

THE INFLUENCE OF JOB POSITION AND GENDER ISSUE ON WORK STRESS AT PRISMADANA BANK

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ABSTRACT

Nowadays a lot of employees do not know how bigger and danger the work stress that they faced in their workplace. Work stress is the one of many things that can make serious problem for every employee. Work stress is the harmful physical and emotional responses that occur when job requirements do not match the worker's capabilities, resources, and needs. Work stress also has different levels, both in terms of job position and gender. So, the objectives of this research are influence of job position and gender issue on work stress at Manado Prismadana Bank. This research used multiple linear regression analysis, to analyze the influence of independent variables to dependent variable. And the respondents for this research are 30 peoples. Based on the result, Job Position and Gender on Work Stress are simultaneously. So, the result of variables Job position and Gender has the most significant influence to Work Stress. And for Managerial should improve the professionalism of employees work to gain earnestly, since the role of job position and genders have significant influence on work stress.

Keywords: *work stress, job position, and gender*

INTRODUCTION

Research Background

The response people may have when presented with work demands and pressures that are not matched to their knowledge and abilities and which challenge their ability to cope. Stress occurs in a wide range of work circumstances but is often made worse when employees feel they have little support from supervisors and colleagues, as well as little control over work processes. There is often confusion between pressure or challenge and stress and sometimes it is used to excuse bad management practice.

Pressure at the workplace is unavoidable due to the demands of the contemporary work environment. Pressure perceived as acceptable by an individual, may even keep workers alert, motivated, able to work and learn, depending on the available resources and personal characteristics. However, when that pressure becomes excessive or otherwise unmanageable it leads to stress. Stress can damage an employees health and the business performance.

Work-related stress can be caused by poor work organization (the way we design jobs and work systems, and the way we manage them), by poor work design (for example, lack of control over work processes), poor management, unsatisfactory working conditions, and lack of support from colleagues and supervisors. Research findings show that the most stressful type of work is that which values excessive demands and pressures that are not matched to workers knowledge and abilities, where there is little opportunity to exercise any choice or control, and where there is little support from others.

Employees are less likely to experience work-related stress when: Demands and pressures of work are matched to their knowledge and abilities, control can be exercised over their work and the way they do it, support is received from supervisors and colleagues, participation in decisions that concern their jobs is provided.

Job position is the difference between the levels of each employee who has different responsibilities. The higher the position, the greater the responsibilities will also they held, this causes the level of work stress will also be higher if there is a problem. Gender differences will also cause differences in the level of work stress faced by both men and women. Men would have higher stress levels related to interpersonal conflict in their workplace than women. The difference in how organizations function may be a factor that explains the differences between the two genders in the way that they express stress related to work.

Research Objectives

This research has several objectives are to analyze the influence of:

1. Job position on work stress at Prisma Dana Bank partially.
2. Gender on work stress at Prisma Dana Bank partially.
3. Job position and gender on work stress at Prisma Dana Bank simultaneously.

THEORETICAL FRAMEWORK

Theories

Human Resources Management

Nankervis et al (2011:7) Human resources management can be simply defined as the convergence of three factors: human beings, resources and management, where human beings have the actual and potential resources (knowledge, skills, and capabilities) that can be harnessed through effective management techniques to achieve short and long term organizational goals as well as personal needs. Flippo (1980:1) Human resources management as "planning, organizing, directing, controlling of procurement, development, compensation, integration, maintenance and separation of human resources to the end that individual, organizational and social objectives are achieved". In other words, Human Resources Management is the process of hiring and developing employee to become better and more productive like organization's want them to be.

Work Stress

Work stress also can be happen to employee who cannot being able to adapt to work. Hsieh et al. (2004) the reason might come from the work environment or that the work does fit the employee's ability. Krantz and Gilmore. (1985); Zimbardo et al. (2003) Stress has been defined as the change in one's physical or mental state in response to situations (stressors) that pose challenge or threat.

Job Position and Gender

Gender differences will also cause differences in the level of work stress faced by both men and women. Barnett et al. (1987) "research on stress and gender in occupations outside of the scope of policing indicates that there are significant differences in the perceptions and coping skills of female and male workers". Matuszek, Nelson, Quick, (1995) The difference in how organizations function may be a factor that explains the differences between the two genders in the way that they express stress related to work. Hence, the following hypotheses had aroused: firstly, men would have higher stress levels related to interpersonal conflict in their workplace than women (Hypothesis 1), secondly, both men and women will have the same levels of stress attributed to organizational constraints which means same degree of difficulty to accomplish their job duties (Hypothesis 2). The difference in how organizations function may be a factor that explains the differences between the two genders in the way that they express stress related to work Matuszek, Nelson, Quick, (1995).

Research Hypothesis

The hypotheses of this research are:

H₁ : The job position partially influence on work stress in the workplace at Prisma Dana Bank.

H₂ : The gender partially influence on work stress in the workplace at Prisma Dana Bank.

H₃ : Job position and gender simultaneously influence on work stress in the workplace at Prisma Dana Bank.

Conceptual Framework

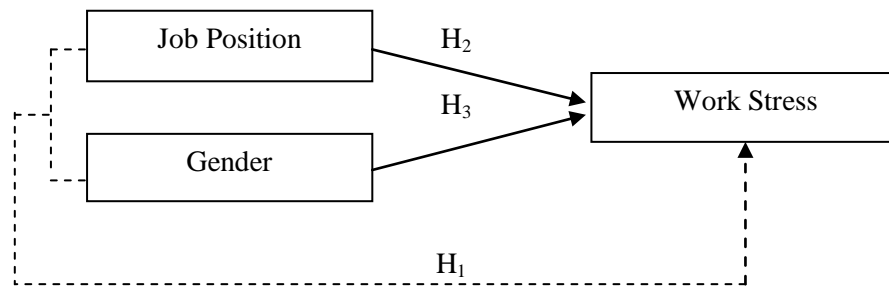


Figure 1 Conceptual Framework
 Source: Data Processed, 2014

-----▶ simultaneously
 —————▶ partially

RESEARCH METHOD

Type of Research

Causal Research is applied in this research. Causal research is used to establish cause-and-effect relationships between variables. This research focusing on investigation of perceived risk influence on work stress based on job positions between male and female employees at Prismadana bank.

Place and Time of Research

The location of this research is Prismadana Bank. Which is located in ITC Marina Plaza Blok A No.1 Jln Piere Tendean Manado. The purpose of this research is Influence Analysis of Job Position and Gender Issue on Work Stress. And this research regarding to employee in Prismadana Bank.

Population and Sample

Cooper and Schindler (2014:338) population is the total collection of elements about which we wish to make some inferences. The overall population that is mainly observed in this current research is work stress based on job positions between male and female employees at Prismadana bank. Cooper and Schindler (2014:338) stated that sample examines a portion of the target population, and the portion must be carefully selected to represent that population. If sampling is chosen, the researcher must determine which and how many people to interview. The sample of this research is the people or employee at company as many as 30 respondents.

Data Collection Method

Primary data is originated by the researcher specifically to address the research problem. This primary data generated by distributing the questionnaire with the relevant person in charge that become the point of interest for the research. In order to generate more accurate data. In this research the questionnaire distributed to people and employee. Secondary data in this research is gathered from some related books, journals, internet, and literature from library. Secondary data use to support the research in order to develop the fundamental analysis and adding information regarding to the research.

Operational Definitions and Measurement of Research Variable.

Operational definitions of research variables are:

1. Job position (X_1) is the difference between the levels of each employee who has different responsibilities. The higher the position, the greater the responsibilities will also they held, this causes the level of work stress will also be higher if there is a problem.
2. Gender (X_2) Gender difference will also cause differences in the level of work stress faced by both men and women.
3. Work stress (Y) Work-stress is the harmful physical and emotional responses that occur when job requirements do not match the worker's capabilities, resources, and needs.

Data Analysis Method

Validity and Reliability Test

Sekaran and Bougie (2009:156) assumes that validity is evidence that the instrument, technique, or process used to measure a concept does indeed measure the intended concept to analyze the validity of questionnaire. An instrument measure is valid if the instrument measure what should be measured. Reliability is a test to the consistency and stability of the measuring instrument Sekaran and Bougie (2009:162). The higher of the coefficient prove the better of measuring instrument.

Multiple Regressions on Analysis Method

Multiple regressions use to express the effect of independent variables and the dependent variable. The formula of linear regression (multiple linear regressions) in general as follows:

$$Y = \alpha + \beta_1 X_1 + \beta_2 X_2 + e$$

Where:

- Y = Work stress
- α = The constant, when all independent variable equal to 0
- X_1 = Job position
- X_2 = Gender
- β_1, β_2 = The regression coefficient of each variable
- ϵ = Error

RESULTS AND DISCUSSION

Validity and Reliability

The validity test of Job position (X_1) (0.671), Gender (X_2) (0.824), and Work stress (Y) (0.902) are greater than the minimum level of 0.3 and below the significance level of 5% (0.05). Therefore, the data is considered as valid. The reliability test using Cronbach's Alpha. The Cronbach's Alpha parameter, with ideal score > 0.6, indicated that all research instrument indicator of variable are reliable because the value of Cronbach's Alpha is 0.907.

Table 1. Multiple Linear Regression

Model	Unstandardized Coefficients		Standardized Coefficients		Sig.
	B	Std. Error	Beta	T	
1 (Constant)	-.617	1.647		-.375	.711
X_1	.593	.135	.526	4.393	.000
X_2	.480	.130	.443	3.701	.001

a. Dependent Variable: Y

Source: SPSS data analysis, 2014

Multiple Regression model is as follow:

$$Y = 0,617 + 0,593 X_1 + 0,480 X_2$$

- Where:
- Y = Work Stress (Dependent Variable)
 - X_1 = Job Position (Independent Variable)
 - X_2 = Gender (Independent Variable)

The explanation of the multiple linear regression equation above, it can inform the interpretation as follows:

1. Constant value of 0.617 means that if the variables in this research of Variable $X_1 - X_3$ simultaneously increased by one scale or one unit will increase the Y at 0.617point.
2. Coefficient value of 0.593 means that if the variables in this research of X_1 increased by one scale or one unit, it will improve and increase Y at 0.593.
3. Coefficient value of 0.480 means that if the variables in this research of X_2 increased by one scale or one unit, it will improve and increase Y at 0.480.

Test of classical assumption

Multicollinearity

Table 2. Collinearity Statistics

Model		Collinearity Statistics	
		Tolerance	VIF
1	X_1	.550	1.819
	X_2	.550	1.819

a Dependent Variable: Y

Source: SPSS data analysis, 2014

The results in the table above can be seen by SPSS output does not occur because the symptoms of multicollinearity VIF value of $X_1 - X_2$ was below numbers < 10 , this means that there is no connection between the independent variables. Thus, multicollinearity assumptions are met (free of multicollinearity).

Heteroscedasticity

Heteroscedasticity occurs if there are dots which form a certain pattern regularly as waves. Homoscedasticity occurs if there are no certain patterns which are clear, and the dots spread above and below the 0 the Y-axis

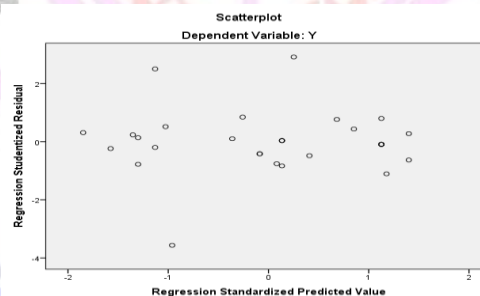


Figure 2. Heteroscedasticity Results

Source : SPSS data analysis, 2014

Figure 2 shows that the patterns of the dots are spreading and the dots are spreading above and below the zero point of Y-axis. So, there is no heteroscedasticity in this regression.

Normality

Normality test can be identifying by using graph of P-P Plot. The data will distribute normally if the value of P-P Plot is near diagonal line of the graph.

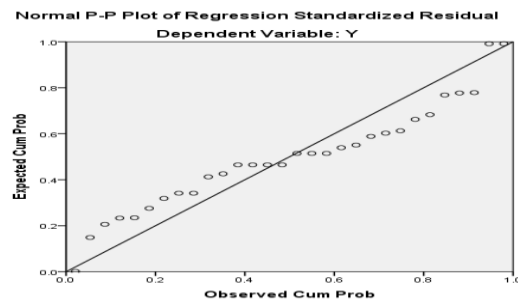


Figure 3. Normality Results

Source : SPSS data analysis, 2014

Figure 3 shows the dots spread near the diagonal line and follow the direction of the diagonal line. Therefore, the data is distributed normally.

Table 3. Coefficient Correlation (R) and (R Square)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.887(a)	.787	.771	1.167

Source: SPSS data analysis, 2014

Based on the analysis of correlation (r) is equal to 0.887 indicating that the Correlation of The Influence of $X_1 - X_2$ on Y has a strong relationship.

Hypothesis Testing

Table 4. F-test

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	-135.872	2	67.936	-49.852	.000(b)
	Residual	36.795	27	1.363		
	Total	172.667	29			

a. Predictors: (Constant), X_2 , X_1 b. Dependent Variable: Y

Source: SPSS data analysis, 2014

Value of 49,852 of F_{Count} significant 0.000. Because the sig > 0.05 means the confidence of this prediction is above 95% and the probability of this prediction error is below 5% which is 0.000. Therefore H_0 is rejected and accepting H_a . Thus, the formulation of the hypothesis that The Influence of $X_1 - X_2$ on Y Simultaneously, accepted.

Table 5. T-test

Model	T	Sig.
X_1	4.393	.000
X_2	3.701	.001

a Dependent Variable: Y

Source: SPSS data analysis, 2014

The calculations in the table above, the interpretation as follows:

- a. t_{count} for X_1 4,393 greater than the value of 2,920 t_{table} means X_1 has significant influence partially on Y. The sig. value at 0.000 means that prediction of X_1 influence on Y doing errors is less than 0% which is 1.8%, thus the confidence of this prediction is above 95%. Therefore, H_a accepted.
- b. t_{count} for X_2 3,701 greater than the value of 2,920 t_{table} means X_2 has significant influence partially on Y. The sig. value at 0.001 means that prediction of X_2 influence on Y doing errors is 0.1%, thus the confidence of this prediction is above 95%. Therefore, H_a received.

Discussion

Stress perceived between each employee would have been very different because of differences in positions, and gender, which makes responsibility, actions, and the changes in each employee, is different too. This result has same findings with Barnett *et al* (1987) explained about research on stress and gender in occupations outside of the scope of policing indicates that there are significant differences in the perceptions and coping skills of female and male workers. Also, result from Brown and Campbell (1990) Though limited, there is also research that suggests that female police officers experience stress derived from sources that are different from male police officers, and that female officers cope with stress differently than male officers.

That we know this gender difference will also cause differences in the level of work stress faced by both men and women. From the research, it was found that the gender difference. This will also cause differences in the level of work stress faced by both men and women. This is supported by a theory which states that: The difference in how organizations function maybe a factor that explains the differences between the two genders in the way that they express the stress related to work Matuszek, Nelson, Quick (1995).

From the theory, we know that Work-Stress also can be happen to employee who can not being able to adapt to work. The reason might come from the work environment or that the work does not fit the employee's ability Hsieh *et al.* (2004). According to Krantz *et al.* (1985); Zimbardo *et al.* (2003) "Stress has been defined as the change in one's physical or mental state in response to situations (stressors) that pose challenge or threat". Work-stress is the harmful physical and emotional responses that occur when job requirements do not match the worker's capabilities, resources, and needs. Basically, when employee is confronted with a situation which poses a threat, and perceives that she or he does not have the capability or resources to handle the stressors, the imbalance that results at that point in time is stress.

CONCLUSIONS AND RECOMMENDATIONS

Conclusions

After examining the findings and discussing the result, the conclusions based on this research are as follows:

1. Job position partially has influence to work stress. In other words, the higher partial influence of job position in Prisma Dana Bank will be higher to work stress, if the gender condition fixed.
2. Gender differences partially have higher influence to work stress in Manado Prisma Dana Bank, if the condition of the job position fixed.
3. Job position and gender simultaneously was strongly and significantly correlated with work stress. This is confirmed by calculation, that the total diversity of work stress employees in Manado Prisma Dana Bank can be explained by variable job position and gender.

Recommendations

1. Managerial should improve the professionalism of employees work to gain earnestly, since the role of job position and genders have significant influence on work stress.
2. For employees in order to see the positions as a self-actualization according to the background of the study that was involved so as to give themselves fully to the service of Prisma Dana Bank. Do not see gender as a barrier to self-actualization but placing it as a means to help one another in supporting the work.

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