



The Overview of Characteristics of Work Stress and Work Readiness in Workers of *Kantor Kesatuan Bangsa dan Politik Kota Cimahi*

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Abstract. The mental health of workers holds an important role in determining the success of organization and company. One of the mental health disorders that are easily experienced by workers is work stress. Work stress has an effect on workers' performance, decision making, relationship, planning, way of communicating, and readiness. This research aimed to determine the description of stress in the work environment and work readiness in workers of *Kantor Kesatuan Bangsa dan Politik Kota Cimahi* using Readiness Scale Staff Member and Diagnosis Stress Survey. This research design was descriptive research. The sample were all workers who were active and still working when the research was conducted namely 17 people. The sampling method in this research was non probability sampling with total sampling technique. The variables used in this research are gender, age, years of service, last education, position, work stress, and work readiness. The research instruments consist of Diagnosis Stress Survey and Readiness Scale Staff Member. The data used in this research is primary data obtained from the questionnaire which was carried out in November 2021. The research results showed that 14 respondents (82.35%) had a moderate level of work stress and 7 respondents (41.18%) had the highest level of readiness R4 (very capable and confident). It needs an effort to deal with the work stress experienced, such as periodic checks and a rotation system. Work readiness R4 means that workers have high ability and willingness to deal with the work they are doing.

Keywords: Work stress · Work readiness

1 Introduction

Readiness is the extent to which a person has the ability and willingness to complete certain tasks [1]. Companies compete with each other to survive in the market. The work environment is included in other factors that contribute to the optimization of

the performance and readiness of workers. If the work environment is comfortable, conducive, and supportive, it will be able to create high productivity and morale [2]. In ensuring that the company's activities run well, it is the duty of management so that workers do not experience work stress and can have high morale. For this reason, it is imperative for companies to know the factors that cause work stress [3].

Stress at work is the result of various work stressors and arises when people try to carry out their responsibilities, tasks and other forms of stress related to their work such as facing difficulties, tensions, anxiety or worries [4]. If the level of work stress that continues to increase exceeds a person's maximum ability at work, it can reduce work progress and performance [5, 6]. Researchers state that work-related stress has become a topic of increasing attention in the occupational health field over the past three decades. The world of work and business is experiencing rapid changes, such as increasing competition, quality, innovation, and doing business [7, 8].

Kantor Kesatuan Bangsa dan Politik (Kesbangpol) Kota Cimahi is one of the offices that work under the auspices of the Cimahi City Government. If there are threats, challenges, obstacles, disruptions events in the area, Kesbangpol directly intervenes in maintaining the stability and conduciveness of the city, as well as overcoming the surge in public unrest [9]. Monitoring the situation and conditions carried out by Kesbangpol workers is not only handling when the problem occurs, but also preventive measures such as holding hearings, focus group discussions, and monitoring [10]. If there are potential events and has occurred, there will be an increase in the workload and stressors experienced by Kesbangpol workers.

The mental health of workers plays an important role in determining the success of organizations and companies. One of the mental health disorders that are easily experienced by workers is work stress. Work stress has an influence on performance, decision making, relationships, planning, communication, and worker readiness [11]. Based on this background, the author will examine the overview of work stress and work readiness of Kesbangpol worker Kota Cimahi.

2 Materials and Methods

This research design is a descriptive study to describe the characteristics of work stress and work readiness of Kesatuan Bangsa dan Politik Kota Cimahi workers. Measurement of work stress using a Stress Diagnosis Survey (SDS-30) questionnaire and a measurement of job readiness using a Readiness Scale Staff Member (RSSM) questionnaire based on Situational Leadership Style. This research was conducted at the *Kantor Kesatuan Bangsa dan Politik Kota Cimahi* in November 2021.

The population in this study are Kesbangpol Kota Cimahi workers. The inclusion criteria for this study were workers who were willing to be research subjects. The exclusion criteria for this study were workers who were not willing to be research subjects. The sample size in this study were all workers of the Kesbangpol Kota Cimahi who were active and still working at the time of the research, as many as 17 people. The sampling technique used in this study is total sampling, this sampling technique is used if the population is relatively small. Data processing was performed using the SPSS statistical application. The collected data were processed and analyzed descriptively.

Table 1. Age characteristics

Variable	Mean	Median	Std. deviation
Age	41,47	44,00	9,38

Table 2. Gender characteristics

Gender	n	%
Male	11	64,71
Female	6	35,29
Total	17	100,00

3 Results and Discussion

3.1 Characteristics of Research Subjects

3.1.1 Age Characteristics

Based on Table 1, the results of the study obtained that the average age of the patients was 41,47 years.

3.1.2 Gender Characteristics

Based on Table 2, gender in this study shows that most of the patients were male, as many as 11 people, while female were 6 people.

3.1.3 Level of Education

Table 3 showed that most of the respondents in the *Kantor Kesatuan Bangsa dan Politik Kota Cimahi* are undergraduate 9 people (52.94%), 5 people (29.41%) are high school graduates, as many as 1 person (5.88%) is a D3 graduate, 1 person (5.88%) is a D4 graduate and 1 person (5.88%) is a master's degree graduate.

3.2 Overview of Job Stress Based on Stressors

3.2.1 Role Ambiguity

Based on the role ambiguity stressor, it is known that 7 people (41.18%) have low work stress and 10 people (58.82%) have moderate work stress. Role ambiguity is felt when employees do not have enough information to carry out their work and do not understand how to realize the expectations associated with a particular role [12].

3.2.2 Role Conflict

Based on role conflict stressors, it is known that 3 people (17.65%) have low work stress, 13 people (76.47%) have moderate work stress and 1 person (5.88%) has high

Table 3. Level of education

Latest Education	n	%
SMA	5	29,41
D3	1	5,88
D4	1	5,88
S1	9	52,94
S2	1	5,88
Total	17	100,00

work stress. This shows that most of the respondents have work stress at a level that is in role conflict [13].

3.2.3 Quantitative Workload

Based on quantitative workload stressors, it is known that as many as 3 people (17.65%) have low work stress, as many as 13 people (76.47%) have moderate work stress and 1 person (5.88%) has high work stress. This shows that most of the respondents have work stress at a moderate level in the quantitative workload. The demands of workers to be able to complete all tasks in accordance with what has been determined are a challenge if the capacity and capability of the workers are not proportional to the large quantity load [13, 14].

3.2.4 Qualitative Workload

Based on qualitative workload stressors, it is known that as many as 2 people (11.76%) have low work stress, as many as 14 people (82.35%) have moderate work stress and 1 person (5.88%) has high work stress. This shows that most of the respondents have work stress at a level that is in a qualitative workload. When workers feel the inability to use their skills and potential to complete tasks with a high level of difficulty, that's when the qualitative burden can be a factor to trigger job stress [13].

3.2.5 Career Development

Based on career development stressors, it is known that as many as 4 people (23.53%) have low work stress, as many as 11 people (64.71%) have moderate work stress and 2 people (11.76%) have high work stress. This shows that most of the respondents have work stress at a level that is in career development. Career development can be a stressor for workers who do not see their organization as being able to provide opportunities to improve their abilities, levels or status.

3.2.6 Responsibility to Others

Based on the stressor of responsibility to others, it is known that as many as 3 people (17.65%) have low work stress, as many as 13 people (76.47%) have moderate work

Table 4. Overview of work stress

Work Stress	n	%
Low	3	17,65
Moderate	14	82.35
High	0	0,00
Total	17	100.00

stress and 1 person (5.88%) has high work stress. This shows that most of the respondents have work stress at a moderate level of responsibility towards others. Positions that act as leaders have a special responsibility to provide more direction, guidance, and support to their members because this can affect the performance and productivity of members.

3.3 Overview of Work Stress

The overall description of the degree of work stress of *Kantor Kesatuan Bangsa dan Politik Kota Cimahi* workers can be seen in Table 4.

Moderate work stress experienced by Kesbangpol workers can be caused by a workload that is too much for the 17 workers to handle. The number of jobs that are not commensurate with the abilities, skills, and time available can trigger stress in workers. If the work stress experienced by Kesbangpol workers is not handled immediately, it can affect their performance, health, and accuracy in carrying out their work duties.

Another study that used SDS-30 for nurses who served in outpatient Atma Jaya Hospital experienced more low stress and nurses served in inpatients experienced more moderate stress on factors of personal responsibility, career development, qualitative workload, and quantitative workload. Research conducted by Iswanti shows that nurses who work in the inpatient department have a higher likelihood of experiencing stress than nurses who work in outpatients, because inpatient nurses are involved with shift work, and are generally new nurses so that their skills and work experience inadequate [15].

Furthermore, in Novitasari's research, many workers at PT. Tri Cahya Purnama experienced mild to moderate stress, but at the time of diagnosis or treatment by medical personnel, several workers experienced severe stress. The causes of work stress are due to role compulsion, role conflict, qualitative workload, quantitative workload, and career development of respondents as workers. In addition, a relaxed work system but still focused on goals can reduce stress in the workplace [16].

3.4 Overview of Work Readiness

An overview of the work readiness of *Kantor Kesatuan Bangsa dan Politik Kota Cimahi* workers can be seen in Table 5.

The level of worker readiness also affects the "Hersey and Blanchard" leadership style. The results of research conducted by Danoe Soesanto, the readiness of R2 workers

Table 5. Overview of work readiness

Work Readiness	n	%
R1 (unable and insecure)	0	0.00
R2 (unable but willing)	4	23.53
R3 (capable but unwilling)	6	35.29
R4 (very capable and confident)	7	41.18
Total	17	100.00

will be in accordance with the selling leadership style, the readiness of R3 workers will be in accordance with the participating leadership style [6].

From the results of research by Melly Cahyani and Roy Setiawan using the RSSM questionnaire, it was found that workers in CV. Inti Karya Utama have a very high level of readiness (R4). This means that workers have the ability and high willingness to deal with the work they are doing. The readiness of R4 workers will be very effective if the leader uses the S4 leadership style, namely delegating where the leader gives authority to his workers to carry out their own tasks [17].

This is also in line with research conducted on CV. Tri Tunggal Abadi by Jessica Vidya Lukijanto, where the application of the delegating leadership style can be applied by leaders by giving more trust to their followers. By applying the delegating leadership style, it is expected to make followers more independent in making decisions related to tasks [18].

4 Conclusion

The research data table shows that the group of respondents with a moderate level of work readiness is R2 (unable but willing), has a moderate level of work stress, namely 4 people (100.00%), the group of respondents with a high level of work readiness is R3 (capable but unwilling), have a moderate level of work stress as many as 6 people (100%) and most of the respondents in the group with the highest level of work readiness R4 (very capable and confident), have a moderate level of work stress as many as 4 people (57.14%). Although the work stress experienced by workers is at a moderate level, it is still able to be handled well by Kesbangpol workers. The stress experienced does not affect performance at work and the high work readiness of Kesbangpol workers.

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