

GRATITUDE TRAINING TO REDUCE JOB STRESS ON PEOPLE WITH WORK-FAMILY CONFLICT

Nur Pratiwi Noviati

Department of Psychology, Faculty of Psychology and Socio-Cultural Sciences,
Islamic University of Indonesia
nur_pratiwi_noviati@yahoo.com

ABSTRACT

Job stress is the pressure due to the difficult situation encountered in the workplace. Job stress can have a negative impact, decrease in the individuals ability in the completion of tasks. One of the factors that influence job stress is work-family conflict. This study aims to design an intervention that can be reduce job stress on people with work-family conflict. The intervention design created in the form of gratitude training prepared based on the research that has been done before. The study test the correlation between work-family conflict and job stress. Reliability coefficient alpha of job stress scale is 0,765 and work-family conflict scale is 0.930. This preliminary study involving 182 muslim respondents consisting of 118 women and 64 men with age range between 23 years to 60 years. Respondents working at the government service in Yogyakarta spread in 5 places namely the Province of Yogyakarta, Sleman, Bantul, Kulon Progo and Gunung Kidul. The results showed that work-family conflict has positive correlation to job stress ($p < 0.00$), these indicate that if there are has high work-family conflict, the job stress will be high too. Based on 182 muslim respondents, there are 74 people (46 women and 28 men) who showed the job stress and work-family conflict in the range category of moderate to very high. It means that these respondents experienced a work-family conflict and job stress. The design of interventions in the form of gratitude training is compiled based on the cognitive behavioral approach to gratitude exercise, and the concept of gratitude related to optimization cognitive, affective and psychomotor of participants through the introduction turn back of blessings given from Allah. The steps conducted in the training that is (a) identifying the wrong thoughts (deficiencies, weaknesses or regret over the fate), (b) formulate things that support the mind of gratitude, (c) replace wrong thoughts toward thoughts of gratitude, and (d) applying gratitude in the heart, the thoughts, words and actions. The expectation is the design of gratitude training can be used to reduce work stress on people with work-family conflict.

Keywords : *Gratitude Training, Job Stress, Work-Family Conflict*

INTRODUCTION

Work performed a person can be stressful for him. Stress must have been experienced by everyone especially if associated with a load of his daily duties. Stress or tension that arises as a result of an imbalance between a person's perception of the demands and perceptions about their ability to cope with these demands (Rice, 1992). Sometimes the stress experienced by a person it is small and almost insignificant, but for others considered highly disruptive and continue for a relatively long time (Robbins, 2006). Ideally, an employee does

not experience excessive stress at work because it has a negative impact on individuals and companies. Negative impacts arising for example in terms of the health of individuals will be experiencing burnout and become less focused, while in terms of the organization can be increased absenteeism and decreased productivity (Rini, 2002). If it is often the case, the organization will not be effective.

In the era of globalization, as now men and women have a lot to contribute in the workplace. The survey results of the BPS (Baskoro, 2015) shows the percentage of women workers in urban areas to work as laborers or employees in the amount of 52.98%, the percentage of male workers in the same type of work that is 50.14%. A worker both men and women have equally important roles, in the scope of work and family. So that the conflict can be come when getting the high demands of the environment. Paden and Buchler (Batur, 2013) said that the role of the emerging conflict between the expectations of the two different roles of a person referred to as a dual role conflict (work family conflict). This dual role conflict can be one of the factors causing stress in the work environment. When an employee can not immediately adjust its dual role can be perceived as pressure that threatened him and eventually be stressful for him.

Based on these conditions, the employees and the companies need to develop strategies to minimize the negative impacts arising from work stress on employees who experience a dual role conflict. One approach that can be used in the preparation of the strategy is the religious approach. The religious beliefs of the individual can have a positive influence on the pressure in everyday life. Seligman (2005) stated that religion is hope for individuals who believe in it. The individual will believe that everything that happened already set up. The gratitude is part of a religious attitude because it deals with a positive attitude towards everything that happened and what has been owned by individuals. Mutia, Subandi and Mulyati (2010) stated that individuals are able to think positively is one illustration of individual gratitude.

People who are grateful to be always optimistic and positive thinking in dealing with problems or stressful situations (Emmons & McCullough, 2003). Good benefits of gratitude is the emergence of positive emotions. Makhdlori (2007) stated that with grateful then individuals can be more calm in dealing with problems. Gratitude is defined as a belief always feel enough for what he has (Emmons & McCullough, 2003). Furthermore, Al-Munajjid (2006) convey gratitude is the individual response be the beliefs that he always felt fulfilled or fulfilled by excess or kindness received from Allah SWT.

Winner (McCullough & Emmons, 2003) states that the gratitude can be generated through the thought process that recognizes that he has obtained a positive result and there are external sources that play a role in it. Moreover Clore et al (McCullough & Emmons, 2003) can also accustom positive behavior. Based on both of these it can be seen that in order to support individuals in developing strategies to cope with job stress can be given an intervention that helps individuals in optimizing the process of thinking and behaving positively. The intervention will be discussed further in this article.

METHOD

Respondents involved in this preliminary study was 182 respondents who are Muslims. Consisting of 118 women and 64 men ranging in age between 23 years to 60 years. Respondents working in government offices X in Yogyakarta spread over 5 places is Sleman, province, Bantul, Kulon Progo and Gunung Kidul. Characteristics of the respondents are in addition to have worked, had also married and have at least one child. Measuring instruments used in the preliminary study is job stress scale and work family conflict scale. Job stress scale was developed based on the theory of Alves et al (2004) consists of 10 item with reliabilitas Cronbach's alpha of 0.765. While the work family conflict scale developed based on the theory of Sekaran (Weda, 2008) consisted of 19 item with reliability Cronbach's alpha of 0.930.

The preliminary study will be identified first of respondents who experienced job stress and work-family conflict. Based on that researchers will compile an intervention that can help respondents cope with job stress will be described in this article. The intervention is gratitude training. The procedures applied in the design of this intervention is the respondent will follow gratitude training conducted in three sessions and each session lasted 120 minutes. Data analysis methods to be used in the preliminary study is a statistical method with product moment correlation technique. Process analysis was performed using SPSS 17.0.

RESULT

Correlation analysis on preliminary research shows that there is a positive correlation between the work-family conflict and job stress ($r = 0.375$; $p = 0.000$; $p < 0.00$), ie the higher the work-family conflict, the job stress will be higher too. Based on 182 respondents, there are 74 people (46 women and 28 men) who showed the job stress and the work-family conflict is in the range category of moderate to very high (Table 1 and Table 2). It means that these respondents experienced workplace stress and also work-family conflict.

Table.1 Categorization of Job Stress

Categorization	Frequency			Percentage		
	Men	Woman	Sum Total	Men	Woman	Sum Total
Very low	9	22	31	4,95%	12,08%	17,03%
Low	15	21	36	8,24%	11,54%	19,78%
Moderate	12	28	40	6,59%	15,39%	21,98%
High	13	23	36	7,14%	12,64%	19,78%
Very high	15	24	39	8,24%	13,19%	21,43%
Total	64	118	182	35,16%	64,84%	100%

Table 2. Categorization of Work-Family Conflict

Categorization	Frequency			Percentage		
	Men	Woman	Sum Total	Men	Woman	Sum Total
Very low	11	25	36	6,04%	13,74%	19,78%
Low	13	22	35	7,14%	12,09%	19,23%
Moderate	10	23	33	5,49%	12,64%	18,13%
High	15	30	45	8,24%	16,49%	24,73%
Very high	14	19	33	7,69%	10,44%	18,13%
Total	64	118	182	35,16%	64,84%	100%

Furthermore, based on these conditions then drafted the design of interventions gratitude training that will be used to handle it. The design of interventions such as gratitude training is compiled based on a cognitive approach behaviors to exercise grateful of Snyder and Lopez (2002), as well as the concept of Al-Munajjid (2006) related to optimization efforts cognitive, affective and psychomotor training participants through the reintroduction of the favors given by Allah SWT. In simple terms the steps performed in training are (a) identifying the wrong thoughts (deficiencies, weaknesses or regret over the fate), (b) to formulate things that support the mind of gratitude, (c) change the wrong thoughts toward thoughts flavor grateful, and (d) apply gratitude in the heart, they thoughts, words and actions (Snyder & Lopez, 2002).

DISCUSSION

When engaged in the gratitude training individual will experience and express gratitude in various ways. Moreover the individual will feel grateful (appreciative), develop the habit of expressing gratitude (Snyder & Lopez, 2002). Ancok (2002) stated that the method used in training are experiential learning. Experiential learning is a method that provides immediate experience to the participants. Boyyet and Boyyet (Ancok, 2002) convey a learning process that will be conducted trainees consists of several stages: (1) experiencing, the stage of formation of experience, (2) reflect, the stage of contemplation experience, (3) form concept, the stage of concept formation, (4) concept test, concept test phase that has formed be a applications in everyday life.

The gratitude training is designed based on the concept that has been described previously, the trainees will be given immediate experience of how to think and act positively in dealing with job stress when subjected to a work-family conflict. The experience provided through active learning, role play, role model (the testimony of people who can overcome these problems) and also through the action plan, so that participants can grateful to the use of the heart, an oral and actions for the blessings that have been given by Allah SWT to him. As for the design of training modules kebersyukuran compiled by researchers can be seen in Table 3.

Table 3. Design of Gratitude Training Modules

Session	Activity	Objective	Method
1	a. Introductions and explanations b. Brief experience c. Self-reflection	a. Build rapport to create a relationship of mutual trust and comfortable; Explaining the purpose and training procedures; Build commitment of participants b. Identify short experience of participants c. Knowing the expectations of participants	Active learning and Role Play
2	a. Gratitude education b. Testimonials c. Self-reflection	a. Give information about gratitude (explain gratitude with oral and the heart) b. Persuade the participants to grateful and take the positive meaning of the work-family conflict	Active learning and Role Model

		c. Motivate participants	
3	<ul style="list-style-type: none"> a. Gratitude education b. Self presentation c. Self-reflection d. Evaluation and closing 	<ul style="list-style-type: none"> a. Give information about gratitude (explain gratitude with the act) b. Asked participants to design activities that can be applied gratitude of family life and work; Provide feedback; Give appreciation to the participants c. Raises awareness of the meaning behind the events that occurred d. Reviewing and evaluating material from the training kebersyukuran; Ended the training with participants appreciating; Motivate participants to continue the training process has been studied 	Active learning and Action Plan

The expectation is the gratitude training design can change the perspective and attitude of participants in looking at the work-family conflict so as to reduce the level of stress experienced in the workplace.

CONCLUSION

Based on preliminary research results can be concluded that there is a significant positive correlation between the work-family conflict and job stress. The majority of survey respondents experienced job stress and work-family conflict. Therefore are arranged a strategy with a religious approach to cope with the problems. Such a strategy can be implemented in the form of gratitude training. The expectation respondents could think and act more positively to the work-family conflict so that it can cope with the stress in the workplace

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والله أعلم بالصواب

