

## Relationship Between Job Stressor with Job Stress on Salesmen of Household Appliance Trading

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### ABSTRACT

**Introduction:** Salesmen's job is focused on promoting a product directly to consumers. Household appliances are one of the products that is often promoted by salesmen. While carrying out marketing activities, they will always be faced with various job factors that can cause job stress. This research was conducted to analyze the correlation between job stressors and job stress levels among salesmen. **Method:** This research was observational research with a cross-sectional approach. Both population and samples of this research were 30 salesmen of household appliance trading in Kediri City. The sampling technique used was total sampling. Variables used in this research were job stressor including role conflict, role ambiguity, interpersonal conflict, job uncertainty, total workload, and mental demands with job stress levels. **Results:** The results showed that most salesmen experienced job stressors either in high, moderate or low category. Most of the salesmen experienced normal job stress level. There is relationship between job stressors consisting of role conflict (0.673), role ambiguity (0.455), interpersonal conflict (0.262), job uncertainty (0.683), total workload (0.526) and mental demands (0.859) with job stress levels on salesmen. **Conclusion:** An increase in job stressor conditions experienced by salesmen will be followed by an increase in job stress levels, and vice versa. Out of all, mental demands have the strongest relationship to job stress levels on salesmen. So it is necessary to make efforts to suppress existing job stressors so that an increase of job stress levels on salesmen can be prevented.

**Keywords:** job stress, job stressor, salesmen

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### INTRODUCTION

According to Law No. 13/2003 concerning Manpower, a worker refers to anyone who works by receiving wages or other forms of remuneration (The House of Representatives of The Republic Indonesia and The President of The Republic Indonesia, 2003). According to the International Labor Organization, every job is potentially dangerous. It means that anything may cause an accident and cause injury to workers. More than 250 million work-related accidents occur in the workplace each year, and as many as 160 million workers suffer from occupational diseases due to workplace hazards (International Labor Organization, 2013). In 2019, the United States recorded 5,333 fatal work-related accidents, an increase of 2% over 2018 (Bureau

of Labor Statistics, 2020). According to Badan Penyelenggara Jaminan Sosial (BPJS), the number of work-related injury cases recorded in Indonesia in 2018 was 173,415, an increase of 105.4% in 2019, that is, the total amount of work-related accident claims reached 182,835. Reach 156.69 billion rupiahs (BPJS Ketenagakerjaan, 2020).

As work types and fields become increasingly diversified, the safety and health risks of workers also exist in various forms. According to the International Labor Organization, a potential occupational safety and health hazard is a potential hazard that creates personal and psychological risks (International Labor Organization, 2013). Stress is a potential hazard that may pose a health risk to workers. Job stress is a physical and emotional response caused by an imbalance in needs, resources, and an individual's ability to deal with these needs (International Labor Organization, 2016). It has been said that job stress has become one of the most common "occupational diseases" today, and

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job stress will affect the physical and mental health of workers (Murali, Basit and Hassan, 2017). Continuous work pressure and failure to take control measures can lead to unsafe behaviors, leading to work accidents (Farid, Jayanti and Ekawati, 2019).

According to data from the Labor Force Survey (LFS), as many as 828,000 workers experienced job stress, depression, or work-related anxiety in 2019/2020 with a prevalence of 2,440 per 100,000 workers. This condition caused 17.9 million lost working days with an average of 21.6 lost working days per case. As for the job stress rate in Indonesia, Badan Pusat Statistik (BPS) stated that, in 2014, as many as 11.6-17.4% of the 150 million adult population in Indonesia experienced job stress (Setiawan, 2019). In the United States, companies incur compensation costs for claims due to job stress of 300 billion US dollars or the equivalent of 7,500 US dollars per employee (Kaswan, 2017). In 2014, Centers for Disease Control and Prevention (CDC) stated that, as a result of absenteeism, accidents, turnover, and compensation for job stress insurance claims, industry in the United States suffered losses of more than 30 billion US dollars (Widyastuti, 2018). Job stress that occurs on an ongoing basis is proven to cause serious losses for a company (Pratama and Nugroho, 2015).

The occurrence of job stress in workers can be triggered by various things. There have been many theories discussing about job stress. One of the most widely used theories about job stress is the Model of Job Stress and Health (Hurrell and McLaney, 1988). This theory can identify the factors that cause job stress. The factors causing job stress according to Hurrell and McLaney (1988) include job stressors, individual factors, non-work factors, and buffer actions. In this theory, it is explained that these factors can cause acute job stress which leads to health problems (Inoue *et al.*, 2018). In addition to the factors that cause job stress, it is also important to measure the level of job stress in employees. Currently, many methods or instruments can be used to measure stress levels, including self-assessment, interviews to objective assessment through questionnaires (Crosswell and Lockwood, 2020).

There is a well-known company in Kediri City that focuses on household appliances trading. The distribution activities are carried out by salesmen who implement the canvas system. This is a system that uses four or more wheeled vehicles in marketing

activities or product distribution to a wide marketing area. In carrying out product distribution activities, the salesmen are divided into several teams, each team is led by a supervisor who is in charge of determining the direction of the marketing area and assisting the salesmen in the team that has not yet achieved their sales targets. As a company engaged in distribution activities, the company uses the achievement of sales targets to determine employee salaries. If the salesman fails to achieve the specified sales target, then the salary earned will be below the City Minimum Wage (UMK). Meanwhile, if the salesman succeeds in achieving the specified sales target, then they will receive a salary according to the UMK as well as the provision of food allowance, sales commission, turnover commission, and bonuses from products successfully sold. With the demand to achieve sales targets, salesmen will make various efforts in marketing their products, such as through door-to-door systems, demos, to exhibitions at various events. In a research conducted on motorcycle sales in Yogyakarta, it was found that the level of job stress in salesmen was at a moderate level with a percentage of 70%. This condition can occur because of the demand for sales employees to achieve the sales target of four units of motorcycles every month (Febrianto, Romas and Harahap, 2018).

The existence of demands for sales targets for salesmen of Household Appliance Trading Company causes the emergence of things that can trigger job stress on salesmen, such as the burden of meeting sales targets, competition among work colleagues, and rejection from the community. These trigger factors can cause job stress on the salesmen which lead to a decrease in performance so the sales target is not able to be set (Christy and Amalia, 2017). The company itself has made efforts as a form of stress management for workers. Efforts are made in the form of providing regular briefings that function as a forum for salesmen to express obstacles or complaints that are felt during work and to provide motivation for workers. Therefore, it is important to measure the level of job stress in salesmen of household appliance trading caused by job stressors as a triggering factor for job stress. Based on the explanation above, it can be seen that this research was conducted to analyze the correlation between job stressors and job stress levels on salesmen of household appliance trading.

## METHODS

This research is observational research with a research design in the form of a cross-sectional research method. Data analysis was carried out using the Spearman correlation test. This method is used to determine the strength of the relationship on ordinal scale data. Besides that, to determine the strength of the relationship on nominal scale data, Cramer's correlation test is used.

The population in this research were all workers in the product sales section as many as 30 people. While the research sample is determined by the total sampling method as many as 30 people who were all workers in the product sales section. This research was conducted at one of the Household Appliance Trading Company in Kediri City, East Java. Research and data collection was carried out in January 2020.

Data collection techniques used in this research are primary data and secondary data. Primary data were taken through a questionnaire related to job stressors and job stress levels of the respondents. The questionnaire related to job stressors was based on the Hurrell and McLaney (1988) Model of Job Stress and Health. The questionnaire related to the measurement of job stress levels used was the Depression Anxiety Stress Scale 42 (DASS 42). While the secondary data obtained relates to the company profile from Household Appliance Trading Company where this research was conducted. The research data obtained were then collected and processed to determine the job stressor factors associated with job stress on salesmen and levels of job stress on salesmen, as follows:

### Job Stressor

Job stressor is one of the factors causing job stress consists of role conflict, role ambiguity, intrapersonal conflict, job uncertainty, total workload, and mental demands. The specific measurement of job stress as the cause of the effects of job stress is carried out using the National Institute for Occupational Safety & Health (NIOSH) Generic Questionnaire. This questionnaire uses 4, 5, or 7 answer choices on a Likert scale. The results obtained are then presented in the form of categorical data based on the calculation of the formula:

$$Interval = \frac{\Sigma_{highest} - \Sigma_{lowest}}{Category}$$

Role conflict is a person's condition in carrying out work that is unclear or contradictory or is expected to be able to do more than one's ability (Handoko, 2012). Questions related to work conflict consist of eight questions using a 7-point Likert scale. Meanwhile, role ambiguity is an employee's lack of understanding about the work that must be done due to a lack of information. The questionnaire related to role ambiguity consists of six questions using a 5-point Likert scale. The results of the questionnaire related to both role conflict and role ambiguity were categorized as low for a score of 7-20, moderate for a score of 21-34, and high for a score of 35-49.

Interpersonal conflicts are related to problems between co-workers experienced by respondents. The questions asked were 16 questions using 7 answer choices on the Likert scale. The results obtained were classified as low for a score of 16-36, moderate for a score of 37-58, and high for a score of 59-80. Job uncertainty relates to uncertainty about the continuity of the work being undertaken by the respondent. There are 6 questions asked with answer choices in the form of 5 Likert scales. The results obtained were categorized as low for a score of 5-10, moderate for a score of 11-15, and high for a score of 16-20.

The total workload is the amount of work that must be done. The questions asked were 10 pieces with the answer choices in the form of 5 Likert scales. The results obtained were categorized as low for a score of 10-23, moderate for a score of 24-37, and high for a score of 38-50. Mental demands are related to the mental condition of workers due to job demands. The questions asked were 5 pieces using 4 answer choices on the Likert scale. The results obtained were categorized into low for a score of 5-10, moderate for a score of 11-15, and high for a score of 16-20.

### Job Stress Level

Job stress level shows the level of job stress experienced by salesmen of household appliance trading. The measurement of job stress levels is carried out using an instrument in the form of a Depression Anxiety Stress Scale 42 (DASS 42) questionnaire consisting of 14 questions contained in points 1, 6, 8, 11, 12, 14, 18, 22, 27, 29, 32, 33, 35, 39. The questions on this questionnaire consist of four answer choices, each has a score of 0 for never, 1 for sometimes, 2 for quite often, and 3 for often. From the calculation of the score, then the results

can be categorized into normal, mild, moderate, severe, and very heavy stress levels.

This research has been declared to have passed the ethical test by the Committee for Health Research Ethics, Faculty of Public Health, University of Airlangga. This decision is stated in a Certificate of Ethical Eligibility with No.04/EA/KEPK/2020.

## RESULT

Distribution of Job Stressor Frequency on Salesman at Household Appliance Trading Company in 2020 consists of role conflict, role ambiguity, interpersonal conflict, job uncertainty, total workload, and mental demands are shown in Table 1. It is known that out of 30 salesmen of Household Appliance Trading, as many as 43% of salesmen have role conflict in a low category. The majority of role ambiguity on salesmen of Household Appliance Trading is in the high category with a percentage of 50% out of all salesmen in this research. Meanwhile, for interpersonal conflict, it is known that the majority of salesmen of Household Appliance Trading is in the medium category as many as 76.7% out of all salesmen. In addition, 46.7% of the salesmen of Household Appliance Trading has uncertainty about his job which included in the low category. Furthermore, the total workload of 43.3% out of total salesmen of Household Appliance Trading is in the medium category. Furthermore, the mental demands of 43.3% of salesmen of household appliance trading are in a low category.

The level of job stress on salesmen of household appliance trading is known from the results of subjectively filling out questionnaires by respondents. Based on Table 2. it is known that the majority of salesmen at household appliance trading company have a normal level of job stress with a percentage of 60% of all salesmen.

The results of the cross-tabulation between job stressors and job stress levels in Table 3. showed that as many as 20% of the total salesmen have extremely heavy and heavy levels of job stress and have a high category of role conflict. Almost all salesmen with the high category of role ambiguity have job stress levels that vary from mild to extremely heavy with a total percentage of 36.6% of all salesmen.

Salesmen who have the high category of job uncertainty tend to have an extremely heavy level of job stress as indicated by a percentage of 6.7% of total salesmen. The high number of workloads also causes job stress ranging from mild to extremely heavy levels as indicated by a total percentage of 26.7% of all salesmen. Besides that, as many as 26.7% of salesmen of household appliance trading who have high mental demands also have either heavy or extremely heavy job stress levels.

To determine the strong relationship between the job stressor and job stress level, Spearman's correlation test was carried out, and the result is shown in Table 4. The result showed that the correlation coefficient between role conflict and job stress level was 0.673. The meaning of the correlation coefficient value is that there was a strong relationship between role conflict and job stress level, and its value is positive. If the role conflict is high, the level of job stress will also be high. The strong relationship between role ambiguity and job stress level is included in the medium category and has a positive value with a correlation coefficient of 0.455. This means that if the role ambiguity is high, the level of job stress will also be high and vice versa.

Interpersonal conflict with job stress level has a relationship coefficient value of 0.262. this means that interpersonal conflict with job stress levels has a strong-weak category relationship. The coefficient value between the two variables is positive, which

**Table 1.** Distribution of Job Stressor Frequency on Salesmen of Household Appliance Trading in 2020

Job Stressor	Category						Total	
	High		Medium		Low		N	%
	n	%	n	%	n	%		
Role Conflict	6	20.0	11	36.7	13	43.3	30	100.0
Role Ambiguity	15	50.0	10	33.3	5	16.7	30	100.0
Interpersonal Conflict	2	6.6	23	76.7	5	16.7	30	100.0
Job Uncertainty	7	23.3	9	30.0	14	46.7	30	100.0
Total Workload	12	40.0	13	43.3	5	16.7	30	100.0
Mental Demand	8	26.7	9	30.0	13	43.3	30	100.0



means that if the interpersonal conflict is high, the level of job stress will also be high and vice versa. The strong relationship between job uncertainty and job stress levels is included in the strong category with a correlation coefficient of 0.683. The value of the relationship coefficient of the two variables is positive. It means that the higher the job uncertainty, the higher the level of job stress experienced by salesmen.

The number of workloads with job stress levels has a correlation coefficient value of 0.526

**Table 2.** Distribution of Job Stress Level Frequency on Salesmen of Household Appliance Trading in 2020

Category	Frequency	Percentage (%)
Normal	18	60.0
Mild	3	10.0
Medium	4	13.3
Heavy	3	10.0
Extremely Heavy	2	6.7
<b>Total</b>	<b>30</b>	<b>100.0</b>

and its value is positive. It showed that the strong relationship between the two variables is included in the medium category. The higher the workload, the higher the job stress and vice versa. Meanwhile, between mental demands and job stress levels, there is a correlation coefficient value of 0.859. It means that the relationship between the two variables is in the very strong category. The test results of the two variables are known to be positive so that if the mental demands are high, the job stress level will also be high and vice versa.

**Table 4.** Correlation Coefficient Between Job Stressor and Job Stress Level of Salesmen of Household Appliance Trading in 2020

Job Stressor	Correlation Coefficient
Role Conflict	0.673
Role Ambiguity	0.455
Interpersonal Conflict	0.262
Job Uncertainty	0.683
Total Workload	0.526
Mental Demand	0.859

**Table 3.** The Relationship Between Job Stressor and Job Stress Levels of Salesmen of Household Appliance Trading in 2020

Job Stressor		Job Stress Levels										Total	
		Normal		Mild		Medium		Heavy		E x t r e m e l y Heavy			
		n	%	n	%	n	%	n	%	n	%	N	%
Role Conflict	Low	11	36.7	1	3.3	1	3.3	0	0.0	0	0.0	13	43.3
	Medium	7	23.3	2	6.7	2	6.7	0	0.0	0	0.0	11	36.7
	High	0	0.0	0	0.0	1	3.3	3	10.0	2	6.7	6	20.0
Role Ambiguity	Low	5	16.7	0	0.0	0	0.0	0	0.0	0	0.0	5	16.7
	Medium	7	23.3	1	3.3	1	3.3	1	3.3	0	0.0	10	33.3
	High	6	20.0	2	6.7	3	10.0	2	6.7	2	6.7	15	50.0
Interpersonal Conflict	Low	4	13.3	0	0.0	0	0.0	0	0.0	1	3.3	5	16.7
	Medium	14	46.7	3	10.0	3	10.0	2	6.7	1	3.3	23	76.7
	High	0	0.0	0	0.0	1	3.3	1	3.3	0	0	2	6.6
Job Uncertainty	Low	14	46.6	0	0.0	0	0.0	0	0.0	0	0.0	14	46.7
	Medium	2	6.7	1	3.3	4	13.0	2	6.7	0	0.0	9	30.0
	High	2	6.7	2	6.7	0	0.0	1	3.3	2	6.7	7	23.3
Total Workload	Low	5	16.7	0	0.0	0	0.0	0	0.0	0	0.0	5	16.7
	Medium	9	30.0	1	3.3	3	10.0	0	0.0	0	0.0	13	43.3
	High	4	13.3	2	6.7	1	3.3	3	10.0	2	6.7	12	40.0
Mental Demand	Low	13	43.3	0	0.0	0	0.0	0	0.0	0	0.0	13	43.3
	Medium	5	16.7	3	10.0	1	3.3	0	0.0	0	0.0	9	30.0
	High	0	0.0	0	0.0	3	10.0	3	10.0	2	6.7	8	26.7

## DISCUSSION

### Distribution of Job Stressor Frequency on Salesmen of Household Appliance Trading in 2020

There are many factors influencing job stress, such as work environment, workplace relationship, organization culture, and the dynamic of work and personal life of the workers (Nekoranec and Kmosena, 2015). Job stressors are factors from the workplace that can cause job stress for workers. Hurrell and McLaney stated that job stressors consist of role conflict, role ambiguity, interpersonal conflict, job uncertainty, total workload and mental demand (Inoue *et al.*, 2018).

Based on the result of the research, it was found that the majority of salesmen of household appliances trading have either low, medium, or high category of job stressors. Role conflict of salesmen of household appliance trading is in the low category. While the majority of salesmen of household appliance trading have high category of role ambiguity. The company always gives a briefing to salesmen before they start selling the products. The purpose of the briefing is to ensure the understanding of the salesmen about their job description. In this briefing, supervisor also gives instruction or direction to salesmen about how to get the works done, even though it is often not detailed enough. Previous research stated that clear job description or instruction can reduce the possibility of role conflict and role ambiguity on workers (Kamarulzaman, Fatimah and Nurulhuda, 2018). Interpersonal conflict between salesmen of household appliance trading is in medium category. Interpersonal relationship often happened between salesmen of household appliance trading with consumers, supervisors or co-workers. Interpersonal conflict between salesmen of household appliance trading with consumers mainly about marketing process while interpersonal conflict with supervisor or co-workers mostly due to values differences between them.

Salesmen of household appliance trading have low category of job uncertainty. This factor especially related to their employment status. Being permanent employee with clear contract can lessen their concern about uncertainty of the job in the future (Ngirande, 2021). The majority of salesmen of household appliance trading have medium and high categories of total workloads. Salesmen of

household appliance trading have quite tough job because they have to use both physical and mental strength. Meanwhile, mental demand of salesmen of household appliance trading is in the low category despite the need to fulfill the target set by the company or encounter some conflicts with consumer. This contrast condition can happen

because there is an effort made by salesmen and company to manage their mental demand in order to reduce the mental demand felt by salesmen. It can be by providing breaks to salesmen, giving sufficient supervision or matching job task with workers' competency (Workplace Health and Safety Queensland, 2019).

### Distribution of Job Stress Level Frequency on Salesmen of Household Appliance Trading in 2020

Job stress is one the psychosocial hazard that can affect the workers' health status (Inoue *et al.*, 2018). Job stress can give either positive or negative effect to workers. Job stress levels in each person may be different due to the characteristic differences in each person (Zahra and Hidayat, 2015). Job stress levels mainly divided into normal, mild, medium, heavy and extremely heavy categories (Nova and Ispriyanti, 2012).

Based on the result of the research, it was found that the majority of salesmen of household appliance trading have normal category of job stress level despite there are job stressors that contributing in job stress level increase. Salesmen's job is quite complex and dynamic in nature which can increase the possibility of job stress (Guenzi *et al.*, 2019). Contrary to the fact that the salesmen of household appliance trading have a tough job but that the majority of them have normal job stress level may be because they have managed their job stress. It is important for salesmen to cope with stressor because it may affect to performances and organizational outcomes as a whole (Kraft, Maity and Porter, 2019).

### Relationship Between Role Conflict and Job Stress Levels on Salesmen of Household Appliance Trading

Role conflict is one part of job stressors that can cause job stress. Role conflict can occur when someone has to do something different from the role that should be (Ranihusna, Wulansari and Asiari, 2020). Role conflict can occurs due to pressure

from inappropriate job demands such as group dependence, differences in work styles between fellow employees, supervisors, and differences in requirements for each person (Parvaiz *et al.*, 2015). The existence of role conflict can cause burnout, job stress and trigger the emergence of certain behaviors that lead to decreased performance (Ardhian *et al.*, 2017).

Based on the results of the research, it was found that role conflict and job stress levels had a strong relationship and had a positive value. This is in line with research conducted on newspaper company employees that shows a strong relationship and a positive relationship between role conflict and job stress levels. This means that the higher the role conflict, the higher the level of job stress experienced by employees (Juwita and Arintika, 2018). Another research conducted on civil employees also showed a positive influence between role conflict and job stress levels. This condition is caused by a mismatch of duties with the principles of each individual, a mismatch of responsibility with authority, and a mismatch of duties with responsibilities (Triyono and Prayitno, 2017).

Salesmen of household appliance trading always get a briefing before work starts. The briefing use a one-way method so the salesmen do not have the opportunity to express their opinions or criticisms. This condition allows for differences in communication in each group and a different reception for each individual in the group. This condition will trigger the emergence of role conflicts in salesmen (Rosally and Jogi, 2015). Following the results of research states that the majority of salesmen who have high levels of job stress tend to experience high role conflicts as well.

### **Relationship Between Role Ambiguity and Job Stress Levels on Salesmen of Household Appliance Trading**

Role ambiguity is one of the job stressors that can cause job stress. Role ambiguity occurs when there is not enough information available to workers regarding the performance of the work or roles assigned to carry out their duties. Role ambiguity can be caused by ambiguous responsibilities, unclear work procedures, unclear expectations of the assignor, and uncertain work productivity (Tantra and Larasati, 2015).

Based on the results of the research, it is known that there is a relationship between role ambiguity and the level of job stress on salesmen of household

appliance trading. The results obtained are positive so that if the salesman of household appliance trading has a high role ambiguity, then the level of job stress also will be high and vice versa. In another research conducted on the civil employees, it was also found that there was a very strong and positive relationship between role ambiguity and job stress (Lady, Susihono and Muslihati, 2017). In addition, another study also stated that work roles and job stress have a sufficient relationship and are not unidirectional (Ansori and Martiana, 2017).

Salesmen of household appliance trading is given a daily briefing by the supervisor. In this briefing activity, the supervisor provides direction regarding the marketing areas that must be visited, potential consumers, and motivations. In addition, the supervisor has never given specific directions regarding the marketing methods that must be done by the salesmen. This condition can trigger the emergence of role ambiguity in salesmen, especially for salesmen who do not understand the marketing area and still have little experience in doing marketing. Due to the lack of a clear and detailed explanation from supervisor can causes high role ambiguity to the majority of salesmen of household appliance trading (McCormack and Cotter, 2013). As a result, the majority of salesmen of household appliance trading experienced a moderate level of job stress, and several others experienced either severe or extremely heavy job stress levels.

### **Relationship Between Interpersonal Conflict with Job Stress Levels on Salesmen of Household Appliance Trading**

Interpersonal conflict in the workplace has been widely known as one of the job stressors that causes job stress (Chen, McCabe and Hyatt, 2017). Interpersonal conflict is a conflict between one's self and co-workers, clients, or superiors (Lady, Susihono and Muslihati, 2017). Interpersonal conflict is not something that can be avoided especially in the workplace. The causes of interpersonal conflicts can be based on work-related problems or relationship conflicts between employees. Work-related problems relate to resource allocation, work procedures, and dissatisfaction with decisions made by the organization. The source of relationship conflict between employee often begins with differences in values upheld by group members or traits differences between group members (Gigol and Sypniewska, 2019). The emergence of interpersonal conflicts in the workplace can causes job stress (Nappo, 2020).

From the results of the research, it is known that there is a strong relationship between interpersonal conflict and the level of job stress on salesmen of household appliance trading. Research conducted on civil employees stated that there was a very strong relationship between interpersonal conflict and job stress levels (Lady, Susihono and Muslihati, 2017). In 2017, there was research stated that there was a relationship between interpersonal conflict variables and works stress for workers in the Business Solution, Support and Service Division in one of the companies in the field of health insurance services (Wicaksono and Anggarini, 2019). In addition, previous research conducted on informal sector workers, especially in factory workers, also showed a significant relationship between interpersonal relationships and the incidence of work-related stress (Setiawan, 2019).

As a company that works in the distribution sector, salesmen may have a lot of interaction with other people from various background in carrying out their work, especially with co-workers, consumers, to superiors. The existence of these various interactions can trigger interpersonal conflicts (Lestari and Utama, 2017). Interpersonal conflicts with co-workers are often caused by competition for high sales or loyal customers leads to disputes (Mulki *et al.*, 2015). Interpersonal conflicts experienced by salesmen of household appliance trading with consumers mainly occurs in the process of price offers, complaints from consumers, to the violation of buying and selling agreements by consumers. Interpersonal conflict between salesman of household appliance trading with superiors occurs when superiors give warnings or prosecutions against sales targets that must be achieved. But in fact, interpersonal relations at household appliance trading company is well entwined. It can happen because superiors often pay attention through briefing activities and provide rewards for salesmen who have the highest total sales. When carrying out work, there is a good form of cooperation between fellow salesmen, especially when dealing with consumers. This condition explains why the majority of salesmen of household appliance trading have moderate interpersonal conflict. Salesmen who have moderate interpersonal conflicts tend to experience job stress at mild and moderate levels. This explains the weak relationship between interpersonal conflict and the level of job stress on salesmen of household appliance trading.

### **Relationship Between Job Uncertainty and Job Stress Levels on Salesmen of Household Appliance Trading**

Job uncertainty includes psychosocial hazards in the category of career development that can cause job stress (International Labor Organization, 2016). Job uncertainty can be overcome by managing changes that will occur in the future, namely through awareness that job stress can occur due to changes that occur in work in any form (Suryani and Yoga, 2018). Job uncertainty can lead to role conflict in turn will lead to job stress (Yasa, 2017).

The results showed that there was a strong relationship between job uncertainty and the level of job stress on salesmen of household appliance trading. This is in line with previous research that explained that between job uncertainty and job stress level, there was a moderate and positive relationship. If job uncertainty increases, the level of job stress experienced by workers will also increase and vice versa (Lady, Susihono and Muslihati, 2017).

The staffing system used at the household appliance trading company is specified by use an employment contract. All salesmen of household appliance trading have the status of a permanent employees. The employment contract has explained the rights, obligations, salary system, bonuses, and rewards from salesmen in a clear and detailed manner. This condition explains why the majority of salesmen of household appliance trading feels uncertainty about his job in the low category. With the clarity regarding the work to be done, the majority of salesmen of household appliance trading have a job stress level in the normal category.

### **Relationship Between Total Workload and Job Stress Levels on Salesmen of Household Appliance Trading**

The total workload is an important and influential factor because it can affect the physical and mental conditions of workers (Kokoroko and Sanda, 2019). Too much amount of workload will cause physical and mental fatigue. Then it will lead to disruption of the smooth running of workers in carrying out their work as a result of the stress they felt (Susiarty, Suparman and Suryatni, 2019). The workload can be caused by work demands that is too high, the speed of work that is too high, and the amount of work that is too much (Chandra and Adriansyah, 2017).



The results showed that the amount of workload and the level of job stress on salesmen of household appliance trading had a moderate category relationship and had a positive value. Previous research conducted on nurses at a hospital in Ghana showed a positive relationship between workload and job stress. In addition, the level of workload also has a significant and positive influence on the level of perceived work-related stress (Kokoroko and Sanda, 2019). In another research, it was stated that total workload had a positive relationship with the level of job stress on civil employees, especially in the capital service and licensing department. In addition, the researcher also stated that there was a significant effect between workload and job stress levels (Sudiarditha, Mardi and Margaretha, 2019).

Salesmen of household appliance trading involves a lot of physical strength and high concentration while carrying out their work. When promoting their products, salesmen often have to walk in a long distances and they also have to be exposed to hot or cold weather directly. In addition, salesmen are required to bring catalogs and product samples adds to the perceived total workload. In addition, salesmen also have to sit in a narrow car and jostle with other salesmen or products that are marketed for a long time. This condition causes the majority of salesmen of household appliance trading to have medium and high categories of total workloads. As a result, the majority of salesmen also have either heavy or extremely heavy job stress levels due to the amount of total workload they have.

### **Relationship Between Mental Demands and Job Stress Levels on Salesmen of Household Appliance Trading**

Mental demands are included in job stressors as factors that can cause job stress. The existence of high mental demands can cause stress then leads to a decrease in work productivity so that it can cause health problems to workers (Pertiwi, Denny and Widjasena, 2017).

The results showed that there was a very strong relationship between mental demands and the job stress levels on salesmen of household appliance trading. In addition, the relationship results obtained have a positive direction. In previous research conducted on packers in one of a cement companies in Indonesia, it was known that there is a close relationship between mental workload and job stress (Suci, 2018). In another research conducted on

aircraft maintenance employees, the results showed a moderate relationship between mental workload and job stress level (Sugiharto, 2019).

Every month, salesmen of household appliance trading need to be able to meet the sales target. In addition, when salesmen sell the product, they often encounter consumer rejections and complaints. However, the majority of salesmen of household appliance trading have been able to manage mental demands as seen from the majority of salesmen having mental demands in the low category. This then leads to the level of job stress felt by the salesman of household appliance trading is in the normal category.

### **CONCLUSION**

According to the research results, the following conclusions can be drawn that job stressors which consist of role conflict, role ambiguity, interpersonal conflict, job uncertainty, total workload and mental demand are related to job stress on salesmen of household appliance trading in 2020. Out of six job stressors above, mental demands have the strongest relationship with job stress on salesmen. The result of the relationship between job stressors and job stress is positive, which means that if the category of job stressors experienced by salesmen increases, the level of job stress they experience will also increase and vice versa.

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