

# CHAPTER I

## INTRODUCTION

### 1.1.BACKGROUND OF THE STUDY

Employees are company assets that determine the success of a company. The work of the employees will have an impact on the certainty of the implementation of the company's operations which are the drivers to achieve the company's goals. The company must strive to safeguard these assets so that there is no disruption that interferes with the concentration of employees at work. One of the problems that can interfere employees' concentration in working life is work stress.

In simple, stress is actually a form of one's response both physically and mentally, to a change in their environment that is felt disturbing and causes them to be threatened. So actually stress is something very natural. There are two main factors directly related to stress, namely changes in the environment and the human themselves. While work stress is a condition that arises from the interaction between humans and their work and is characterized by human change that forces them to deviate from their normal functions. In general, work stress is more detrimental to employees and companies. In employees, the consequences can be in the form of decreasing work passion, high anxiety, frustration and so on. The consequences for these employees are not only related to work activities, but can extend to other activities outside of work. Like being unable to sleep and calm down, appetite is reduced, unable to concentrate, and so on.

There are three sources that can cause stress, namely environmental factors, organizational factors and individual factors. Work stress can be prevented from arising and can be faced without having a negative impact. Leaders in company should understand the basic principles, becomes an important part so that someone is able to design solutions to problems that arise, especially those related to the causes of

stress in their relationships at work. In conjunction with the workplace, stress can occur at several levels, lined up from the inability to work well in certain roles due to misunderstanding of superiors or subordinates. Or even from the absence of skills to simply not liking someone with whom to work closely.

One of the problems that can cause work stress is communication. Communication is a personal process that includes the exchange of behavior, because it is a personal process. Communication occurs between two or more individuals. The role of communication in the working life is also important. This is seen from the importance of establishing relationships with colleagues, relationships with superiors and outside parties. Communication also plays an important role in all activities in an organization. Various forms of communication within an organization include communication from top to bottom, which is the flow of communication from the top level to the lower level through the organizational hierarchy. This communication usually occurs when there is an explanation of organizational procedures, job instructions, feedback on subordinates' achievements, an explanation of the organization's goals, and others. The weakness of this communication is inaccuracy of information that goes through several levels. Besides there is also bottom-up communication. Bottom-up communication is designed to provide feedback on how well the organization has functioned. Subordinates are expected to provide information about their achievements and organizational practices and policies. These communication problems are biased and filtered for information conveyed by subordinates. Subordinates also sometimes provide information that is not true to their superiors, especially information that is not convenient. As a result, this communication is often said to convey information that pleases the boss and not information that needs to be known by superiors. In organization, there is also horizontal communication as a flow of communication to people who have the same hierarchy in an organization and diagonal

communication which is the flow of communication from people who have different hierarchies and do not have direct authority relations.

Herlina (2015, p.75) mentioned that, "*Salah satu faktor yang menyebabkan stress kerja adalah manajemen yang tidak memberikan ruang berpartisipasi dan komunikasi kaku antara atasan dan bawahan.*"

The above statement means that one of the factors that cause job stress is management that does not provide space for participation and rigid communication between superiors and subordinates.

The above theory stated that if the communication in company is not running smoothly, it can cause obstacles to the operational process in the company. Besides, the problems can caused work stress because the employee cannot relate well to co-workers.

The theory is in accordance to the research done by Das and Srivastax (2013) that one of organization approach to decrease work stress is by improving organizational communication.

PT Bank UOB Indonesia, Tbk Palang Merah Branch, Medan is a company engaged in banking. Based on the preliminary interview with area manager, Mr. Willy Wijaya, the company's employees begin to experience stress. Work stress that is experienced by the company here is that those employees are less able to concentrate so that mistakes often occur, lack of understanding of customer desires. As a result the work results in disappointed customers. In addition, employees also find it to be difficult to connect with other people. Rather than that, employees also have a feeling of being reluctant to attend to work and having a feeling of being uncomfortable in the company environment causes employees to be more lonely. Therefore, employees who experience this are often absent from the company.

One of the problems that caused work stress at PT Bank UOB Indonesia, Tbk Palang Merah Branch, Medan is the communication. Communication problems of employees at the company include communication between superiors and their subordinates is not smooth,

where the boss gives more work orders to his subordinates, but is not willing to explain in more detail the work given. Everyone in the company has different characters so different communication methods are needed for each employee. The way of communication of superiors who tend to only give orders is acceptable to some employees who do not speak much, but cannot be accepted by some people who prefer to receive more detailed explanations.

In addition, employees also rarely communicate verbally and use more of written communication that causes employees to have lack interaction with coworkers. Employees have the habit of using written memos as media to convey messages. For some employees, the use of memos is considered disturbing because it emphasizes that what is written in the memo must be done. For employees it is better if oral communication is done because it will be easier to understand. These character differences between employees cause errors in communication due to misunderstandings between employees.

Based on description above, the writer want to conduct the research with title **“The Impact of Employees’ Communication toward Work Stress at PT Bank UOB Indonesia, Tbk Palang Merah Branch, Medan.”**

## **1.2.PROBLEM LIMITATION**

The objects of this research all employees of PT Bank UOB Indonesia, Tbk Palang Merah Branch, Medan. This research refers only to project that started and finished within 2019 in order to overcome the time limitation. Furthermore, due to the limitation of time and resources, the scope of this research will focus solely on the variables within a few indicators and characteristics that the writer considers relevant.

The indicators of variable employees’ communications are respect, empathy, audible, clarity and humble (Sule and Priansa, 2018, p.283-284). The indicators of variable work stress are workload, pressure and attitude

of the leaders, inadequate work time and equipment, interpersonal conflicts with leaders or work groups, remuneration too low, personal problems (Hasibuan, 2016, p.204).

### **1.3.PROBLEM FORMULATION**

Based on the background study above, the writer can take problem identification as : Does the employees' communication have impact toward work stress at PT Bank UOB Indonesia, Tbk Palang Merah Branch, Medan?

### **1.4.OBJECTIVE OF THE RESEARCH**

The purposes in doing this research are as follows to know whether there is an impact of employees' communication toward work stress at PT Bank UOB Indonesia, Tbk Palang Merah Branch, Medan.

### **1.5.BENEFIT OF THE RESEARCH**

The benefits from conducting this research are as follows:

#### **1.5.1. THEORETICAL BENEFIT**

The research can be used as input to study about employees' communication and work stress, and to compare between theory and practice.

#### **1.5.2. PRACTICAL BENEFIT**

The research can be used as input for company to prevent work stress through employees' communication.

### **1.6.SYSTEMS OF WRITING**

The systems of writing in this final paper will be as follows :

#### **Chapter I : Introduction**

This chapter consists of the background of the study, problem limitation, problem formulation, objective of the research, benefit of research and systems of writing.

**Chapter II : Literature Review and Hypothesis Development**

This chapter consists of theoretical background, previous research, hypothesis development, research model and framework of thinking.

**Chapter III : Research Methodology**

This chapters presents research design, population and sample, data collection method, operational variable definition and variable measurement and data analysis method.

**Chapter IV : Data Analysis and Discussion**

This chapters shows general view of company data analysis and discussion.

**Chapter V : Conclusion**

This chapter presents the conclusion of this research, implication and the recommendation for the company.

