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# Work Stress in Employees in the Field of Apparatus Performance and Awards at the Regional Civil Service Agency of South Sulawesi Province

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**ABSTRACT**

This study aims to determine Work Stress in Employees in the Field of Apparatus Performance and Awards at the Regional Civil Service Agency of South Sulawesi Province. The approach and type of research used are qualitative research approaches and types of descriptive research, using data collection techniques that are carried out using observation, interview, and documentation methods. The data analysis techniques carried out are data condensation, data presentation, and conclusion drawn. The results of the study show that work stress in Employees in the Apparatus Performance and Awards Division at the Regional Civil Service Agency of South Sulawesi Province exists because there are tasks that cannot be predicted in number and there are obstacles in their completion, there are also employees who increase working hours, in addition to the lack of adequate facilities such as computers, printers and slow internet connections so that it can hinder the work of employees and there are also employees who Given responsibilities outside their field so that it can cause work stress for employees. In personal factors, one of which includes family problems, employees who must divide between work and family responsibilities which cause concentration disorders and difficult time management because they have to divide work and responsibilities for their families.

**Keywords:** Stress, Work, Employees

## INTRODUCTION

An organization is a group of people who work together systematically to achieve a specific goal in the organizational structure, members work collaboratively and logically for the expected results by using the available resources. Organizations come in many forms, including businesses, government agencies, and nonprofits. An organization is a place where people come together to achieve a common goal in a systematic, organized, controlled, planned, and rational way in utilizing resources, including means and infrastructure, methods, materials, environments, and money, efficiently (Ly, 2024; Waring & Wainwright, 2000; Yu et al., 2022). An organization is considered a led and planned forum that uses resources efficiently and effectively in achieving its goals.

Human resources are the main driving factor for an organization. When the quality and quantity of personnel in an organization deteriorate, it has a significant impact on the organization's goals. For this reason, the organization must be able to implement human resource management to achieve organizational goals. The definition of human resource management. Science that regulates the relationship and role of labor in the effective and efficient utilization, development, and maintenance of human resources (Cooke, 2022; Strohmeier, 2020; Wood, 2020). Human resource management is an action that must be taken by an organization or company to achieve its goals by paying attention to the physical and psychological conditions of its members, which can have a great influence on the quality of the work of its employees.

There is no way to avoid stress at work that you can do is manage, manage, or prevent stress so as not to interfere with your work, everyone must have experienced stress because of their work (Arhas et al., 2021; Peng et al., 2022; Wu et al., 2021). Everyone must experience stress according to their roles and functions. Although the level of stress a person experiences may be small, it can be very disruptive and long-lasting. Work stress can have both a positive and negative impact on an individual, organization, or office. Positive stress is stress that can motivate employees to improve their performance to produce the maximum. Stress is categorized as negative when stress provides decreased results for employee work productivity (Haeruddin et al., 2022; Peng et al., 2022; Wu et al., 2021).

Work stress has emerged as one of the most pervasive challenges in modern organizational life. It is recognized as a multifactorial phenomenon that affects employees across different sectors and job levels, with implications not only for individual well-being but also for organizational productivity and sustainability. Stress at work manifests when job demands exceed the individual's capacity to cope effectively, leading to adverse psychological and physiological consequences (Colligan & Higgins, 2006). The importance of this issue has been amplified by globalization, economic uncertainty, and changing work structures that demand constant adaptability from employees.

In essence, stress is a pressure experienced by individuals, both in the form of work and other loads, that makes the individual feel burdened and have difficulty completing various obligations. Based on pre-research observations on December 25 to 26 in the Apparatus Performance and Awards Field at the Regional Civil Service Agency of South Sulawesi Province, it was found that several phenomena occurred, namely, the task of the Apparatus Performance and Awards Field, namely verifying the Regional Apparatus Organization (OPD) every month in a considerable number, the existence of unpredictable tasks, and the provision of responsibilities outside the field.

## METHOD

This research entitled Work Stress in Employees in the Field of Apparatus Performance and Awards at the Regional Civil Service Agency of South Sulawesi Province uses a qualitative approach that is descriptive in a qualitative approach that describes a problem or phenomenon accurately and in detail that requires an observational study/going directly to the research location to see and identify the appropriate situation with observation guidelines, interviews, and supported by research documentation. must describe an object, phenomenon, or social *setting* that will be expressed in a narrative writing.

By using this type of research, it is hoped that it can explain the problem of work stress in Employees in the field of Apparatus Performance and Awards at the Regional Civil Service Agency of Sulawesi Province which is carried out directly in the field, so that it can be researched with young people to make more objective observations and can analyze the research subject according to what is obtained in the field and make a detailed report on the results of the observations studied.

This research will focus on the work stress experienced by employees in facing the demands of work in the Apparatus Performance and Awards Field at the Regional Civil Service Agency of South Sulawesi Province by focusing on several indicators used in this study, namely: 1) Workload 2) Time urgency 3) Work climate 4) Responsibility. In this study, it consists of 5 informants who are used in the field of apparatus performance and awards at the Regional Civil Service Agency of South Sulawesi Province. The data collection techniques in this study are observation, interviews, and documentation. Then the data analysis techniques in this study are the interactive data analysis model By Miles et al, three streams of

activities that occur simultaneously. The flow activities are data condensation, data display and conclusion (Suprianto, 2024).

## RESULT AND DISCUSSION

To find out how work stress is in Employees for Apparatus Performance and Awards at the Regional Civil Service Agency of South Sulawesi Province. This study uses 5 informants who can provide valid and accurate information. This study uses 4 indicators put forward (Çınar-Tanrıverdi & Karabacak-Çelik, 2023; Darwis et al., 2022; Niswaty et al., 2022) namely Workload, Time Pressure, Work Climate and Responsibility. The following are the results of data analysis obtained from the research process as follows:

### Workload

Workload is the amount of work that an office assigns to employees and how employees complete their tasks. Excessive workload will usually burden employees with work thoughts and demands. Excessive workload can have a negative impact. Therefore, it is important for management to pay attention to the provision of workloads that are in accordance with the capacity and capabilities of employees.

Workload is several tasks that must be completed by an organizational unit or position holder. The workload can include a variety of activities such as completing tasks, handling community requests, and carrying out administrative tasks. For the workload given to employees to be able to be completed properly, of course, it must be given a load according to the employee's capacity in the sense of being able to perform their duties. The provision of workload in accordance with the capacity of employees will be completed properly. However, if the workload exceeds the capacity of employees, it will affect the performance of (Arhas et al., 2021; Niswaty et al., 2022; Saleh, 2018, p. 76)

Based on the results of the interviews regarding the workload that has been presented, it can be concluded that there is a different amount of workload for each employee which is sometimes unpredictable and there are obstacles in completing their duties, but the employees are able to complete their tasks well by prioritizing more important work first and referring to the rules that apply as ASN.

Based on the results of workload observations, there are employees in the apparatus field who have tasks that cannot be predicted the number of tasks every day, there are also employees in the performance field who have the task of verifying the data of each OPD with a considerable amount of data and it is not uncommon to find OPD data that does not match the proper data.

Thus, the provision of workload given to employees who are able to complete several tasks that must be completed will have a good impact on the office. A good workload is a balanced load between individual characteristics and job demands. This is important so that employees can complete tasks according to their needs. By providing a workload that is in accordance with their abilities, employees can complete tasks well. The workload given to employees can be solved properly by assigning a load that is appropriate to their field.

Based on data analysis, it can be concluded that work stress with the workload indicators owned by employees in the field of apparatus performance and awards at the Regional Civil Service Agency of South Sulawesi Province with the data collection techniques carried out can be categorized quite well. This can be seen from the workload owned by employees in the field of apparatus performance and different awards which sometimes cannot be predicted the number of tasks and there are obstacles in completing their tasks, but employees are able to complete tasks well for the number of jobs.

Workload is one of the main factors most often associated with the onset of work stress. Increased workload, whether in the form of work volume, tight deadlines, or high-quality work demands, has direct implications for psychological well-being and employee performance. The relationship between workload and work stress has been extensively researched across professions, ranging from accountants, health workers, lecturers, to workers in the service sector. In general, the literature shows that the higher the workload, the greater the level of stress experienced by employees (Kazan & Kocamış, 2025; McNeill & Cullington, 2025).

**Time Pressure**

Time urgency is a situation where employees feel limited by time, such as work with short completion time. The quality of the results of a job depends on the length of time required. Employees who are faced with a high workload with short turnaround times can tend to feel stressed due to the high pressure of the job, which will certainly affect their career in the office.

Based on the results of the interview, it can be concluded that the length of time given to work on employees in the Apparatus Performance and Awards Field is quite effective. Although each job has different time demands, and sometimes employees have to increase working hours as a result of unfinished work or even working outside the office, normally employees get a long working time according to the level of tasks given so that the work they have every day can be completed according to the goals or deadlines that are determined.

Based on the results of the observation of time pressure, employees of the Apparatus Performance and Awards Division have an effective time to complete the work. For example, in the field of performance for verification tasks, the time given is appropriate, although the verification task requires additional time due to the number of OPDs that must be verified so that it is not uncommon for employees to have to increase their working hours, but in that case, employees can complete it

Employees feel limited by time in completing their tasks in a short time. Workload-equivalent working hours usually results in maximum output. The level of work is completed at a predetermined time. By maximizing the time available for other work (Jaiswal et al., 2023; Lim, 2021; Mustafa et al., 2022). By maximizing the time given to employees, they can complete every task in a hurry so that the work they have every day can be completed properly. Optimal time is enough time to complete a task well.

In determining the right time to complete a task, it is important to consider how complex or complex the task is and how urgent it is to complete it. More complex tasks or have a high level of urgency require more time to be adequately completed. Therefore, good timing must take these factors into account so that the work can be completed effectively and efficiently.

Based on data analysis, it can be concluded that Work Stress with the indicators of time urgency owned by employees in the Apparatus Performance and Awards Division at the Regional Civil Service Agency of South Sulawesi Province with the data collection techniques carried out can be categorized as good. This can be seen from each job having a variety of different time demands so that sometimes employees increase working hours if it is urgent, but employees get a long working time according to the level of tasks given so that the work they have every day can be completed according to the specified target or deadline.

The impact of workload and time pressure on performance is dual. At moderate levels, time pressure can improve focus, motivation, and efficiency, thus supporting work engagement (Schmitt et al., 2015). However, when time pressure becomes excessive, performance tends to decline, both in terms of accuracy and quality of work (Lee & Ham, 2024)

From a well-being perspective, high workloads coupled with time pressures are often associated with increased stress, fatigue, and frustration (Omosehin & Smith, 2019). In the context of work, excessive time pressure is also associated with decreased job satisfaction and physical health, including symptoms of chronic fatigue (Silla & Gamero, 2014).

**Working Climate**

The work climate in the workplace includes an environment that is not conducive, such as lack of adequate facilities, lack of hygiene, poor ventilation, or lack of handling of occupational safety. These conditions can make employees feel uncomfortable and it is difficult to work effectively, which can ultimately increase stress. This can have a negative impact on employee welfare and productivity.

Based on the results of the interview, the work climate in the Apparatus Performance and Awards Division shows that some employees feel that there is a lack of facilities such as computers, printers, and Wi-Fi connections which are sometimes slow due to excessive usage. However, most employees feel that the work environment is conducive in terms of comfort, with adequate facilities, maintained cleanliness, good air in the office, and the handling of work accidents by the work team. This shows that overall, the work atmosphere felt by employees is quite good, although there are still employees who feel less facilitated.

Based on the results of the work climate observation, it was found that the room of the Head of Apparatus Performance and Awards was not equipped with a computer. In the field of discipline and counseling, there is a shortage of printers. However, other facilities are adequate, cleanliness is maintained, good air, and the availability of a work accident handling team.

Employees who work in an environment that is not conducive, such as lack of facilities, cleanliness, ventilation, or work safety, will feel uncomfortable. Workplace conditions have a direct influence on employee morale in completing tasks assigned by the organization or office. To achieve this goal, the organization or office must be able to overcome all problems that can make employees stressed due to an unsupportive work climate. Employees need a comfortable work environment. Even though employees have high skills in completing work, if faced with dirty, hot, and unsupportive environmental conditions, employees will experience difficulties and lose enthusiasm to complete the assigned tasks. The work climate can also increase employee morale. employees who are in a good work environment can show initiative to carry out activities and work that are their obligations, and do not hesitate to do tasks outside the responsibilities (Indiyaningsih, 2020; Karimi et al., 2023; Kim, 2023). A conducive work climate can arouse employee morale. Those who are placed in a positive work environment tend to be more initiative. Thus, it is important for the organization or office to create a conducive work climate and overall employee well-being.

Based on data analysis, it can be concluded that Work Stress with the indicators of the work climate owned by employees of the Apparatus Performance and Awards Division at the Regional Civil Service Agency of South Sulawesi Province with the data collection techniques carried out can be categorized quite well. This can be seen from most employees in the Apparatus Performance and Awards Division who feel that the work environment is conducive in terms of comfort, cleanliness, air in the office, and handling of work accidents by the team. (Haeruddin et al., 2022; Niswaty et al., 2022; Wu et al., 2021). Although there are still employees who feel less facilitated, overall, the work climate felt by employees is quite good.

**Responsibility**

Based on the results of the work climate observation, it was found that the room of the Head of Apparatus Performance and Awards was not equipped with a computer. In the field of discipline and counseling, there is a shortage of printers. However, other facilities are adequate, cleanliness is maintained, good air, and the availability of a work accident handling team.

Based on the results of the interviews, employees in the Apparatus Performance and Awards Division understand the responsibilities given because some of them are in accordance with their respective fields. Teammates also help each other if there are tasks that are not understood, so that the work of the employees is in accordance with the expected quality standards. However, there are also employees in the field of Performance who are given tasks that are not in accordance with their field so that the employee does not understand his duties well, but over time, of course this is learned so that he can complete his duties properly and according to his standards.

Based on the results of good responsibility observations, it can be seen from the ability of employees in the Apparatus and Awards Performance Field to understand the tasks given and help each other in the team if there is something that is not understood. Although there are employees who are given tasks that are not from their field, over time the task can be understood. This ensures that the work of the employees is in accordance with the expected quality standards, showing good responsibility(Hernandez, 2022; Santos, 2020; Singhal & Kalra, 2021).

The circumstances of the individual who gets the full task in bearing the risks, consequences of a job given to him. Employees must be responsible for all the work that is carried out in terms of understanding their duties well, complete the work correctly and ensuring that the results of the work are in accordance with the expected quality standards. This can cause work stress because the burden can cause fear in the process of achieving it. Employees who understand tasks well tend to focus more on carrying out tasks that are relevant and important to achieving organizational or office goals. In addition, understanding that the job is given properly can be completed appropriately, ensuring that the results are in accordance with the expected quality standards can also increase employee motivation because employees can see how their contribution impacts the success of the organization or office. By assigning appropriate responsibilities, employees can feel valued and recognized for their contributions to the organization (Aliyyah et al., 2021; Choi & Shin, 2017; Sitopu et al., 2021). It is therefore important for an office to provide clear information about the responsibilities given to employees to create a more productive work environment that has a positive impact on employee well-being.

Based on data analysis, it can be concluded that Work Stress with the indicators of responsibility owned by employees in the Apparatus Performance and Awards Division at the Regional Civil Service Agency of South Sulawesi Province with the data collection techniques carried out can be categorized as good. This is seen from the responsibilities obtained in accordance with the field of each employee. Employees take responsibility that is in accordance with their field so that employees better understand the tasks assigned to them and complete them appropriately according to the rules. However, there are also employees who are given tasks that are not in accordance with their field, but the employee learns and is able to understand it well.

**Personnel factor**

In addition to these four indicators, other indicators were also found that can cause work stress. Based on observations, there are indicators, namely personal factors, one of which includes family problems. It was found that during the research there were employees who had to pick up their children at school during working hours with a considerable distance and often had to take their children to work. This can lead to concentration disorders, difficult time management due to having to divide between work and family responsibilities, feelings of guilt or discomfort towards other employees who feel distracted and worried about disturbing colleagues.

Various difficulties in family relationships, such as broken relationships and child problems, are some examples of problems that can cause stress for employees who can go to the bottom of work. This can lead to concentration disorders, and difficult time management because you must divide between work and personal problems. Employees who are unable to divide or balance time and family and work affairs can cause conflict (De Jong & Den Hartog, 2007; Rachmat & Prasojo, 2021; Sharin & Plutova, 2023). Therefore, it is important for every employee to be able to divide their time well so as not to cause conflicts or problems that can cause easy stress, difficulty focusing and persistent work motivation that has an impact on work productivity (Cascio, 2010; H.a.s.s, 2020; Nuryanto, 2019).

Based on data analysis, it can be concluded that work stress with indicators of personal factors owned by employees of the Apparatus Performance and Awards Division at the Regional Civil Service Agency of South Sulawesi Province with the data collection techniques carried out can be categorized as not good. This is seen from employees who must divide their time between work and personal problems. Employees who during working hours have to pick up their children at school and often must bring their children to work. This can cause concentration disturbances in the workplace which can easily cause stress at work.

## CONCLUSION

After conducting research on how stress in Apparatus Performance and Awards Employees at the Regional Civil Service Agency of South Sulawesi Province, it can be categorized as light stress. With the Workload indicator, each employee has a different workload, which is sometimes unpredictable and there are obstacles in completion, but the workload given has been regulated according to their respective fields, so that each employee is able to complete the assigned tasks. Time Pressure, the vulnerable time given to employees is in accordance with the level of tasks given so that the work they have every day can be completed according to the target or deadline that is determined although sometimes there are employees who increase working hours if there is a very urgent job. The work climate, in terms of facilities, cleanliness, air ventilation, and safety is quite good because some employees in the subdivision feel that there are fewer facilities such as computers, printers, and Wi-Fi connections that are sometimes slow due to excessive use. However, most employees feel that the work climate is conducive in terms of comfort with adequate facilities, maintained cleanliness and good air in the office. The responsibilities given to employees have been carried out well, even though there are employees who are given responsibilities outside the field, but the employees are able to understand and complete responsibilities correctly in accordance with the existing SOPs. One of the personal factors includes family problems. Some employees have to divide themselves between work and family responsibilities. This can lead to concentration disorders, difficult time management because you must divide between work

and family responsibilities, feelings of guilt or discomfort towards other employees who feel distracted and worried about disturbing colleagues

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