

**THE EFFECT OF WORK STRESS ON WORK PRODUCTIVITY IN HEALTH SERVICES LAMPUNG PUSKESMAS**

**M. Junaidi<sup>1</sup>, Ketut Partayasa<sup>2</sup>, Linda Septarina<sup>3</sup>, Suarni Norawati<sup>4</sup>**

<sup>1</sup>Faculty of Economics and Business, Institut Bakti Nusantara Lampung

<sup>2</sup>Faculty of Computer Science, Universitas Satu Nusa Lampung

<sup>3</sup>Faculty of Economics and Business, Institut Informatika dan Bisnis Darmajaya Lampung

<sup>4</sup>Department of Magister Management, STIE Bangkinang Riau

Email: correspondent: [muhammadjunaidi1180@gmail.com](mailto:muhammadjunaidi1180@gmail.com)

**Abstract :** *After the pandemic, the people of Lampung continued to improve themselves with the government's program of giving vaccinations to all Lampung people which turned out to be difficult in activities that were so complex that it could cause work stress. The quality of Human Resources and the productivity of employees who provide the best service to the community cutting the virus chain are the most important things. One of the strategies implemented to increase employee productivity is to prevent work stress on employees, namely by implementing the MOSB program (Providing Healthy Food, Regular Exercise, Spiritual Showers, Bonuses). The purpose of this study was to examine the empirical relationship between work stress and the productivity of Puskesmas employees. This study also examines the effect of work stress on the productivity of Puskesmas employees. Respondents in this study were Bandarlampung Health Center employees. The analytical method uses relevant quantitative data with simple linear regression. The findings show that through the MOSB program it can prevent work stress from occurring thereby significantly increasing the work productivity of Puskesmas employees.*

**Keywords:** *Work Stress, Employee Productivity, Health Services*

## **1. Introduction**

The emergence of the COVID-19 virus in early 2020 in the world has an impact on all aspects of life, one of which is the world of work. One of the impacts on the world of work is the WFH (Work From Home) regulations, namely employees and employees working from home to prevent the spread of the virus. Not all industrial sectors and organizations in Indonesia implement WFH, one of which is the puskesmas and hospitals. health centers and hospitals as the main guard in dealing with COVID-19 through improving and preparing Human Resources (HR), namely doctors, nurses, and support employees such as HR employees. HR employees do not have direct contact with COVID-19 patients, but still work in the office (Work From Office) which is a potential place for the spread of the COVID-19 virus. This has an impact on the productivity of HR employees, one of which is work stress.

The problem of labor productivity is an urgent issue to be discussed. Although it is not yet an absolute certainty, this is a sign that we are also aware of the possibility or that there have

been signs that our labor productivity has not been sufficient. Many contributing factors, such as life orientation, are also reflected in work life. Usually, life orientation pays little attention to productivity or production effectiveness. Various expressions such as performance, efficiency, effectiveness, are often associated with productivity. The Complete Psychology Dictionary reveals that, productivity is the quality of creative ability, or the quality of the ability to complete most tasks, with regard to research, publications etc. In general, the notion of productivity is put forward by showing the ratio of output to input. When seen from the point of view of different sciences, the understanding is different, because differences in knowledge can also be based on differences in the object of study. In psychology, productivity shows behavior as the output of a process of various kinds of psychological components that lie behind it.

Nurse productivity is a nurse's activity in a comparative measure of the quality and quantity of a workforce in a unit of time to achieve results or work performance effectively and efficiently with the resources used. Nurse work productivity is actually the same as work performance in the company. All employees, including nurses, want their performance to be measured based on objective and open standards and can be communicated. If there were puskesmas employees who were cared for and valued to the point of being superior, they would be more motivated to achieve higher levels of achievement. Basically what is used as a reference in assessing nursing productivity is to use standard nursing practice. These practice standards serve as guidelines for nurses in carrying out nursing care. Nurses are the most numerous staff and have the longest contact with patients, so the performance of nurses must always be improved in providing nursing care. Stress that is so great beyond the limits of tolerance will be directly related to psychological disorders and physical disabilities. Therefore, if many of the employees at the clinic strike, are often absent, or do not come to work with various reasons, stress is a mental and physical reaction to all kinds of changes, both biologically and psychologically.

This is in line with the following statement expressed by one of the employees: “With the current conditions, with a very burdensome job and a decent salary, you don't feel comfortable at work because you are required to be more productive and have to achieve targets. Sometimes targets like this make us employees stressed and less productive at work, not to mention the added problems from outside such as problems with family, friends, children and others. However, even with these conditions, many employees choose to stay afloat. According to the Regulation of the Minister of Health of the Republic of Indonesia of 2014, Puskesmas is a public health service facility that organizes individual health services that provide first level medical services. The number of jobs with the level of complexity of the work has an impact greatly affects the workload of an employee, the ability of an employee coping with a variety of jobs is a skill that has been trained during the educational program. Excessive workload can have an impact bad for a nurse and create a level of work stress also have an absolute effect. The previous phenomenon can be seen that nurses are required more to achieve targets at work and to survive in conditions like that and continue to be active in working in order to succeed in achieving what they want. Currently the health center is experiencing several obstacles associated with unstable work productivity.

The objectives to be achieved in this study are 1) to find out the resistance of work stress to the productivity of Lampung Puskesmas employees after the pandemic. 2) to make a strategy to deal with work stress of Lampung Puskesmas employees so that work productivity is stable. The urgency of this research is as a strategic effort to overcome work stress in increasing employee work productivity to serve the needs of the community to create a healthy Lampung community.

## **2. Theoretical Review**

From the several definitions of human resource management that have been put forward, it can be concluded that human resource management. Is a science to manage human resources in the company in order to achieve company goals. Susan, E. (2019) Human resources (HR), namely productive individuals who work as drivers for a company or organization, and have a function as an important organizational asset, so their capabilities must be considered and developed. Farisi, S., & Utari, R. U. (2020:31-42) work stress is an individual mental and emotional disorder caused by tension factors when carrying out work. Work stress is a problem that needs serious attention and a solution is given because it can interfere with employee productivity. Handoko (In Hernawan, E. (2022:173-180.) states that stress is a condition of tension at work that can affect the emotions, cognitive processes, and mental condition of each individual. Makkira, M., Syakir, M., Kurniawan, S., Sani, A., & Ngandoh, A. M. (2022:20-27) The definition of stress can be referred to as work stress, which is a state or condition of tension at work that can affect the emotions, thoughts and physical condition of each individual. if not handled properly it can result in the inability of individuals to interact positively. Anita, T., Tjitrosumarto, S., & Setyohadi, J.S. (2021:146-157) Employees can experience stress at work because employees spend most of their time at work where they work with the same work routine anyway. Andika, R. (2019:189-206) productivity is the efficiency of using existing resources to produce output. Basically productivity is a philosophical and operational techniques in obtaining maximum results. Work productivity according to Enggana (In Madjidu, A., Usu, I., & Yakup, Y. (2022: 444-462) is the ability of each individual in carrying out his work assignments to obtain results in quality standards and is determined by time limits on work activities .Muslim, S. (2022:83-104) Work productivity is a person's ability to obtain the greatest benefit through the use of existing facilities and infrastructure so as to produce maximum output. According to Sinungan (Wahyuningsih, S, 2019:7) states that " productivity is a universal concept that aims to provide more goods and services that will be used by more people, using less and less real resources". To achieve a high level of productivity of an organization in the production process, in addition to raw materials The workforce that must exist is also supported by the following factors:

- a. Knowledge: Knowledge and skills that form the basis of achieving productivity.
- b. Skill: skills are operational technical abilities regarding certain fields of work that are work in nature.
- c. Attitude: related to habits & behavior. just as employees have good habits, their work behavior will also be good
- d. Earning rate Income is very influential on the survival of the organization or individual, the greater the income, the greater the ability of the organization to finance all expenses that will be made.

Measurement of work productivity as a means to analyze and encourage production efficiency. Another benefit is that to measure productivity, two types of human work measurement indicators can be used, namely working hours to be paid and working hours to be used for work. Sedarmayanti, (In Safitri, A. E., & Gilang, A. 2019: 170-180) Productivity, namely the comparison between the results that have been achieved with the overall effort or production factors that can be used. Or a number of goods/services that can be produced by individuals/groups, people/employees within a certain period of time. There are two kinds of productivity measurement tools, namely:

- a. Physical productivity, namely quantitative productivity such as size, length, weight, number of units, time, and labor costs.
- b. Value productivity, namely money as a measure of productivity.

The hypothesis that the authors formulated in this study are:

Ha: "There is an Effect of Work Stress on Employee Productivity in the Post-Pandemic Lampung Health Center".

### **3. Research Methods**

#### **a. Data and Respondents**

In this study, the data were obtained from Bandarlampung Health Center employee data. The sample selection was in accordance with several criteria during the study period. Data analysis used a survey of selected Puskesmas employees in this study. Selected respondents filled out questionnaires and conducted interviews to obtain optimal results

#### **b. Variables and Measurements**

Table 1 Variables, Indicators and Measurements

<b>VARIABLE</b>	<b>INDICATOR</b>	<b>Measurements</b>
1. Work Stress	1. Cognitive Assessment 2. Experience 3. Claims 4. Interpersonal Influence 5. State of stress	1,2,3, 5,6, 7,8,9, 10, 11,12, 13,14,15
2. Work Productivity	1. Knowledge 2. Skills 3. Attitude 4. Income	1,2,3, 5,6, 7,8,9, 10, 11,12,

		13,14,
--	--	--------

### Method of collecting data

The dominant techniques in collecting data in this study are:

#### a. Questionnaire (questionnaire)

Respondents were asked to fill in questions on an interval scale in the form of a score based on the following 5 (five) answer categories:

NO	INFORMATION	SCORE
1	Strongly Agree (SS)	5
2	Agree (S)	4
3	Simply Agree (CS)	3
4	Disagree (KS)	2
5	Disagree (TS)	1

In answering the questionnaire, respondents were asked to choose alternative answers that had been provided.

#### b. Interview

This method is used in the preparatory thinking system of several competent parties at the center of the problem, such as elements of authority and representatives at the Pesawaran Tourism Office to compile information obtained through surveys and hone problems. .

#### Validity test

Sahir, S. H. (2021:32) argues that: Validity is the accuracy or accuracy of an instrument in measuring what you want to measure. In the validity test, the Pearson's Product Moment correlation formula is used, with the following formula;

$$r = \frac{n\sum xy - (\sum x)(\sum y)}{\sqrt{[n\sum x^2 - (\sum x)^2][n\sum y^2 - (\sum y)^2]}}$$

Decision criteria:

$r_{count} > r_{table}$  and  $sig. < 0.05$  then the instrument used is valid.

$r_{count} < r_{table}$  and  $sig. > 0.05$ , the instrument used is invalid.

Reliability Test

According to Ghozali (2016: 170) Reliability is carried out to measure the consistency of constructs or research variables of a questionnaire said to be reliable or reliable if a person's answers to questions are consistent or stable from time to time to measure reliability with the Cronbach Statistical Test. Alpha () a variable is said to be reliable (reliable) if it has a Cronbach Alpha value  $> 0.600$ .

The reliability test is carried out to ascertain whether the instrument used is reliable or not, the meaning of reliable is that if the instrument is tested repeatedly, the results will be the same. For reliability testing, the Alpha Cronbach technique is used. The formula for instrument reliability testing with the Cronbach alpha technique is:

$$r_{11} = \left( \frac{k}{k-1} \right) \left( 1 - \frac{\sum \sigma_b^2}{\sigma_b^2} \right) \text{ And } \sigma^2 = \frac{(\sum x^2) - \frac{(\sum x)^2}{n}}{n}$$

Where :

- $r_{11}$  : instrument reliability
- $k$  : Number of questions
- $\sum \sigma_t^2$  : Total variable
- $\sigma_b^2$  : Total variance of the items
- $n$  : Number of Respondents
- $x$  : Selected score value

### **c. Analysis Method**

This study uses statistical analysis methods, namely Correlation analysis techniques are also carried out with the aim of examining the relationship between X and Y. The analytical method used to test the hypothesis, namely using simple regression analysis

In this study, the statistical test to test the research hypothesis Y1 is job stress. and X is Employee Productivity. The first test is the analysis of the relationship of work stress affecting employee productivity. While the second analysis is the influence between the work productivity of Puskesmas Bandar Lampung employees

The data analysis used is quantitative or measurable with the aim of testing the hypotheses previously set. So in this study the authors used a quantitative analysis method based on statistical analysis to determine the effect of work stress (X) and work productivity (Y).

Validity test is used to measure whether a questionnaire is valid or not (Imam Ghozali, 2009). A questionnaire can be said to be valid if the questions contained in the questionnaire can reveal something that can be measured by the questionnaire. so, validity is measuring whether the questions in the questionnaire can measure what you want to measure. (Imam Ghozali, 2019:98).

Sahir, S. H. (2021:32) argues that: Validity is the accuracy or accuracy of an instrument in measuring what you want to measure. Validity test is often used to measure the accuracy of an item in a questionnaire or scale, whether the items on the questionnaire are correct in measuring what you want to measure. In the validity test, the Pearson's Product Moment correlation formula is used, with the following formula;

$$r_{xy} = \frac{n \sum xy - (\sum x)(\sum y)}{\sqrt{(n \sum x^2 - (\sum x)^2)(n \sum y^2 - (\sum y)^2)}}$$

Information :

r = Correlation coefficient

X = sum of item scores

Y = total score sum

n = Number of Data

Provision

1. R count < 0.3 then the instrument is invalid
2. R count > 0.3 then the instrument is valid

#### **4. Results And Discussion**

Answering the hypothesis that there is an effect of work stress on employee productivity after the pandemic at the Lampung Health Center. Based on the partial hypothesis and the results of a simple regression analysis of Work Stress on Post-Pandemic Employee Productivity in the Lampung Health Center, they are as follows:

Based on the results of data processing with SPSS for simple regression analysis obtained results of the regression equation with  $Y = 26.675 + 0.647X$ . Based on the regression equation, it can be



analyzed the Resistance to Work Stress on Post-Pandemic Employee Productivity in the Lampung Health Center, namely:

1. A constant of 26.675 means that if the value motivation is zero, then the profitability of work stress increases by 26.675.
2. The regression coefficient of the motivational variable is 0.647 meaning that if motivation increases by 1, then the profitability of job satisfaction will increase by 0.647. The coefficient is positive, meaning that there is a positive influence between work stress on work productivity.
3. From the statistical analysis it can be seen that the value of R Square (R<sup>2</sup>) is 0.676. This shows that the variable work stress has an effect of 64.7% on employee work productivity, while the remaining 35.3% is the influence of other independent variables that are not explained by this research model.

The results of the research tcount for the variable Work stress (X1) is 5.073 greater than the ttable value of 3.040, and a significance value of 0.007 is less than 0.025 proving work stress (X1) partially has a significant effect on employee productivity (Y)

## **5. Conclusion**

Based on qualitative and quantitative data and analysis in this study, a conclusion can be drawn, namely the complexity of the work in the post-pandemic Bandar Lampung Health Center which causes fatigue, boredom and stress in carrying out tasks and is continuously demanded to be able to provide the best service for public health bandarlampung so, putting aside the sense of the physical condition of employees can certainly have an influence on the work productivity of the bandarlampung health center employees

## **Reference**

- Susan, E. (2019). Human Resource Management. *Adaara: Journal of Islamic Education Management*, 9(2), 952-962
- Farisi, S., & Utari, R. U. (2020). The Influence of Work Stress and Work Environment on the Performance of North Sumatra Provincial Health Office Employees. *Salman's Journal (Social And Management)*, 1(3), 31-42.
- Hernawan, E. (2022). The Influence of Work Environment, Work Stress, and Workload on the Performance of PT. Sakti Mobile Jakarta. *Journal of Scientific Studies*, 22(2), 173-180.
- Makkira, M., Syakir, M., Kurniawan, S., Sani, A., & Ngandoh, A. M. (2022). Effect of Job Stress, Job Communication and Job Satisfaction on Employee Performance at PT. Prima Karya Manunggal Pangkep Regency. *Amkop Management Accounting Review (AMAR)*, 2(1), 20-27



- Anita, T., Tjitrosuwarto, S., & Setyohadi, J. S. (2021). Teacher Work Stress During the Covid-19 Pandemic in terms of Compensation and Work Environment. *Research and Development Journal of Education*, 7(1), 146-157.
- Andika, R. (2019). The effect of work motivation and work competition on work productivity through job satisfaction as an intervening variable for employees of the Medan Panca Budi University. *Friday*, 11(1), 189-206.
- Madjidu, A., Usu, I., & Yakup, Y. (2022). Analysis of Work Environment, Organizational Culture and Work Morale and Their Influence on Employee Work Productivity. *Jesya (Journal of Economics and Sharia Economics)*, 5(1), 444-462.
- Muslim, S. (2022). The Role of Supervision in Improving Work Productivity. *An-Nisbah: Journal of Islamic Banking*, 3(1), 83-104
- Wahyuningsih, S. (2019). Effect of Training in Improving Employee Productivity. *Warta Dharmawangsa*, 13(2).
- Imam Ghozali. 2019. *Qualitative and Quantitative Research Methods*. Cv. Andi Offset. Yogyakarta.
- Sahir, S. H. (2021). *Research methodology*.
- Safitri, A. E., & Gilang, A. (2019). Effect of Job Stress on Employee Productivity at PT. Telkom Witel Bekasi. *Journal of Ecodemica*, 3(2), 170-180.