

Analysis Of The Sources Of Work Stress, How To Respond To Coping Strategy Choices In State Civil Apparatus Service Of The State Treasure

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ABSTRACT

Background : Job stress can be experienced in all fields of work, not only industrial workers but also in the State Civil Apparatus. ASN Finance Department. The State Treasury Service Office (KPPN) has relatively high work pressure compared to other ASNs , so it has the potential to experience high psychological pressure

Methods : A cross-sectional study using an explanatory research approach was conducted on 130 samples of State Civil Apparatus (ASN), which were taken using a simple random sampling technique. using The Brief Job Stress Questionnaire (BJSQ) and The Brief COPE to assess coping strategies.

Results: There is a correlation between sources of work stress in the work environment category on coping strategies in the avoidant coping model (2.60 ± 1.14) with a p value <0.01 . There is also a correlation between work stress responses on aspects of high response to emotional focus model coping strategies coping (75.63 ± 24.67). p value <0.01 . There is a negative correlation between coping strategies on work stressors ($r = -0.218$, $p < 0.05$), and job stress responses ($r = -0.188$, $p < 0.05$).

Conclusion: Aspects of the work environment and high responsiveness proved to be significantly correlated with avoidant coping . Emotional focused coping

Keywords: Work stress, Coping strategies, Work stress response.

INTRODUCTION

Stress is considered as a complex phenomenon that cannot be avoided in various settings of life, including the world of work . The 2021 Gallup Survey noted that worker stress increased from 38% in 2019 to 43% in 2020 where the highest work stress was reported in the United States and Canada which reached 57% while Southeast Asia was 36% [1] . The results of the 2018 Basic Health Research (Riskesdas) found that the prevalence of work stress in the Indonesian population reached 11.6% [2] .

Work stress can be experienced in all fields of work, not only industrial workers but also in civil servants, especially in strategic ministries such as the Ministry of Finance, because there is an opinion that work in this agency has excessive and too much workload so that it often exceeds the main tasks and functions. Survey results on ASN in government agencies who are stressed at work, especially Civil Servants (PNS) within the Regional Financial and Asset Agency (BKAD) of North Sulawesi Province, found 40.9% of ASN experienced high stress and 59.1% mild stress [3] .

ASN is the main driving force in the administration of government and development work of a nation. In carrying out their duties, civil servants are required to work efficiently, effectively, cleanly and with dignity (Pujiwati and Susanty, 2017). Civil servants in the scope of the finance department including employees of the State Treasury Service Office (KPPN) have relatively high work pressure compared to other government agencies, so they have the potential to experience psychological pressure due to social changes, work culture and government bureaucratic reform [4] . In addition, the role of the KPPN is classified as sensitive because it is related to state financial expenditure which operates as a performance-based public service office which is required to provide excellent service by working quickly, effectively and efficiently for community satisfaction.

Several research results show that work stress is related to the coping abilities of each individual [4,5,6, 7)] . Coping has become a major variable in various studies related to stress. Coping strategies are thought to explain why some people can react more to small stressors but some don't act even though the stressors are big. This relates to coping effects that can improve or interfere with psychological function [8] . The results of research by Wang et al [9] and Matos et al [10] illustrate that nurses who use avoidance coping strategies to

manage stress are prone to physical pain and psychological grief.

Research related to the work stress of civil servants in Indonesia is still limited and mostly identifies the relationship between stressors and work strain without considering the relationship with the individual's ability to manage and evaluate these stressors [9,10,11,12,13,14] . The relationship between coping strategies and work stress on civil servants needs to be analyzed in more depth, including for KPPN employees who are a more vulnerable group so that work stress management for civil servants in government agencies can be more specific. Thus the stress management obtained not only improves the quality of life of employees, but also reduces health care costs and increases organizational productivity.

Therefore, this study aims to analyze the correlation between coping strategies with sources of work stress and work stress responses in ANS with high workload. In this study, correlation and influence analysis was performed to evaluate the relationship between coping strategy variables, job stress responses, and sources of work stress.

RESEARCH METHODS

a. Research design and sample

cross sectional design with an explanatory research approach was used in this study. The total population in the study was 176 civil servants at the South Sulawesi KPPN. Based on the slovin formula, a sample of 130 civil servants could be calculated, taken by simple random sampling from 9 KPPNs in South Sulawesi, consisting of: KPPN Makassar I and II each 25 people, KPPN Parepare 15 people, KPPN Bantaeng 13 people , 8 people from the Benteng KPPN, 12 people from the Palopo KPPN, 9 people from the Sinjai KPPN, 14 people from the Watampone KPPN, and 9 people from the Makale KPPN. Data collection was carried out in August-September 2022 using an online questionnaire. Informed consent is available at the beginning of the questionnaire and must be read so that every respondent who participates is deemed willing to become a respondent. This research has also obtained Ethical Approval Recommendations from the Human Research Ethics Committee, Hasanuddin University, (Number: 10258/UN4.14.1/TP.01.02/2022).

b. Variable measurement

Sources of work stress and work stress responses were measured using the The Brief Job Stress Questionnaire (BJSQ) questionnaire. Reliability tested the indicated scale of the Cronbach alpha ui results between 0.66 and 0.90 [15–17] . The BJSQ assessing work stressors is divided into 5 subscales, namely: work overload (7 items), work control (3 items), interpersonal relationships (3 items), work environment (1 item), and social support (9 items). Work stress response includes 3 subscales, namely: psychological stress response (18 items), physical stress response (11 items), and behavioral response (2 items). Each item uses a 4-point Likert scale score.

The COPE Brief is used to assess coping strategies. The Brief Coping used has been tested for a t-value > 1.96 and a Cronbach alpha of 0.70 [18–20] . Coping strategies consisted of problem focused coping (8 items), emotions focused coping (12 items) and avoidant coping (8 items) questions. Each item uses a 4-point Likert scale score, a high score indicates that this coping strategy is often used.

c. Statistical analysis

Testing for each variable was carried out with the ANOVA test, and the Pearson correlation test using SPSS software.

RESULTS

a. Statistical Overview of Sources of Work Stress, Responses to Work Stress and Coping Strategies for KPPN Civil Servants

In table 1 most of the employees with very low sources of work stress and low stress response use coping strategies that focus on problems (problem focus coping) $n = 79$ and $n = 53$. Meanwhile, employees who experience high and very high stress responses tend to use coping which focuses on emotion (emotional focus coping) and avoidant coping as coping strategies.

Table 1. Distribution of Respondents Based on Sources of Work Stress, Work Stress Responses, and Coping Strategies

Research variable	Coping Strategy		
	Problem focus coping	Emotional focused coping	avoidant coping

	(n)	(n)	(n)
Source of work stress			
Very low	79	2	1
Low	37	6	3
Currently	1	0	0
Tall	0	0	0
Very high	0	0	0
Work stress response			
Very low	52	0	1
Low	53	1	0
Currently	13	2	1
Tall	0	2	0
Very high	0	3	2

b. Correlation of Coping Strategies with Stress Sources and Work Stress Responses

The results of the ANOVA test show that there is a statistically significant relationship between sources of work stress on aspects of the work environment and coping strategies where avoidant coping model criteria are more widely used (2.60 ± 1.14), p value <0.01 . In the response to work stress, a statistically significant relationship was found where if the response to work stress was high, coping strategies using the emotional focus coping model were more common (75.63 ± 24.67), $p < 0.01$. Emotional focus coping is associated with psychological responses (44.00 ± 15.62) p value <0.01 , also associated with physical responses (29.63 ± 8.86) p value <0.001 , and associated with behavioral responses (2.00 ± 0.65) p value <0.01 .

Table 2. Relationship between Coping Strategies with Stress Sources and Work Stress Responses

Variable	Coping Strategy			p value
	Problem Focus coping ($X \pm SD$)	Emotional Focus coping ($X \pm SD$)	Avoidance coping ($X \pm SD$)	
Sources of Work Stress	43.68 ± 6.14	50.88 ± 9.16	46.20 ± 6.98	0.071
Workload (Work overload)	20.38 ± 3.08	21.63 ± 3.74	19.60 ± 5.13	0.304
work control	4.26 ± 1.36	4.88 ± 1.13	4.60 ± 2.19	0.301

Interpersonal relationship	4.97 ± 1.43	6.88 ± 2.51	5.40 ± 2.07	0.064
Work environment	1.04 ± 0.73	1.63 ± 0.52	2.60 ± 1.14	0.006 **
Social support	12.67 ± 3.74	15.88 ± 5.59	14.00 ± 4.80	0.222
Work Stress Response	48.49 ± 13.30	75.63 ± 24.67	59.20 ± 31.80	0.009 **
Psychological (mental) response	27.05 ± 8.23	44.00 ± 15.62	35.40 ± 17.29	0.007 **
Physical response	20.13 ± 5.80	29.63 ± 8.86	10:40 PM ± 3:21 PM	0.000 ***
Behavioral response (satisfaction)	1.31 ± 0.46	2.00 ± 0.65	1.40 ± 0.55	0.005 **

* p-value < 0.05, ** p-value < 0.01, *** p-value < 0.001

The results of the Pearson Correlation analysis (Table 3) show that there is a significant negative correlation between coping strategies and work stressors ($r = -0.218$, $p < 0.05$), and job stress responses ($r = -0.188$, $p < 0.05$). In terms of work stressors, in more detail it can be seen that work control is negatively correlated with problem focus coping ($r = -0.347$, $p < 0.001$) and emotional focus coping ($r = -0.199$, $p < 0.05$), interpersonal relationships are positively correlated with emotional focus coping ($r = 0.229$, $p < 0.01$) and avoidant coping ($r = 0.199$, $p < 0.05$), the work environment is negatively correlated with problem focus coping ($r = -0.182$, $p < 0.05$) and positively correlated with avoidant coping ($r = 0.183$, $p < 0.05$), and social support negatively correlated with problem focus coping ($r = -0.301$, $p < 0.01$). In more detail, it can be seen that psychological responses have a negative correlation with problem focus coping ($r = -0.194$, $p < 0.05$), have a positive correlation with emotional focus coping ($r = 0.272$, $p < 0.01$) and avoidant coping ($r = 0.195$, $p < 0.05$), and behavioral responses are negatively correlated with problem focus coping ($r = -0.267$, $p < 0.001$).

Table 3. Correlation of Coping Strategies with Work Stress and Work Stress Responses

Variable	Coping Strategy			
	Problem Focus Coping	Emotional Focus Coping	Avoidance Coping	Total
Sources of Work Stress	-0.214 *	0.031	0.166	-0.218 *
Workload (Work overload)	0.156	0.117	0.166	0.153
work control	-0.347 ***	-0.199 *	-0.055	-0.370 ***

Interpersonal relationship	-0.060	0.229 **	0.199 *	-0.041
Work environment	-0.182 *	-0.013	0.183 *	-0.181 *
Social support	-0.301 **	-0.063	0.045	-0.305 ***
Work Stress Response	-0.200 *	0.224 *	0.158	-0.188 *
Psychological (mental) response	-0.194 *	0.272 **	0.195 *	-0.194 *
Physical response	-0.149	0.136	0.090	-0.146
Behavioral response (satisfaction)	-0.267***	0.004	0.014	-0.250 ***

* p-value < 0.05, ** p-value < 0.01, *** p-value < 0.001

DISCUSSION

The results of this study found that most of the respondents implemented coping strategies that focused on problems in dealing with the work stress they experienced. The use of coping strategies that focus on problems will be mostly done when a person believes that he has the ability to change situations and overcome problems that cause stress [18] . The use of this coping strategy can be influenced by the existence of routine activities among employees in the form of coffee mornings every month and coaching programs, as well as family gatherings. In addition, several dimensions of a healthy organization according to [21] such as a healthy work environment, good interpersonal relationships, and good social support have been implemented in this office.

In addition, it was found that the use of coping strategies that focused on emotion and avoidance coping among respondents tended to increase in employees who experienced high and very high stress responses. This shows that there is a relationship between the use of emotion-focused coping and avoidance coping with an increase in depression due to work stress.

The next finding is that sources of work stress are directly negatively related to coping strategies, even though the strength of the relationship is weak. This means that if the source of employee work stress increases, the employee's coping strategy will decrease and vice versa. This finding is in line with research [22, 23] which showed a negatively significant relationship between work stress and coping strategies.

In more detail, it is known that the source of work stress in the form of a lack of work control and a bad work

environment and a lack of social support can improve problem-focused employee coping strategies. On the other hand, poor interpersonal relationships can increase employee coping strategies that focus on emotion and avoidance coping. These findings indicate that the use of problem-focused coping strategies will be easier to use when the source of stress can be controlled, but when a person cannot control the source of stress, emotion-focused coping becomes more effective [24] .

In this study it was also found that psychological stress responses were negatively correlated with problem-focused coping strategies and positively correlated with emotion-focused coping strategies. The behavioral response in the form of dissatisfaction is negatively correlated with problem-focused coping strategies. This is in line with other studies which found that the use of avoidance coping strategies, and emotional focused coping are associated with poor health [12] . Kim et al [23] in their research also found that coping that focuses on emotions is a risk factor for depression. However, on the other hand, several emotion-focused coping strategies such as acceptance and adoption of positive values, worship or prayer have been associated with increased well-being [14, 22, 25] .

CONCLUSION

Aspects of the work environment and high response proved to be significantly correlated with avoidant coping. Emotional focused coping and low work stress in ASN indicates a healthy office work organization as evidenced by the existence of good interpersonal relationships, work environment and social support, although the source of stress is in the form of high employee workload and lack of work control in the office.

Sources of employee work stress are directly related negatively to coping strategies, which means that if the source of employee work stress increases, individual coping strategies will decrease and vice versa.

The relationship between sources of work stress and ASN's work stress response is not mediated by individual characteristics and employee coping strategies. .

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