

The Relationship Between Conflict, Social Support and Work Stress of Parking Employees

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Abstract: Work-related stress is a psychological and emotional disorder due to a mismatch between the burden, resources or the needs of workers who come from the work environment. Job stress can directly affect the health and safety of workers. This study aims to determine the relationship between personal conflict and interpersonal conflict and social support with the work stress of parking staff. This study uses a cross sectional design with a total sample of 35 parking attendants. The instrument used was the NIOSH Generic Job Stress Questionnaire. The results showed that almost all respondents who were less than 34 years old and who experienced work stress were 13 people. There is a relationship between personal conflict and interpersonal conflict with work stress among parking employees, but no significant correlation between social support and work stress events in parking attendants. The higher the conflict, the higher the occurrence of work stress, while high social support will reduce work stress.

Keywords: conflict; employees; parking; social support; work stress;

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I. Introduction

Stress is the body's reaction or response to psychosocial stressors such as mental stress or the burden of life¹. Psychosocial stressors are any circumstances or events that cause changes in a person's life, so that the person is forced to make adaptations or adaptations to overcome them, not everyone is able to adapt and overcome these stressors, so that complaints arise such as stress. Many types of psychosocial stressors occur in everyday life according to experts and among them are job factors^{2,3}.

Work-related stress is a psychological and emotional disorder due to a mismatch between the burden, resources or the needs of workers who come from the work environment. These conditions can trigger stress due to inappropriate workloads, poor social environment, conflicts that occur, dangerous environments. Uncomfortable workplace conditions are the most important things in causing work stress. Job stress can also directly affect the safety and health of workers who experience it. This incident is due to work stress can lead to health problems and even work accidents⁴.

Data from the World Health Organization, about 450 million people in the world experience stress³. Indonesia accounts for around 10% of the total population of Indonesia who experience stress. Basic Health Research Data in 2013 stated that around 1.33 million people of DKI Jakarta experienced stress where the figure reached 14% of the total population with acute stress levels reaching 1-3% and severe stress reaching 7-10%⁵. This study has obtained ethical approval from the Research Ethics Commission of the Immanuel Health Sciences Bandung number 19 / EC / STIKI / 2018

II. Material and Method

This research was conducted using a cross sectional approach on 35 parking attendants in Bandung City, West Java Indonesia who had agreed to participate in the study by filling out informed consent. The independent variables in the study are personal conflict, interpersonal conflict and social support, while the dependent variable is job stress on parking attendants. The instrument used to obtain data uses the NIOSH Generic Job Stress Questionnaire⁶. The statistical test used is Chi Square to determine the relationship between the variables of the study.

III. Results

he results showed that the majority of respondents experienced work stress (51%), with the sex of most (80%) men and most of them were less than 34 years old (80%). More than half of the respondents were married and most had no children (69%). Respondents who experienced personal conflicts in their work were 54%, while those who experienced interpersonal conflict were 46%. Respondents who claimed to get social support were experienced by most respondents.

The results of bivariate analysis for personal conflict variables, interpersonal conflict and social support are associated with work stress obtained the following results: a) almost all of the respondents who have interpersonal conflicts experience work stress as many as 14 people (40%) and a small percentage of respondents who do not have Interpersonal conflict does not experience stress in his work as many as 3 people (9%). Statistical test results obtained p-value of 0.03, so it can be concluded that there is a relationship between interpersonal conflict with job stress on employees parking; b) most of the respondents who have personal conflicts experience work stress as many as 14 people (40%) and a small proportion of respondents who do not have personal conflicts who experience work stress in their work are 4 people (11%). Statistical test results obtained p-value of 0.00, so it can be concluded there is a relationship between personal conflict with work stress on employees parking; c) almost all respondents who received social support did not experience work stress as many as 12 people (34%), and almost all of the respondents who did not get social support experienced work stress as many as 11 people (31%). Statistical test results obtained p-value of 0.06, so it can be concluded that there is no relationship between social support and work stress on parking employees in Bandung.

IV. Discussion

The results showed that there was a relationship between personal and interpersonal conflict with work stress, and there was no relationship between social support and work stress on parking attendants in Bandung, West Java, Indonesia. The higher the conflict that occurs, the higher the chance of work stress on parking attendants. Job stress can occur in various types of work. Parking attendants are at risk of experiencing work stress due to work routines and job characteristics that require employees to have high responsibility because they have to monitor other people's cars or vehicles in a safe condition and arrange parking lots so that everyone can be served properly.

Work stress issues are things that have become a topic of research more than 10 years ago and are increasingly widespread in almost every workplace⁷. Occupational stress is based on a core definition, which is that occupational stress is a total process including the environmental sources of stress and the individual's perception of them as well as short-term and long term physiological, behavioral responses and psychological, and a number of modifying factors that influence the relationships among variables in the stress process⁸. Work stress can occur in difficult work, which requires a lot of things to do and limited time and too tight supervision causes work discomfort. High social support can reduce tension in work which can increase work stress. Social support can come from supervisors and fellow colleagues. Workers who have a perception that they do not have social support in their workplace will have a tendency to experience stress compared to those who have a good perception of social support in their workplace. Work stress events are important to deal with in the industrial world. One of the main reasons is the high costs incurred by the company if employees who suffer from high levels of stress are increasing, so it is felt necessary to prevent and deal with the occurrence of work stress as early as possible⁹. Job stress can be caused by work fatigue. Job stress that occurs in workers will facilitate work fatigue, and vice versa. Providing training on work fatigue can reduce work fatigue and work stress¹⁰.

In this study social support is not related to the incidence of work stress on workers, but the results of the study indicate that family support, support from friends and superiors can reduce the occurrence of work stress. Workers are at work at least 8 hours per day and always meet with their colleagues, so the support of colleagues and supervisors should be important¹¹. Conflict in organizations occurs because of the inability to adapt to the environment and the differences in status, goals, values and perceptions. The existence of conflict in the organization shows several things, including: weaknesses in the organization, leaders who do poor management, failed communication between leaders and employees, lack of openness, lack of trust between employees and leaders¹².

Job stress in parking lot has not been done much research. Jobs that require great responsibility are usually the cause of work stress. The results showed that parking attendants also experienced stress caused by personal conflict and interpersonal conflict. To avoid this, supervision is required from the supervisor so there is no conflict between workers. Job stress that occurs can be a cause of health problems for workers. Employees who experience work stress are likely to become insomnia and not concentrate in carrying out their activities. If sleep deprivation lasts for a long period of time it can cause work exhaustion and cause illness¹³.

V. Conclusion

This study provides evidence that interpersonal conflict and personal conflict correlate with work stress among parking attendance. The more conflict, the higher work stress probably happened. To reduce work stress among the workers, should be doing recuperation, such as recreation and giving support from their supervisor or another workers. Understanding the cause of work stress is important employees in order to raise their knowledge and preventing from further work stress.

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