Self Efficacy, Occupational Characteristics and Work Environment Its Influence on Work Stress of Medical Workers during the Covid-19 Pandemic at Puskesmas in Sakra District, Lombok Timur, Nusa Tenggara Barat

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Abstract

This study aims to analyze the significant negative effect of self-efficacy on work stress, job characteristics on work stress, and the significant negative effect of the work environment on work stress on the medical staff at the health centers in the Sakra sub-district, namely the West Sakra Public Health Center, the Public Health Center, Ringsing and Lepak Health Center, using a sample of 78 consisting of doctors, nurses, midwives and pharmacists. The type of research used is causal associative with questionnaire, interview and documentation techniques complete with data collection tools, questionnaires. The analytical tool used is multiple linear regression, where the variable X1 is self efficacy. X2 work characteristics, X3 Work environment with Y variable is work stress, which is equipped with t test, F test as a model test, determinant test,previously carried out the instrument test where all the tests carried out were met, both validity test, reliability test, classical assumption test, namely normality test, multicollinearity, and heteroscedasticity test. Meanwhile, multiple regression results found all independent variables (self efficacy, job characteristics, work environment) has a significant negative effect on the dependent variable (work stress).

I. Introduction

Coronavirus Disease or covid 19, has been declared a pandemic by WHO, this has an impact on all sectors, both the economy, education, tourism and others, and the most obvious is attacking public health. The outbreak of this virus has an impact of a nation and Globally (Ningrum *et al*, 2020). Conditions like this will certainly have a major impact on home services. Diseases that exist throughout the world, including Indonesia, this will require employees who are engaged in the health sector to work more, which in the end can trigger work stress.

Self-efficacy, which is a person's self-confidence in doing a task, demands (Santrok (2007), is a person's belief in his ability to master the situation and produce profitable things., with indicators, challenging tasks, training, supportive leadership, the success of co-workers, relationships among employees and the belief in being able to do the job. According to Gibson (2007) personality factors can affect work stress, among the personality factors itself is self-efficacy.

In addition, the characteristics of the job can also be a source of stress that cannot be ignored, the characteristics of the work that are difficult and require special skills and expertise that are difficult for the individual concerned will be pressure that leads to job stress. Job characteristics include skills and expertise, the importance of work for society,

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authority in work, leadership roles. This is confirmed by Robbins (2006) that stress has a direct impact on job stress,

Job stress is not only directly affected, self-efficacy, job characteristics but also other factors, namely the work environment, according to Niti Semito (in Nuraini 2013), the work environment is everything that is around employees that can affect work results during work. This work environment can be in the form of a physical work environment such as work facilities, workspace, equipment and so on, it can also be in the form of a non-physical environment, namely the work atmosphere experienced by employees.

This research needs to be done because there are still research gaps, such as research conducted by Astry et al (2014) the purpose of this study is to analyze the effect of self-efficacy, peer social support on stress. aims to analyze the effect of self-efficacy, on stress levels in Meganti Elementary School teachers, by Fitria Lailatul (2018) shows the results of the effect of self-efficacy being 1.61% and not significant for stress

Professions or jobs related to service to the community tend to have high levels of stress because of the self-efficacy characteristics of the job. As happened at the puskesmas in the Sakra sub-district of East Lombok, namely the West Sakra puskesmas, Rensing health center and Lepak health center, they have 355 employees consisting of doctors, nurses, midwives and pharmacists, in various work units such as general poly, children's poly, dental poly, outpatient, inpatient, laboratory, and so on.

The health centers located in the Sakra sub-district, namely, the West Saakra Health Center, the Rinsing Health Center, and the Lepak Health Center which serve all elements of the community, are health centers that have quite a large number of patients, with a lot of work that must be handled by employees, employees are often found feeling dizzy. , fatigue, unfinished work, which causes complaints of patients who are not served quickly. With this phenomenon, the authors want to examine, Self efficacy, job characteristics, environmental influences on work stress of employees of puskesmas in Sakra sub-district, East Lomobok. West Nusa Tenggara.

Problems in this study:
1. Does self-efficacy affect the work stress of medical employees at health centers in Sakra sub-district, East Lombok?
2. Do job characteristics affect the work stress of medical employees at public health centers in Sakra sub-district?
3. Does the work environment affect the work stress of medical employees at health centers in Sakra sub-district?

II. Review of Literature

2.1 Definition of Stress

Stress is defined by several experts including: Gibson et all. (1996) defines stress as an adjustment response, mediated by individual differences and/or psychological processes that are a consequence of any external action (environment), situation or event that imposes excessive psychological and/or physical demands on a person. Kreitner and Angelo (2000: 351) suggest that stress is an adaptive response associated with individual psychological characteristics and/or processes, which is a consequence of any external action, situation or event that places special psychological and/or physical demands on a person.

Based on this definition, it can be interpreted that stress is a consequence received by individuals due to an event or excessive pressure and is contrary to what is expected

Stressor is an environmental factor that has the potential to cause stress meaning that there is a condition that is proven to be a part of almost every particular person because in reality the individual's personality often determines the extent to which a potential stressor becomes a stressor that actually causes stress.

Indicators of work stress according to jin ea al (2017) are:
1. Worry is the fear of something that will happen that is not certain, because many factors in work are uncertain.
2. Anxiety is an uneasy feeling felt by workers in doing the tasks assigned to them.
3. Depressed is a feeling that is heavy and burdensome for employees when doing the work assigned to them.
4. Frustration is the disappointment felt by employees when carrying out the work given to them because they have experienced failure.
5. Self-efficacy, according to Bandura (1997) says self-efficacy is a person's perception of how good he is in certain situations. Self-efficacy is related to self-confidence that one has the ability to take action that is expected, while Gibson (1997), the concept of self-efficacy is one's self-confidence. perform in certain situations.

Indicators of self-efficacy according to Brown, et al (in Widyanto 2003):
1. Confident of being able to complete certain tasks
2. Confident of being able to motivate oneself at work
3. Confident able to work hard and persistent
4. Convinced to be able to survive in the face of challenges
5. Confidence to be able to complete light and heavy workloads.

Type of Self Efficacy:
1. High self-efficacy, namely individuals who have self-confidence at work and tend to want to complete their work faster, these individuals feel work is a burden or a threat to them, they tend to put themselves in certain positions as individuals who excel.
2. Low self-efficacy, individuals who have low beliefs, try to avoid work or procrastinate work and feel workers as a burden for the individual.

2.2 Job Characteristics

Job characteristics are the nature and tasks that include responsibilities, variety of tasks and the level of satisfaction obtained from the work itself. There are 5 job characteristics according to Hackman and Oldham (1980) which are summarized by Robbins (2006: 641), namely:
1. Variety of skills required (skill variety).
   Skill variety is the degree to which a person needs to use his or her various skills and abilities to do a job. Jobs that have high diversity will make employees use several skills and talents to complete their tasks.
   Diverse work is seen as more challenging because it includes several types of work. This kind of work will eliminate the sense of monotony that arises from each repetitive activity. in addition, a variety of skills will lead to a greater feeling of competence for workers, because workers can do different types of work in different ways.

2. Procedure and Clarity of Tasks (task identity)
   The degree to which a job requires complete and identifiable completion. the scientific management movement of the past has given rise to over-specialized and routine work. employees do such a small part of the job that employees cannot identify any of the results of the work by their own efforts. employees cannot have a sense of completion or responsibility for the work as a whole.
3. Importance of Tasks (task significant)
   The degree to which the job can have a major impact on the lives or work of others. in other words, the degree of importance of the work.
4. Authority and responsibility (autonomy). The level or state in which a job gives employees the freedom to be able to design and program their own work activities. Jobs that have autonomy encourage employees to use their abilities and wisdom to be able to determine strategies in carrying out their work.
5. Feedback from tasks that have been carried out (feedback).
   The degree to which employees receive feedback from knowledge about the results of their work. Feedback refers to the information provided to an employee on the achievements he or she has achieved on the job. Feedback can arise from the work itself, the boss or other superiors or co-workers. Feedback ideas or words that are quite simple will be very important and meaningful to employees, especially if they are realized in the form of gifts or bonuses. They need to know how well they are performing, because they recognize that achievement does vary, and to be able to make adjustments through the process of acquiring or building skills.

2.3 Work Environment

According to Ron (2003), the work environment is everything that is around the organization that has the potential to affect the work of employees which includes the physical environment which includes air temperature, layout, noise, lighting.

While the non-physical environment is everything that is around the organization that is outside the physical such as work atmosphere, tolerance, solidarity, awards for achievement. Leadership awards, fair treatment without discrimination.

Work environment aspects:

1. Work service is the most important aspect that must be carried out. Have responsibility in completing work so that it can improve the good name of the organization where you work.
2. Working Conditions, management in the organization must be able to regulate the work environment so as to create conditions that support individuals in working
3. Pleasant relations between employees are a necessity that must exist, which makes individuals comfortable in completing the tasks assigned to them according to applicable standards.

2.4 Conceptual Framework

Based on this hypothesis, the direction and relationship of the research can be described in the following conceptual framework:
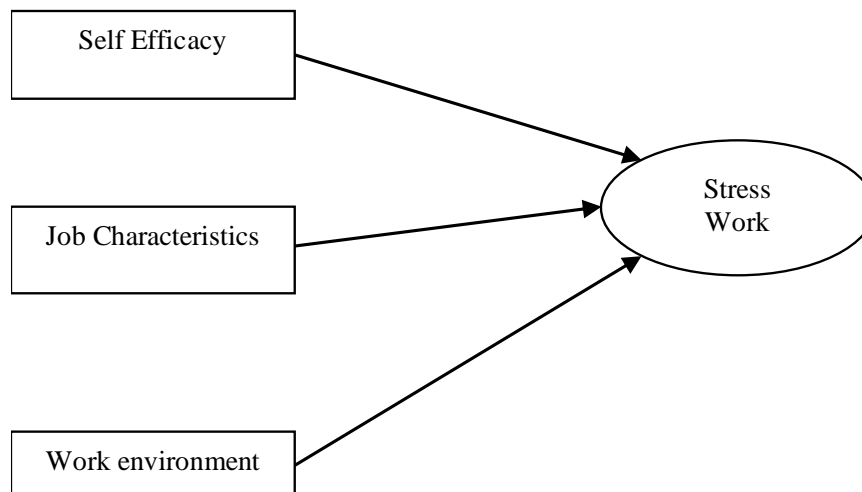
Figure 1. Conceptual Framework

2.5 Hypothesis

The hypothesis can be formulated as follows:

1. Self efficacy, has a significant negative effect on work stress of medical employees at health centers in Sakra sub-district, East Lombok
2. Job characteristics have a significant negative effect on work stress for medical employees at the Public Health Center in Sakra, East Lombok
3. The work environment has a significant negative effect on the work stress of medical employees at health centers in Sakra sub-district, East Lombok.

III. Research Method

This type of research is an associative research because it explains the influence or relationship (causal) between variables. The population in this study were all medical employees at the puskesmas in the Sakra sub-district, East Lombok, totaling 355 people. The household and the sample or respondents in the study were 78 people, this was taken based on calculations using the slovin formula, taken from various work units, both employees The number of samples used were 78 people, who came from 3 health centers, namely West Sakra Public Health Center, Ringsing Health Center and Lepaak Health Center which are paramedics both doctors, nurses , midwife, pharmacist

Collecting data by using survey samples with data collection tools, namely questionnaires with questionnaires, interviews and documentation methods. While the data sources are both primary and secondary to complement the existing data. The variables used are the dependent variable, namely work stress, while the independent variables are self-efficacy, job characteristics, and work environment.

The data analysis method used is multiple linear regression, which previously performed instrument tests in the form of validity and reliability tests and classical assumption tests in the form of normality tests, multicollinearity tests and heteroscedasticity tests. For multiple presenter regression test using t test as a direct test between variables, F test for model testing and determinant test to see the contribution of the independent variables to the dependent variable. All instruments used show all valid because r count > r table, while the test the reliability of all instruments shows the same thing, namely reliable because Cronbach's alpha > 0.6.

The classical assumption test used is the normality test, showing the data is around the diagonal line and following the direction of the line, then it is declared to have passed the normality test. the 3 variables meet the standard of normality. As well as the heteroscedasticity test, it appears that the data does not show a certain pattern and does not spread randomly, it means that all instruments used are passed the heteroscedasticity test.

IV. Results and Discussion

4.1 Results
a. Respondent Identity

Table 1. Distribution of Respondents by Gender

No.	Gender	Number of people)	Percentage (%)
1.	Man	44	56
2.	Woman	34	44
Total		**78**	**100**

Source: Primary data (processed)

It is known that the gender of the respondents consists of 44 respondents who are male and 34 respondents are female. The table also shows a not too big difference between the number of male respondents and the number of female respondents.

1. Respondent Education Level

Table 2. Respondents by Education Level

No.	Level of education	Number of people)	Percentage (%)
1.	S1	29	37
2.	D3	49	63
Total		**78**	**100**

Source: primary data (processed),

From the table above, it can be seen that the education in the community health centers in Sakra sub-district, East Lombok, West Nusa province, in the domnir D3 equivalent, has limited competence in development and does not fully understand the characteristics of the work.

2. Respondents Working Period

Table 3. Respondents by Working Period

No.	Years of service	Number of people)	Percentage (%)
1.	< 5 years	37	47
2.	6 – 15 years	23	29
3.	16-25 years old	18	24
Total		**78**	**100**

Source: Primary data (processed)

On the table above shows the working period among medical personnel, namely doctors, nurses, midwives and pharmacists at the West Sakra Public Health Center, Rinsing Public Health Center and Lepak Health Center, East Lombok, West Nusa

Tenggara Province, dominated by a minimum period of work, namely the period of work in under 5 years, more than half of the total workforce.

b. Variable Description

Based on data collection, it is known that respondents who provide answers with the highest agreeing criteria from question items 1 to 5, with an average of 4.27 the average self-efficacy category is very high.

1. Distribution of respondents' answers Variable Job Characteristics

Based on the recap of data collection, it is known that respondents who gave answers to 10 questions, which included task diversity, task clarity, required skills, authority, feedback, varied answers, but after the average score was 4.24 with a very appropriate category, the characteristics of the existing jobs, it can be seen that the responses of respondents whose categories are very appropriate and appropriate are seen to be more dominant, while the responses of respondents who think that they are ordinary are not even appropriate and do not match the existing work in accordance with their competencies and expectations.

2. Distribution of Respondents' Answers to Work Environment Variables

It is known that 80 respondents who gave answers with the criteria of strongly agree, agree, neutral, disagree and strongly disagree, with the average score obtained is 4.32 or the appropriate category is feasible.

3. Distribution of Respondents' Answers Work Stress Variables

Based on the results of research that has been carried out on 78 respondents, the respondents' answers were obtained which included work stress of medical personnel such as worries about what would happen, restlessness or feeling uneasy,Disappointment, disappointment and other results can be seen that the response of medical personnel in community health centers throughout the Sakra sub-district, which includes the West Sakra Public Health Center, Rinsing Health Center and Lepak Health Center, East Lombok, West Nusa Tenggara, is in the range of 3.79 which is categorized as high stress or normal, this shows the conditions at the research site have a fairly high work stress.

c. Multiple Linear Regression Analysis

Regression analysis aims to analyze the magnitude of the influence of the independent variable on the dependent variable. The results of multiple linear regression analysis can be seen in the following table.

The multiple linear regression equation is obtained as follows:

$$Y = 1.706 - 0.284X1 - 0.170 \ X2 - 0,216 \ X$$

Based on the multiple linear regression equation above, it can be seen that:
a. The constant value (a) of 1.708 means that if it is assumed that the variables of self efficacy (X1), job characteristics (X2) and X3 environment do not exist or are zero, then work enthusiasm has a value of 1.706.
b. The coefficient value of the self efficacy variable (X1) is -0.284. This means that if the efficacy cell (X1) increases by one unit, the work stress (Y) will decrease by 0.284 with the assumption that the variables of work characteristics (X2) and work environment (X3) are constant or fixed. The coefficient marked negative means that it shows a

unidirectional effect, meaning that if the self-efficacy of medical personnel has self-confidence about the work, challenges and skills possessed in accordance with the work being carried out at this time, work stress will also decrease.

c. The coefficient value of the Job characteristics variable (X2) is -0.170 This means that if the job characteristics (X2) increase by one unit, the work stress (Y) will decrease by 0.170 with the assumption that the self-efficacy variable (X1) and the work environment (X3) constant. The coefficient with a negative sign means that it shows the opposite effect, meaning that if the job characteristics are improved in completing the work that is the employee's duties and responsibilities, work stress will decrease.

d. The work environment coefficient value is -0.095, this means that the influence of the work environment (X3) on work stress (Y), shows a negative sign which means that if the work environment (X3) increases, work stress (Y) will decrease and vice versa, the assumption of the self variable efficacy (X1) and job characteristics (X2) remained or constant.

d. Simultaneous Coefficient of Determination Analysis (R²)

Multiple determination analysis is an analysis used to measure the magnitude of the influence or relationship between two independent variables (X) or more simultaneously on the dependent variable (Y).

Simultaneous Determination Calculation Results (R²)

Model Summaryb

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.563a	.317	289	.2.45907

Source: appendix 7

Based on the table above, it can be concluded:

The R value of 0.563 shows the relationship between the elements of self-efficacy, job characteristics and work environment to work stress of 56.3%, indicating a large contribution because it exceeds 50% of the contribution of independent variables (self efficacy, job characteristics, work environment while the remaining 43 ,7% influenced by other variables not examined.

e. T test (Partial Test) and F Test (Model Test)

1. t test

The t-test was used to determine the significance of the constants of the independent variables, namely self-efficacy (X1), job characteristics (X2), work environment (X3) partially on the dependent variable Job Stress (Y). The ttable value is 2,026. Based on the results of the t-test in the table above, it can be seen that the variables of self-efficacy, job characteristics and work environment have a significant effect on the work stress of medical personnel at health centers throughout Sakra sub-district, namely West Sakra Public Health Center, Ringsing Public Health Center and Lepaak Health Center, a significant negative effect because t all counts are greater than t table, where t count for each variable in a row, self efficacy, job and environmental characteristics (-2,468, -2,655 and -2,271) all t count of the independent variables > t table of 2,026.

Thus it can be concluded that the proposed alternative hypothesis (Ha) is accepted and H0 is rejected. This means that self-efficacy, job characteristics and work environment on the work stress of medical personnel in health centers in Sakra sub-district have a significant effect partially.

2. F Test (Model Test)

The F-test was used to determine whether the independent variables, namely self-efficacy (X1), job characteristics (X2) and work environment (X3), were accurate models to be used to analyze the significant effect on the dependent variable of work stress for health center medical personnel in Sakra sub-district. Fcount is greater than Ftable (2.47), it can be concluded that H0 is rejected, meaning that the independent variables of self-efficacy, job characteristics and work environment are accurate models used to see their significant effect on the work stress of medical personnel at health centers in Sakra sub-district, namely Sakra Public Health Center. West, Ringsing Health Center and Lepak Health Center, East Lombok, West Nusa Tenggara.

4.2 Discussion

Data processing in this study using the SPSS 20.0 for windows program. From the results of the regression analysis, the following multiple linear regression equations were obtained:

$$Y = 1.708 - 0.284\ X1 - 0.170\ X2 - 0.216\ X3$$

From the equation shows that the self-efficacy variable, job characteristics and work environment have a negative regression coefficient which means that the self-efficacy variable, job characteristics and work environment are inversely proportional to the work stress variable for medical personnel so that if the self-efficacy variable, job characteristics and work environment If it is increased, the work stress of medical personnel will decrease and vice versa. This is in accordance with the theory proposed by Robbins (2013), which says that work stress can be influenced by the work environment, including the work itself, such as job characteristics and individual factors, including one's self-efficacy.

Based on the results of the t-test (partial test), it can be seen that the t-value for the variable self-efficacy, job characteristics, work environment (-2.468, -2.655 -2.271) is greater than the t-table which is 2.026. Thus the alternative hypothesis (Ha) submitted is accepted. This means the effect of self-efficacy. Characteristics of work and work environment have a significant effect partially on the work stress of medical personnel at the West Sakra Public Health Center, Rinsing Health Center and Lepak Health Center. This is in line with research conducted by Miqdad (2014) which aims to determine the significant effect of self-efficacy and workload on work stress. The results of this research conducted by Miqdad show that the effect of self-efficacy on work stress is significant negative. Then the research conducted by Prasetyo A (2018) showed the results of research on job characteristics had a significant negative effect on stress. In addition, research conducted by Pasih N (2012) which shows the results of the work environment has a significant negative effect on work stress.

V. Conclusion

From the results of the research that has been done, the following conclusions can be drawn:

1. The self-efficacy of medical personnel at health centers in Sakra sub-district, East Lombok, has a negative and significant effect on work stress, as seen from the t count which is greater than the t table.
2. Characteristics of the work of medical personnel in health centers in Sakra sub-district, East Lombok have a significant negative effect on work stress, Job characteristics variable obtains tcountlarger than ttable.
3. The work environment has a significant negative effect on the work stress of medical personnel at health centers in Sakra sub-district, East Lombok, because the t-count that looks bigger than the t-table.

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