is expected to give an insight into demographic factors on job stress construct and its relation with employee performance.

2. For coffee shop owner:

This research is expected to give a better understanding of their employee's job stress. By having this knowledge, managers or owners could be more aware of their actions towards job stress factors.

3. For academic purpose:

This research is expected to be a reference for academic learning to know how demographics affect job stress construct and its relation to employee performance.

1.6 Research Report Outline

The study is organised as follows:

1. CHAPTER I INTRODUCTION

This chapter presents the introduction of the research which consists of research background, problem statement, research scope, research benefits, and research report outline.

2. CHAPTER II LITERATURE REVIEW

This chapter addresses related to previous research, theoretical background, and hypothesis development.

3. CHAPTER III RESEARCH METHODOLOGY

This chapter provides information regarding the population, sample, sampling method, research variables, data collection, and analysis method.

4. CHAPTER IV DATA ANALYSIS

This chapter discusses the output of the data analysis method and presents the explanation from the output.

5. CHAPTER V CONCLUSION

This chapter presents the conclusion of the research and recommendation for future research in the same field.