

The Influence of Work Demands on Employee Work Stress at the Office of the Investment and One-Stop Integrated Services (DPMPTSP) South Sulawesi Province

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Abstrak

Introduction/Main Objectives: This research aims to examine the effect of job demands on work stress of employees at the Investment and One-Stop Service Office (DPMPTSP) of South Sulawesi Province. **Background Problems:** Employees in government service offices, such as the Investment and One-Stop Service Office (DPMPTSP) of South Sulawesi Province, often face high job demands that may lead to increased work stress. Understanding how these job demands impact employee stress levels is crucial to improving workplace well-being and organizational performance. **Novelty:** The study focuses on the relationship between job demands and work stress in the specific context of the DPMPTSP of South Sulawesi Province, which may not have been previously studied. **Research Methods:** The population of this research is all employees of the Investment and One-Stop Service Office (DPMPTSP) of South Sulawesi Province, totaling 50 people. The type of research used is quantitative. The data sources used are primary data, namely information sourced from observations and questionnaires, while secondary data sources are documentation and literature. The data analysis technique used is simple linear regression analysis using statistical calculations through the Statistical Package for the Social Science (SPSS) version 26 application. **Finding/Results:** The research results show that Job Demands (X) have a positive and significant effect on Work Stress (Y), supported by the calculated t-value of $9.122 > 2.013$ t-table and a significance value of $0.000 < 0.05$. **Conclusion:** Job demands significantly and positively influence employee work stress at the DPMPTSP of South Sulawesi Province.
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Kata Kunci: Job Demands, Work Stress of Employees

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INTRODUCTION

Job demands are employee conditions related to work, seen from the workload that can be a pressure on individuals (Utami & Sitio, 2022). According to Mandala & Nurendra (2020) Job demands are an aspect of the job that can cause pressure if it is more than a worker's ability Job demands are a state of work-related employees, seen from the workload that can be a pressure on individuals (Utami & Sitio, 2022). According to Mandala & Nurendra (2020) Job demands are an aspect of the job that can cause pressure if it is more than an employee's ability.

Judging from the rapid development of the times, we must be able to excel wherever we are. Factors such as an increase in workload, an increase in the amount of work to be fulfilled, income levels that are not comparable to the cost of living, fierce competition, and many more can jeopardize one's survival. Workers who often face various situations or problems at work may experience stress. Some examples of stress that can be experienced by employees at the One-Stop Investment and Integrated Services Office (DPMPTSP) are when they do not have enough time to complete the work, do not have the support of the facilities needed to complete the work, or both.

Stress according to Baron & Greenberd (in Hayati & Harsono 2021) is an emotional reaction that arises when personal goals are blocked or not achieved. Job stress occurs due to an imbalance between the employee's personality and the personality related to his job, and this can happen anywhere.

According to Anwar (in Indah & Purnama, 2021) work stress is a feeling of pressure experienced by employees in dealing with their work. Stress is a depressed condition that has an impact on a person's feelings, thoughts, and circumstances. Excessive stress can affect a person or employee's ability to manage their environment and the tasks to be completed. (Handoko in Indah & Purnama, 2021).

The legal basis for the institutional formation of the South Sulawesi Province Investment and One-Stop Integrated Service (DPM & PTSP) Office is through South Sulawesi Provincial Regional Regulation Number 10 of 2016 concerning the Establishment and Structure of Regional Apparatus, then derived into South Sulawesi Governor Regulation Number 85 of 2016 concerning the Organizational Structure, Position, Duties and Functions, and Work Procedures of the South Sulawesi Province One-Stop Integrated Service Investment Office.

The One-Stop Integrated Service Investment Office of South Sulawesi Province has the main task of organizing the preparation and implementation of regional policies in the field of Regional Investment based on the principles of decentralization, deconcentration and assistance tasks. The One-Stop Integrated Service Investment Office of South Sulawesi Province has several sub-sections where the tasks of each floor are different but have a relationship with one another.

Based on the observations of researchers, which is a phenomenon that appears at the Office of Investment and One-Stop Integrated Services (DPMPTSP) of South Sulawesi Province, employees often work overtime until ten o'clock at night or even more, to complete their work demands and feel anxious when their work is not complete. Especially at the beginning and end of the year where the demands of work in the Office are increasing. This is what usually causes employees to complain of dizziness or headaches and it is not uncommon for these employees to suddenly drop.

Triggered by their status as Civil Servants (PNS), where salaries are still paid even though performance targets are not achieved.

With this phenomenon, the authors are interested in conducting further research by raising the title of “The Effect of Job Demands on Employee Work Stress at the Office of the Investment and One-Stop Integrated Service (DPMPTSP) of South Sulawesi Province”

METODOLOGY

This study uses a descriptive quantitative approach that aims to describe and examine the relationship between job demands variables as independent variables and job stress as the dependent variable in employees of the South Sulawesi Province One-Stop Investment and Integrated Services Office (DPMPTSP). Data collection was carried out through observation, documentation, and questionnaires, with a research population of 50 employees using the saturated sample technique. The types of data used are primary and secondary quantitative data. The variables were measured using a Likert scale and operationalized in several specific indicators.

Data analysis was carried out through descriptive techniques and instrument tests (validity and reliability), followed by classical assumption tests (normality, multicollinearity, heteroscedasticity, and linearity), and simple regression analysis using SPSS. This research was conducted at the DPMPTSP office of South Sulawesi Province from January to February 2025. The ultimate goal of this study is to determine the extent to which job demands affect employee work stress, with the hope of providing an empirical picture that can be used as a basis for managerial decision making.

RESULTS AND DISCUSSION

4.1. Results

4.1.1 Characteristic Analysis

Analysis of the characteristics of respondents in this study aims to understand the profile of respondents consisting of employees of the Office of Investment and One-Stop Integrated Services (DPMPTSP) of South Sulawesi Province. The following is an explanation for each characteristic:

4.1.1.1. Characteristics Based on Age

Table 4.1 below shows the distribution of respondents based on age. The results of this study indicate that respondents have a relatively wide age range, ranging from 31 years to 60 years. By understanding the age distribution of respondents, this study can get a clearer picture of how age affects the job stress of DPMPTSP employees in South Sulawesi Province.

Table 4.1 Characteristics of Respondents by Age

Age					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	31-40 Years	10	20.0	20.0	20.0
	41-50 Years	28	56.0	56.0	76.0
	51-60 Years	12	24.0	24.0	100.0
	Total	50	100.0	100.0	

Source: Primary Data Processed 2025

Based on Table 4.1, it can be seen that the distribution of respondents based on age shows that the majority of respondents are between 41-50 years old, as many as 28 people (56.0%). Then, respondents aged between 31-40 years totaled 10 people (20.0%), while respondents aged between 51-60 years totaled 12 people (24.0%). These results indicate that respondents have a relatively wide age range, ranging from 31 years to 60 years.

4.1.1.2. Characteristics Based on Gender

Table 4.2 shows the distribution of respondents based on gender. The results of this study indicate that respondents have a relatively balanced proportion of gender, which can enrich understanding of how gender affects job stress of DPMPTSP employees in South Sulawesi Province.

Table 4.2 Characteristics of Respondents Based on Gender

Gender					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Laki-Laki	24	48.0	48.0	48.0
	Perempuan	26	52.0	52.0	100.0
	Total	50	100.0	100.0	

Source: Primary Data Processed 2025

Based on Table 4.2, it can be seen that the distribution of respondents based on gender shows that female respondents have a slightly higher proportion than male respondents. The number of female respondents was 26 people (52.0%), while the number of male respondents was 24 people (48.0%). These results indicate that respondents have a relatively balanced proportion of gender.

4.1.1.3 Characteristics Based on Last Education

Table 4.3 shows the distribution of respondents based on their latest education. The results of this study indicate that respondents have a relatively high level of education, which can affect their ability to deal with work stress.

Table 4.3 Characteristics of Respondents Based on Last Education

Last Education					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	S1	29	58.0	58.0	58.0
	S2	21	42.0	42.0	100.0
	Total	50	100.0	100.0	

Source: Primary Data Processed 2025

Based on Table 4.3, it can be seen that the distribution of respondents based on their latest education shows that the majority of respondents have a bachelor's degree, as many as 29 people (58.0%). Meanwhile, respondents with the last education S2 amounted to 21 people (42.0%). These results indicate that respondents have a relatively high level of education, with more than half of the respondents having an undergraduate education.

4.1.1.4 Characteristics Based on Length of Service

Table 4.4 shows the distribution of respondents based on length of work. The results of this study indicate that respondents have relatively long work experience, which can affect their work stress levels.

Table 4.4 Characteristics Based on Length of Work

Length of Work					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	< 5 Years	9	18.0	18.0	18.0
	> 6-10 Years	41	82.0	82.0	100.0
	Total	50	100.0	100.0	

Source: Primary Data Processed 2025

Based on Table 4.4, it can be seen that the distribution of respondents based on length of work shows that the majority of respondents have worked for more than 5 years, as many as 41 people (82.0%). Meanwhile, respondents with less than 5 years of work amounted to 9 people (18.0%). These results indicate that respondents have relatively long work experience, with more than 80% of respondents having more than 5 years of work experience.

4.1.1.5 Characteristics Based on Position

Table 4.5 shows the distribution of respondents based on position. The results of this study indicate that respondents have relatively diverse positions, which can affect their work stress levels.

Table 4.5 Characteristics by Position

Position					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Employee	50	100.0	100.0	100.0

Source: Primary Data Processed 2025

Based on Table 4.5, it can be seen that all respondents have positions as employees, namely as many as 50 people (100.0%). These results indicate that the respondents in this study have a homogeneous position, namely as employees at the Office of Investment and One-Stop Integrated Services (DPMPTSP) of South Sulawesi Province.

4.1.2 Description of Research Variables

This study uses two variables, namely the independent variable (job demands) and the dependent variable (job stress).

4.1.2.1 Description of Job Demands Variable (X)

The following table presents the results of research on the description of job demands variables (X) experienced by employees at the Office of Investment and One-Stop Integrated Services (DPMPTSP) of South Sulawesi Province. The job demands variable (X) is measured using a Likert scale with a score range of 1-5, where score 1 indicates very low job demands and score 5 indicates very high job demands. The results of this study will provide an overview of the level of job demands experienced by employees and how these job demands affect their work stress.

Table 4.6 Description of Job Demands Variable (X)

Statement Item	Frequency and Percentage										Mean
	SS (5)		S (4)		N (3)		TS (2)		STS (1)		
	F	%	F	%	F	%	F	%	F	%	
X.P1	16	32,0	31	63,0	3	6,0	0	0,00	0	0,00	4,26
X.P2	10	20,0	36	72,0	4	8,0	0	0,00	0	0,00	4,12
X.P3	11	22,0	34	68,0	5	10,0	0	0,00	0	0,00	4,12
X.P4	15	30,0	32	64,0	2	4,0	1	2,0	0	0,00	4,22
X.P5	14	28,0	35	70,0	1	2,0	0	0,00	0	0,00	4,26
X.P6	10	20,0	27	54,0	13	26,0	0	0,00	0	0,00	3,94
Total Mean of Job Demands Variable (X)											4,15

Source: Primary Data Processed 2025

Based on the table above, it can be seen that the job demands variable (X) has a mean of 4.15. This shows that in general, employees at the One-Stop Investment and Integrated Service Office (DPMPTSP) of South Sulawesi Province experience relatively high job demands.

In this case, statement items X.P1, and X.P5 have a relatively high mean, which is 4.26. Meanwhile, statement item X.P6 has a relatively low mean, which is 3.94. These results indicate that the job demands experienced by employees have a relatively wide variation.

4.1.2.2 Description of Work Stress Variable (Y)

The following table presents the results of research on the description of the work stress variable (Y) experienced by employees at the Office of Investment and One-Stop Integrated Services (DPMPTSP) of South Sulawesi Province. The work stress variable (Y) is measured using a Likert scale with a score range of 1-5, where score 1 indicates very low work stress and score 5 indicates very high work stress.

The results of this study will provide an overview of the level of job stress experienced by employees and how job stress is influenced by job demands. Thus, this research can contribute to the development of effective work stress reduction strategies for employees at the Office of Investment and One-Stop Integrated Services (DPMPTSP) of South Sulawesi Province.

Table 4.7 Description of Work Stress Variable (Y)

Statement Item	Frequency and Percentage										Mean
	SS (5)		S (4)		N (3)		TS (2)		STS (1)		
	F	%	F	%	F	%	F	%	F	%	
Y.P1	15	30,0	23	46,0	8	16,0	4	8,0	0	0,00	3,98
Y.P2	9	18,0	35	70,0	6	12,0	0	0,00	0	0,00	4,06
Y.P3	8	16,0	37	74,0	5	10,0	0	0,00	0	0,00	4,06
Y.P4	6	12,0	41	82,0	1	2,0	2	4,0	0	0,00	4,02
Y.P5	12	24,0	34	68,0	4	8,0	0	0,00	0	0,00	4,16
Y.P6	10	20,0	34	68,0	6	12,0	0	0,00	0	0,00	4,08
Y.P7	11	22,0	36	72,0	3	6,0	0	0,00	0	0,00	4,16
Y.P8	7	14,0	38	76,0	5	10,0	0	0,00	0	0,00	4,04
Y.P9	8	16,0	38	76,0	4	8,0	0	0,00	0	0,00	4,08
Total Mean of Work Stress Variable (Y)											4,07

Source: Primary Data Processed 2025

Based on the table above, it can be seen that the work stress variable (Y) has a mean of 4.07. This shows that in general, employees at the One-Stop Investment and Integrated Services Office (DPMPSTP) of South Sulawesi Province experience relatively high work stress.

In this case, statement items Y.P5 and Y.P7 have a relatively high mean, which is 4.16. Meanwhile, statement item Y.P1 has a relatively low mean, which is 3.98. These results indicate that job stress experienced by employees has a relatively wide variation. However, in general, employees experience relatively high work stress, which can affect their performance and well-being.

4.1.3 Research Instrument Test

Before conducting data collection, this study conducted a research instrument test to ensure that the research instruments used were valid and reliable. This research instrument test includes validity test and reliability test.

4.1.3.1 Validity Test

The validity test is carried out to ensure that the research instrument used can measure what you want to measure. The validity test results can be seen in the following table, which compares the calculated *r* value with the *r* table value (0.279). If the calculated *r* value is greater than the *r* table value, then the statement item is considered valid.

Table 4.8 Validity Test Results

No.	Statement		r Count	r Table	Description
1	Job Demands (X)	X.P1	0,699	0,279	Valid
2		X.P2	0,653	0,279	Valid
3		X.P3	0,789	0,279	Valid
4		X.P4	0,762	0,279	Valid
5		X.P5	0,518	0,279	Valid
6		X.P6	0,784	0,279	Valid
7	Job Stres (Y)	Y.P1	0,782	0,279	Valid
8		Y.P2	0,700	0,279	Valid
9		Y.P3	0,805	0,279	Valid
10		Y.P4	0,853	0,279	Valid
11		Y.P5	0,730	0,279	Valid
12		Y.P6	0,731	0,279	Valid
13		Y.P7	0,795	0,279	Valid
14		Y.P8	0,571	0,279	Valid
15		Y.P9	0,727	0,279	Valid

Source: SPSS 26 2025

Based on the validity test results in the table above, it can be seen that all statement items for the Job Demands (X) and Job Stress (Y) variables have a calculated *r* value greater than the *r* table value (0.279). This shows that all statement items are valid and can measure what you want to measure. Thus, the research instruments used

in this study can be considered valid and can be used to collect accurate and reliable data.

4.1.3.2 Reliability Test

The reliability test is carried out to ensure that the research instruments used can provide consistent results. In this study, the reliability test was carried out using the Cronbach's Alpha analysis technique.

Table 4.9 Reliability Test Results Job Demands (X)

Variabel	Cronbach's Alpha	N of Items
Job Demands (X)	0,797	6

Source: SPSS 26 2025

Based on the reliability test results above, it can be seen that the Job Demands variable (X) has a Cronbach's Alpha value of 0.797. This value indicates that the research instrument for the Job Demands variable (X) has high reliability, because a Cronbach's Alpha value greater than 0.60 is considered a standard for good reliability. Thus, the research instrument for the Job Demands variable (X) can be considered reliable and can be used to collect consistent data.

Table 4.10 Results of Work Stress Reliability Test (Y)

Variabel	Cronbach's Alpha	N of Items
Job Stress (Y)	0,882	9

Source: SPSS 26 2025

Based on the reliability test results above, it can be seen that the Work Stress (Y) variable has a Cronbach's Alpha value of 0.882. This value indicates that the research instrument for the Work Stress variable (Y) has very high reliability, because the Cronbach's Alpha value greater than 0.60 is considered the standard for excellent reliability. Thus, the research instrument for the Work Stress variable (Y) can be considered highly reliable and can be used to collect highly consistent data.

4.1.3.3 Classical Assumption Test

The classical assumption test is carried out to ensure that the research data meets the statistical requirements needed to perform regression analysis. The results of the classical assumption test show that the research data have met the assumptions of normality, linearity, and homoscedasticity, and there is no multicollinearity and heteroscedasticity. Thus, the research data can be considered to meet the necessary statistical requirements, so that regression analysis can be carried out with accurate and reliable results.

4.1.3.3.1 Normality Test

The Kolmogorov-Smirnov normality test is used to check whether the research data is normally distributed. The results of this normality test can be seen in the following table, which displays the significance value (p-value) and the conclusion of the normality test. If the p-value is greater than 0.05, it can be concluded that the data is normally distributed.

Table 4.11 Normality Test Results

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		50
Normal Parameters ^{a,b}	Mean	0.0000000
	Std. Deviation	2.31121608
Most Extreme Differences	Absolute	0.112
	Positive	0.112
	Negative	-0.088
Test Statistic		0.112
Asymp. Sig. (2-tailed)		.154 ^c
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		

Source: SPSS 26 2025

Based on the results of the Kolmogorov-Smirnov normality test, the Asymp. Sig. (2-tailed) value of 0.154. Because this value is greater than 0.05, it can be concluded that the data is normally distributed. This means that the assumption of normality is met, so statistical analysis that requires the assumption of normality can be safely continued. Thus, the research results can be considered valid and reliable.

4.1.3.3.2 Multicollinearity Test

The multicollinearity test is carried out to check whether there is a strong relationship between the independent variables (Job Demands) in the regression model. The multicollinearity test results can be seen in the following table. If the VIF (Variance Inflation Factor) value is less than 10 and the tolerance value is greater than 0.1, it can be concluded that there is no multicollinearity between the independent variables (Job Demands).

Table 4.12 Multicollinearity Test Results

Coefficients ^a			
Model		Collinearity Statistics	
		Tolerance	VIF
1	Job Demands	1.000	1.000
a. Dependent Variable: Stres Kerja			

Source: SPSS 26 2025

Based on the multicollinearity test results, a Tolerance value of 1.000 and a VIF (Variance Inflation Factor) of 1.000 were obtained for the Job Demands variable. The Tolerance value which is close to 1 and VIF which is less than 10 indicates that there is no multicollinearity between the independent variables. This means that the Job Demands variable does not have a strong relationship with other independent

variables, so it can be used in the regression model without worrying about multicollinearity problems.

4.1.3.3.3 Heteroscedasticity Test

The heteroscedasticity test is conducted to check whether there are significant differences in residual variances at various levels of the independent variable. The results of the heteroscedasticity test can be seen in the following table. If the significance value (p-value) is greater than 0.05, it can be concluded that there is no heteroscedasticity in the regression model.

Table 4.13 Heteroscedasticity Test Results

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.832	2.129		2.270	0.028
	Job Demands	-0.123	0.085	-0.204	-1.445	0.155
a. Dependent Variable: ABS_RES						

Source: SPSS 26 202

Based on the regression test results above, the significance value (p-value) for the Job Demands variable is 0.155. Because this value is greater than 0.05, it can be concluded that the Job Demands variable does not have a significant influence on the Work Stress variable.

4.1.3.3.4 Linerity Test

The linearity test is conducted to check whether the relationship between the independent variable (Job Demands) and the dependent variable (Job Stress) in the regression model is linear. The results of the linearity test can be seen in the following table. If the significance value (p-value) is greater than 0.05, it can be concluded that the relationship between the independent variable (Job Demands) and the dependent (Job Stress) is linear.

Table 4.14 Linerity Test Results

ANOVA Table							
			Sum of Squares	df	Mean Square	F	Sig.
Job Stress * Job Demands	Between Groups	(Combined)	525.631	10	52.563	10.796	0.000
		Linearity	453.776	1	453.776	93.198	0.000
		Deviation from Linearity	71.855	9	7.984	1.640	0.138
	Within Groups		189.889	39	4.869		
	Total		715.520	49			

Source: SPSS 26 2025

Based on the linearity test results above, it can be seen that:

- The significance value on Linearity is 0.000, which is smaller than 0.05. This indicates that there is a significant linear relationship between the independent and dependent variables.
- The significance value on Deviation from Linearity is 0.138, which is greater than 0.05. This indicates that there is no significant deviation from a linear relationship, meaning that the relationship between the independent (Job Demands) and dependent (Job Stress) variables can be considered linear.

Thus, it can be concluded that the relationship between the independent (Job Demands) and dependent (Job Stress) variables is linear and significant.

4.1.4 Simple Linear Regression Analysis Test

The simple linear regression analysis test is conducted to examine the relationship between the independent and dependent variables. The results of the simple linear regression analysis test can be seen in the following table. The regression coefficient value (b) shows the change in the value of the dependent variable caused by a one unit change in the value of the independent variable.

Table 4.15 Simple Linear Regression Analysis Test Results

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	5.450	3.435		1.587	0.119
	Job Demands	1.252	0.137	0.796	9.122	0.000
a. Dependent Variable: Stres Kerja						

Source: SPSS 26 2025

Based on the results of the simple linear regression analysis test above, it can be seen that:

$$Y = 5.450 + 1.252X + e$$

Where:

- The constant value (Constant) is 5,450. This means that if the Job Demands variable is 0, then the value of the dependent variable (which is not named) is 5,450.
- The regression coefficient for the Job Demands variable is 1.252. This means that every one unit increase in the Job Demands variable will increase the value of the dependent variable by 1.252 units.

4.1.5 Hypothesis Test

4.1.5.1 Test of the Coefficient of Determination (R²)

The coefficient of determination (R²) test is carried out to examine how large a proportion of the variance of the dependent variable can be explained by the independent variable. The results of the coefficient of determination test can be seen in the following table.

Table 4.16 Test Results of the Coefficient of Determination (R²)

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.796 ^a	0.634	0.627	2.33517
a. Predictors: (Constant), Job Demands				

Source: SPSS 26 2025

Based on the results of the coefficient of determination (R²) test above, it can be seen that:

- The value of R (Correlation Coefficient) is 0.796. This indicates that there is a strong and positive relationship between the independent variable (Job Demands) and the dependent variable (Job Stress).
- The R Square (R²) value is 0.634. This indicates that about 63.4% of the variance in the dependent variable can be explained by the independent variable (Job Demands). This means that the Job Demands variable has a significant influence on the Job Stress variable.

Thus, it can be concluded that the simple linear regression model used has a good ability to explain the relationship between the independent and dependent variables.

4.1.5.2 Partial Test (t Test)

Partial test (t test) is conducted to check whether the independent variable (Job Demands) has a significant influence on the dependent variable (Job Stress). Partial test results can be seen in the following table. If the significance value (p-value) is less than 0.05, it can be concluded that the independent variable (Job Demands) has a significant influence on the dependent variable (Job Stress).

Table 4.17 Partial Test Results (t Test)

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	5.450	3.435		1.587	0.119
	Job Demands	1.252	0.137	0.796	9.122	0.000
a. Dependent Variable: Job Stress						

Source: SPSS 26 2025

Based on the results of the t test, a significance value (Sig) of 0.000 is obtained, which is smaller than 0.05. This indicates that the relationship between the Job Demands variable and the Job Stress variable is significant. This means that the Job Demands variable has a significant influence on Job Stress. Thus, it can be concluded that the higher the job demands, the higher the job stress experienced.

4.2 Discussion

The results of data processing show that the job demands variable has a positive and significant effect on the job stress of DPMPTSP employees in South Sulawesi Province. The results of simple linear regression analysis produce a t-count value of 9.122 greater than the t-table of 2.013 and a significance value of 0.000 less than 0.05, which indicates a strong relationship between job demands and job stress.

4.2.1 Job Demands Variable (X1)

The first indicator in the job demands variable is job conditions. DPMPTSP Employees handle a fairly high complexity of administrative work, ranging from document preparation, license processing, to public services that must be fast and accurate. This condition demands high accuracy, and if mistakes are made, it will affect public satisfaction and supervisor assessment. Pressure due to rapidly changing working conditions and having to always be ready with sudden requests from leaders or the public causes employees to feel stressed. Uncertainty in workflow and excessive multitasking aggravate the psychological burden of employees in carrying out their daily tasks.

The use of working time is the second indicator of job demands that has a major contribution to the emergence of job stress. Employees are often unable to complete work within normal working hours and are forced to work overtime. This reduces rest time and has a direct impact on physical and emotional exhaustion. The constant accumulation of work without breaks makes it difficult for employees to manage their work rhythm. When the work rhythm is unbalanced, effectiveness and efficiency decrease, and eventually there is excessive anxiety over unfinished work.

Work targets are the last indicator in the job demands variable. Employees are required to achieve a certain output within a predetermined time, and often these targets are considered to exceed normal human work capacity. When target achievement is considered the main indicator of success, employees work under pressure with no room for failure. Failure to achieve targets can have a direct impact on performance appraisals, incentives, and position in the organization. As a result, employees work under ever-increasing pressure to meet expectations, which, if left unaddressed, can lead to chronic stress.

4.2.2 Job Stress Variable (Y)

Task demands as an indicator of job stress arise when employees have to handle various types of work simultaneously. The diversity of tasks with tight time constraints makes employees feel trapped in a dense and inflexible workflow. When employees feel that the tasks assigned are too heavy or not in accordance with their abilities, there will be a sense of insecurity that adds to mental stress. This condition strengthens the relationship between job demands and job stress.

Role demands are the next indicator that also has a major influence on job stress. Employees often have to perform several roles at once, such as being a service provider, data reporter, and document manager. When these roles are unbalanced or overlapping, role conflict arises, which leads to stress. Employees who feel unclear about their roles and responsibilities will have difficulty in carrying out their duties. This role ambiguity creates constant anxiety in carrying out daily work.

Interpersonal relationships in the work environment also contribute to work stress levels. When there is conflict between employees or with superiors, the work

atmosphere becomes uncomfortable. Poor communication, office gossip, and disharmony within the work team weaken employees' emotional state. A socially unsupportive work environment will make employees feel alienated. The absence of coworkers with whom to discuss or share burdens makes the pressure of work even heavier.

DPMPTSP's bureaucratic organizational structure is also a contributing factor to work stress. Long and complicated procedures often make the work process slow, even though targets must still be achieved quickly. The mismatch between procedures and performance expectations creates an additional mental burden.

DPMPTSP's bureaucratic organizational structure is also a contributing factor to work stress. Long and complicated procedures often make the work process slow, even though targets still need to be achieved quickly. The mismatch between procedures and performance expectations creates an additional mental burden. Employees who have to follow strict bureaucratic channels feel inhibited in completing tasks efficiently. When work effort is not matched by quick results due to rigid systems, employees experience frustration and emotional exhaustion.

Authoritarian and uncommunicative leadership styles also increase the pressure employees feel. Leaders who focus only on results without paying attention to employee conditions contribute to increased job stress. Unclear directions, as well as criticism given openly and unconstructively, reduce employee morale. When employees are not given the opportunity to express their opinions or complaints, they feel unappreciated. Feeling unheard is at the root of job dissatisfaction and ultimately exacerbates perceived stress levels.

The interaction between the indicators of the job demands variable and the job stress dimension forms a complex and mutually influencing relationship. High demands, blurred roles, tenuous social relationships, bureaucratic work structures, and rigid leadership are a combination that favors the mental and emotional state of employees. When all five indicators of job stress appear simultaneously, employees will experience a heavy and sustained psychological burden. If there is no intervention from management, the risk of burnout and decreased productivity will become a serious problem in the long run.

Managing work stress should be part of the organization's strategy in building a healthy work environment. A more humanistic managerial approach is needed to maintain a balance between organizational goals and employee welfare.

Recommendations from the results of this study are the need for a review of the workload, task rotation system, the establishment of an open communication space between superiors and subordinates, and the preparation of stress management programs such as mindfulness training or work psychology. This study strengthens the empirical evidence that high job demands have a real impact on employee work stress. By paying attention to the indicators that have been described, management can design solutions that are targeted and sustainable.

CONCLUSION

5.1 Conclusion

Based on the phenomenon and the results of research and the results of data processing conducted at the South Sulawesi Province One-Stop Investment and

Integrated Services (DPMPTSP) office, which shows that job demands have a positive and significant effect on work stress. Even though their status as Civil Servants (PNS) is said that even though the performance target is not achieved, the salary is still paid, but what is called a worker or employee still has a sense of responsibility for his duties which affects his career advancement. that is why it can be concluded that Job Demands have a positive and significant effect on employee work stress at the One-Stop Investment and Integrated Services Office (DPMPTSP) of South Sulawesi Province.

5.2 Suggestion

From the results of this study, the authors propose the following suggestions:

5.2.1 For the Agency

In an effort to improve service quality and create an optimal work environment, and avoid work stress, employees of the Office of Investment and One-Stop Integrated Services (DPMPTSP) of South Sulawesi Province are expected to foster a harmonious, collaborative, and respectful work culture, so as to provide the best service to the community.

5.2.2 For Further Researchers

Future researchers are expected to examine more sources and references related to the influence of job demands on work stress so that the results of their research can be better and more complete and are also expected to be better prepared in the process of collecting and collecting data and everything so that research can be carried out better.

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