

# WORK STRESS AND ITS EFFECT ON TEACHER WORK EFFECTIVENESS IN THE COVID- 19 PANDEMIC PERIOD

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## **WORK STRESS AND ITS EFFECT ON TEACHER WORK EFFECTIVENESS IN THE COVID-19 PANDEMIC PERIOD**

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### **Abstract**

This study aims to determine 1) the level of work stress and work effectiveness of elementary school teachers. The country in Bengalon, East Kutai, and 2) the effect of job stress on the effectiveness of the work of public elementary school teachers in East Bengalon, Kutai. This research uses quantitative methods. The study population was all public elementary school teachers in East Kutai District, totaling 253 people. The research sample was taken *using the strata cluster random sampling technique*, to obtain 107 teachers. The data collection technique used a questionnaire. The results showed that there was a positive effect of job stress on teacher work effectiveness. The contribution of work stress factors to teacher effectiveness is 9.2%, while 90.8% is from other factors

### **Keywords:**

Work Stress and Teacher Work Effectiveness

### **1. Introduction**

School management is required to develop innovation and its potential to be able to provide maximum contribution to schools and society. Human resource problems in schools are an internal problem in schools and communities as well. Because the school provides services to the community. The quality of education services can be measured by learning outcomes and teacher work effectiveness.

Work effectiveness is the completion of work on time [1]. This meaning the appropriate use of time to complete the work, not the use of necessary costs. Thus, to achieve work effectiveness, it is necessary to use the best time possible. In other words, the effectiveness of education can be achieved if each teacher can precisely achieve the desired goals. A job is said to be effective if it can achieve the goals as planned by using all the resources that have been planned as well. The effectiveness of teacher work is a major factor in the educational process. Teachers have a very important role in determining the success of education. In the classroom, the teacher is the main subject in learning activities because the teacher deals directly with students in the learning process in the classroom.

In pre-research, the effectiveness of the work of teachers at SD Negeri Bengalon, East Kutai was caused by several factors. The survey results show that the factor that causes a decrease in work effectiveness is job stress being the highest factor. The work stress factor, the answer is 36.67%. Work conflict factor, the answer is 20%. The third factor is the workload of 16.67%. The fourth factor is the ty pe of work at 6.67% [2]. The fifth factor is the division of co-workers and works environment factors of 6.67% respectively.

Initial observations indicate that there is work stress on the teacher. Job stress is a condition of tension that creates a physical and psychological balance that affects emotions, thought processes, and the condition of an employee [2]. During the Covid-19 pandemic, the learning process changed from offline learning to online. Changes in teacher work habits cause several problems in a school organization, such as a lack of teacher skills in the field of computer technology, network constraints, not all students have computer equipment. Besides, teachers who have school-age children are also busy accompanying their children to study. Especially for female teachers, they must be clever in dividing their time to accompany the children to study at home and carry out their duties as teachers. Doing several jobs at the same time causes a person to panic and stress.

On the other hand, there is anxiety about the spread of the coronavirus. The death rate caused by exposure to the coronavirus in Indonesia has reached more than 25 thousand people. Everyone should be able to refrain from staying at home. Activities outside the home must be avoided, leaving the house only for essential purposes, such as shopping for daily needs. This monotonous and less varied activity can cause a person to feel bored and can cause stress.

Pressure from the principal as the boss, to continue the teaching and learning process online. Besides, teachers also carry out educational administration and several other jobs. The imbalance between the workload, the rewards received is also an indication of work stress and teachers feel that their work is not appreciated by their superiors. The lack of job assignments or the

number of teaching hours burdened for honorary teachers also often creates anxiety and fear of being fired from their current jobs.

Of the various problems that arise in a school organization, which can interfere with the achievement of goals, one of which is work stress. Work stress is a problem that needs to be overcome because it can interfere with the work process of teachers. Therefore, the level of stress experienced by educators needs to be seriously handled by the school management to maintain the survival of the school organization.

Based on the facts obtained from the teachers of SD Negeri in Bengalon, East Kutai, the authors conducted a study on job stress and its effect on the work effectiveness of public SD teachers in Bengalon, East Kutai.

## 2. Discussion

### 1. Work Stress

#### 1.1. Definition of Stress

The work stress is a feeling that presses or feels depressed experienced by employees in facing work [3]. This work stress can cause unstable emotions, feelings of uneasiness like being alone have difficulty sleeping, excessive smoking, cannot relax, is anxious, tense, nervous, increases blood pressure, and experiences digestive disorders. Work stress is a condition of tension that creates a physical and psychological balance that affects emotions, thought processes, and the condition of an employee [2].

Stress is a condition of tension that affects one's emotions, thought processes, and condition [2]. The term stress as a person's response, both physically and mentally, to a change in his environment that is felt to be disturbing and causes him to be threatened. In general, work stress is defined as a condition of tension that affects one's emotions, thought processes, and conditions [4]. Stress is usually considered a negative term, stress is considered to occur because it is caused by something bad but does not always mean that because the stress referred to is work stress which means a form of individual interaction with the environment. Stress has a positive or negative impact. The positive impact of stress at a low level to a moderate level is functional in the sense that it acts as a driving force for employee performance improvement whereas the negative impact of stress at a high level is a drastic decrease in employee performance [5]. Employees who have a high level of work stress tend to have physiological symptoms.

The consequences of stress that arise through various stresses can be divided into three, namely:

#### 1) Physiological Symptoms

Most of the early attention to stress is felt in physiological symptoms. The results of the research conducted led to the conclusion that stress can create metabolic changes, increasing the heart rate.

#### 2) Psychological Symptoms

Stress can cause dissatisfaction. Job-induced stress can lead to job-related dissatisfaction, whereas the impact of dissatisfaction has the simplest and most obvious psychological impact of stress. Research shows that people are placed in jobs that have multiple demands, conflict in the workplace, there is no clarity in work, authority, responsibility, and workload.

#### 3) Behavioral

Symptoms Stress symptoms related to behavior include changes in effectiveness, absenteeism, and employee turnover, changes in eating habits, increased smoking and alcohol consumption, fast-talking, restlessness, and sleep disturbances [6]

#### 1.2. Types of Work Stress

Four types of stress affect work stress, namely:

#### 1) Stress outside the organization

Stress originating from organizational variables includes: social/individual change, globalization, family, relocation, economic and financial conditions, race and class, and living/community conditions

#### 2) Organizational

In addition to potential stress that occurs outside the organization, there are also stressors associated with the organization itself. Although organizations are formed from groups and individuals, there are dimensions at a more macro level, especially in organizations where there is stress.

#### 3) Individual Level Stress Individual

Stress is the stress that is directly related to one's work tasks, including job demands, workload, role conflict, role ambiguity, daily hassles, perceived control over events that arise in the work environment, and characteristics. profession.

#### 4) Group Level Stress

Every organization is affected by the nature of the relationships among groups. Group characteristics can be a strong stressor for some individuals. The results showed that improving good relations between members of a workgroup is a major factor in good individual life. Poor relationships include low trust, low support, low interest in responding and trying to deal with problems faced by workers. That distrust of co-workers is positively related to ambiguous roles, communication gaps among people, and low job satisfaction. [7]

### 1.3. Factors that cause work stress

The factors that affect stress can be classified into two causes [8], namely:

#### 1) On The Job

Is anything related to work, which can cause stress on employees? Matters that can cause stress stemming from workload include excessive workload, time pressure or pressure, poor quality of supervision, unsafe political climate, feedback on inadequate work performance, the insufficient authority to carrying out responsibility, multiple roles (*role ambiguity*), frustration, interpersonal and intergroup conflicts, differences between company and employee values, and various forms of change.

#### 2) Off The Job

Is a problem that comes from outside the organization that causes stress on employees. Problems that often occur include financial strength, problems related to children, physical problems, marital problems, changes that occur in the place of residence, and personal problems. There are so many things that can cause stress, even because the sources of this stress are unpredictable and undetectable, it depends on the individual's strength to process the stress itself whether to place the stress on a high or low level. Therefore, it is recommended that professionals demonstrate good self-control and self-esteem; involved in continuous professional development on skills for a better organization, integration of work within defined project boundaries and delegation of assignments, authority, and breaking down work into manageable parts to deal with stress (Panigrahi, 2016: 254). Furthermore (Shkēmbi, Melonashi, & Fanaj, 2015: 55) explains that younger and less experienced teachers experience more stress than older or more experienced teachers.

### 1.4.2 Symptoms of Work Stress

The stress symptoms can be in the form of the following signs:

- 1) Physical, namely rapid breathing, dry mouth, and throat, moist hands, feeling hot, muscles tense muscles, disturbed digestion, constipation, unreasonable fatigue, headaches, whiplash, and restlessness.
- 2) Behavior, namely feelings of confusion, anxiety, and sadness, annoyance, misunderstanding, helplessness, unable to do anything, restless, failure, unattractive, loss of enthusiasm, difficulty concentrating, difficulty thinking, difficulty making decisions, loss of creativity, loss of passionate appearance and loss of interest in others.
- 3) Character and personality, namely being cautious, being overly careful, being anxious to being panic-prone, lack of confidence in being vulnerable, irritating being explosive. [9]

The work stress as a harmful emotional and physical response that occurs when job requirements do not match the abilities, resources, or needs of workers [2]. There are two types of stress, namely severe stress, and light stress. Sometimes we don't realize that we are under stress, we feel scared, or have a headache or even anxiousness, these are signs of mild stress. Meanwhile, severe stress can cause loss of consciousness. Various kinds of life challenges faced by individuals cause life pressures both physically and emotionally, as well as people who work as employees. The activities and workload that is carried out every day are some of life's challenges. Some of the difficulties that occur affect the performance of employees which can cause stress on the employees themselves, because they have to face problems and solve them with all their efforts, energy, and thoughts.

## 2. Work Effectiveness

### 2.1. Definition of Work Effectiveness

Various existing literature effectively comes from the word effect, which means result or effect, so that the word effective is always interpreted as a result or effect. So the work effectiveness of employees can be seen from their ability to achieve results that have been previously targeted so that if the results achieved have not reached the planned targets, the results of the work cannot be said to be effective or the effectiveness of employees' work is still low.

The concept of work effectiveness can be seen from two dimensions, namely the individual dimension and the organizational dimension. The individual dimension sees effectiveness with individual personality characteristics that appear in the form of mental attitudes and contain the meaning of the desires and efforts of individuals who always try to improve the quality of their life. While the dimensions of organizational effectiveness within the framework see the technical relationship between inputs (input) and output (output). Therefore, in this view, the increase in effectiveness is not only seen from the aspect of quantity, but also the aspect of quality. From the various definitions of work effectiveness above, the authors conclude that work effectiveness is the

result of work as a whole including the quality and quantity achieved in carrying out tasks by their responsibilities.

The level of work effectiveness of a person is much influenced by the work environment and one's factors [10]. A teacher who has high motivation will do the job more enthusiastically and pursue a job with greater responsibility. High enthusiasm and responsibility for work will result in optimal work productivity.

A person's work effectiveness is largely determined by the person's work ethic. The work ethic here is defined as hard workability that applies to a person as an appreciation of the norms or values that exist in society. Work ethic is part of a person's values, including discipline, responsibility, dedication, and loyalty as well as honesty with work or profession. The work effectiveness of a person is a reflection of the work ethic seen from the level of achievement or completeness of the tasks that are their responsibility, the measure of task completeness can be seen from the goals or targets of the work that must be completed.

The work effectiveness is the completion of work on time. This meaning the appropriate use of time to complete the work, not the use of necessary costs [1]. Thus, to achieve work effectiveness, it is necessary to use the best time possible. In other words, the effectiveness of education can be achieved if each teacher can precisely achieve the desired goals. A job is said to be effective if it can achieve the goals as planned by using all the resources that have been planned as well.

The teacher work effectiveness is the result of teacher work or teacher performance related to the tasks they carry and is based on the professional responsibilities of the teacher. This is shown by planning lessons, administrative tools, and carrying out learning activities [11]–[13].

### **2.2. Factors Affecting Work Effectiveness**

Four factors that influence work effectiveness, namely organizational characteristics, environmental characteristics, worker characteristics, and management policy characteristics [14][15].

1) Organizational characteristics affect work effectiveness because these organizational characteristics describe the structure that employees must go through in doing their work. Organizational structure is a way of placing humans as part of a relatively fixed relationship that will determine patterns of interaction and task-oriented behavior.

2) These environmental characteristics as a whole are in an organizational environment such as equipment, equipment, relationships between employees, and working conditions. This environmental characteristic is always changing, meaning that it is uncertain because there is always a dynamic process.

3) Characteristics of workers: this factor has the most influence on work effectiveness, because no matter how complete the facilities and infrastructure are, no matter how good the working mechanism is without the support of quality resources that fill it will be meaningless.

4) Characteristics of management policies and practices; Management practice is a strategy and working mechanism designed to condition everything in the organization. Management policies and practices must also pay attention to the human element as individuals who have differences, not only concerned with working mechanism strategies. This working mechanism includes the setting of strategic goals, seeking and utilizing resources, and creating an environment of achievement, communication processes, leadership, and wise decision making, adaptation to environmental change, and organizational innovation. Whether or not an organization or company is effective in realizing its goals is inseparable from the effectiveness of individuals within the organization.

An organizational leader is very aware of the difference in work effectiveness between one teacher and another teacher under his supervision. Even though teachers work at the same place, their effectiveness is not the same. Several factors affect the effectiveness of a person's work, namely: high willingness to work, workability under the content of the work, work environment, income, and work relations. Furthermore, the realization of a harmonious relationship is influenced by the superior leadership style, in elementary school educational institutions the superior is the principal [2].

Based on the description above, it can be concluded that the factors that influence the work effectiveness of an organization are the human factor as its workers. The linkage of humans to the organizations they form is nothing but to provide internal facilities and organizational climate to achieve the desired goals. If each individual in the organization has a high commitment to completing the work, this condition will help increase effectiveness which in turn contributes to the achievement of group effectiveness and overall organizational effectiveness

### **2.3. Measuring Aspects of Work Effectiveness**

To get the levels of work effectiveness, it is necessary to measure the basic aspects that result in work effectiveness. The aspects that can be used in measuring work effectiveness can be from several things, for example from planning, from implementation, or the results of the evaluation of all activities.

The effectiveness of teacher work can be measured from several aspects, namely the clarity of the goals to be achieved, the clarity of the strategy for achieving goals, the analysis process and the formulation of solid policies, careful planning, proper programming, availability of work facilities and infrastructure, effective and efficient implementation, educational supervision and control systems [16].

Each aspect is described as follows:

- 1) The process of achieving organizational goals; will be more smooth, orderly, and effective if, in the person of the members of the organization, there is a deep awareness and belief that the achievement of organizational goals means the achievement of their goals personally.
- 2) Goal achievement strategy; is the second step of the leadership in managing the organization effectively and efficiently. The achievement of goals effectively and efficiently is of course largely determined by the effectiveness of employees' work. While the work effectiveness of the employees themselves expect the clarity of the strategy for achieving goals so that it becomes one of the basic aspects of measuring work effectiveness.
- 3) Solid policy analysis and formulation processes; To achieve work effectiveness require a clear job description with clear job analysis so that the teacher work process can be carried out properly and appropriately.
- 4) Careful planning is a work reference for every organization if the planning is mature, then the implementation will allow for an effective and efficient work process. Because planning becomes a reference for work, where the planning contains various goals and targets, the plan can be used as a basic aspect as a reference for evaluating work results.

#### 2.4. Factors of work Effectiveness of Teacher

The factors that cause a decrease in work effectiveness include [11] :

##### 1) **Decreased Achievement**

Decreased levels of achievement without prior knowledge by company leaders can interfere with work program implementation, if several teachers appear in the work chain are absent, further work will not be able to take place. If so, the school will bear the losses which could have been avoided by preventing a decline in achievement.

##### 2) **Lack of Facilities**

When teachers show reluctance to complete work because of an imbalance between expectations and reality, the accuracy and sense of responsibility for work results tend to decline, which causes lags in teaching and learning activities that exceed normal limits.

##### 3) **Anxiety and demands**

is normal for teachers to experience work when they feel that the principal is reluctant to pay attention to his desires and rights. So that at one time it was natural for these teachers to file demands against the school. If this way cannot achieve what is expected, a strike will occur. A strike, whatever form it takes, will somehow affect its effectiveness. So that in the end, it will cause harm to students and the school itself [17]–[19].

#### 3.3. Work Stress and Its Effect on Work Effectiveness

Discussion is the result of a study conducted in the middle of the Covid-19 pandemic, namely July - August 2020 in Bengal District, East Kutai Regency. The research approach uses quantitative methods. The research sample (respondent) was a teacher at SD Negeri in Bengal District who was taken using the technique of disproportionate stratified cluster random sampling. Data collection techniques using a questionnaire about work stress and work effectiveness. Data analysis used simple regression statistical tests, with the help of the SPSS application.

The results of the descriptive study obtained data on the percentage of work stress levels shown in

Table 1:  
Table 1. Work Stress Level

No	Scale	Frequency	Percentage (%)	Work Stress Level
1	$X < 169$	12	11,215	Low
2	$169,5 \leq x < 189$	80	74,766	Medium
3	$189,5 \leq x$	15	14,019	High

Based on Table 1 shows that most of the teachers experienced moderate work stress, namely as much as 74.766%. Meanwhile, teachers who experienced high and low levels of stress were far less numerous.

The percentage rate of effectiveness of the work of teachers who are shown in Table 2:

Table 2. Work Effectiveness Level

Number	Scale	Frequency	Percentage (%)	Description
1	$X < 154$	19	17.757	Low
2	$154.5 \leq x < 176$	69	64.486	Medium
3	$176.5 \leq x$	19	17.757	High

Based on Table 2 shows that most of the teachers have a medium level of work effectiveness, which is as much as 64.486%. Meanwhile, teachers with the low and high level of work effectiveness were far less in number.

The simple regression test results obtained information that: The

- value of the determinant coefficient is 0.092, meaning that work stress is influenced by school organizational conflicts of 9.2%, while 90.8% is influenced by other factors.
- Linear regression equation  $y = 133,192 + 0,283 x$ , where  $x$  = work stress,  $y$  = work effectiveness. The results of the t-test  $< 0.05$ , so  $H_0$  refused, which means that work stress has a significant effect on the effectiveness of teacher work.
- The regression coefficient value shows a positive number (+0.283), meaning that the effect is positive.

Based on the results of the study, shows that job stress has a positive effect on work effectiveness, meaning that the higher the stress level of the teacher, the more effective work is. At first glance, the results of this study contain a controversy. That is why a deeper study is needed in the meaning of job stress.

Table 1 shows that most (74.8%) teachers experienced medium stress work. At medium work stress levels, the teacher realizes that the stress that occurs to him means that the teacher can control himself. In this condition, the teacher can manage himself, make an inventory of the work that must be completed. The teacher is full of time calculations, what work must be done first, giving time targets to complete. So that in stressful conditions, work becomes even more effective. The results of this study are in line with those of [20]–[22] states that work stress is a form of individual interaction with their environment. Job stress has a positive or negative impact. The positive impact of stress at a low level to a moderate level is functional in the sense that it acts as a driver for improving employee performance, while the negative impact of stress at a high level is a drastic decrease in employee performance.

Based on the coefficient of determination, the work stress factor affects work effectiveness by only 9.2%. Figures show that the contribution of work stress is relatively small in determining teacher work effectiveness. The work effectiveness of teachers is mostly influenced by factors other than work stress, which is 90.8%.

The work effectiveness of teachers during the pandemic-19 was at a medium level. During the Covid -19 pandemic, teachers continued to carry out the teaching and learning process even though there were many changes in its implementation. Based on interviews with several teachers, they said that they felt stressed by the situation during the pandemic. However, with professionalism as teachers, they still plan and implement online learning. This shows that many other factors determine the effectiveness of teacher work apart from stress.

A person's work effectiveness is largely determined by the person's work ethic. The work ethic here is defined as hard workability that applies to a person as an appreciation of the norms or values that exist in society. Work ethic is part of a person's values, including discipline, responsibility, dedication, and loyalty as well as honesty with work or profession. The work effectiveness of a person is a reflection of the work ethic seen from the level of achievement or completeness of the tasks that are their responsibility, the measure of task completeness can be seen from the goals or targets of the work that must be completed.

The level of work effectiveness of a person is much influenced by the work environment and one's factors [23]. A teacher who has high motivation will do the job more enthusiastically and pursue a job with greater responsibility. High enthusiasm and responsibility for work will result in optimal work productivity.

Professionalism, work ethic, and motivation are among the characters inherent in a person. One of the factors that influence work effectiveness is a person's character. Even though there are changes, a person who has the character of a good worker still has good work effectiveness.

### 3. Conclusion

Work stress is a tension condition that affects one's emotions, thought processes, and condition. Work effectiveness is the completion of work on time. During the Covid-19 Pandemic, work stress and work effectiveness of Public Elementary School teachers in East Bengalon Kutai novateurpublication.com

District were at a medium level. The work stress factor contributed 9.2%, of which 90.8% was determined by other factors such as professionalism, work ethic, and self-motivation. Overall, it can be concluded that work stress has a positive effect on work effectiveness during the Covid-19 pandemic.

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