



## THE EFFECT OF MULTI MEETING AND MULTI TASKING ON WORK STRESS OF PT. PELINDO MULTI TERMINAL WORKERS

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### Abstract

*In this digital era, high work demands often make many employees trapped in a cycle of multi-meeting and multi-tasking. This can indeed help complete many tasks in a short time, but on the other hand, it can also trigger work stress. This study aims to determine the magnitude of the influence of multi-meeting on work stress, to determine the magnitude of the influence of multi-tasking on work stress, and to determine the effect of multi-meeting and multi-tasking on work stress partially and simultaneously on PT Pelindo Multi Terminal workers. This study uses a quantitative research method. The population in this study were permanent workers at the Head Office of PT Pelindo Multi Terminal and the sample taken was 67 respondents. Sampling used the purposive sampling method. The data collection method used a questionnaire method measured using a Likert scale. The analysis methods used in this study were instrument testing, classical assumption testing, multiple linear regression analysis, and hypothesis testing. The test was conducted using Ms. Excel and SPSS version 29. The results of this study indicate that the multi-meeting variable has a positive and significant effect on work stress, and multi-tasking has a positive and significant effect on work stress, and multi-meeting and multi-tasking have a positive and significant effect simultaneously on work stress in PT Pelindo Multi Terminal workers.*

**Keywords:** *Multi Meeting, Multi Tasking, Work Stress.*

### INTRODUCTION

Companies must remain competitive as the business world develops in the current era of globalization. In a situation like this, human resources must develop all their potential to face increasingly strong competition. Companies must prioritize human resource capacity because the work given will be easily completed. Because human resources are one of the factors that directly influence a job and are very important to improve worker performance in achieving the success of a company, be it a private company, government agency, or BUMN, a policy is needed that regulates how workers complete their tasks in accordance with the company's vision and mission.

PT Subholding Pelindo Multi Terminal (SPMT) is one of the 4 (four) Subholdings of PT Pelabuhan Indonesia (Persero) which was formed on September 29, 2021, headquartered in Medan Belawan, North Sumatra. The company's obstacles that occurred after the merger, such as combining different cultures and work systems, operating areas located in several regions can also be a process that is not easy and takes time. Differences in culture and work systems can cause resistance from workers and hinder the integration process, then cause a lack of coordination and communication between departments and subsidiaries can also cause inefficiency and duplication of work.

One of PT Pelindo Multi Terminal's efforts to improve employee performance is to strengthen employee relations through discussions about employee performance progress. Employee performance essentially refers to how much or not an employee contributes to activities in an organization in order to influence the sustainability of the organization. Good performance also plays an important role in improving employee career development, because the better the employee's performance, the better the employee's career development will be, based on a good performance

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record and the more entitled he is to get a higher career level. One of the factors that affects employee performance is paying attention to the workload given by the company. If employees do not have time to rest and calm down from the continuous busyness of work, it will cause stress at work which will ultimately affect employee performance. This can cause stress that can result in a gradual decline in employee performance, so a good communication culture is needed in a company in achieving company goals.

Building an effective communication culture takes time and effort, but it is a worthwhile investment for a company. With good communication, a company can achieve its goals and increase employee satisfaction, as well as build a positive reputation. A good communication culture means encouraging employees to communicate openly and work together as a team, both in person and online, such as through collaboration platforms or tools like Zoom Meeting. Employees are required to attend several meetings online, which gives rise to several phenomena regarding multi-meetings. In a business or professional environment, multiple meetings often occur where individuals or teams must speak with various stakeholders, co-workers, or clients to complete a project or achieve a goal. In order to schedule multiple meetings effectively and efficiently, good time management is needed. In situations where an employee attends two or more meetings simultaneously or back-to-back in a short period of time, the term "multi-meeting" is used.

However, in a multi-meeting situation, workers may have to switch from one meeting to another quickly, paying attention to different contexts and following different conversations. This requires the ability to multitask effectively, which is the ability to focus on several tasks or activities at once. Multitasking is a job that cannot focus on one task optimally, so that the possibility of errors in the work increases. Switching from one task to another takes time, so that the total work time becomes longer, focus is divided so that the quality of work can decrease, and then working under the pressure of multitasking can increase the risk of fatigue in the job.

Multi meeting and multitasking can cause a decrease in quality because focus is divided and time is wasted. Mistakes and lack of focus can reduce the quality of work, stress and fatigue can reduce motivation and work enthusiasm, it is difficult to achieve work targets because focus is divided and time is wasted. Based on these problems, researchers are interested in studying the research by analyzing the influence of multi-meetings and multi-tasking on work stress at PT Pelindo Multi Terminal (SPMT). Therefore, the author raised a study entitled "The influence of multi-meetings and multi-tasking on work stress in PT Pelindo Multi Terminal workers"

**LITERATURE REVIEW AND HYPOTHESIS DEVELOPMENT****Job Stress**

According to Alfamol & Bahwiyanti (2023), work stress is a feeling and perspective of an individual who becomes anxious and feels restless continuously. Another definition of work stress according to Dewi et.al (2023) is the response of people when work demands and pressures do not match their knowledge and ability to cope. According to Astuti et.al (2022), work stress is one of the risks of work that must be accepted by employees in their workplace, one of which is the risk of health, both physical and mental health. According to Ghani & Muttaqiyathun (2023), work stress is an unpleasant psychological process that occurs as a form of response to pressure from the environment. Heryanda (2019) explains that work stress is a feeling of pressure or depression experienced by employees in carrying out their work.

So, it can be concluded that work stress is a condition of tension experienced by workers in facing work demands and pressures that exceed their capabilities. Work stress can be caused by various factors, both from within the worker and from the work environment. Work stress is a tense situation that arises due to certain problems that make employees feel uncomfortable, anxious, and unable to think properly. The higher the worker's anxiety, the higher the level of work stress they will



feel, and vice versa, the lower the level of anxiety and pressure in the workplace, the lower the employee's level of work stress.

### Multi Meeting

According to Kesrul in Utama (2016), a meeting is a gathering or session held by a group of people who are members of a socialization, association or union with the aim of developing professionalism, improving human resources, fostering cooperation between members and administrators, disseminating the latest information, publications and public relations. Multi meeting in Indonesian is translated as double meeting or participating in several meetings simultaneously. According to Maharani A (2021), multi meeting is attending or following more than one meeting at the same time, this can happen because there is a need to attend several important meetings that overlap or participate in several meetings that take place simultaneously, this situation can occur by utilizing technology. For example, workers attend the main meeting directly (face-to-face or virtually) while monitoring other meetings via conference calls or live streaming.

### Multitasking

Another definition of multitasking quoted from Madore & Wagner's opinion in Halim et al., (2022) states that multitasking is something to try to execute more than one task at the same time, and usually there is a shift in tasks that is done by repeating or completing other tasks with unfinished tasks. In addition, multitasking activities according to Solikhawati (2022) can be a situation where workers carry out two different jobs, but due to time, physical or mental constraints, the work cannot be completed sequentially or simultaneously. Therefore, activities carried out simultaneously are postponed first, then continued when the main task is finished and this is done repeatedly. It can be concluded from several opinions that the term multitasking has various definitions. However, in this study, multitasking is defined as the completion of two or more jobs carried out by switching time from one task to another.

### H1: The Effect of Multi Meetings on Work Stress

Multimeetings are also often conducted virtually, Aulia H's research (2021) revealed that the emergence of zoom fatigue due to excessive online meetings can reduce productivity. This is also in line with Salma (2022) This study shows the impact of using video conferencing on physiology including fatigue, sore eyes, and dizziness, and the psychological impact is decreased concentration, the emergence of boredom and emotional and stress, and behavioral impacts such as indiscipline and increased sleep frequency.

### H2: The Effect of Multitasking on Work Stress

Multitasking is often considered an important skill in the fast-paced world of work. However, in reality, multitasking can actually cause stress for workers. This is because multitasking can hinder focus, reduce efficiency, and increase the risk of errors. And multitasking, a habit that is often considered a symbol of efficiency, actually has the potential to be dangerous for mental health and work performance. Doing too many tasks at once can trigger work stress, with significant negative consequences for individuals and organizations.

### H3: The Effect of Multi Meetings and Multi Tasking Simultaneously on Work Stress

In the fast-paced digital era, work demands are increasingly complex. Multimeeting and multitasking have become an inseparable part of professional life. Although it seems efficient, the combination of the two can trigger significant work stress. Multimeeting and multitasking can indeed increase productivity in the short term, but in the long term can have serious negative impacts on mental and physical health.

1. Independent Variable (X1) :Multi Meeting
2. Independent Variable (X2) :Multitasking
3. Dependent Variable (Y) : Job Stress

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Based on the results of data analysis, where the first hypothesis in this study is proven and concluded that the influence of multi-meeting has a positive and significant effect on work stress, this is proven through a partial hypothesis test where the results of the partial significant test (t-test) in this test obtained  $t$  count  $4.774 > t$  table  $1.669$  with a significance level of  $0.00 < 0.05$ . This shows that the multi-meeting variable has a significant and positive effect on work stress in PT Pelindo Multi Terminal workers. So that the hypothesis proposed by the researcher, namely H1, is accepted. This can be interpreted that multi-meeting is believed to cause work stress in workers at PT Pelindo Multi Terminal.

Based on the results of data analysis, where the second hypothesis in this study is proven and concluded that the influence of multitasking has a positive and significant effect on work stress, this is proven through a partial hypothesis test where the results of the partial significant test (t test) in this test obtained  $t$  count  $2.872 > t$  table  $1.669$  with a significance level of  $0.00 < 0.05$ . This shows that the multitasking variable has a significant and positive effect on work stress in PT Pelindo Multi Terminal workers. So that the hypothesis proposed by the researcher, namely H2, is accepted. This can be interpreted that multitasking is believed to cause work stress in workers at PT Pelindo Multi Terminal. Based on the results of data analysis, the results of the simultaneous significant test (F test) obtained F count of  $62.843$  with a significance level of  $0.000$ . Based on the results of the F test, it can be seen that  $F$  count  $62.843 > F$  table  $3.14$  with a significance level of  $0.000 < 0.05$ . So it can be stated that H3 is accepted, which means that multi-meeting and multi-tasking simultaneously have a significant and positive effect on work stress in PT Pelindo Multi Terminal workers.

Thus, researchers concluded that excessive workload and unrealistic targets are the main triggers of work stress. To overcome this problem, it is important to find ways to manage stress, such as managing time, prioritizing tasks, and seeking support from those around you. In addition, there are still some 34.8% other factors that were not examined by this study but have an effect on work stress.

**CONCLUSION**

Based on the results of this study, the following conclusions can be drawn:

1. Multi meeting has a positive and significant effect on work stress in PT Pelindo Multi Terminal workers. This occurs because the  $t$  count of  $4.774$  is greater than the  $t$  table of  $1.669$  and has a significant value of  $0.000$  which is less than  $0.05$ . The multi meeting variable has a more dominant effect than other variables;
2. Multitasking has a positive and significant effect on work stress in PT Pelindo Multi Terminal workers. This occurs because the calculated  $t$  of  $2.872$  is greater than the  $t$  table of  $1.669$ . And has a significant value of  $0.006$  which is smaller than  $0.05$ ;
3. Multi meeting, and multi tasking together can affect work stress on PT Pelindo Multi Terminal workers. This happens because the calculated  $F$  value of  $62.843$  is greater than the  $F$  table value of  $3.14$  and has a significant value of  $0.000$  which is smaller than  $0.05$ .



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**PICTURES, GRAPHS AND TABLES**

Model Summaryb				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.814a	.663	.652	1.150
a. Predictors: (Constant), Multi_Tasking, Multi_Meeting				
b. Dependent Variable: Work Stress				

ANOVA						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	166,145	2	83,072	62,843	<.001b
	Residual	84,602	64	1,322		
	Total	250,746	66			

a. Dependent Variable: Work\_Stress  
 b. Predictors: (Constant), Multi\_Tasking, Multi\_Meeting

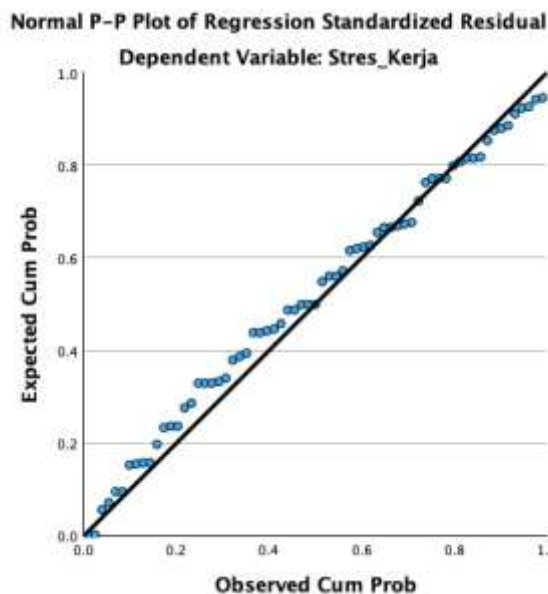
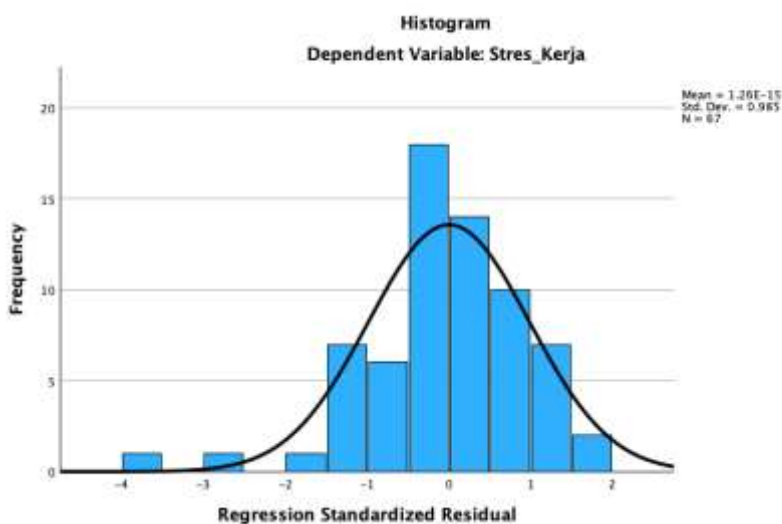


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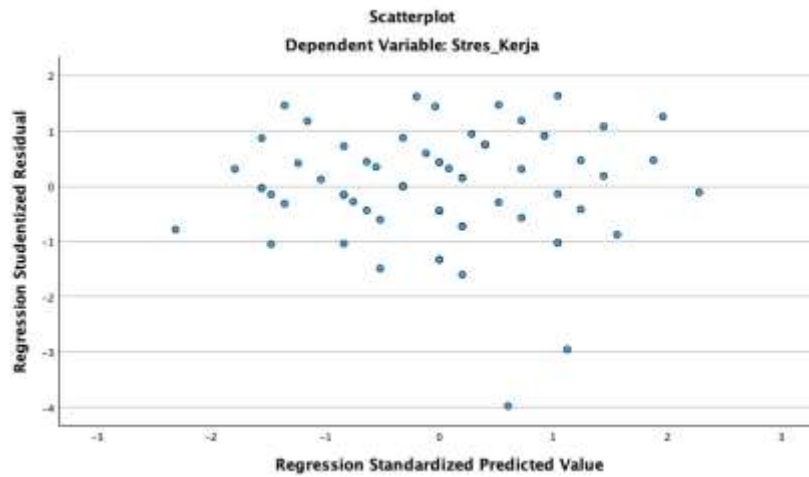
Model		Unstandardized Coefficients		Coefficients <sup>a</sup>		Collinearity Statistics		
		B	Std. Error	Standardized Beta	t	Sig.	Tolerance	VIF
1	(Constant)	7,454	2,425		3,074	.003		
	Multi_Meeting	.506	.106	.539	4,774	<.001	.414	2.416
	Multi_Tasking	.318	.111	.324	2,872	.006	.414	2.416

a. Dependent Variable: Work\_Stress



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One-Sample Kolmogorov-Smirnov Test			Unstandardized Residual
N			67
Normal Parameters <sup>a,b</sup>	Mean		.0000000
	Std. Deviation		1.13218506
Most Extreme Differences	Absolute		.088
	Positive		.052
	Negative		-.088
Test Statistics			.088
Asymp. Sig. (2-tailed) <sup>c</sup>			.200 <sup>d</sup>
Monte Carlo Sig. (2-tailed) <sup>e</sup>	Sig.		.205
	99% Confidence Interval	Lower Bound	.195
		Upper Bound	.215

- a. Test distribution is Normal.
- b. Calculated from data.
- c. Lilliefors Significance Correction.
- d. This is a lower bound of the true significance.
- e. Lilliefors' method based on 10000 Monte Carlo samples with starting seed 2000000.