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THE INFLUENCE OF STRESS LEVEL AND RESILIENCE ON THE PERFORMANCE OF HEALTH WORKERS AT RSIA AISYIYAH PEKAJANGAN

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Abstract

A health worker must be able to balance various stressors obtained in the work environment because they have to provide professional services to patients. This requires personal factors that are inherent in nurses so that they are able to adapt to stressful conditions. Internal factors include the ability to withstand problems (resilience). The purpose of this study to determine and analyze the influence of stress levels and resilience on the performance of RSIA Aisyiyah Pekajangan health workers. This research is a quantitative research with a cross-sectional method. A sample of 129 respondents was obtained using Simple Random Sampling. After filling in informed consent, respondents filled out stress level questionnaires, resilience and performance questionnaires. After that, data processing and analysis was carried out using SPSS. The calculated F value is 10.642 > F table 3.91 and the sig is 0.000 < 0.05. From these results it can be said that simultaneously, the variables stress level (X1) and resilience (X2) influence the performance variable (Y). In the multiple liner regression test, the result was Y = 17.469+ 0.081X1 + 0.095X2 + e. The level of stress and resilience has a significant effect on the performance of health workers.

Keywords: Stress level, resilience, performance, health workers

Introduction

Health worker is a job where someone must devote themselves to the health sector. Health workers are the spearhead of health services who work 24 hours a day accompanying and monitoring patients' health continuously and continuously to provide comprehensive and professional services. This job has a high level of stress because it has to have direct influence with patients. Stress is a problem that can occur in health workers when providing health services (ILO, 2016). The stress experienced by health workers will cause physical and emotional responses which can have negative impacts when they exceed their ability or work control (Alberta, 2014). Work stress can have an impact on individuals and organizations. For individuals, work stress has a negative impact on physical and mental health, decreased performance, job dissatisfaction, post-traumatic stress symptoms and in severe cases, work stress can cause depressive disorders, suicidal ideation and even suicide (Anmella et al., 2020; Belingheri et al., 2020). For organizations, the impacts of work stress include large amounts of absenteeism, reduced work productivity and turnover (Brooks et al., 2020; Budiyati & Oktavianto, 2020). High stress levels or prolonged mild stress can reduce nurse performance. If a worker or nurse experiences too much work stress, it can hinder the nurse's ability to face the environment and the work that will be carried out (Handayani et al., 2020; Mutiah et al., 2019).

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Several studies conducted previously showed that there were cases of work stress in nurses, both severe and mild. Nurses in the inpatient ward of Padang Panjang City Regional Hospital, where it was found that more than half of the nurses (52.2%) experienced severe work stress (Fitriyani et al., 2022).

To overcome this stress requires individual resilience and realizing that resilience is a continuous process. Resilience is the ability a person has to face, prevent, minimize and even change very difficult conditions into something that is normal to overcome (Abdul & Novikayati, 2020). Resilience is an ability to survive in stressful conditions. Nurses in carrying out their work have a workload, ideally individuals will survive, one of which is resilience. Resilience abilities are influenced by several factors and aspects. Internal factors include cognitive ability, gender, individual interest in culture, while external factors include family and community, then there are individual characteristics according to Holaday and McPhearson (1997) who have resilience, namely optimism, bounce back, responsibility, patience , problem solving, coping skills.

Resilience is also influenced by seven other aspects according to Reivich and Shatte (2002), namely control of impulses, empathy, optimism, ability to analyze problems, self-efficacy, achievement, and finally emotional regulation. Individuals who have low resilience will have an impact on the individual, such as not being able to endure work and resulting in high turnover. Based on the data previously attached, it is noted that even though the government has increased their salaries, these efforts cannot prevent nurses from resigning. Therefore, every health facility must reduce the stress level of health workers to ensure maintaining the resilience of health workers, so that they are able to develop performance and can achieve predetermined organizational goals and objectives (Goni et al., 2019)

Individuals who have high work resilience will be able to turn difficult nurse performance into opportunities to develop themselves, being able to overcome their difficulties by finding the right solution and supporting each other with the people around them. Individuals with low work resilience cannot survive in the face of stressful situations, avoid difficulties because they burden them, make individuals feel pessimistic, and do not try to find ways to continue to be optimal at work (easily give up), withdraw from the work environment. This will certainly hinder his work. Individuals can only stay the course for the security of employment and income.

Therefore, as an organization of medical personnel, hospitals are currently required to be able to work effectively, efficiently and professionally and have a shared commitment Based on this, the researcher wants to analyze the motivation and job satisfaction of health workers at RSIA Aisyiyah Pekajangan. The purpose of this study to determine and analyze the influence of stress levels and resilience on the performance of RSIA Aisyiyah Pekajangan health workers

Research Method

This study is a quantitative research with a direct survey method without providing treatment to the respondents. The research will analyze the correlation using a cross sectional approach, which is a study at one time and one time data collection using several variables at once. The dependent variable was performance. The independent variables were motivation and job satisfaction.

The research location is RSIA Aisyiyah Pekajangan. The population in the study was the entire health workers at RSIA Aisyiyah in 2024 Pekajangan as many as 190. The sampling technique was Simpe Random Sampling of 129. Data collection used was

questionaire. The research was carried out in July 2024. This research carried out univariate analysis, multivariate analysis with using the multiple regression.

Results and Discussion

Data collection has been carried out with the title "The Effect of Stress and Resilience Levels on the Performance of Health Workers of Rsia Aisyiyah Pekajangan" from July 10, 2024 to July 14, 2024. Data collection was carried out by distributing questionnaires. The provisions to become respondents based on inclusion and exclusion criteria have been explained to all health workers at Rsia Aisyiyah Pekajangan. The inclusion criteria for respondents were health workers of productive age (15-64 years old) (Kemenkes, 2021) Health workers who are willing to participate in the research. The exclusion criteria for respondents are health workers who are sick.

Based on the determination of the number of samples based on simple random sampling. There are many popular research samples as many as 190 respondents, so the sample size used is 129 people. The results of data collection and analysis are as follows.

Demographic Data

a. Demographic data of respondents by age

Table 1. Respondents by Age

Age	Freq	Percentage
20 - 30 y.o	2	1.6
31 - 40 y.o	123	95.3
41 - 50 y.o	4	3.1
Total	129	100.0

From the table above based on age, it is known that respondents with the age of 20-30 years are 2 (1.6%), 31-40 years old as many as 123 (95.3%) and 41-50 years old as many as 4 (3.1%).

b. Demographic data of respondents by gender

Table 2. Respondents by Gender

Gender	Frekuensi	Persentase
Male	18	14
Female	111	86
Total	129	100.0

Based on the gender in the table above, it is known that respondents with male gender are 18 (14%) and female as many as 111 (86%).

c. Demographic data of respondents based on length of work

Table 3. Respondents by Length of Work

Work	Freq	Percentage
< 5 y.o	23	17.8
> 5 y.o	106	82.2
Total	129	100.0

Based on the known occupation of respondents with a length of work in the table above, it is known that respondents with a working period of < 5 years are 23 (17.8%) and > 5 years are 106 (82.2%)

Normality Test

Table 4. Normality Test Results

Model	*Unstandardized Residual*
N	129
Test Statistic	.044
Asymp. Sig. (2-tailed)[c]	.200
Monte Carlo Sig. (2-tailed)[e]	.675
Sig.	

From the table above, the Asymp value is known. Sig. (2-tailed)c of 0.200 and Monte Carlo Sig. (2-tailed)e of 0.675> 0.05 from these results can be interpreted that the data used in the regression model has a normal distributed residual.

Linearity Test

Table 5. Linearity Test Results

Variable	Sig. Deviation (Liniarit)	Sig.	Result	Conclusion
Stress Level	0.843	0,05	Sig > Alpha	Linier
Resilience	0.423	0,05	Sig > Alpha	Linier

Based on the data in Table 19 above, the results of the linearity test that the ANOVA calculation obtained a Sig value, in the Deviantion from linearity line of the Stress level variable (X1) obtained a Sig value, of 0.9> 0.05 (Alpha), the Resilience variable (X2) obtained a Sig value, of 0.626> 0.05 (Alpha). Thus, it can be concluded that of all independent variables greater than Alpha (0.05), it can be concluded that the data states that the independent variable has a relationship with dependent variables or regression models are linear.

Multicolinearity Test

Table 6. Multicolinearity Test Results

Variable	*Collinearity Statistics*	
	Tolerance	VIF
Stress Level	.982	1.018
Resilience	.982	1.018

From the table above, it is known that the tolerance and VIF values in the variables Work stress level and Work Resilience are 0.982 > 0.1 and 1.018 < 10. From these results, it can be interpreted that there is no multicollinearity or there is no similarity between independent variables.

Multiple Linear Regression Test

Table 7. Multiple Linear Regression Test Results

Model	Unstandardized Coefficients		Uji T	
	B	Std. Error	T	Sig.
(Constant)	17.469	2.288	7.635	.000
Stress Level	.081	.040	2.044	.043
Resilience	.095	.025	3.826	.000

From the table above, the multiple linear regression equation is obtained as follows:

Y = 17,469 + 0.081X1 + 0,095X2 + e.

From this equation it can be explained as follows :

1. It is known that the constant value is 17.469, this means that if the Stress Level (X1) and Resilience (X2) variables have fixed values or do not increase, then the Performance (Y) value is 17.469.
2. The value of the regression coefficient in the Stress Level variable (X1) was 0.081. This means that if the Stress Level variable (X1) experiences an increase of one unit with the note of the Resilience variable (X2) being fixed, the Performance variable (Y) will increase by 0.081. In the Stress Level variable (X1), it is known that the calculated t value is 2.044> t table 1.979 and sig. by 0.043 < 0.05. From these results, it can be interpreted that the Stress Level variable (X1) has a positive and significant effect on the Performance variable (Y).
3. 3. The value of the regression coefficient in the Resilience variable (X2) is 0.095. This means that if the Resilience variable (X2) experiences an increase of one unit with the record of the Stress Level variable (X1) fixed, the performance variable (Y) will increase by 0.095. In the Resilience variable (X2), it is known that the calculated t value is 3.826 > t table 1.979 and sig. by 0.000 < 0.05. From these results, it can be interpreted that the Resilience variable (X2) has a positive and significant effect on the performance variable (Y).

F Test

Table 8. F Test Results

F	Sig.	Result
10.642	.000b	Significant

It is known that the F value of the table in this study is where N = 129 and K = 2. It was 3.91. From the table above, it is known that the F value is calculated as 10.642 > F table is 3.91 and sig. by 0.000 < 0.05. From these results, it can be said that simultaneously or together the variables Stress Level (X1) and Resilience (X2) have an effect on the performance variable (Y).

Determination Coefficient Test

Table 9. Determination Coefficient Test Results

R	R Square	Result
.380a	.145	Strong Effect

From the table above, it is known that the R value is 0.380 (Sujarweni & Endaryanto, 2012). This means that the variables Stress Level (X1) and Resilience (X2) have a strong relationship with the performance variable (Y). It is also known that the value of R square is 0.145 or 0.145 X 100 = 14.5%. It can be said that the total contribution given by the variables Stress Level (X1) and Resilience (X2) to Performance (Y) is 14.5%. While the remaining 85.5% was influenced by other variables outside the variables studied.

Discussion

Research on "The Influence of Stress Levels and Resilience on the Performance of Health Workers at Rsia Aisyiyah Pekajangan" was carried out in July 2024 at RSIA Aisyiyah Pekajangan. The research design used is analytical research with a cross sectional approach. Cross sectional research is research in which data collection regarding independent variables and dependent variables is carried out at one time. This means that each subject is only observed once and measurements are made of variables during the examination.

Analysis of Stress Levels Affecting the Performance of Health Workers

The results of research data analysis show that the majority of respondents carried out Stress Levels to improve their performance. Based on statistical tests, the calculated t value was 2.044 > t table 1.979 and sig was 0.000 < 0.05. From these results it can be interpreted that "Ha1" is acceptable, which means that the level of stress partially influences the performance of health workers.

A study shows that stress levels affect the performance of health workers. Each individual has varying levels of stress, depending on how they respond to problems, both related to workload and work environment. Some health workers experience difficulties or challenges when facing excessive negative responses from patients to the tasks given. Negative reactions that assume someone has limitations and are unable to overcome problems can reduce stress levels and the response of health workers. On the other hand, health workers with good stress management will be able to overcome problems and manage their emotions effectively. Stress levels can have an influence on the performance of health workers, such as solving problems and being able to regulate emotions well (Dewi & Wibawa, 2016).

The results of the research show that stress levels influence performance, meaning that the higher the nurse's stress level, the nurse's performance level will increase, and conversely, the lower the nurse's stress level, the nurse's performance level will decrease. These results are in accordance with the opinion of Fadli et al. (2020)the level of stress can be a driving force for someone to do their work. If employees have strong encouragement from within themselves or encouragement from outside, they will be stimulated to do something well. In the end, encouragement or stimulation both from within and outside a person will produce good performance. Conversely, without adequate encouragement, a person's performance can decline.

Based on research conducted by Fajrillah and Nurfitriani (2016), stress levels play an important role in the performance of health workers. Every individual who is able to manage stress levels well will be able to adapt quickly and effectively. Good adjustment allows health workers to achieve resilience, overcome problems, frustration and conflict. The ability to manage stress well is very important in the work environment of health workers, because it shows that the individual has a high willingness and ability to solve existing problems.

Resilience Affects the Performance of Health Workers

Based on the results of research data analysis, it shows that respondents exercise resilience to improve their performance. Based on statistical tests, the calculated t value was 3.826 > t table 1.979 and sig was 0.000 < 0.05. From these results it can be interpreted that Ha2 is acceptable, which means that resilience partially has an influence on health workers.

According to Greenberg et al. (2020) Resilience has a very important role as the ability to improve individual and organizational performance, in this case hospitals. Health workers' resilience as a psychological resource allows them to cope with the stress of high-pressure work situations. The higher the level of resilience, the higher the performance of health workers. This is because a high level of resilience can reduce negative impacts in hospitals such as stress, fatigue, depression and anxiety.

In general, resilience is needed by workers, especially by health workers who work to handle the work challenges they will face. Resilience of health workers is determined by two aspects, namely personal aspects and environmental or social aspects. In the work environment, individual resilience is obtained through environmental or hospital support in the form of constructive feedback and opportunities to work independently (Anastasia, 2021; Juliati, 2018). Health workers who have good resilience are able to control situations, dare to take risks in certain conditions, have high tolerance in various situations, are confident that problems can be handled appropriately and.

Conclusion

Based on the results if study, the conclusion are; (1) the effect of stress level on the performance of RSIA Aisyiyah Pekajangan health workers. The regression coefficient value for the Stress Level variable (X1) was 0.081. This means that if the Stress Level variable (X1) experiences an increase of one unit provided that the Resilience variable (X2) remains constant, the Performance variable (Y) will increase by 0.081. In the Stress Level variable (X1), it is known that the calculated t value is 2.044 > t table 1.979 and sig. equal to 0.043 < 0.05. From these results it can be interpreted that the Stress Level variable (X1) has a positive and significant effect on the performance variable (Y). (2) The effect of resilience on the performance of RSIA Aisyiyah Pekajangan health workers. The regression coefficient value for the Resilience variable (X2) was 0.095. This means that if the Resilience variable (X2) experiences an increase of one unit provided that the Stress Level variable (X1) remains constant, the performance variable (Y) will increase by 0.095. In the Resilience variable (X2) it is known that the calculated t value is 3.826 > t table 1.979 and sig. equal to 0.000 < 0.05. From these results, it can be interpreted that the Resilience variable (X2) has a positive and significant effect on the performance variable (Y).

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