

Relationship Between Workload, Dual Role Conflict, Work Environment, and Social Support with Work Stress

Dinda Bestari Siahaan ^{1*}, Willia Novita Eka Rini ², David Kusmawan ³

¹ Public Health Science, Faculty of Medicine and Health Sciences, Jambi University, Indonesia

[:bestarid93@gmail.com](mailto:bestarid93@gmail.com)

² Public Health Science, Faculty of Medicine and Health Sciences, Jambi University, Indonesia

³ Public Health Science, Faculty of Medicine and Health Sciences, Jambi University, Indonesia

* Corresponding Author : Dinda Bestari Siahaan

Abstract Background: Researchers found problems regarding work stress on employees at the Kenali Besar Health Center, where it is known that work stress is an imbalance of human resources and demands felt by a person. The study aims to determine the relationship between workload, dual role conflict, physical work environment, and social support with work stress in employees at the Kenali Besar Health Center, Jambi City in 2024. Methods: This type of quantitative research uses a questionnaire from Permenaker No. 5 of 2018 and the NIOSH Generic Job Stress Questionnaire. Civil servants as respondents, with a population of 50 and a sample of 36. Results: Univariate analysis of high job stress 26 (72.2%), low 10 (27.8%). high workload 31 (86.1%), low 5 (13.9%), high dual role conflict 26 (72.2%), low 10 (27.8%), high physical work environment 28 (77.8%), low 8 (22.2%), and high social support 26 (72.2%) and low 10 (27.8%). Bivariate analysis of workload with work stress (p -value=0.023), dual role conflict with work stress (p -value=0.008), physical work environment with work stress (p -value=0.004), and social support with work stress (p -value=0.008). Conclusion: There is a relationship between workload, dual role conflict, physical work environment, social support with work stress in employees at the Kenali Besar Health Center, Jambi City in 2024.

Keywords : Dual Role Conflict, Physical Work Environment, Social Support, Work Stress, Workload

1. Introduction

What Job stress is an imbalance between human resources and perceived demands. The greater this gap, the higher the level of stress experienced, which can be a threat to the individual and the surrounding environment. Job stress in the workplace is caused by excessive workloads that exceed their limits, lack of supervision, unclear roles, and lack of recognition from coworkers. This makes individuals feel burdened and depressed.

Survey results by the Health and Safety Executive (HSE) in 2022-2023 from 823,000 cases of occupational stress increased to 875,000 cases. Surveys were also conducted in various countries such as Australia, Europe, and the United States where 50% of workers who took part in the survey experienced work stress. As many as 32% in Japan suffer from excessive stress and are often restless when in the work environment, and 20% of workers in Korea experience heavy workload and pressure. And based on a survey conducted in the UK (2020), it is stated that as many as 79% of the types of stress that are very commonly experienced are stress caused by work. Based on this description, the researcher will conduct and complete a study with the title "Relationship between Workload, Dual Role Conflict, Physical Work Environment and Social Support with Job Stress in Employees at Kenali Besar Health Center, Jambi City in 2024".

2. Theoretical Study

Work stress is a condition of a person who cannot handle the pressure that occurs while at work. Work pressure can be known from negative feelings, a sense of restlessness and anxiety that makes it difficult to sleep, feel tired, anxious and have a fast pulse. Job stress can affect job satisfaction and employee attendance to work. According to Suaryansyah 2021, work stress is pressure that occurs due to workload on individuals. Work stress occurs due to

Received: February 28th 2025
Revised: March 15th 2025
Accepted: March 28th 2025
Online Available : March 30th 2025
Curr. Ver.: March 30th 2025



Copyright: © 2025 by the authors.
Submitted for possible open access
publication under the terms and
conditions of the Creative
Commons Attribution (CC BY SA)
license
(<https://creativecommons.org/licenses/by-sa/4.0/>)

workload, inappropriate work environment so that it becomes a physical and mental burden for workers. In Baharuddin 2020, argues that work stress is a demand beyond one's ability to achieve something.

Based on the theoretical study, the hypothesis in this study is that there is a relationship between workload and work stress in employees at the Kenali Besar Health Center in Jambi City in 2024, there is a relationship between dual role conflict and work stress in employees at the Kenali Besar Health Center in Jambi City in 2024, there is a relationship between the physical work environment and work stress in employees at the Kenali Besar Health Center in Jambi City in 2024, there is a relationship between social support and work stress in employees at the Kenali Besar Health Center in Jambi City in 2024.

3. Research Methods

This type of research is quantitative research with observational research design using a cross sectional approach. This study collected data from respondents using a direct interview method using a questionnaire as a research instrument. Which is a measurement of the independent variable with the dependent variable carried out at the same time. This research design aims to determine Relationship between Workload, Dual Role Conflict, Work Environment, and Social Support with Work Stress.. Data were processed quantitatively using univariate and bivariate analysis with the chi-square test.

4. Results and Discussion

Table 1 Relationship between Workload and Job Stress in Employees at Kenali Besar Health Center, Jambi City in 2024.

Workload	Job Stress		Total	PR	95% CI	P-Value
	High	Low				
	n	n				
High	25 (69,4%)	6 (16,7%)	31	3.26	1.56-12.49	0.023
Low	1 (2,8%)	4 (11,1%)	5			

Based on table 1, it states that 25 (69.4%) experienced high workload and high work stress and 1 (2.8%) experienced low workload but high work stress. While 6 (16.7%) experienced high workload but low stress and 4 (11.1%) experienced low work stress and workload. The results of the chi square statistical test obtained a P-Value of 0.023 < 0.05 (PR 3.26 95% CI 1.56-12.49). So it can be concluded that there is a relationship between workload and work stress.

Table 2 Relationship between Dual Role Conflict and Job Stress in Employees at Kenali Besar Health Center, Jambi City in 2024.

Dual Role Conflict	Job Stress		Total	PR	95% CI	P-Value
	High	Low				
	n	n				
High	17 (47.2%)	9 (25.0%)	26	3.21	1.02-1.92	0.008
Low	9 (25.0%)	1 (2.8%)	10			

Based on table 2, it states that 17 (47.2%) experience high dual role conflict and high job stress and 9 (25.0%) experience low dual role conflict but high job stress. While 9 (25.0%) experienced high dual role conflict but low work stress and 1 (2.8%) experienced low work stress and dual role conflict. The results of the chi square statistical test obtained a P-Value of

0.008>0.05 (PR 3.21 95% CI 1.02-1.92). So it is concluded that there is a relationship between dual role conflict and job stress.

Table 3 Relationship between Physical Work Environment and Job Stress in Employees at Kenali Besar Health Center, Jambi City in 2024.

Physical Work Environment	Job Stress		Total	PR	95% CI	P-Value
	High	Low				
	n	n				
High	21 (58.3%)	7 (19.4%)	28	2.80	1.12-9.53	0.004
Low	5 (13.9%)	3 (8.3%)	8			

Based on table 3, it states that 21 (58.3%) experienced a high physical work environment and high work stress and 7 (19.4%) experienced a high physical work environment but low work stress. While 5 (13.9%) experienced a low physical work environment but high work stress and 3 (8.3%) experienced work stress and a low physical work environment. The results of the chi square statistical test obtained a P-Value of 0.004>0.05 (PR 2.80 95% CI 1.12-9.53). So it is concluded that there is a relationship between the physical work environment and work stress.

Table 4 Relationship between Social Support and Job Stress in Employees at

Social Support	Job Stress		Total	PR	95% CI	P-Value
	High	Low				
	n	n				
High	16 (44.4%)	10 (27.8%)	26	3.17	1.01-8.62	0.008
Low	10 (27.8%)	0 (0.0%)	10			

Kenali Besar Health Center, Jambi City 2024

Based on table 4, it states that 16 (44.4%) experienced high social support and high work stress and 10 (27.8%) experienced low social support but high work stress. While 10 (27.8%) experienced high social support but low stress and 0 (0.0%) experienced work stress and low social support. The results of the chi square statistical test obtained a P-Value of 0.008 <0.05 (PR 3.17 95% CI 1.01-8.62). So it can be concluded that there is a relationship between workload and work stress.

Discussion

Relationship between Workload and Job Stress

Based on the chi square statistical test, it shows that workload has a relationship with work stress at the Kenali Besar Health Center, Jambi City in 2024 from the p-value = 0.023 <0.05. So this states that workload has a relationship to work stress. According to the results of research by Rivaldo Pratama (2021) stated that of the 26 respondents of the Ketapang II health center employees in East Kotawaringin Regency in 2021, 26 (60.5%) employees experienced high workload and 17 (39.5%) experienced low workload with a p-value = 0.003 so that it was known that there was a relationship between workload and work stress in employees at the Ketapang II Health Center, East Kotawaringin Regency in 2021.

According to Salsabila Zahra (2022) there is a relationship between workload and work stress in health workers at the Dewantara Health Center in North Aceh in 2022 with a p-value of 0.000 <0.05. This relationship shows that the higher the workload, the higher the work stress felt by the health workers of the Dewantara North Aceh health center, on the other

hand, the lower the workload, the lower the work stress possessed by the health workers of the Dewantara North Aceh health center.

Relationship between Dual Role Conflict and Job Stress

Based on statistical tests in the study, it was found that there was a relationship between dual role conflict and work stress at the Kenali Besar Jambi health center in 2024 with a p-value = 0.008 <0.05. According to Ayu Priastuti (2021) in her research with the title The Relationship between Dual Role Conflict and Job Stress in Health Workers at the Health Center. The results of the research data obtained from the analysis with the correlation test P-value = 0.001 <0.05 which can be concluded that there is a significant relationship between dual role conflict and work stress for health workers at the health center. The results of this study reinforce the fact that there is a strong relationship between the variables of dual role conflict and work stress.

According to the results of research researched by (Ayu Priastuti, 2021) stated that the p-value = 0.001 <0.05. Which means that there is a relationship between dual role conflict and work stress for female health workers.

Relationship between Physical Work Environment and Job Stress

Based on the chi square statistical test, it shows that the physical work environment has no relationship with work stress at the Kenali Besar Jambi Health Center in 2024 from the p-value = 0.004 <0.05. So this states that the physical work environment has a relationship to work stress. According to research conducted by Trisna Valentina (2020), with the title The relationship between the physical work environment and work stress in employees of PT Tanjung Timberindo Industri is known that there is a positive relationship between the physical work environment and work stress with a significant p = 0.000 <0.05. This means that there is a relationship between the physical work environment and work stress.

From the results of research (Rahmawati et.al, 2020), entitled The Relationship between Workload and Physical Work Environment to Nurses' Work Stress in the Inpatient Room at UKI Hospital. The statistical test results found that the p-value = 0.032 <0.05, so it was concluded that the physical work environment with work stress was significant / had a relationship.

Relationship between Social Support and Job Stress

Based on the chi square statistical test, it shows that social support has a relationship with work stress at the Kenali Besar Health Center, Jambi City in 2024 from the p-value = 0.008 <0.05. So it is stated that social support has a relationship to work stress. According to the results of research by Yandora Elisda (2020), with the title The relationship between social support and work stress in employees of the Sintang Health Office. Social support refers to comfort, care, self-esteem, and assistance obtained from groups and individuals, in this study stating that there is a relationship between social support and work stress with a P-value = 0.008 <0.05 in Sintang health service employees.

5. Conclusion

Based on the results of the study, it can be concluded that the frequency distribution of characteristics based on gender was 30 people (83.3%) were female, and 6 people (16.7%) were male. and of the 36 civil servants who worked at the Kenali Besar Health Center in Jambi City in 2024, 25 people (69.4%) were D3 graduates, and 34 people (94.4%) were

married. There is a significant relationship between workload and work stress in employees at the Kenali Besar Health Center, Jambi City in 2024 with a p-value = 0.023. There is a significant relationship between dual role conflict and work stress in employees at the Kenali Besar Health Center, Jambi City in 2024 with a p-value = 0.008. There is a significant relationship between physical work environment and work stress in employees at the Kenali Besar Health Center, Jambi City in 2024 with a p-value = 0.004, so it can be concluded that there is a relationship between the physical work environment and work stress, There is a significant relationship between social support and work stress in employees at the Kenali Besar Health Center, Jambi City in 2024 with a p-value = 0.008.

It is expected to hold social support activities, such as discussion groups / mentoring to be useful for employees in minimizing the burden they carry out, developing strategies in managing dual role conflicts, with better communication between coworkers (superiors, and juniors) and family and relatives. It is recommended to conduct further research with additional variables to make it more varied, different populations and conduct interviews to still get more accurate information.

6. Limitation

The limitations in this study are that there were obstacles when making a research permit which took a long time to obtain research permission. there were obstacles when arranging the research schedule because it had to adjust to the free time of the respondents, and use the minimum time possible in order to complete the research as soon as possible.

References

- 1) H. Widhiastuti and Asih, *Mengelola stress pada pekerjaan yang beresiko tinggi*. Semarang: Universitas Semarang Press, 2020, 85 hal.
- 2) World Health Organization, "Stress," 2023.
- 3) Health and Safety Executive, "Injury-ill-health. HSE statistics 2023 show slow to no progress in driving down," 2023.
- 4) F. I. Azhar, "Determinan Stres Kerja pada Aparatur Sipil Negara Dinas Pendidikan Kota Cilegon Saat Work From Home di Era Pandemi COVID-19 Tahun 2020," *Media Penelit. dan Pengemb. Kesehat.*, vol. 31, no. 1, pp. 1–8, 2021.
- 5) Yupartini, "Stres Kerja dengan Perilaku Caring Petugas Kesehatan dalam Penanganan Pasien pada Masa Pandemi Covid-19," *J. Keperawatan Silampari*, vol. 4, no. 2, pp. 683–689, 2021.
- 6) Q. Nisak, "Pengaruh Lingkungan Kerja, Beban Kerja dan Stress Kerja terhadap Kinerja Tenaga Medis pada Pukesmas Tarik," *J. Ilm. Manaj. dan Kewirausahaan*, 2022.
- 7) D. Kusmawan, "Hubungan Antara Karakteristik Individu Dengan Keluhan Stres Kerja Di Unit Vi Refinery Pt X (Persero) Balongan," *J. Ind. Hyg. Occup. Heal.*, vol. 6, no. 2, p. 1, 2022.
- 8) R. Halim and B. Aswin, "Hubungan Lama Kerja dan Aktivitas Kerja Monoton dengan Kelelahan Kerja pada Pedagang Ikan Pasar Angso Duo," *J. R&S. Hesti Medan Akper Kesdam I/BB Medan*, vol. 7, no. 1, p. 27, 2022.
- 9) N. Ramadhani and W. N. Eka Rini, "Kajian Identifikasi Bahaya, Analisis Risiko Dan Pengendalian Bahaya Di PT. X Tahun 2021," *An-Nadaa J. Kesehat. Masy.*, vol. 8, no. 2, p. 168, 2021.
- 10) A. Rahmah, "Determinan Tingkat Stress Kerja pada Pekerja di Apartemen X," *J. Econ. Perspect* [Online]. Available: <http://journal.um-surabaya.2022>
- 11) Rahmawati *et al.*, "Hubungan antara Beban Kerja dan Lingkungan Kerja Fisik terhadap Stres Kerja Perawat di Ruang Rawat Inap di RSU UKI," 2020.
- 12) S. Sunarti and J., "Hubungan antara Beban Kerja dengan Stres Kerja pada Perawat Pelaksana Ruang Rawat Inap," *Kesmas*, vol. 11, no. 5, pp. 150–157, 2021.
- 13) Pusat Data dan Informasi Kementerian Kesehatan RI, *Situasi Kesehatan Jiwa Di Indonesia*, InfoDATIN, 2019, p. 12.
- 14) Indonesian Ministry Of Health Development Policy Board, *Indonesian Health Survey (Survei Kesehatan Indonesia)*, Minist. Heal., 2023, pp. 1–68.
- 15) D. Ningrum, "Hubungan Konflik Peran Ganda dengan Stres Kerja pada Karyawan Direksi Wanita PT. Perkebunan Nusantara III Medan," 2022.
- 16) A. Priastuti, "Hubungan antara Konflik Peran Ganda dengan Stres Kerja pada Tenaga Kesehatan Wanita di Puskesmas," vol. 8, no. 2, pp. 94–104, 2021.
- 17) S. A. Alfadhea, "Peran Konflik Peran Ganda Terhadap Stres Kerja Perawat Wanita Di Provinsi Banten," 2023.

- 18) M. Pusparani, "Faktor Yang Mempengaruhi Kinerja Pegawai (Suatu Kajian Studi Literatur Manajemen Sumber Daya Manusia)," *J. Ilmu Manaj. Terap.*, vol. 2, no. 4, pp. 534–543, 2021.
- 19) Nadzifa, "Hubungan Beban Kerja Mental dan Masa Kerja dengan Stres Kerja pada Pegawai Puskesmas Pucung Tulungagung" [Online]. Available: <https://digilib.uns.ac.id/dokumen/detail/91337/%0Ahttps://digilib.uns.ac.id/dokumen.pdf>
- 20) D. Clark, "Jumlah pekerja yang melaporkan stres, depresi, atau kecemasan terkait pekerjaan di Inggris Raya dari tahun 2008–2022," 2023.
- 21) I. Nurwati, "Hubungan Stres Kerja, Beban Kerja dan Kejenuhan Kerja dengan Kinerja Perawat di Klinik XX Jakarta Tahun 2021," 2021.
- 22) A. Naja, "Hubungan beban kerja dengan stres kerja pada pegawai tenaga kesehatan di puskesmas lubuk pakam kab. deli serdang," *Fak. Psikol. Univ. Medan Area* [Online]. Available: <https://repository.uma.ac.id/handle/123456789/21520>
- 23) K. Ummah, "Hubungan Beban Kerja dengan Stres Kerja pada Tenaga Kesehatan di Puskesmas Dewantara Aceh Utara pada masa pandemi COVID-19," 2022.
- 24) H. Zhou and Q. Zheng, "Work Stressors and Occupational Health of Young Employees: The Moderating Role of Work Adaptability," *Front. Psychol.*, vol. 13, Apr. 2022.
- 25) P. Rani and Chakraborty, "Hubungan Beban Kerja dengan Stres Kerja pada Pegawai Kantor Kementerian Agama Kota Binjai," *Range Manag. Agrofor.*, 2020 [Online]. Available: <http://journals.cambridge.org/>
- 26) L. H. Mariati, "Hubungan Konflik Peran Ganda Dengan Kinerja Perawat Wanita Di Puskesmas Dampek Kabupaten Manggarai Timur Tahun 2019," *J. Wawasan Kesehat* [Online]. Available: <https://stikessantupaulus.e-journal.id/JWK/article/view/59>
- 27) S. Saputri, "Fundamental And Management Hubungan Kondisi Kerja dengan Stres Kerja Perawat di Rumah Sakit Umum Islam ORPEHA Tulungagung," *Fundam. Manag. Nurs. J.*, vol. 3, no. 1, pp. 1–7, 2020.
- 28) Z. Affi, "Hubungan Stres Kerja dengan Kinerja Bidan dalam Masa Pandemi Covid-19 di Kota Pontianak," *J. Ilmu Kebidanan (J. Midwifery Sci.)*, vol. 10, no. 1, 2022.
- 29) Karminah and Yuningsih, "Hubungan Beban Kerja dengan Tingkat Stres Tenaga Kesehatan Menghadapi Covid-19 Di Puskesmas Dayeuhluhur Kabupaten Cilacap," *J. Keperawatan Galuh*, vol. 3, no. 2, p. 35, 2021.
- 30) E. S. and Supriyati, "Hubungan antara Beban Kerja dengan Stres Kerja pada Perawat Pelaksana Ruang Rawat Inap," *J. Psikol. Malahayati*, vol. 3, no. 1, 2021.