

EXAMINING THE IMPACT OF HABIT, WORKLOAD, AND WORK ENVIRONMENT TO WORK STRESS ON MILLENNIAL GENERATIONS

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Abstract: The phenomenon that has occurred in recent years is that millennials feel more stressed than other generations who are older at work. Developing a bad habit due to many activities driven by instant life style may have add to this problem. This study examines the effect of habits, workload, and work environment on work stress on millennial generation employees. The research method used in this research is quantitative research using questionnaire with 140 respondents. Using multiple regression analysis, this study shows the results that habits have a positive influence on work stress on millennial generation employees, the workload does not influence work stress on millennial generation employees, and the work environment negatively influence work stress on millennial generation employees.

Keywords: *Habit, Workload, Work Environment, Work Stress, Millennials*

1. Introduction

According to the American Psychological Association (APA), daily habits can make the millennial generation experience a lot of stress and are less able to manage that stress. The habit referred by APA can lead to bad habit of the millennial generation at this time (Beaton, 2017). Habit is something that is usually done repeatedly (Duhigg, 2012). Habits can emerge from a routine or activity that is carried out repeatedly, when the routine has become a habit, a reward will arise from this habit.

A job must have its own burden, too much workload will cause tension in a person so that it triggers a sense of stress. This condition is triggered by the existence of a level of expertise that is demanded too high, a high work speed, a large volume of work, and so on. Workload is a series of activities that must be carried out by a person or group of people within a certain period of time that has been adjusted (Harrianto, 2010). A workload that is too far beyond the ability limit will cause fatigue or injury, and conversely a workload that is too light causes the effect of boredom on work (Rambulangi, 2016).

The work environment includes all aspects that are around employees that have influence in carrying out the tasks they are doing (Sunyoto, 2012). The work environment can be one of the causes of work stress experienced by employees in the company. The comfort of the workplace itself can be sought by maintaining facilities and infrastructure that are always maintained, light lighting, air ventilation, and a comfortable workplace layout. The work environment is believed to be able to create an atmosphere of binding working relationships between people in the work environment (Sunyoto, 2012). Noordiansah's research (2012) The

influence of the work environment on work stress carried out on nurses at the Jombang Muhammadiyah Hospital found that the physical and non-physical work environment had a negative and significant effect on work stress.

Work stress is very important in relation to the mental state of employees, if someone feels stressed, tension will arise due to conditions that affect him. In a short period of time the stress experienced by employees without serious attention from the company can cause employees to be depressed, no longer motivated, and will cause frustration so that it will have an impact on the employee's performance (Gaffar, 2012). Stress can be grouped into two, namely eustress and distress. Eustress tends to reflect a positive attitude, while distress is an unpleasant feeling that is being felt (Wijono, 2006). In this study, it will be emphasized in terms of examining the distress experienced by millennial employees.

The millennial generation or generation Y is a generation that is familiar with technology in carrying out all aspects of life. The millennial generation is the generation born between 1980 and 2000, the millennial generation with that range of birth years is often referred to as generation Y (Budiati, Susianti, & Adi, 2018). CNN Indonesia in 2018 reported that the millennial generation felt higher pressure or stress than other groups who were much older at work. Research from the Mental Health Foundation (MHF) found millennials or Generation Y are more stressed than other older age groups such as Generation X. The study showed that 28% felt more stressed than other coworkers. As many as 34% of the millennial generation also feel stress which causes them to be less productive in their workplace (Juniman, 2018).

Research on the effect of work environment and workload on work stress has been studied by previous researchers. In a study conducted by Musyadda, Surati, & Akmad (2017) stated that work environment and workload have a positive influence on work stress. However, in contrast, the research conducted by Noordiansah (2012), the work environment has a negative and significant effect on work stress. In a study conducted by Buckingham (2004) where the results show that there is no significant effect between workload and work stress. The same study was also conducted by Ambarwati (2014) with the results that workload was proven to have a negative and significant effect on work stress. There are inconsistencies in the results of previous studies regarding the effect of the work environment and workload on work stress. As well as from the statement put forward by the American Psychological Association about eight habits of the millennial generation that have the potential to cause stress and a statement from the Mental Health Foundation that Generation Y is more stressed than older age groups such as Generation X, and that Generation Y, who has an age range of 20 to 40 years, is the most productive generation in today's world of work. Adding to those reasons is the new work arrangement in the midst of Covid-19, namely Work from Home. Thus, this study will examine the effect of habits, workload, and work environment on work stress. Researchers use the object of generation Y employees or office workers who work in a public or private sector because of the phenomenon described by CNN Indonesia, the millennial generation or generation Y has a high level of stress at work. From the statement above, the following research problems arise: (1) Does habits influence work stress? 2) does workload influence work stress? (3) Does work environment influence work stress in millennial generation employees?

Habit

Habits are all routines that a person always does. Habits arise because the brain is constantly looking for ways to save effort. The process in a person's brain is a three-step loop. The first is that cues are triggers that tell the brain which habit mode to enter into. Then the second is the routine, which can be physical, mental, or emotional. And the third is the reward, helping a person's brain to know a habit can be remembered for the future (Duhigg, 2012).

Habits can emerge when a sign, a routine, and a reward come together and create cravings that drive a person to shame the activity over and over again. Habits are activities or actions that are carried out daily and repeatedly in the same way, so that they become a custom and are obeyed by the community (Asih & Pratiwi, 2010). Then the explanation from Sayfudin (2015) that habit is everything someone does that is done continuously and repeatedly for the same thing or something that is automatically done. Hapsari, Harini, & Nugroho (2018) also explain that a habit is an act or behavior that is done repeatedly for the same thing, and is done for something that is done automatically and routinely. The American Psychological Association says there are eight bad habits that can cause stress in millennials, ranging from poor sleep habits to associating with people who are easily stressed and anxious.

Workload

Suma'mur (2009) argues that workload is all work activities that will involve all body organs, muscles, and brain, so that increased work activity can indicate an increase in workload. There are two types of workload, i.e. physical workload and mental workload. Suma'mur (2009) also said that the burden caused by work can be in the form of physical and mental workloads. Physical workload requires muscle, lung, and heart work, so that when experiencing a high physical workload, the work of the muscles, lungs, and heart will also be higher (Maharja, 2009).

In addition, Tarwaka (2010) also said that in physical workload the muscles will continue to function and consequently can increase the pulse rate. The workload experienced by the employee should be balanced with the abilities and limitations of the employee, when the employee's work is not balanced with the abilities and limitations, the employee will feel pressured and will cause stress (Tarwaka, 2010). Then Suma'mur (2009) also said that every employee has different work abilities and this can be influenced by various factors.

According to Artadi (2015) there are three indicators in the workload, i.e. a) Targets to be achieved. An employee's perception of the number of work targets given to complete a job. It can also be said as the result of work that must be completed within a certain period of time. b) Working conditions. Representing employees' views on the conditions of a job, for example having to make decisions quickly, and dealing with extra work outside the specified working hours. c) Standard of work. Employees' perceptions of work standards that require employees to work extra, such as doing work within a certain period of time.

Work Environment

One of the factors that can affect work stress on employees is the work environment. Work environment is where employees can carry out their work or tasks properly if they are supported by appropriate, healthy, comfortable, and safe environmental conditions (Benedita, 2018). The work environment is an important component in employees when doing work

activities. The work environment can also be interpreted as everything that is around employees in order to carry out all work activities (Rahmawanti, 2014). Rahmawati (2014) also said that a good work environment includes a healthy, safe, comfortable, and pleasant work environment so that employees can work to complete the existing work. Sedarmayanti (2004) argues that the work environment is the whole of the tools and materials encountered, the place where a person does the work, work methods, and work arrangements system either individually or in groups.

The physical work environment according to Rahmawanti (2014) is everything that is around the workplace, which can affect employee performance. Meanwhile, according to Sedarmayanti (2004) the physical work environment is all conditions in physical form that exist around the workplace which are expected to affect the work of employees either directly or indirectly. According to Sedarmayanti (2004) the non-physical work environment is all the conditions involved and related to a work relationship, both relationships with superiors, relationships with fellow co-workers, and relationships with subordinates though.

Work Stress

Stress becomes an important symptom in companies when there are demands for efficiency in completing a job. Stress is a consequence of every action and situation in the work environment that can cause excessive psychological and physical demands on a person (Afriзал, 2014). Employees have different stresses; stress is also determined by each individual. Reactions that arise due to stress are the result of the interaction of situations with individuals, special personalities, and behaviors based on attitudes, needs, values, experiences, living conditions, and skills (Potale & Uhing, 2015). Rivai and Sagala (2011) say work stress is a condition of tension that can create an atmosphere of physical and psychological imbalance, which consequently will affect the emotions, thought processes, and condition of an employee. There are several impacts experienced by employees when they feel work stress, namely they tend to be nervous, easily provoked by anger and become aggressive, and it is difficult to feel relaxed and always show a cooperative attitude (Rivai & Sagala, 2011).

Stress means a response from within a person to the existence of a physical challenge or mental challenge that comes from within or outside the person (Nasrudin, 2010). Noor, Rahardjo, & Ruhana (2016) also explain that stress is a person's response to changes in the environment. Stress is a major issue and a concern, stress has become a part of employees' lives, and stress is also difficult to avoid at work (Parvaiz, Batool, Khalid, & Farooqi, 2015). Stress is a big problem for companies in this modern era, which has the potential to cause many negative impacts, both for employees and for the company itself (Triantoro, 2012).

Hypothesis Development

The Influence of Habits on Work Stress

The American Psychological Association (APA) shows that millennials are less able to cope with stress than previous generations. There are 8 bad habits that can cause millennial generation employees to be susceptible to stress in the world of work, namely: 1) Bad sleep habits, 2) Irregular eating patterns, 3) Excessive coffee consumption, 4) Sitting too long, 5) Playing often. cell phone, 6) Forgetting to rest, 7) Watching too much TV, 8) hanging out with people who feel stressed easily. Another thing APA said that ten years after the

emergence of smart mobile phones, Facebook and Twitter began to appear new personalities who always check social media (constantly checking). Someone with a habit of frequently playing cell phones (constantly checking) has high stress, and this happens to the millennial generation.

From the description above, the researcher formulates the hypothesis:

H₁: There is an influence of habits on work stress in millennial generation employees

The Effect of Workload on Work Stress

Research conducted by Kasmarani (2012) shows that there is no influence between physical workload and work stress, but there is a significant effect between mental workload and work stress. Similar research was also conducted by Hatmawan (2015) showing the results that there is an influence between workload and work stress. Continuing with research conducted by Tri & Afrianty (2018), the results show that there is an influence between workload and work stress.

From the description above, the researcher formulates the hypothesis:

H₂: There is an effect of workload on work stress in millennial generation employees

The Effect of Work Environment on Work Stress

Research conducted by Musyadda, Surati, & Akmad (2017) shows that there is an influence between the work environment and work stress. Then the research conducted by Rizki, Hamid, & Mayowan (2016) gave the results that there was an influence between the work environment on work stress.

From the description above, the researcher formulates the hypothesis:

H₃: There is an influence of the work environment on work stress in millennial generation employees.

Based on the study above, the conceptual framework that underlies this research is depicted in Figure 1.

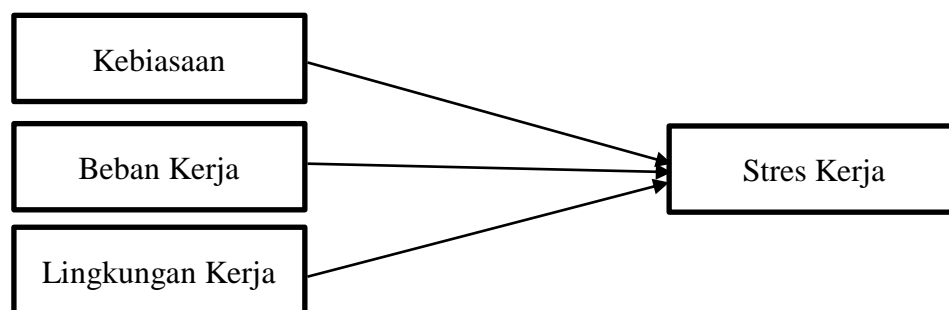


Figure 1. Research Model

2. Research Method

This type of research is included in causality research using a quantitative approach. Causality is research with the aim of explaining the relationship between one variable and another variable or it can be said how one variable can affect another variable. The population of this research is millennial generation office workers (generation Y) who work in Central Java and Yogyakarta D.I. Currently in a Covid-19 pandemic situation where

companies and state agencies are running a Work from Home work system, meaning that it is very difficult if the object of research only focuses on one or two companies or state agencies. Because it is not known exactly how many samples will be used as respondents, according to Ryan (2013) the number of samples can be determined by calculating 10 times the number of parameters or dimensions that exist in the operationalization of variables. Thus, the total number of samples in this study was 140 respondents. In determining the sample using incidental sampling technique. The data analysis technique used in this research is multiple linear regression analysis.

3. Results and Discussion

3.1. Results

The questionnaire used has met the validity and reliability tests, and the results of the questionnaire have met the classical assumption test. The characteristics of the 140 respondents are dominated by male office workers with a percentage of 55% while women are 45%. For all ages, the average is between the ages of 20-40 years. The last education in 140 respondents was dominated by S1 at 67.9%. The highest level of length of work is in 1-3 years of work, which shows a figure of 39.3%. Staff is the highest percentage of respondents to the questionnaire, which is 70%. For the type of business/type of industry, the highest percentage is owned by Government Institutions with an increase of 40.7%. Semarang is the largest contributor to the percentage of work locations with a total percentage of 76.4%. Then as many as 65% of respondents are not in the Work from Home work system.

Table 1. Habit

| Parameter | Mean | Category |
|--------------------------------------|-------------|-----------------|
| Watching TV too much | 2,84 | Medium |
| Forget to rest | 2,87 | Medium |
| Bad sleeping habit | 2,71 | Medium |
| Irregular meal pattern | 2,67 | Medium |
| Excess coffee consumption | 2,79 | Medium |
| Too much sitting | 3,75 | High |
| High exposure to hand phone | 4.05 | High |
| Haunting with easily stressed person | 3,08 | Medium |
| Habit Average | 3,07 | Medium |

The habit variable is measured using 25 indicators to obtain responses from respondents. Based on the table above, it shows that the average value of habit is 3.07 which is included in the medium category, the lowest average value is in the statement "I lack vegetable intake" with a value of 2.50. Meanwhile, the value with the highest average is in the statement "I use a smartphone to access social media" with a value of 4.38.

Table 2. Workload

| Parameter | Mean | Category |
|-------------------------|-------------|-----------------|
| Physical workload | 2,20 | Medium |
| Mental workload | 3,72 | High |
| Workload Average | 2,96 | Medium |

The workload variable is measured using six indicators to obtain responses from respondents. Based on the table above shows that the average value of the Workload is 2.96 which is included in the medium category, the lowest average value is in the statement "In doing my job I often do lifting activities that involve physical strength" with a value of 2,17. Meanwhile, the highest average value is found in the statement "The work I do requires to always think" with a value of 3.92.

Table 3. Work Environment

| Parameter | Mean | Category |
|---------------------------------|-------------|-------------|
| Physical work environment | 3,92 | High |
| Nonphysical work environment | 3,91 | High |
| Work Environment Average | 3,92 | High |

The work environment variable is measured using six indicators to obtain responses from respondents. Based on the table above, it shows that the average value of the Work Environment is 3.92 which is included in the high category, the lowest average value is in the statement "There are no social environmental problems in my workplace" with a value of 3.78. Meanwhile, the highest average value is found in the statement "Lighting in the place where I work is good" with a value of 4.11.

Table 4. Work Stress

| Parameter | Mean | Category |
|----------------------------|-------------|------------|
| Psychological response | 2,26 | Low |
| Physical response | 1,70 | Low |
| Work Stress average | 2,02 | Low |

Work stress variable is measured by 6 (six) indicators to obtain responses from respondents. Based on the table above shows that the average value of work stress is 2.02 which is included in the low category, the lowest average value is in the statement "I have respiratory problems when working" with a value of 1.46. Meanwhile, the highest average score was found in the statement "My mind often becomes confused at work" with a score of 2.43.

In the hypothesis testing using multiple linear regression analysis, the results can be seen on table 5.

Table 5. Hypotheses Testing Result

| Independent Variable | Dependent Variable | Unst. Beta | Sig | R ² |
|-------------------------|--------------------|------------|-------|----------------|
| Habit | Work Stress | 0.138 | 0.000 | 36,1% |
| Work Stress | | 0.154 | 0.056 | |
| Work Environment | | -0,371 | 0,000 | |

Based on the table above, it shows that the significance value for the habit variable is 0.000, for the workload variable it is 0.56, and for the work environment variable it is 0.000. From these results, it can be said that there is an influence of habit on work stress in

millennial generation employees, no influence of workload on work stress in millennial generation, and there is an influence of work environment on work stress in millennial generation employees. The R-square value obtained in this hypothesis test is 0.361. So the implication is that the influence given by habits and work environment to work stress on millennial generation employees is 36.1%, and the rest is influenced by other factors. The regression model equation from this research is $y = 7,720 + 0,138 x_1 - 0,371 x_2$

3.2. Discussion

The test results show that habits have a positive effect on work stress in millennial generation employees. These results are in line with what was said by the American Psychological Association (2017) that the living habits of the millennial generation at this time such as watching too much TV, irregular eating patterns, excessive coffee consumption, sitting too long, often playing cellphones, forgetting to rest, Watching TV too often, hanging out with people who feel stressed easily can cause work stress. It can be seen from the average respondents' answers that the highest average value is obtained by the indicator of using a smartphone to access social media, indeed this is a fact from the picture of today's life where millennials are very familiar with smartphones. Coupled with the existence of social media that provides a lot of information, whether positive or negative information that can disturb their minds so that work stress arises. There are not a few millennials out there who are very sensitive to social media. This sensitive attitude can be realized by being envious of other people's posts, getting too carried away with the news without knowing the truth of the news. Paying too much attention to other people's daily lives on social media, being tempted to buy things that are traded on social media, can even be caused by the desire to take a vacation. When they see a post about an interesting recreation area and feel the need to make it happen, it can have an impact on the work stress they experience.

A new personality profile appears who has a habit of always checking social media or can be called a constant checker, this personality is attached to the millennial generation which can cause work stress (Susita, 2017). This personality can affect work stress in millennial generation employees because they tend to often look at smartphones to check their social media. Their focus will be torn between work and viewing social media.

Sitting too long can cause anxiety in a person. In reality, most jobs now require someone to be at the desk and all work can be done using a computer. Someone who sits too long behind a desk to complete various kinds of work, set a schedule, to do activities that require critical thinking can experience a decrease in brain ability. The brain will become too tired from sitting too long at work. This can happen because there is no intake of fresh blood and oxygen into the brain, fresh blood and oxygen intake can only be obtained when a person moves muscles (Aliya, 2019). Because an office worker works more at a desk and faces a computer, and they move less to stretch muscles, this results in decreased brain performance and slows down work.

The test results show that workload has no effect on work stress in millennial generation employees, this can be seen from the significance value of $0.056 > 0.05$. Contrary to the results of previous research by Hatmawan (2015) and Tri & Afrianty (2018) which proved that there was an effect of workload on work stress. However, the results of this study are in line with Endang, Lestari, & Ratnasari (2018) that there is no effect of workload on work stress. It can be said that workloads such as lifting, pushing, and pulling activities for office

workers cannot cause stress for them, then workloads such as calculating, thinking, and estimating something are also not a problem for them to cause them to feel stressed. work. Although in the average respondents' answers, the indicators of lifting, pushing, and pulling are included in the moderate category, the physical workload is not a heavy burden for the respondents. That way, it can be said that the activity is still under the control of the office worker and they feel that this activity is natural for an office worker to do.

The absence of the influence of physical workload on work stress in millennial generation employees can be due to the average age of office workers ranging from 20-40 years. A person's age can indeed affect the physical workload that must be done. The age range of 20-40 years is the age where an office worker has not experienced a decrease in muscle strength as well as motor and sensory abilities which means that a person's muscle strength decreases by 50% at the age of 50-60 years. Meanwhile, the decline in motor and sensory abilities decreased by 60% at the age of 50-60 years (Kasmarani, 2012). Activities such as pushing, pulling, and lifting that can cause a physical workload are very few experienced by office workers, because office workers work more at the desk and facing the computer to complete their work. The gender of the respondents in this study was also dominated by men with a total of 77 which showed a percentage of 55% who had greater physical abilities than women, this made the physical activity carried out within the limits of the office worker's ability.

Just like physical workload, mental workload also has no effect on work stress for millennial generation employees, although the average data for mental workload answers shows a high category value. This happens because of the mental workload they face such as thinking, calculating, and predicting something does not make them feel pressured or burdened (Fahamsyah, 2017). Mental workloads such as thinking, calculating, and estimating what they face are in accordance with their abilities and according to their duties and responsibilities at work so that it cannot affect the mental workload of office workers (Fahamsyah, 2017). The absence of the influence of mental workload on work stress can occur because office workers can complete work well, work effort is not high from these office workers, office workers' success in meeting work demands (Made & Wulanyani, 2015)

The test results show that the work environment has a negative influence on work stress in millennial generation employees. The results of this study are in line with research conducted by Musyadda, Surati, & Akhmad (2017) and Rizki, Hamid, & Mayowan (2016) that there is a negative influence of the work environment on work stress. This means that the better the work environment, the lower the work stress. The work environment is one of the factors that can affect the stress of an office worker. An office worker who works in a supportive work environment to complete tasks will work optimally and work with a good feeling too. This research is also in line with proprietary research (Noordiansah, 2012) which states that there is a negative influence of the work environment on work stress.

Respondents of this study revealed that the physical work environment where they worked was quite good, this was supported by the average value of the answers to the physical work environment in the high category. In each indicator of the physical work environment such as work space, lighting, and noise are in the high category. This means that respondents claim that their workspace is well organized, respondents also claim that the lighting provided by the workplace is good to support their work activities, and respondents also claim that where they work is not noisy so it is good for supporting their activities. A

good workspace, good lighting, and a quiet workplace can affect the low work stress of millennial employees. This is generally needed by office workers because with a well-defined workspace, good lighting in the workplace, and a quiet workplace will facilitate their work and the stress level that will arise is also low.

Office workers who were respondents in this study also thought that the non-physical work environment where they worked was quite good, this was evidenced by the average value of the answers to the non-physical work environment in the high category. In this study, the low influence of the work environment on work stress in millennial generation employees is caused by the social environment, social status, and work relationships in the workplace. On the indicators of the social environment, the respondents assessed that the social environment in their workplace was good and there were no problems in the social environment where they worked, this was indicated by the average answer that was in the high category. On indicators of social status, respondents also feel that there is no problem with social status within the scope of work of the respondents, this can be evidenced by the average answer that is in the high category. Likewise, with the indicators of work relations in the workplace, the respondents also feel that the relationship between employees is well established, it can be said because the average answer is in the high category. Basically, office workers will be comfortable and can minimize work stress if the non-physical environment in the workplace such as social environment, social status, and work relationships are going well. They will not feel pressured by the workplace atmosphere and will focus on carrying out each of their jobs, as well as reduce the work stress that arises in office workers.

Based on the results of this study, it is stated that habits have a positive effect on work stress in millennial generation employees and the average value of indicators that have a high category are "sitting too long" and "often playing cellphones". It is better if the millennial generation office worker should be able to take the time to move his body to stretch his muscles when he feels he has been sitting for too long to get work done. This is important because when you sit for too long, oxygen and fresh blood flow will not be channeled properly to the brain, then the brain will experience a decrease in performance which can affect work stress in millennial generation office workers. Furthermore, millennial generation office workers must also be wise in using their smart phones. Be wiser in responding to things on social media and don't get carried away easily with social media. Be wise in using a smart phone to play games, because sometimes games can hinder the work being done.

4. Conclusion

Based on the results of research and data analysis that has been described, it can be concluded that habits have a positive effect on work stress in millennial generation employees, workload has no effect on work stress and work environment has a negative effect on work stress on millennial employees. This study supports research conducted by the American Psychological Association (Beaton, 2017) that habits have an influence on work stress. This study states that workload has no effect on work stress, this is in line with proprietary research (Kasmarani, 2012) and (Made & Wulanyani, 2015) which state that physical workload and mental workload have no effect on work stress. This study also states that the work environment has a negative effect on work stress, this is in line with research by Noordiansah (2012), Musyadda, Surati, & Akhmad (2017), and Rizki, Hamid, & Mayowan

(2016) which state that the work environment has an effect on negative for work stress. This study also states that the work environment has a negative effect on work stress in millennial generation employees. Office workers in this research respondents feel that their work environment is good, in terms of the physical work environment and non-physical work environment, the average value is in the high category. Preferably, the company or institution where these office workers work can maintain a good physical environment to support the smooth work of each office worker, then also continue to maintain a non-physical work environment by creating a harmonious atmosphere in the workplace, maintaining good relationships so that they work between one office worker and another can run smoothly too.

The limitation in this research is that the variables are measured based on perception so there is a possibility of bias. For further research, it is possible to further examine how significant the effect of sitting too long and often playing cellphones on work stress in the millennial generation. It could also be by examining the influence of social media on work stress in the millennial generation. expected to be able to use other variables. Such as social support, motivation, and organizational culture variables that have an influence on office worker work stress. The use of other variables that have been suggested is expected to increase the percentage level of influence on work stress, because in this study the percentage of the influence of work habits and work environment on work stress shows 36.1%.

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