



Self-Management Training to Reduce Employee Stress Levels

Meliasari Anggraeni¹, Amalia Muthmainnah Lundeto¹, Putrawansyah¹

¹Universitas Pendidikan Muhammadiyah Sorong, Indonesia

✉ meliasarianggrnii@gmail.com*

Abstract

This study aims to test the effectiveness of stress management training in improving stress management skills among cleaning service employees at PT PKSS Sorong Branch. The research background arose from initial findings that some workers exhibited a fairly high physical and psychological workload, which impacted their ability to control stress. The study used a quasi-experimental approach with a one-group pretest–posttest design, involving seven purposively selected participants. Data collection instruments included the Stress Management Scale (SMS), observation, and interviews. Data analysis used a paired sample t-test to determine differences in scores before and after the intervention. The results of the Independent Sample t-Test analysis showed an Asymp sig (2-tailed) value of $0.000 < 0.05$. These findings indicate that the stress management training provided was able to improve the physiological, psychological, and behavioral responses of participants in dealing with work pressure. Overall, this intervention is effective and can be used as a recommendation for companies in their efforts to improve employee well-being and performance.

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INTRODUCTION

PT Prima Karya Sarana Sejahtera (PKSS) is a manpower service provider (outsourcing) company established in 1999 as a subsidiary of PT Bank Rakyat Indonesia (Persero) Tbk. The main focus of PKSS is to provide and manage workforce services for various sectors, including banking, administration, operations, and security services. To date, PKSS has more than 90 branch offices across Indonesia, including in Sorong City, Southwest Papua. The Sorong branch holds a strategic position, as the region is known as an economic growth hub in eastern Indonesia, with rapidly developing service, trade, and banking sectors (PKSS, 2024).

In practice, PKSS Sorong faces several challenges, particularly in human resource management. Prominent issues include recruitment processes, training, and employee retention to maintain productivity. These challenges have grown alongside technological advancements, which require companies to adapt their systems, including the digitalization of recruitment processes. According to Rivai (2019), high-quality human resources are key to improving company performance.

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as employee competence directly influences organizational success.

The urgency of this issue can be viewed from two perspectives. Externally, PKSS must provide manpower that meets client needs to maintain the company's credibility. Internally, the organization must adapt to technology-based systems and enhance staff skills to ensure effective workforce management (Dessler, 2020; Asriati et al., 2025; Chitsiana et al., 2025; Teguh, 2024; Widyautami & Ratnasari, 2021; Wiwit & Iqbal, 2021). In line with this, Armstrong (2021) emphasized that manpower service providers should not only function as intermediaries but also have an obligation to develop workers' competencies and skills to match the dynamic demands of the labor market. Hasibuan (2017) further stated that effective HR management from recruitment and selection to career development is a crucial factor in determining organizational success.

Through internship activities at PKSS Sorong, students have the opportunity to directly observe recruitment processes, administrative procedures, and workforce management strategies. This experience enriches practical skills and bridges academic theories with real-world practices. Therefore, this topic is relevant both academically and practically, particularly in efforts to enhance HR quality at PKSS Sorong.

For over 20 years, PT PKSS has served as a partner and consultant for various companies in areas such as human capital, organizational systems, and management. PKSS offers comprehensive business solutions including agency services, recruitment and assessment, training, outsourcing, contract work, and security and building management training. In its outsourcing services, PKSS provides highly qualified workers for various roles such as office assistants, security personnel, cleaning service staff, drivers, administrative officers, secretaries, and telephone operators. PKSS also offers contract-based services for project work in various business sectors.

In building management, PKSS provides services including building operation, maintenance, and repair, as well as mechanical and electrical maintenance. These services cover: cleaning services (station contracts, general cleaning, and external wall cleaning), landscaping (new planting and plant maintenance), integrated pest systems (pest and rodent control, termite control), mechanical & electrical maintenance (preventive and corrective maintenance)

PKSS also offers Recruitment and Assessment Services tailored to business needs. Recruitment services include identifying and sourcing candidates based on client criteria, supported by psychological testing and interviews. Assessment services offered by PKSS include psychological testing, interviews, group exercises such as Leaderless Group Discussion (LGD).

The PKSS Sorong branch office is located at KM 08, Malaingkedi Village, Malaimsimsa District, Sorong City. The company is led by Mr. Bayu Efka Leigraha Noor and employs 11 staff members across departments. The company's working hours are from 08:00 to 17:00 WIT.

The assessment and intervention at PT PKSS Sorong aimed to gain an in-depth understanding of how human resource management practices are implemented, particularly in recruitment, administration, and workforce development. The assessment sought to identify both existing problems and potential opportunities, allowing interventions to be more targeted and effective. Consequently, this activity not only supports the improvement of HR management effectiveness but also enhances employee competence and strengthens the company's readiness to face the increasingly competitive labor market.

METHODS

This research uses an experimental quantitative approach. With a quasi-experimental design, this study uses pre-experimental. Because in quasi-experimental research, group comparisons are still used, but this method has weaknesses in randomization (Agustianti et al., 2022; Hidayati & Harsono, 2021). In other words, quasi-experimental research does not use group randomization in the experimental group. This research uses a quasi-experimental design. Non-randomized with the one-group pretest and posttest design (Faujiah et al., 2023; Kadir & Nirmasari, 2024). This design is also called a before-after design, which was carried out on one group only without a comparison group. At the beginning, the subjects were given an initial test (pretest) and then given treatment for a certain period of time and then retested after (posttest) treatment was carried out. The subjects in this study were selected randomly, purposively, or non-randomly. Due to practical and ethical considerations, this quasi-experimental technique is widely used in the field of psychology (Ibrahim, 2023; Lay et al., 2024; Mokobombang & Natsir, 2024).

Table 1. Research Design

Information:

O ₁	X	O ₂
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O1: *Pretest*

X: Treatment/treatment

O2: *Posttest*

The data collection method in this study is by using observation, interviews, and SMS (Stress Management Scale). The observation method is a technique or method of collecting data by observing ongoing activities (Hardani, 2020; Ramadhani & Kuswinarno, 2024). The observer has conducted observations at the PKSS Sorong branch office twice. The first observation was conducted on August 13, 2025. Second, on August 27, 2025, the observer conducted observations and interviews. An interview is a conversation conducted with a specific purpose, carried out by two parties: the interviewer, who asks questions, and the interviewee, who answers them (Moleong, 2018). In this study, the researcher is the interviewer who digs for information through conversations by asking several questions that can help researchers collect the data needed to simplify and expedite the research. The scale, also known as a questionnaire, is a data collection method that includes a combination of questions or written statements given to respondents to answer (Sugiyono, 2017). The researcher used the SMS scale (Stress Management Scale) as a measuring tool. The measuring instrument used is a modified scale from the SMS scale (Stress Management Scale) developed by (Asih et al., 2018; Ramadhani & Ardias, 2020) with reference to the aspects put forward by Robbins and Timothy (2016: 434) regarding stress symptoms, consisting of 30 items. The scale distributed consists of two statements, namely positive statements (favorable) and negative statements (unfavorable). Alternative answer choices that used in this study is the SMS scale (stress management scale), namely very appropriate (SS), appropriate (S), neutral (N), inappropriate (TS), and very inappropriate (STS).

Table 2. Calculation of favorable scale scores and unfavorable scale scores

Score Scale Favorable		Score Scale Unfavorable	
Very Suitable (SS)	5	Very Suitable (SS)	1
Suitable (S)	4	Suitable (S)	2
Neutral (N)	3	Neutral (N)	3
Not Suitable (TS)	2	Not Suitable (TS)	4

Very Unsuitable (STS)	1	Very Unsuitable (STS)	5
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Scale Work stress management

As for the scale Work stress management compiled based on the operational definition of work stress, namely: work stress is operationalized as an emotional, physical, and behavioral response that arises due to work pressure, characterized by tension, fatigue, impaired concentration, and feelings of being overwhelmed in carrying out tasks.

Table 3. Distribution of scale itemswork stress before the trial

Aspect	Favorable	Unfavorable	Number of Items
Physiological	12, 24,30, 31	1,7,11, 13, 19, 25	10
Physiological	2, 8, 14,18,20,22,26	3, 5, 14, 17,23,27,29	14
Behavior	4,6,10,16,28	9,21,32	8
Total	16	16	32

Table 4. Distribution of scale itemswork stressafter the trial

Aspect	Favorable	Unfavorable	Number of Items
Physiological	12, 24,30	1,7,11, 13, 19, 25	9
Physiological	2, 8, 14,18,20,22,26	3, 5, 14, 17,23,27,29	14
Behavior	4,6,10,16,28	9,21	7
Total	15	15	30

He independent sample t-test is one way to test parametric statistical tests used as data analysis to answer the formulation of this research problem. Analysis of Independent Sample t-Test: According to [Ghozali \(2012\)](#), it shows how far an independent variable influences a particular dependent variable. The t-test is also used to determine whether or not there is a difference between two independent samples. The aim of this study is to draw conclusions ([Aditya et al., 2021](#)).

RESULT AND DISCUSSION

Assessment Results

This research was conducted at the PKSS Office in Sorong City, Southwest Papua. This location was chosen because, based on initial observations, it was found that most cleaning service employees experience challenges in managing work stress. This is evident from the high work demands, physical burden, tight working hours, and a lack of knowledge regarding effective stress management strategies.

The research design used was a one-group pretest-posttest design, where participants received treatment in the form of a one-day stress management training with a duration of two hours. Before the training began, participants were given an informed consent form and asked to complete a pretest instrument. The training included the delivery of material on stress management, understanding the body's response to stress, and the application of coping strategies. In addition to the delivery of material, the activity also included a stress management relaxation closing. At the end of the activity, participants were asked to complete a posttest to determine changes or improvements in stress management abilities after being given the treatment. Participants in this activity numbered 7 cleaning service employees with ages ranging from 19 to 47

years. Details can be seen in the table.

Table 5. Participant Characteristics Table

Initials	Gender	Age
AT	Man	33
IN	Man	34
ENS	Man	35
HRA	Woman	24
A	Man	47
RSR	Man	19
AH	Man	30

Based on the test results from the experimental group, it can be analyzed descriptively as seen from the mean in the group. From the pretest-posttest results, what the researcher did on the experimental group resulted in a mean of 79.0 on the pretest and a mean of 104.7 on the posttest.

Table 6. Descriptive analysis

	Range	Minimum	Maximum	Mean	Std. Deviation
Pretest	16.00	71.00	87.00	79.0000	6.08276
Posttest	17.00	99.00	116.00	104.7143	6.04743

Normality Test

Normality test are performed on the collected data to determine whether the data distribution is normal or not. Normality tests with Shapiro-Wilk were used to identify the distribution of the results of the pretest data. And for the posttest, because the number of samples used is less than 50, use Shapiro-Wilk. If the p-value (sig) ≤ 0.05 , it means there is a significant difference. Application to the Shapiro-Wilk test: if the significance p-value $\text{sig} \geq 0.05$, then the data is normally distributed. If the significance p-value $\text{sig} \leq 0.05$, then the research data is not normally distributed.

Table 7. Shapiro-Wilk

Shapiro-Wilk			
	Statistic	Df	Sig
Pretest	0.941	7	0.647
Posttest	0.826	7	0.073

Based on the calculation results using a level of significance = 0.05, indicating that the result is pretest [p-value (sig) = $0.647 \geq 0.05$], so it can be concluded that the data is normally distributed. For the dataposttest, generate the value [p-value (sig) = $0.073 \geq 0.05$]. Therefore, it can be concluded that the data collected by researchers from the experimental group pretest and posttest has a normal distribution. The results of the normality test (Shapiro-Wilk) pretest and posttest The experimental group showed a higher value ($\alpha = 0.05$). This indicates that the data from both groups are not abnormal.

After the descriptive analysis test and normality test, the next test is the hypothesis test. An independent sample t-test was used to determine whether or not there is a difference in the results of the treatment. The test An independent sample t-test was used to determine whether or not there is a difference in the treatment results. If the sig value (2-tailed) < 0.05 , then there is a significant difference; conversely, if the sig value (2-tailed) > 0.05 , then there is no significant difference.

Table 8. Paired Samples Statistics

Mean		N		Std. Deviation	Std. Error Mean
Pair 1	Job stress pretest	79.000	7	6.08276	2.29907
	Posttest of job stress	104.7143	7	6.04743	2.28571

Table 9. Paired Samples Correlations

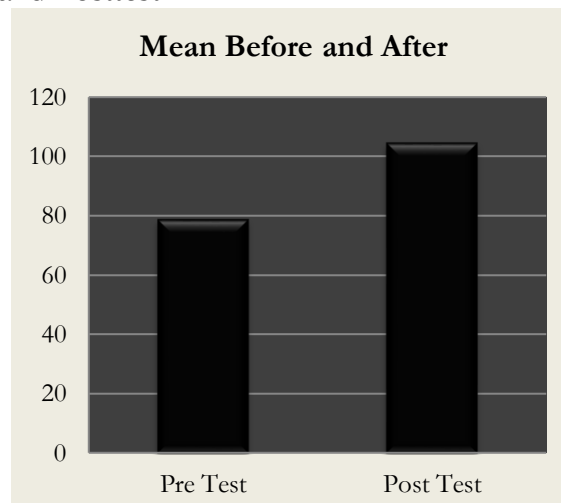
N	Correlation	Sig.
Pair 1	.503	.250
Posttest of job stress		

Table 10. Paired Samples Test

Paired Differences		Std. Deviation	Std. Error Mean	95% Confidence Interval of the Difference		Sig. (2-tailed)
	Mean			Lower	Upper	
Pair	-25.71429	6.04743	2.28571	-31.30723	-20.12134	.000

The results of the analysis using the paired sample t-test showed a significant increase between the score before training (pretest) with an average value of 79.00 (SD = 6.082) and the score after training (posttest) with an average value of 104.71 (SD = 6.047). The value of -11,250 with significance (sig. 2-tailed) 0.000 < 0.05 indicates that the training had a significant effect. Thus, stress management training proved effective in improving participants' ability to manage stress. Posttest scores also showed that after participating in the training, cleaning services at PT. PKSS Sorong had a better level of stress management than before receiving the intervention. These results confirm that the training provided was able to help participants understand and apply stress management strategies more optimally in the work context.

Mean Pretest and Posttest


Fig 1. Mean Pretest and Posttest

Based on the graph mean, the experimental group (M=79) experienced an increase (M=104.71) after receiving stress management training. The average pretest score of 79.00 increased to 104.71 in the posttest. Thus, there was a 25-point increase in scores after the training.

CONCLUSION

The results of the study indicate that stress management training provided to PKSS Sorong cleaning service employees significantly improved their ability to manage work stress. A comparison of pretest and posttest scores revealed consistent improvement after participants participated in the intervention. These findings confirm that training based on understanding stress symptoms and practicing relaxation techniques can help workers respond more adaptively to work pressure. Therefore, stress management training has proven effective and feasible as a human resource development strategy, particularly in jobs with high physical and mental demands.

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