

Entrepreneurial Stress: Seen from the Responsibility Factor, Entrepreneurship Knowledge and Family Support

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Abstract – High level of stress in running a business make some people won't to involve in the entrepreneurship's world. A huge responsibility to theirself and employee, unavailable family support for their business, not having enough knowledge of entrepreneurship, and inability to manage risk. These assumptions make the existence of entrepreneurs become something difficult and unreachable for most Indonesian people. This research draws upon the assumptions which makes Indonesia has the low level of entrepreneurship. The method used in this research is an in-dept interview which is use young entrepreneur who just start doing a business as an sample. The result of this research indicate that there is a high level of stress caused by huge responsibility factor, unavailable family support, not having enough knowledge in entrepreneurship, and inability to manage business risk. According to this research, young entrepreneurs should delegated some authority to their subordinates (chains of command), learn through books or through the entrepreneurial seminars, and spend more time with their families in order to have both moral and material support.

Keywords -- Entrepreneurial Stress, Factor Responsibility, Entrepreneurship Knowledge, Family Support

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I. INTRODUCTION

Gini Index or Gini Coefficient is an indicator that shows the level of overall income inequality. The Gini coefficient value ranges from 0 to 1. The Gini coefficient is 0 indicates that there is a perfect income equalization, or everyone has the same income. According to the Gini Index, Indonesia in 2011 - 2015 remained at the level of 0.41. Then in 2016 the Indonesian Gini index declined to 0.40. The existence of a steady Gini index indicates that there is no change in income distribution in Indonesian society.

Indonesia, which is known for its natural resources (SDA), is still a category of developing countries. This is because Indonesia's per capita income is still relatively low despite an increase of Rp. 2.82 million from 2015 which initially amounted to Rp. 45.14 million to 47.96 million in 2016. The increase in Indonesian shipping income indicates that economic growth occurred in the community. Indonesia. However, the increase in income per capita only occurs in the upper classes of society who are economically developing fast compared to the lower classes. The ease of access to capital loans from banks and

extensive networks or connections, the strength of personal capital causes individual income to make this very striking. The existence of an income gap like this causes more poverty and unemployment in Indonesia. In addition to the lack of employment, this is also due to the difficulty of capital faced by the poor. So that small and medium enterprises, even though they survive, but cannot develop properly. With the existence of poverty, the possibility of lower-class people to get education is also low. The absence of education makes them have no intellectual skills and diplomas that can be used to find work and ultimately make them unemployed.

The existence of the MEA can actually motivate the lower classes to improve their skills and creativity in their MSMEs. However, MEA also makes it difficult for them to compete in terms of access to capital. The lack of promising access from the government has made Indonesian society in general less interested in creating their own business. The existence of undergraduate graduates which is a prestige is one of the reasons Indonesians are reluctant in creating their own jobs. Diplomas that are the main requirement in applying for jobs in companies, and the pattern of Indonesian education that always upholds graduate graduates, shapes the mindset of the Indonesian people to become the mindset of the working community.

The mindset of the working people like this has more or less contributed to educated unemployment in Indonesia. They only position themselves as job seekers, not as job creators. The number of labor force in Indonesia in February 2018 reached 133.94 million people, an increase of around 5.88 million people (4.59 percent) compared to the August 2017 workforce of 128.06 million people and an increase of 2.39 million people (1.82 million percent) compared to the February 2017 workforce of 131.55 million people. The number of people working in February 2018 was 127.07 million people, an increase of around 6.05 million people (5.00 percent) compared to the condition in August 2017 (121.02 million people), and an increase of 2.53 million people (2.03 percent) compared to February 2017 (124.54 million people). (bps.go.id, 2018)

David McClelland stated that a country will achieve prosperity if the number of its entrepreneurs reaches at least 2.1% of the total population. While the number of entrepreneurs in Indonesia currently amounts to only 1.56%, lower than the target of the world bank requiring 4% to face the MEA. This means that Indonesia still needs 1.7 million entrepreneurs to reach the target of

2%, and 5.8 million entrepreneurs to reach the target of 4% from the World Bank (Tempo.co, May 23, 2016).

The lack of accessibility in establishing a business or Ease of Doing Business (EoDB) makes many people "reluctant" to set up their own businesses. They prefer to work in other places that are considered to have prestige rather than opening their own businesses. EoDB Indonesia ranks 109th in 2016, and in the same year other ASEAN countries such as Vietnam ranked 90th, Thailand ranked 49th, Malaysia ranked 18th, and Singapore ranked first. Meanwhile the global competitiveness index of 10 ASEAN countries in the AEC was also occupied by Singapore in the first place with a figure of 5.68%. Following Malaysia 5.23%, Thailand 4.64%, and Indonesia 4.52%.

The low level of entrepreneurship in Indonesia because its existence is still underestimated. The closest family support is very influential. Parents consider their children to be successful if they have a large income. Even if they don't become private employees, they really hope that if their children become civil servants. Most people see that being an entrepreneur is one of the ways to work because you are not accepted to work in the company. So that they look more "modest" in managing the business they run. Because this means that there is an element of "compulsion", this is also what causes the person to be hampered in developing his business in accordance with their respective expertise. Problems about entrepreneurial stress are often associated with the understanding of stress that occurs in the work environment, namely in the process of interaction between a person with aspects of his work.

Small business owners are very vulnerable to stress because they tend to feel compelled, intense, and unwilling to tolerate failure. They feel they have a great responsibility for the lives of their families and employees. Lack of knowledge about entrepreneurship also has a big impact, ignorance about the business they are struggling to make their business does not develop or tends to stagnate. In addition, they often forget family support and feel overwhelmed by their responsibilities. If all of these factors can be faced, many entrepreneurs experience extraordinary problems and intense forms of conflict lead them to success.

Stress in Entrepreneurship

Stress is a non-specific response from the body in every demand. (Selye, 1982) According to Gibson Ivancevich (1985: 204), "Stress as an active response, mediated by individual debates and / or psychological processes, which is a consequence of any activity (environment), situation, or external event that burden

excessive psychological or physical demands on someone".

According to Morgan and King, "... an internal state which can be caused by physical demands on the body (disease conditions, exercise, extremes of temperature, and the like) or environmental situations which are evaluated as potentially harmful, uncontrolled, or exceeding our resources for coping "(Morgan & King, 1986). So stress is a state that is internal, which can be caused by physical (body), or environmental, and social situation demands, which are potentially damaging and uncontrolled (Aat Sriati, 2007).

Sarafino (2008) who said that stress is a condition caused by a mismatch between the desired situation and the individual's biological, psychological or social system. Another opinion says that stress is the response of a person, both physically and mentally to a change in their environment which is perceived as disturbing and causing themselves to be threatened (Anoraga, 2009).

Quick and Quick (1984) and Hans Selye in Girdano (2012) say that there are two types of stress, namely eustres and distress.

Eustres, which is the result of responses to stress that are healthy, positive, and constructive (constructive). This includes the welfare of individuals and also organizations associated with growth, flexibility, adaptability, and high levels of performance. These are all forms of stress that encourage the body to adapt and improve the ability to adapt. When the body is able to use stress experienced to help pass through an obstacle and improve performance, stress is positive, healthy, and challenging (Walker, J, 2002).

On the other hand, distress, which is the result of a response to stress that is unhealthy, negative, and destructive. This includes individual consequences for systemic disease and high absenteeism rates associated with illness, decline and death. Distress is all forms of stress that exceed the ability to overcome it, burden the body, and cause physical or psychological problems. When a person experiences distress, the person will tend to react excessively, confused, and cannot perform optimally (Walker, J, 2002).

Meanwhile, according to research cited timesofindia.com, there are three types of stress that often attack, are: Chemical stress, physical stress, and emotional stress, and emotional stress that attacks many entrepreneurs

Job stress experienced by a person is influenced by factors that cause stress both from work and outside work. Among other things are the factors of task, role, and interpersonal demands.

Task demands are factors related to one's work. These demands include individual work design, working conditions, and physical layout of work. (Frew, 1987) For

example, working in a room that is too crowded or in a location that is always disturbed by noise can increase anxiety and stress. With the growing importance of customer service, work that demands emotional factors can be a source of stress. (Evans, 2000).

Role demands are related to the pressure given to a person as a function of the particular role he plays in the organization. Role conflict creates expectations that may be difficult to solve or fulfill. (Frew, 1987).

Interpersonal demands are the pressure created by employees. The lack of support from colleagues and poor interpersonal relationships can cause stress, especially among employees who have high social needs. (Frew, 1987). In this study it was found that employees demanded a better economic improvement by asking for overtime pay, increase in allowances and salary increases. This is what underlies the occurrence of stress on entrepreneurs.

In addition to influencing the structure design of an organization, environmental uncertainty also affects the stress levels of employees and organizations. Changes in the business cycle create economic uncertainty, for example, when job continuity is threatened, a person starts to worry that the economy will worsen. In this case, entrepreneurs are difficult to develop their business environment due to the limited knowledge they have. Knowledge about entrepreneurship can be obtained by attending seminars, reading books about successful entrepreneurs and participating in entrepreneurial training held by other parties.

Personal factors can cause stress, consisting of family problems, personal economic problems, and personality and character inherent in a person. National surveys consistently show that people attach great importance to family and personal relationships. Difficulties in marital life, broken relationships, and difficulties with discipline problems with children are examples of relationship problems that create stress.

Economic problems because of a larger pattern of life pangs than poles are other personal constraints that create stress for employers and disrupt work concentration. Studies of three different organizations show that the symptoms of stress reported before starting work are largely the variance of various stress symptoms reported nine months later. This brings researchers to the conclusion that some people have inherent tendency to accentuate the negative aspects of the world in general. If this conclusion is correct, the individual factors that significantly affect stress are the nature of a person. That is, the symptoms of stress expressed on work may actually come from the person's personality.

Likewise, work versus conflict outside of work, such as the expectations of workers and families for the attention of employers, also causes tension and stress (House et al., 1979).

Employers must be salespeople, negotiators, financial managers, manage settlement disputes, boundary spanner, etc. Overlapping demands can cause role overload. Role overload accepts some legitimate and non-contradictory expectations, but completes all tasks beyond the individual capacity (Katz and Kahn, 1978: 185). Along with increasing role overload, maintaining a high level of quality in one's work becomes more difficult (House et al., 1979). The role of overload and attention to quality has been shown to cause high levels of stress (House et al., 1979; Matteson and Ivancevich, 1982).

The pressure of responsibility comes from having to make difficult decisions, risky decisions, where the results can have a significant impact on the welfare of the company. The pressure of responsibility causes a high level of stress (House et al., 1979).

II. RESEARCH METHODS

The method used in this study is in-depth interview. The sample in this study were 3 (three) young entrepreneurs who had just started a business. The business pursued is chicken noodles and laundry. Researchers use interview guidelines that aim to find out how much revenue is shared for their employees and how to train employee skills. Then regarding the level of their entrepreneurial knowledge and support from their families. The time of this study is for 3 (three) months.

III. RESULTS

The imbalance between job vacancies and the number of job seekers has led to an increase in the number of unemployed. Indonesian people argue, rather than unemployed, those who still have the skills choose to become micro entrepreneurs such as chicken noodle traders and laundry entrepreneurs (laundry services).

In Indonesia, traders "Kaki Lima", or abbreviated as PKL, are terms to call merchants who use carts, this term is often interpreted as such because there are five merchants. The five legs are two feet of traders added by three "legs" of the cart.

PKL businesses are informal (illegal) on a small scale and do not have a permit to sell according to the applicable regulations, they sell on the side of the road and only pay dues to thugs there. Even these Kaki Lima traders, besides selling themselves, also have several employees recruited to become chicken noodle traders as well.

Regarding the distribution of income, chicken noodle traders who have employees, have an obligation to pay salaries and share the results if the sale of chicken noodles that are run meets the daily target. The results of the division are 30/70. It's not easy to become a street

vendor. This is because there is anxiety at any time can be expelled, not being able to sell again where they usually make a living. For chicken noodle entrepreneurs who have not to mention the problem if they have employees.

The recruitment of employees who can be trusted and able to market and work hard is an absolute requirement. This is the consideration of the payment of salaries, in addition to the profit sharing system. An employee is required to have the skills and abilities in terms of making chicken noodles and serving buyers, so the owner must be able to manage their employees well. In order for employees to be right and good at serving buyers, employers must train and educate employees. The mindset of employees themselves becomes a new problem. Some employees from certain regions are more desirable because they are more skilled and work hard.

While the problems faced by laundry entrepreneurs differ slightly in terms of recruitment of laundry employees. Skill in using technology is very influential on service to their customers.

In essence, the problem of responsibility for employees, both chicken noodle entrepreneurs and laundry entrepreneurs is the same. That is, both feel responsible for the economy of their employees.

Then the second problem is knowledge about entrepreneurship. Both types of entrepreneurs have very limited knowledge of good entrepreneurship. They only have general knowledge in managing their business. They have never participated in training either provided by the government or independently participated in entrepreneurial seminars. So that when they are faced with a problem, especially the risk being faced, they experience depression.

And the third problem is the lack of support from the closest family in entrepreneurship. Experience during running their business, not only the profits earned, but they also experienced considerable losses. This has caused disappointment from the family of entrepreneurs. When they want to make a decision, they face a dilemma, whether to keep asking for input from the closest family, or to make their own decisions.

IV. CONCLUSION

In this study conclusions can be drawn about the things that happened to the entrepreneurs of chicken noodles and laundry entrepreneurs who were examined. That the responsibility they assume should not be taken alone. They must be able to trust the employees recruited. They must learn to give a controlled (chain of command) authority. Giving authority to employees can cause a sense of belonging to their employees. Thus their burden will be less.

They are advised to learn more through books or take entrepreneur seminars. This is important in terms of making important decisions and how to develop their business.

In terms of family support, it is recommended that more time be spent with his family in order to get both moral and material support. According to Robin & Salovey (1989) marriage and family may be an important source of social support. Therefore, good and healthy communication is very influential in creating positive support.

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