

Overview Of Work Stress on Ngada District Land Office Employees

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Abstract. Work stress is a condition of the results of an individual's subjective imagination that can be an interaction between the individual and the work environment that can threaten and can put psychological, physiological, and emotional stress on the individual. This study aims to find out the picture of work stress that includes symptoms of stress and the types of stress experienced by the workers at the Ngada District Land Office. This type of research is qualitative research with a phenomenological approach. The main informant numbered 9 officers. The results of the analysis showed the presence of negative stress symptoms (distress) such as headaches, fever, feeling tired, diet, irregular sleep pattern, disappointment, and less satisfaction with work. These results also showed the subjects responded positively to stressful conditions (eustress).

Keywords: *Work Stress, stress symptoms, distress, eustress*

Abstrak. Stres kerja adalah suatu kondisi dari hasil penghayatan subjektif individu yang dapat berupa interaksi antara individu dengan lingkungan kerja yang dapat mengancam dan dapat memberi tekanan secara psikologis, fisiologis dan sikap individu. Penelitian ini bertujuan mengetahui gambaran stres kerja yang meliputi gejala stres dan jenis-jenis stres yang dialami oleh pegawai Kantor Pertanahan Kabupaten Ngada. Jenis penelitian ini adalah penelitian kualitatif dengan pendekatan fenomenologi. Informan utama berjumlah 9 pegawai. Hasil analisis menunjukkan adanya gejala stres negatif (distress) seperti sakit kepala, demam, merasa lelah, pola makan dan pola tidur yang menjadi tidak teratur, rasa kecewa, dan kurang puas dengan pekerjaan. Hasil ini juga menunjukkan subjek menyikapi kondisi-kondisi stres dengan positif (eustress).

Kata Kunci: *Stres Kerja, gejala stres, distress, eustress*

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Introduction

The Land Office of Ngada Regency as one of the institutions in the bureaucracy of Ngada Regency is a National Land Agency in the area that is under and responsible to the President, led by a head, and has the task of carrying out government duties in the land sector in accordance with the provisions of the laws and regulations, namely in article 4 of presidential regulation of the Republic of Indonesia Number 20 of 2015 concerning the National Land Agency. Based on data obtained by researchers in the initial survey, the Ngada Regency Land Agency until April 2019 had 27 employees consisting of 16 Civil Servants (PNS) and the remaining 11 people were Non-Civil Servants (PPNPN).

The initial interview conducted with one of the employees of the Ngada District Land Office obtained information that the employees often double the work because there are internal problems in the institution that recorded 7 unfilled positions, among others, 2 positions of Head of Affairs and 5 positions of Head of Subsection and components of the subsection that lack managing staff. Not to mention the employees had to go down to the villages for some time. They often find villages that are still very remote and difficult to get a signal. After returning from the village, the same employee must process the data which can be done to the point of having to work overtime. Employees are also burdened because no file storage space is in their respective order, so they have difficulty finding the files they need. Furthermore, based on research conducted by Klau (2016), in addition to internal problems, there are also external problems, namely disputes, conflicts, and objections to entering from certain parties in connection with the application process both land boundary disputes and land ownership and ownership. Some of these problems are considered enough to charge employees and make employees experience various complaints related to their physical, psychological, and behavioral conditions. Some employees often experience headaches, irritability, feel lazy to interact too much with others, and some of them experience eye pain due to work fatigue, as well as other problems.

There is also a statement by Robins & Judge, (2019) about work stress as a dynamic situation experienced by an employee at work that is contested by an obstacle, opportunity, and demands related to the existence of a desire and also results in something uncertain or unimportant. In addition, according to Herlina (2019), work stress is a symptom that is felt when the source of stress interacts with the characteristic of the individual either alone or with other factors that affect physiological and psychological balance disorders.

A *stressor* at work is a condition that has the potential to produce a person's experience as a stressful situation. The level of stress experience and how a person reacts to stress itself can be influenced by several factors such as individual character, lifestyle, social support, assessment of the source of stress events in his or her life, social demographics, and other variables of work (Nurendra & Saraswati, 2016).

Work stress can be a part of an individual and organizational life. Work stress that accumulates will harm the workforce and the organization concerned because it greatly affects work productivity or the resulting work performance (Stranks, 2005). Work stress experienced in the office not only affects mental health but can also affect physical health and have an impact on the emergence of various diseases related to the body (Herlina, 2019). In addition to negative impacts, stress is also able to have a positive impact. When the body can use the stress experienced to help overcome obstacles and improve performance, the stress is positive, healthy, and challenging (Damayanthi, 2005)

From the description above, it can be seen that the number of employees at the Ngada Regency Land Office is not proportional to the number of services that must be carried out and also the pressure from inside and outside the employee's environment. Looking at the problem above, the researchers are interested in researching "Work Stress of Ngada District Land Office Employees".

Methods

The study was conducted at the Ngada District Land Office, from January 2020 to February 2020. This type of research is qualitative research with a phenomenological approach that explains or reveals the meaning of concepts or experiential phenomena realized by the consciousness that occurs in some individuals (Sumantri, 2011). Qualitative research does not use the term population but is called a social situation because qualitative research departs from certain cases that exist in certain social situations. While the sample in qualitative research is called a source, informant, or participant. The informants in this study numbered 9 people as key informants. The variable studied was work stress. Primary data is obtained from participatory observations, in-depth interviews, and documentation conducted at the research site. Interviews use guidelines that can be developed according to the situation at the time of the interview.

Result

1. Implementation of Research

This study with the title "Overview of Work Stress in Ngada District Land Office Employees" was conducted for a period of 14 (fourteen) working days, starting from January 6, 2020, to January 23, 2020, and located in the Ngada Regency Land Office. During the first five days after being allowed to do the research, researchers began to approach employees by trying to establish more relaxed communication before more interviews. Researchers feel this approach is important so that when the interview process occurs the subject can answer more openly and honestly. Researchers are also often invited to eat together and have a small talk during lunch breaks.

Researchers made observations on each subject ranging from his activities and the people who interacted with him while in the office. This is done to get a description of the research setting. Interview process during 1-2 two meetings. Interviews are conducted freely and integrated using open-ended questions.

However, researchers still use pre-prepared interview guidelines to reform the aspects that should be discussed. In the interview process, the question can be changed or not used depending on the answer of the subject who has answered the main question in full or not.

2. Research Report

After carrying out a long process of interviews, the results are then stored in the form of recordings which are then transcribed in the verbatim form of each subject. The verbatim is then used as the main data. Other data in the form of photos taken at the research site and office employee data are used as additional data. Furthermore, the process called horizon listing is where the researcher selects the statements that are considered important and combine them, and also eliminates other overlapping statements. Then these important statements are grouped by theme (clustering). As in one important statement quoted from an interview from a WA initials subject that revealed "the work difficulties that hamper most applications, the application inhibits most networks, not just networks anyway, the application may again error all these files, and the numbers are taken from the application. Haaa... If for example the application of automatic error work can also be constrained". Excerpts of this interview are then grouped under the theme "Facilities and Infrastructure supporting work" along with other important statements similar to other subjects.

The next step is to create a structural description and a textural description. Structural descriptions are performed by the way researchers write descriptions of the "how" phenomena are experienced by individuals in that study, while textural descriptions are done by the way researchers write about "what" is experienced, a description of the meaning that individuals have experienced (Moustakas, 1994).

3. Overview of Location

Ngada Regency Land Office is located on R.E. Martadinata street, Trikora village, Bajawa subdistrict, Ngada district of East Nusa Tenggara Province. Based

on staffing data in April 2019, the Land Office has 27 employees with details of 16 civil servants and 11 non-civil servants (PPNPN). Like other government offices, the Land Office also implements an office schedule where Monday to Friday office activities start at 08.00 wita and finish at 17.00 wita, while on Saturday and Sunday are a day off.

4. Overview of Research Informants

Informants in this study were taken from employees of the Ngada District Land Office consisting of four parts, namely the Land Infrastructure section as many as 3 people, Land Law Relations (HHP) 3 people, Business Administration 2 people, and Locket section 1 people. However, there was also one employee from the Land Infrastructure section who declined to be interviewed. So that the total number of informants in this study amounted to 9 people.

Table 1.
Research Participants

Name (Initials)	Age	Level of Education	Position
IK	39 years	D4	Land Infrastructure Kasi
BN	24 years	D1	Executive
AB	29 years	S1	Executive
WA	26 years	S1	Executive
YM	34 years	D1	Executive
LW	26 years	S1	Executive
SS	31 years	S1	Head of Subxesi of Land Rights Determination and Land Rights Empowerment
MD	27 years	D4	Executive
NL	38 years old	D1	Executive

5. Research Data Analysis

This data analysis is done to show a textural and structural description of the themes that have been obtained from the clustering process. Based on the verbatim of the interview has been obtained 141 important statements are then assembled in 16 general themes and further incorporated into 4 main themes.

a. Stressor

The theme of work stressors discusses the stress generation factors encountered in the work environment of Ngada District Land Office employees. Such factors include digital application adaptation, workspace ergonomics, work division systems, work time regulation, demands concerning the public and office life balance.

Based on six themes that explain the factors that cause positive and negative stress, three themes are quite dominant, namely the theme of the division of labor system, work time regulation, and demands concerning the public. Problems such as an unbalanced division of labor, the number of workers that are not proportional to the intensity of work in this case the annual project or the daily measurement request, and unwanted events when the officer takes these measurements to occur in almost all areas of the office.

b. Distress

The theme of stress is a theme that seeks to explain findings of negative responses to stressors in the study. Furthermore, it is spelled out in 5 subthemes, namely inconsistency to time, disruption of physiological conditions, sleep and irregular eating, disappointment and psychological tension, and difficulty harmonizing.

This negative response is indicated by the appearance of stress symptoms including physiological, psychological, and behavioral symptoms. Disruption of physiological conditions complained by the subject include headaches, fever, achy body, and bruises on the thighs. Subjects also felt pressured at the work that began to accumulate and feelings of disappointment towards co-workers and superiors who were considered to underestimate their work. Feelings like this arise as psychological symptoms that occur when there is psychological tension due to work that has not been completed but has been demanded to be completed at that time by superiors

and feelings of disappointment that continue to be experienced to give birth to dissatisfaction for the subject. In addition, the subject also in this theme shows a negative response shown by the behavior of arriving late to the office and then going home before the schedule that has been determined. Indiscipline to the applicable rules is not only done by employees who have been married but also done by other employees who are not married. Another symptom that appears is experiencing disruptions to sleep patterns and eating patterns. The subject felt a change in his sleep pattern where although tired of working all day but arriving at home the subject could not sleep so the subject chose to play mobile phone or look for other activities. Some subjects experience different dietary changes. There are subjects who when tired with their daily activities his appetite will become higher and all he wants is food. But some subjects experience decreased appetite when they feel tired from the work, they do all day. This condition makes the subject's diet becomes irregular. Subjects also have difficulty socializing more broadly, and difficulty dividing time between work and social environments such as family.

c. Eustress

This big theme explains not only the negative response that arises due to stressors in the office but also there is a positive response described in two subthemes, namely satisfaction and happiness, and being a responsible officer.

Satisfaction and happiness are shown by the subject by feeling encouraged and excited when he realizes that his work is noble work to help others and the results of hard work will be rewarded with a fairly satisfactory wage. In addition, the subject also feels his burden detached when he has completed the work. Subjects also feel happiness when getting a harmonious relationship with co-workers because they can be used as friends to share joys and sorrows. The subject becomes encouraged to find

the idea of solving the problem so that it can account for its task until it is completed. And the last is, to be a ready officer with all the possibilities that can happen in the office and the field.

d. Coping with stress

This theme focuses on the actions or strategies carried out by the subject in the face of stressful situations in his work environment. Coping strategies carried out by subjects in the study were grouped into three themes including seeking help, difficulty to enjoy, and enjoying time alone.

These three themes, show the subject's actions in the face of stressful conditions or internal and external demands, using problem-centered coping strategies and stress coping centered on emotions. Subjects go through the process of studying existing conditions and the stress-coping used. Emotion-centered coping is often used by subjects. However, the subject also performs a problem-centered coping act, the subject seeking help from others to equally solve the problem.

Discussion

This research aims to find out the picture of work stress in Ngada District Land Office Employees. After reflecting on the themes by doing a texture-structural description that is divided into four major themes, namely stressor, distress, eustress, and coping stress. This part of the discussion further answers, the specific objectives proposed.

The first goal is to know the symptoms of stress experienced by employees of the Ngada District Land Office. However, before that, we need to know the problems that are the source of stress for these employees. Sources of stress can be found in the office and in the outside environment, such as digital adaptation, workspace ergonomics, work division systems, work time regulation, and demands concerning the public and office life balance.

Symptoms felt by the subject based on the results of the interview include; headache, fever, feeling tired, diet and sleep become irregular, disappointed,

dissatisfied with work, and often arrive late to the office. Symptoms are present as a negative response from the stressor. This statement is supported by Schafer's theory (1996) which states negative stress is also called distress, contains strong negative emotions that not only threaten a person's health, cognitive, emotions, and behavior. Schafer (1996) explained that symptoms (symptoms) of distress can be a lack of contrast, trembling hands, back pain, nervousness, depression, irritability, speeding up the way of speech. These symptoms can then be divided into three stress symptoms: physiological symptoms, psychological and behavioral symptoms (Robins & Judge, 2016). Symptoms of physiological work stress complained by the subject include headaches, fever, achy body, and bruises on the thighs. It is undeniable that the physical symptoms experienced by the subject can be affected by various sources of stress. According to Munandar (2008), a stress factor can produce various bodily diseases, conversely, a result of stress such as high blood pressure can be caused by various stress factors.

Disruption to the physiological of this subject is enough to affect the performance of the subject, such as the subject is not able to work quickly, concentration and performance in work become decreased, it will be quite dangerous if it occurs continuously. As in the study, Nurdiawati & Atiatunnisa (2018) stated if physiological work stress increases, then its performance will decrease and vice versa.

Based on the results of interviews and reflections on emerging themes, the subject feels pressure at the work that begins to accumulate and feelings of disappointment towards colleagues and superiors who are considered to underestimate the work. These feelings arise as psychological symptoms that occur when the demands of overwork but difficult to do with a predetermined target time and feelings of disappointment continue to be experienced resulting in dissatisfaction for the subject. Another psychological symptom also found in the study was that subjects had difficulty harmonizing between work and life

outside the office. The subject is faced with a situation where the subject becomes difficult to divide time for personal matters.

Interview results showed that those who often experience psychological symptoms are the subjects of women who have been married and have children. The responsibility that must be carried out to complete office work and take care of the house and all its contents. As revealed by the subject the condition she experienced can cause pressure. The burden is felt increasingly heavy because the subject is a woman from Bajawa, where according to her customs women have a greater role than men. In accordance with Herlina's research (2019) which found the phenomenon that some female employees who are already married, show they experience emotional tension when dealing with urgent task demands, interpersonal demands, and superior attitudes so that by itself the condition triggers an unpleasant atmosphere.

Furthermore, behavioral symptoms that arise from inconsistencies to time such as arriving late to the office and then going home before a predetermined schedule. Indiscipline to the applicable rules is not only done by employees who have been married but also done by other employees who are not married. Another symptom that appears is experiencing disruptions to sleep patterns and eating patterns. The subject felt a change in his sleep pattern where although tired of working all day but arriving at home the subject could not sleep so the subject chose to play mobile phone or look for other activities.

In addition, some subjects experience different dietary changes. There are subjects who when tired of their daily activities will have a higher appetite and all they want is food. But some subjects experience decreased appetite when they feel tired from the work they do all day. This condition makes the subject's diet becomes irregular. The results are in line with a theory in the Wulandari et al., (2019) study that stress can affect changes in a person's dietary preferences to tend to eat foods high in fat and contain sugar or commonly called comfort food. However, the stress response between one person and another is different. Some

people will experience an increase in appetite when under stress while others experience a decrease in appetite.

Wijono (2010) said stress, in general, can increase employee work motivation is considered as positive stress (eustress). The results in this study showed that subjects were able to respond to conditions that cause pressure and stress more healthily and positively. This is shown through positive reactions such as when getting a difficult task to do, the subject does not necessarily give up but the subject still tries to consult and tell stories with other co-workers. By doing this in addition to getting a task completion solution, the subject also feels social support from their respective co-workers. They share their burdens and encourage each other. Then supported by the statement of Prestiana & Purbandini (2012) that a close relationship and support each other by sharing problems and joy with fellow nurses make the stress they experience decrease.

In addition, some subjects assume that difficulties encountered in the world of work and everyday life should be enjoyed. In the sense that every problem can be faced more relaxed and calm. According to the subject when a problem is increasingly thought about will add to the negative influence in him. In this context, the subject is trying to carry out an emotion-centered coping strategy while maintaining positive thoughts that he or she thinks will make the job easier. Following the results of Limbert's research (2004) which revealed that positive thinking has a role to make individuals able to accept the situation being faced more positively. In other words, subjects who can deal with stressful conditions and understand emotions within themselves and others have good emotional intelligence.

When subjects are better able to respond to stress-triggering conditions more positively, the subject eventually produces a sense of satisfaction and happiness. Sutrisno (2009) revealed that job satisfaction is influenced by factors such as psychological factors, social factors, physical factors, and financial factors. The satisfaction of the subject is not only when he has completed a lot of work but

also when the work can be useful for others. In addition, openness with co-workers both in terms of work and feelings makes the subject feel their happiness. In addition, like people who work in general, when he has done his job he certainly expects a decent wage of work. Based on the results of the interview, the subject was frank that satisfaction was obtained from a lot of work wages.

Stress conditions make the subject a responsible land officer. When there are pressing problems and conditions, the subject tries to find a way to get out of the condition. Because of the pressure that continues to arise the subject must be a ready officer with all the possibilities that will occur.

Conclusion

The results of work stress research at the Ngada District Land Office that more deeply explain the symptoms of stress, the level and type of stress experienced have been described in the analysis and discussion. Stress symptoms in this study include physiological, psychological, and behavioral symptoms that are a negative stress response. Physiological symptoms that the subject complained about in the interview were headaches, fever, achy bodies, and bruises on the thighs. Subjects also complained of feelings of disappointment towards superiors and co-workers and feelings of pressure towards workload. This feeling arises as a form of psychological stress symptoms. Other symptoms found are behavioral symptoms such as inconsistency in work time and subjects also experience disorders of their diet and sleep patterns.

The results of the interview analysis showed that subjects also experienced positive stress or stress that can generally increase work motivation. The subject can respond to stressful conditions by conducting a problem-centered and emotion-centered coping strategy, the subject has good emotional relationships and intelligence, and the subject gets job satisfaction. This satisfaction includes satisfaction with the wages of work that is felt as complete as the number of jobs, satisfaction with openness, and good relationships with colleagues.

Suggestion

1. For the Head of Land Office of Ngada Regency
 - a. Perform a fair division of labor duties in accordance with the field and expertise of employees
 - b. Refill some vacant positions so that there is no double duty
 - c. Provide file storage space and measurement tools
 - d. Organize the workspace to create comfortable conditions
2. For Employees of Ngada Regency Land Office
 - a. Recognize as early as possible the characteristics of stress and factors that trigger the onset of stress
 - b. Maintaining positive thoughts
 - c. Use the right stress coping strategy and according to their individual choices
3. For Other Researchers

This research can be done again using the same variables but with different research objects or using the same methods with different variables.

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