

# Analysis of Family Support and Reinforcement on Work Stress of Health Officers at Public Health Center Batang-Batang District Sumenep

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## ABSTRACT

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Stress is a common problem in modern life, including work-related stress. The purpose of this study is to analyze influence family support and reinforcement of the work stress of health workers in Public health center Batang-Batang District, Sumenep. The design of this research is an observational quantitative research with a cross sectional approach with the focus of the research being directed at analyzing influence family support and reinforcement of the work stress of health workers in Public health center Batang-Batang District, Sumenep. The total population of 137 respondents and a sample of 102 respondents were taken using the Simple Random Sampling technique. In this study, it was found that most of the respondents had good family support as many as 53 respondents (52%). Almost half of the respondents have reinforcement in the good category as many as 41 respondents (40%). Most of the respondents have work stress in the low category as many as 46 respondents (45%). Based on the results of Multiple Linear Regression analysis shows that with a p-value of  $0.000 < 0.05$  then H1 is accepted so it can be concluded that simultaneously there is influence family support and reinforcement of the work stress of health workers in Public health center Batang-Batang District, Sumenep with a magnitude of influence of 79.5%. It is expected that respondents can maintain a positive self-assessment and calm the mind in various ways such as meditation and relaxation. As well as carrying out activities outside of work such as recreation or other forms of entertainment to relieve the effects of stress generators in the workplace.

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## INTRODUCTION

Stress is a common problem in modern life, including work-related stress (ILO, 2016). Job stress is a physical and emotional response that is dangerous and can occur when the demands of the existing job exceed the ability or work control possessed by the worker (Alberta, 2014). Work stress becomes a risk to the health and safety of workers when the work carried out exceeds the capacity, resources and abilities of workers for a prolonged period (ILO, 2016).

In America, job stress is a common and detrimental problem for workers. Work stress can cause health problems such as feeling tired/tired, exhausted, dizzy, and indigestion (Munandar, 2016). The results showed that of 775 professionals at two hospitals in Taiwan, 64.4% of workers experienced anxiety, 33.7% had nightmares, 44.1% had irritability, 40.8% had headaches, 35% had insomnia and 41.4% had gastrointestinal disorders (Tsai & Lu, 2017).

Work stress is an important concern, one of which is health care sector workers (ILO, 2016). All professionals in hospitals are at risk of stress, but health workers have higher stress levels. The results of the Health and Safety Executive (2019) research show that workers, teachers and health workers have the highest stress levels with a prevalence rate of 3,570 cases per 100,000 workers in the 2018/2019 period.

A cross sectional study conducted at 3 hospitals in the Yangon region, Myanmar, showed that 55.9% of health workers had high levels of work stress (Wiyong, 2019). In Indonesia, research conducted on health workers at RSUD Dr. Mohammad Hosein Palembang, South Sumatra, showed that there were 57.4% of health workers with severe stress levels (Sasmito, 2019). The results of research on health workers in the inpatient room of Martha Friska Hospital Medan showed that 73.9% of health workers had a high level of work stress (Santi, 2019).

Based on the results of a preliminary study conducted by researchers on November 5, 2020 to 10 health workers at the Batang-Batang District Health Center, Sumenep Regency, it was found that a number of 7 respondents (70%) said that they were quite depressed with what they were doing so far where this was due to lack of the balance of the rewards obtained and the work done, where health workers tend to work almost every day and diligently but there is no increase in rewards or rewards obtained by respondents. And also due to the lack of support from the family of health workers where families often demand to get a lot of money for daily needs so that the average health worker has to do side work as a farmer.

High stress can have a different effect on each person. Changes that arise due to stress can be in the form of changes in behavior and affect mental and physical health (Gibson, 2012). Prolonged stress can cause psychological problems that lead to psychiatry, drug abuse, drinking alcohol and then not coming to work and can lower the body's resistance so that it is susceptible to infection (Depkes RI, 2016).

High levels of work stress also affect the performance, satisfaction, productivity, and caring behavior of health workers. The higher the work stress, the lower the performance, satisfaction, productivity, and caring behavior of health workers (Riza, 2015). The decline in the performance of health workers and the tendency to leave work because they are tired can cause an increase in the workload of permanent health workers (Lwin, 2015).

In addition, work stress on health workers also affects the quality of hospital services. If health workers experience work stress and are not managed properly, it can eliminate the sense of care for patients, increase the occurrence of errors in patient health workers and endanger patient safety (Sharma, 2014). The results of Park's research (2013) show that 27.9% of health workers have made mistakes that could endanger patient safety with work stress as a contributing factor.

Many factors can cause work stress for health workers including night shifts, multiple role conflicts, lack of social support, conflict between work and family, diverse and inappropriate task demands, excessive workload, uncomfortable working conditions, job uncertainty, the absence of awards, excessive promotions or under-promotions, and the unbalanced ratio of the number of health workers to the number of patients (Lumingkewas, 2015). In addition, health workers have very high duties and responsibilities for the safety of human life, are encouraged to always be optimal in serving patients, record patient conditions regularly and continuously, maintain patient conditions so that they do not worsen.

Based on the above conditions, the authors are interested in researching about analysis of family support and reinforcement on the work stress of health workers in Public health center Batang-Batang District, Sumenep.

## METHODS

In this study, the researcher used an observational quantitative design with a cross sectional approach, which is a study to study the dynamics of the correlation between risk factors and effects, by approaching, observing or collecting data all at once (point time approach), that is, each subject The study was observed only once and measurements were made on the status of the character or variable of the subject at the time of examination. This does not mean that all research subjects are observed at the same time (Soekidjo, 2012). This research will analyze influence family support and reinforcement of the work stress of health workers in Public health center Batang-Batang District, Sumenep. The total population of 137 respondents and a sample of 102 respondents were taken using the Simple Random

Sampling technique. Data analysis using Linear Regression test. This research has gone through the ethical test phase with the number SK: 2317/KEPK/III/2021.

## RESULTS

Table 1 Results of linear regression analysis analysis of family support and reinforcement on work stress of health workers at the Batang-Batang District Health Center, Sumenep Regency which was carried out on 2-27 August 2021 with a total of 102 respondents.

No	Variable	Sig	B	R <sup>2</sup>	Sig
1	(Constant)	0.001	1,231		
2	Family support	0.001	1.416	0.795	0.000
3	Reinforcement	0.000	1,235		

### Partial

The Effect of Family Support on Work Stress

Based on the results of Linear Regression analysis shows that the p-value is  $0.001 < 0.05$  then H1 is accepted so it is concluded that partially there is influence family support for the work stress of health workers in Public health center Batang-Batang District, Sumenep Regency.

The Effect of Reinforcement on Work Stress

Based on the results of Linear Regression analysis shows that the p-value  $0.000 < 0.05$  then H0 is rejected and H1 is accepted so it is concluded that partially there is influence *reinforcement* on the work stress of health workers in Public health center Batang-Batang District, Sumenep Regency.

### Simultaneous

Based on the results of Multiple Linear Regression analysis shows that with a p-value of  $0.000 < 0.05$  then H1 is accepted so it can be concluded that simultaneously there is influence family support and reinforcement of the work stress of health workers in Public health center Batang-Batang District, Sumenep with a magnitude of influence of 79.5%.

## DISCUSSION

### Family Support of Health Officers at Public health center Batang-Batang District, Sumenep

The results showed that most of the respondents had good family support as many as 53 respondents (52%). In addition, 34 respondents (33%) had sufficient family support. While a number of 15 respondents (15%) had family support in the category of less.

According to Friedman (2014) family support is the attitude, action and acceptance of the family towards its members. Family members are seen as an inseparable part of the family environment. The family also functions as a support system for its members and family members view that people who are supportive are always ready to provide help with assistance if needed.

Kane in Friedman (2012) defines family support as a process of the relationship between the family and the social environment. According to Kuncoro (2012) family support is verbal and non-verbal communication, advice, real help or behavior provided by people who are familiar with the subject in their social environment or in the form of presence and things that can provide emotional benefits or influence on the behavior of the recipient, in this case the person who feels emotionally supported feels relieved because he is noticed, gets advice or a pleasant impression on him.

Family and community support have a big role in increasing compliance, namely by supervision and giving encouragement to someone. The advantage of family support is that they live in the same house or close to home with mothers and toddlers so that monitoring is more optimal and there is no direct need for transportation costs (Becher, 2014). Families are aware of the importance of obedience in carrying out an activity, especially regarding the visit of mothers and toddlers at the posyandu, it is very necessary to monitor the growth and development of toddlers so that they become healthy adults.

Wills (2013) concluded that buffer effects (social support protects the individual against the negative effects of stress) and primary effects (social support directly affects health outcomes) were found. Indeed, the main and buffering effects of social support on health and well-being may function simultaneously. More specifically, the presence of adequate social support has been shown to be

associated with reduced mortality, easier recovery from illness and among the elderly, cognitive function, physical and emotional health.

Kuncoro (2012) argues that family support includes 2 things, namely the number of available support sources and the level of satisfaction with the support received. The amount of support available is an individual's perception of a number of people who can be relied on when the individual needs help. The level of satisfaction with the support received is related to the individual's perception that his needs will be met (quality-based approach).

Family is the closest person in a person's life as well as health workers. Family support will be very meaningful when someone is experiencing difficulties. Family members are seen as an inseparable part of the family environment. The family also functions as a support system for its members and family members view that people who are supportive are always ready to provide help with assistance if needed. Based on the results of the study, it was found that most of the respondents had good family support, but there were still some respondents whose family support was still lacking where this was due to families who were too busy with their work and also because other family members were more prominent than themselves.

#### **Reinforcement Health Officer at Public health center Batang-Batang District, Sumenep**

The results showed that almost half of the respondents had good category reinforcement as many as 41 respondents (40%). In addition, a number of 32 respondents (31%) had sufficient category of reinforcement. Meanwhile, a number of 29 respondents (28%) had less reinforcement in the category.

Rewards or reinforcement generally have a positive influence on human life, because they encourage and improve one's behavior and increase their efforts. It's not uncommon for someone to want to be the best and get compliments, of course within reasonable limits. You can imagine what will happen to sports athletes if they don't compete and get awards (Rahayu, 2015).

Reinforcement is adding strength to something that is considered not so strong. The meaning is addressed to individual behavior that needs to be strengthened. "strengthened" means to be established, alternate appearances, not intermittently appearing, not appearing once, so many sinking. In the behavioral change-oriented educational process, the main goal to be achieved in the learning process is the occurrence of good behavior, behavior that is accepted as often as possible in accordance with the usefulness of its appearance. Reinforcement is a response to a positive behavior that can increase the likelihood of the behavior repeating itself (Berta, 2012).

The application of the award can be effective if it considers the conditions, including giving an award immediately after the action or behavior takes place without delay, choosing the most appropriate thing with the behavior being carried out, choosing the most appropriate time, determining the number of things to be given according to the portion, choosing the things that are most appropriate for the behavior. the best, and manage the award schedule well. If the leader does this, the employee will be less at risk of experiencing work stress or pressure at work, because employees feel that what they are doing deserves a proper reward. So that employees will work harder.

#### **Work Stress of Health Workers at Public health center Batang-Batang District, Sumenep Regency**

The results showed that most of the respondents had work stress in the low category as many as 46 respondents (45%). In addition, a number of 35 respondents (34%) had work stress in the medium category. Meanwhile, a number of 21 respondents (21%) had work stress in the high category.

Job stress is a dynamic condition in which an individual faces opportunities, constraints, or demands related to what he or she desires most and whose outcomes are perceived as uncertain but important (Robbins & Judge, 2008). Meanwhile, according to Siagian (in Astianto, et al, 2014) stress is a condition of tension that affects a person's emotions, thoughts, and physical condition. Stress that cannot be handled properly usually results in a person's inability to interact with his or her environment, both at work and outside of work.

In addition, Cartwright and Cooper (in Mauladi, 2015) argue that work stress is a tension or pressure experienced when the demands faced exceed the strengths that exist in us. Based on the understanding of work stress that has been stated above, the researcher concludes that work stress is a dynamic condition of individuals in facing opportunities, constraints, or demands, which are related to what is highly desired and the results are perceived as uncertain but important.

Stress can create changes in metabolism, cause headaches, cause job dissatisfaction, changes in living habits, smoking, sleep disturbances, working conditions, role ambiguity, lack of management

attention to employees, career development, not being involved in making decisions, and stress due to having a job. two jobs. From this stress can create changes in metabolism, increase heart rate, breathing, cause headaches, and heart attacks. Psychological symptoms, that work-related stress can cause job dissatisfaction. Behavioral symptoms, including changes in living habits, anxiety, smoking, overeating, and sleep disturbances.

### **The Effect of Family Support on Work Stress of Health Workers at the Batang-Batang District Health Center, Sumenep Regency**

Based on the results of Linear Regression analysis shows that the p-value is  $0.001 < 0.05$  then H1 is accepted so it is concluded that partially there is influence family support for the work stress of health workers inPublic health center Batang-Batang District, Sumenep Regency.

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A health worker who works every day has the potential to experience work stress. The family who is the closest person in the life of a health worker plays an important role in maintaining the work stress of a health worker. The emergence of work stress on health workers is due to the lack of support from the family of health workers where families often demand to get a lot of money for daily needs so that the average health worker has to do side work as farmers, online traders and so on as a form of fulfilling their needs. demanded by family members.

### **The Effect of Reinforcement on the Work Stress of Health Workers at the Batang-Batang Public Health Center, Sumenep Regency**

Based on the results of Linear Regression analysis shows that the p-value  $0.000 < 0.05$  then H0 is rejected and H1 is accepted so it is concluded that partially there is influence *reinforcement* on the work stress of health workers inPublic health center Batang-Batang District, Sumenep Regency.

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awards, excessive promotions or under-promotions, and the unbalanced ratio of the number of health workers to the number of patients (Lumingkewas, 2015). In addition, health workers have very high duties and responsibilities for the safety of human life, are encouraged to always be optimal in serving patients, record patient conditions regularly and continuously, maintain patient conditions so that they do not worsen.

An employee who is in work demands will be very vulnerable to work stress, where the wage or pay factor at work is very important to be able to make an employee more satisfied at work and can reduce stress at work. The emergence of work stress is caused by the lack of balance in the rewards obtained and the work done, where health workers tend to work almost every day and actively but there is no increase in rewards or rewards obtained by respondents.

## CONCLUSION

1. Most of the respondents have good family support category as many as 53 respondents (52%).
2. Almost half of the respondents have a good category of reinforcement as many as 41 respondents (40%).
3. Most of the respondents have work stress in the low category as many as 46 respondents (45%).
4. There is the effect of family support on the work stress of health workers at the Batang-Batang District Health Center, Sumenep Regency.
5. Ada the effect of reinforcement on the work stress of health workers at the Batang-Batang District Health Center, Sumenep Regency.

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