



## THE EFFECT OF ANXIETY ON THE PSYCHOLOGICAL WELFARE OF EMPLOYEES IN THE COVID-19 PANDEMIC

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### Abstract:

The purpose of this study was to describe the psychological well-being of employees during the COVID-19 pandemic. The research method used was descriptive quantitative method. The population in this study were employees of Bumi Sarana Utama (BSU) at PT Hadji Kalla Makassar. The sampling technique used a purposive sampling technique, namely the sample had been appointed and recommended directly by PT Hadji Kalla Makassar as many as 221 people. The data collection technique used the SRQ-anxiety scale. 20 and psychological well-being questionnaire through google form. The data analysis technique used was simple regression analysis. The results showed that the significance value was 0.0151 ( $p > 0.05$ ), which means the null hypothesis is accepted, that is, there is no influence of anxiety on the psychological well-being of employees during the COVID-19 pandemic.

**Keywords:** anxiety, psychological well-being, employees, the COVID-19 pandemic

### BACKGORUND

The spread of the COVID-19 pandemic has caused problems not only in the health sector but also in various sectors. Various efforts have been made to minimize the spread of the COVID-19 virus, including implementing work from home (WFH) and providing more flexible working hours (Bozkurt & Sharma, 2020). In agencies that continue to run an offline work system, work efforts are also made to regulate shifts to regulate work behavior that obeys health protocols.

Handoyo (2020) stated that currently the company is implementing one-door access for employees who enter or leave, employees must check their body temperature before entering the office, and employees must wear masks. However, the ever-increasing spread of the Covid-19 virus causes fear, anxiety and panic (Hanifah et al.2019). This anxiety occurs because employees feel worry, anxiety which is often associated with the threat of danger from the Covid 19 virus. Some people who perceive this threat as a heavy pressure will gradually experience a bad influence (Rakhmawati, 2017).

Ismaya, et al (2020) stated that employee anxiety during the COVID-19 pandemic includes fear of outbreaks, confusion of circulating information, anxiety about daily survival, and loneliness due to distance from family or relatives. Anxiety during the COVID-19 pandemic can thus cause other problems such as boredom, changes in sleeping and eating patterns, difficulty concentrating, deteriorating physical health, and the emergence of physical disorders. In line with this opinion, Syahril (2020) also stated that employees not only experience difficulties in the economic aspect, but also health.

An employee who can manage his problems well will be able to maintain his psychological well-being (López, et al, 2020). On the other hand, employees who are affected by Covid-19 have caused anxiety which can then interfere with their psychological well-being. In fact, Bradburn (Ryff & Singer, 1998) states that happiness is the result of psychological well-being and is the highest goal to be achieved by everyone.

Psychological well-being is a person's ability to live a social life and build positive relationships with others, a willingness to continue to channel one's potential, have a purpose in life, be able to accept oneself, be able to control one's external environment, and be independent when faced with social pressures (Ryff & Keyes). , 1995). Humans in an effort to achieve good psychological well-being need to maintain their mental condition to stay healthy, one of which is avoiding excessive anxiety about the Covid 19 virus. Factors that can affect a person's level of psychological well-being include demographic factors which include age, socioeconomic status and culture, education, marital status, gender, and social support factors, religiosity, personality, and evaluation of experience factors (Ryff, 1989). Therefore, this study aims to determine whether there is an effect of anxiety on the psychological well-being of employees during the COVID-19 pandemic.

**METHOD**

**A. Research Methods Used**

This research uses quantitative methods. Sudjana and Arikunto (2013) add an explanation related to the quantitative approach as an approach using quantitative because it uses numbers, starting from data collection, interpretation of the data, and the appearance of the results. Quantitative research methods use research data in the form of numbers and are analyzed using statistics (Sugiyono, 2018). In accordance with this method, in this study the data used for research are in the form of numbers that are measurable, rational and systematic. The researcher used an anxiety scale and psychological well-being questionnaire which was then given to employees of Bumi Sarana Utama (BSU) at PT Hadji Kalla Makassar.

**B. Identification of Research Variables**

Sugiyono (2015) defines a variable as an attribute or value set by a researcher about people, objects, or activities that have certain variations. The variables in this study include:

Independent variable: psychological well-being

Bound variable: anxiety

**C. Operational Definition of Research Variables**

Anxiety in this study is the feeling of fear of the COVID-19 outbreak, confusion of circulating information, anxiety for daily survival, and loneliness due to distance from family or relatives. Meanwhile, psychological well-being in this study is the ability of employees to live social lives and build positive relationships with others at home and at work, willingness to continue to channel their potential, have goals in life, be able to accept themselves, be able to control their external environment, and be independent. when faced with social pressure during the COVID-19 pandemic.

**D. Research Subject**

The population is a generalization area that will be subject to the conclusions of the research results (Hadi, 2000). The population in this study is the population in this study are employees of Bumi Sarana Utama (BSU) at PT Hadji Kalla Makassar. The sampling technique used was purposive sampling, namely the sample had been appointed and recommended directly by PT Hadji Kalla Makassar. The number of samples in this study were 221 employees of Bumi Sarana Utama (BSU) at PT Hadji Kalla Makassar.

**E. Data Collection Techniques**

Data collection techniques are important factors for the success of the research. In research, the data collected will be used to solve existing problems so that the data must be truly reliable and accurate. Sugiyono (2018) stated that the data used in this study was obtained using a scale, namely a data collection technique carried out by giving a set of written statements to respondents to answer. The anxiety scale uses the SRQ-20 scale. While the psychological well-being scale is based on Ryff and Keyes (1995) theory, which includes the ability of employees to live a social life and build positive relationships with others at home and at work, willingness to continue to channel their potential, have a purpose in life, be able to accept oneself, be able to control their external environment, and are independent when faced with social pressures.

**G. Data Analysis Method**

The data obtained from the research can not be directly used, but the data still needs to be processed first so that it can be understood clearly and thoroughly. Suryabrata (2000) states that data analysis is a data processing activity obtained in order to obtain an analysis result or test result. In this study, the data from the questionnaire in this study is quantitative data that will be analyzed by simple regression. This study uses statistical regression analysis techniques using SPSS 22.0 for Windows to find an overview of respondent data. Priyanto (2008) states that simple linear regression analysis is a linear influence between the independent variable (X) and the independent variable (Y). This analysis is to determine the effect of the anxiety variable on the psychological well-being variable.

**RESULTS AND DISCUSSION**

**Results**

Based on the results of data analysis using the SPSS application, it is known that the research results are as follows:

Table 1. Frequency of subjects by gender

Frequencies of Jenis Kelamin

Levels	Counts	% of Total	Cumulative %
Laki-laki	203	91.9 %	91.9 %
Perempuan	18	8.1 %	100.0 %

Based on the results above, it is known that the number of female subjects was 18 people and the number of male subjects was 203 people. Thus, it can be seen that the subject is more dominated by men.

Table 2. Frequency of subjects based on last education  
Frequencies of Pendidikan Terakhir

Levels	Counts	% of Total	Cumulative %
D1	4	1.8 %	1.8 %
D3	6	2.7 %	4.5 %
S1	65	29.4 %	33.9 %
S2	5	2.3 %	36.2 %
SD	6	2.7 %	38.9 %
SMA/SMK atau yang sederajat	122	55.2 %	94.1 %
SMP	13	5.9 %	100.0 %

Based on the results above, it is known that the number of subjects with elementary education level is 6 people, SMP education level is 13 people, SMA/SMK education level is 122 people, D1 is 4 people, D3 education level is 6 people, S1 education level is 65 people. , , education level S2 as many as 5 people. Thus it can be said that more subjects are at the SMA/SMK education level.

Table 3. Frequency of subjects by marital status  
Frequencies of Status Pernikahan

Levels	Counts	% of Total	Cumulative %
Menikah	201	91.0 %	91.0 %
Tidak Menikah	20	9.0 %	100.0 %

Table 4. Subject frequency based on years of service  
Frequencies of Masa Kerja

Levels	Counts	% of Total	Cumulative %
0 - 5 Tahun	65	29.4 %	29.4 %
11 - 15 Tahun	23	10.4 %	39.8 %

Based on the results above, it is known that the number of subjects with a length of service of 0-5 years was 65 people, and the subject who worked for 11-15 years was 23 people, the rest over 15 years were 133 people. Thus it can be seen that the subject is more dominant working over 15 years.

Based on the results of hypothesis testing, it is known that the effect of SRQ-20 anxiety on psychological well-being is as follows:

Tabel 4. Multinomial Logistic Regression  
Model Fit Measures

Model	Deviance	AIC	BIC	R <sup>2</sup> <sub>MCF</sub>	R <sup>2</sup> <sub>CS</sub>	R <sup>2</sup> <sub>N</sub>	Overall Model Test		
							χ <sup>2</sup>	df	p
1	330	338	352	0.0113	0.00570	0.0144	3.79	2	0.151

Omnibus Likelihood Ratio Tests

Predictor	χ <sup>2</sup>	df	p
SRQ-20	3.79	2	0.151

Model Coefficients - SWB

SWB	Predictor	Estimate	95% Confidence Interval		SE	Z	p	Odds ratio	95% Confidence Interval	
			Lower	Upper					Lower	Upper
Tinggi - Sedang	Intercept	-1.750	-2.2063	-1.293	0.2330	-7.51	< .001	0.174	0.110	0.274
	SRQ-20	-0.249	-0.7063	0.208	0.2332	-1.07	0.286	0.779	0.493	1.231
Rendah - Sedang	Intercept	-1.711	-2.1296	-1.292	0.2136	-8.01	< .001	0.181	0.119	0.275
	SRQ-20	0.124	-0.0548	0.303	0.0913	1.36	0.174	1.132	0.947	1.354

Based on the results above, it is known that the results of the study indicate that the significance value is 0.0151 ( $p > 0.05$ ), which means that the null hypothesis is accepted, namely that there is no influence of anxiety on the psychological well-being of employees during the COVID-19 pandemic.

Estimated Marginal Means SRQ-20

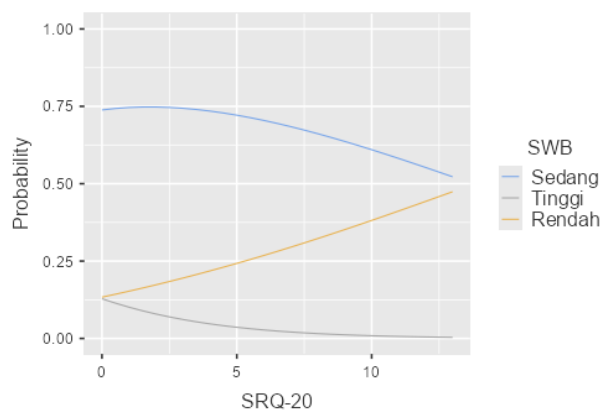


Figure 1. Subject's condition of anxiety and psychological well-being

Based on the picture above, it is known that the subject's welfare condition tends to be in the moderate category, while the subject's anxiety condition is in the low category.

**DISCUSSION**

Based on the results of the study, it is known that the subject's anxiety is in the low category. According to the results of research conducted by Budi (Listiana, 2020) shows that the level of anxiety is influenced by age, level of education, socioeconomic and experience. The older the age, the easier it is for someone to face problems. But age is also an absolute requirement of immature thinking. Based on subject data, it is known that the dominant subject has a working period of more than 15 years. The education level of the subject tends to be at the high school / vocational level. Thus, it can be said that the long time the subject works in the office causes the subject to be better able to handle problems related to his work better which causes the subject to be better able to manage himself to reduce his anxiety due to the covid 19 pandemic. Likewise the opinion of Nursalam (Isriyadi, 2015) who argues that a long working period will have experience compared to a recent one so that they are used to the existing threats and reduce or reduce the risk of anxiety.

James (Erdiana, 2019) also stated that anxiety is also related to gender, namely women are more prone to experiencing anxiety than men. Men are more active in dealing with anxiety, while women are more sensitive and choose to suppress all their feelings and men are more often interact with the outside world while women stay in a quieter place or at home. Based on research data, it is known that the number of subjects is more male than female. This can indicate that anxiety in this study is in the low category because it can be influenced by the dominant male subject.

The results of Suyani's research (2020) stated that the education level of the research subjects was 56.7% high school or middle school. According to Listiana (2020) education level is the biggest factor causing anxiety. The lower the level of education of a person, the anxiety will increase. High education will make a person have broad knowledge so that he can face his problems, have high self-confidence, have broad thinking and experience. On the other hand, lack of education will hinder the development of one's attitude towards the new values introduced, which will lead to a higher level of parental anxiety. Knowledge of subjects who are at the high school / vocational education level provides opportunities for subjects to easily understand and access information on preventing the covid 19 virus which can be the cause of low levels of anxiety in the subject.

Based on the results of this study, it is known that the significance value is 0.0151 ( $p > 0.05$ ), which means that the null hypothesis is accepted, namely there is no influence of anxiety on the psychological well-being of employees during the COVID-19 pandemic. This can be caused because a person's psychological well-being is not only influenced by a person's internal factors, such as the personality of someone who is easily anxious. However, according to Cho (2019) the level of psychological well-being is also influenced by social support such as organizational support. As we know that Bumi Sarana Utama (BSU) at PT Hadji Kalla Makassar provides social support for its employees during the COVID-19 pandemic, both material support and psychological support, as well as spiritual support.

Other demographic factors such as age and marital status were also found to be related to the psychological well-being of the study subjects. Ryff (1989) states that marital status, age, and education are indeed important factors in influencing the level of individual psychological well-being. In this study, most of the subjects were in the group with married status. Research results from Apsaryanthi and Lestari (2017) on the impact of the COVID-19 pandemic on employees who are married and work from home. The research shows that employees who work from home will be able to save energy and can perform two roles at the same time. In addition, there are other positive impacts such as increasing the closeness of relationships between family members, and increasing family life satisfaction (Ahtrenzen, 1990; Rowe & Bentley, 1992; Zhang, et al., 2020).

When carrying out work that is done from home during this COVID-19 pandemic, an employee must also interact with members who are at home. One way to reduce these stressors is to increase emotional regulation and build more intimate interpersonal relationships with family members, the existence of this ability is closely related to the psychological well-being of individuals (Marliani, et al, 2020).

Prasad, et al (2020) stated that the effect of work pressure in working from home conditions can affect the psychological well-being of employees. The results show that several factors such as co-workers, role ambiguity, organizational climate, and job satisfaction have a significant influence on the psychological well-being of employees. Thus, it can be concluded that the anxiety condition of the research subjects has no effect on their psychological well-being due to several external factors such as organizational climate.

### CONCLUSION

Based on the results of the study, it is known that the significance value is 0.151 ( $p > 0.05$ ), i.e. the null hypothesis is accepted, meaning that there is no influence of anxiety on the psychological well-being of employees during the COVID-19 pandemic, where the psychological well-being of employees during the COVID-19 pandemic is in the moderate category and anxiety is in the category low. The condition of anxiety in the research subjects had no effect on their psychological well-being because the subject's psychological well-being could be influenced by other factors such as gender, length of service, education level, and organizational climate.

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