

## Stress Management Workshop for Maternal and Child Health Services

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### Abstract

**Purpose:** This study addresses work stress as a significant psychosocial issue in maternal and child health services within hospitals. It investigates the necessity of stress management improvements for enhancing employee well-being and reducing negative work behaviours such as absenteeism and turnover.

**Method:** The research was conducted through a Stress Management Workshop at X Maternity and Children's Hospital (RSIA) in Malang City. The methodology included interactive sessions on recognizing stress, understanding its impacts, problem-solving in stressful situations, and practicing relaxation techniques.

**Practical Applications:** The findings highlight the practical application of stress management strategies in real-world healthcare settings. Implementing these strategies can lead to better self-development, improved employee well-being, and more positive work behaviours, benefiting both the employees and the hospital's operational efficiency.

**Conclusion:** The study concludes that stress management is crucial for maternal and child health service employees. The workshop successfully increased awareness and understanding of stress management, contributing to better self-development and positive work behaviours, thereby addressing the identified psychosocial problem.



## Introduction

Work stress is a serious health problem in terms of its high incidence rate and impact (Martin & Zaini, 2021). The World Health Organization (WHO) declared stress as the world epidemic of the 21st century in 1996 (Hardiyanti et al., 2022). The National Institute of Occupational Safety and Health (NIOSH) reported that about 40% of workers claim their jobs are extremely stressful. Another "Attitudes in American Workplace VII" report states that 80% of workers feel stressed at their jobs, with half needing help to manage it (Agustina & Sari, 2020). Work stress is a condition where work stressors alone or combined with other factors interact with individual characteristics, leading to physiological and psychological imbalances. If prolonged, this imbalance can disrupt cardiovascular systems, mental health, and other health issues (Ayunita, 2019; Hidayati et al., 2020). Additionally, work stress can be associated with workplace accidents and violence. Work stress can also cause organisational strain in the form of absenteeism, decreased job performance, increased injury rates, and employee turnover.

The COVID-19 pandemic has impacted various aspects of human life, not only in terms of health but also in the workplace across nearly all sectors, including medical workers (Kamalaputra & Mulyono, 2022; Puspitasari et al., 2021). Medical workers and the public have faced psychological issues due to the pandemic, such as anxiety, depression, and stress from the rising number of confirmed cases and deaths. Furthermore, confirmed COVID-19 cases have significantly impacted individuals' physical health and well-being (Bimantoro & Partasari, 2023).

The workplace has a significant impact on employees' health and mental well-being. Employees are required to handle various job demands, and failure to cope with these conditions can lead to negative effects like work stress, which also affects health sector employees like hospital staff. Hospitals are essential healthcare facilities that all layers of society need to improve individual and community health. Therefore, hospitals are expected to provide adequate and satisfactory services. Given the phenomenon of hospital staff being vulnerable to stress, there is a need to train mental health skills for healthcare workers and hospital employees. This need is becoming more urgent due to the COVID-19 pandemic and the new normal era.

Occupational health and safety protect workers, companies, the environment, and the surrounding community from hazards due to workplace accidents (Jauhani et al., 2023; Rahmawati & Asfawi, 2023). Protection of health and safety at work is increasingly important as it affects productivity and quality of work life. According to Law No. 36 of 2009 on health, particularly Chapter XII on Occupational Health, occupational health aims to ensure workers can live healthily and free from health disturbances and adverse effects caused by work (Purwadi & Sukarman, 2022).

According to (Aldyirwansyah et al., 2023; Indriyati & Laila Sofa, 2020) occupational safety is defined as thoughts and efforts to ensure the physical and spiritual integrity and perfection of workers and humans in general, as well as their cultural and artistic achievements. Potential hazards for workers can be seen in various exposures, including physical, chemical, biological, ergonomic, and psychological. Psychological exposure is related to work stress, fatigue, demotivation, and minimal effort. These occur due to an imbalance between job demands and individual capabilities, including knowledge, skills, and work abilities. To prevent work stress from having adverse physical, psychological, and behavioural impacts, stress management skills are needed.

Stress management is an individual's ability to manage the stress that arises in daily life (Prasetyo et al., 2023). An individual's skills in managing stressful situations and their causes will determine whether a person will experience stress or not. Stress management skills are the abilities individuals possess to regulate, control, and manage stress (Anggereni et al., 2023). Stress management techniques not only resolve stress issues but also aim to reduce the negative impact of stress adaptively and effectively by changing thought patterns,

feelings, behaviours, and the individual's environment. The effectiveness of stress management lies in balancing physical conditions, psychological/mental conditions, psychosocial states, and psycho-religious aspects through various stress management techniques, such as psychoeducation or understanding mental/psychological states, relaxation training, cognitive restructuring, and problem-solving training.

Based on the above issues, the team is interested in conducting training in a community service program through a Stress Management Workshop for health sector employees to promote positive work behaviour among healthcare workers/employees. It is hoped that after participating in the workshop, employees will improve their understanding of stress, increase their awareness of maintaining physical and mental health, and be able to manage the stress they face in the workplace.

### **Method**

This community service activity is conducted as a workshop and follows several stages. The first stage, the Preparation Stage, involves planning and organizing the workshop. This includes identifying the target participants, setting objectives, creating the agenda, and preparing the necessary materials and resources. Coordinating with stakeholders, securing a venue, and scheduling the event are crucial tasks during this phase. The second stage, the Implementation Stage, is the actual conduct of the workshop. It includes welcoming participants, introducing the workshop objectives, and delivering the planned sessions, which may involve presentations, interactive activities, hands-on exercises, and demonstrations.

Facilitators guide participants through the content, ensuring engagement and understanding. In the third stage, the Discussion Stage, participants engage in discussions to reflect on the material covered, share their experiences, and ask questions. This can be done through group discussions, Q&A sessions, or panel discussions, aiming to deepen understanding, encourage knowledge sharing, and address any concerns or clarifications the participants need. The final stage, the Evaluation Stage, involves assessing the workshop's effectiveness. Feedback is collected from participants through surveys, questionnaires, or feedback forms to determine if the workshop objectives were met and to identify areas for improvement. The results are analyzed to measure the impact and inform future workshops or related activities. Each stage is critical to ensure the workshop's success and the achievement of its goals in promoting stress management among healthcare workers.

### **Result**

This activity is a community service event in the form of a one-day workshop on Stress Management in Maternal and Child Health Service Organizations. The implementation steps for this community service are as follows:

1. Preparation Stage

This stage involves identifying various potentials and problems related to employee stress and designing the material delivered during the workshop.

2. Implementation Stage

The main objective of this community service activity is to increase understanding of work-related stress and raise awareness and management of stress from an early stage. This is important because awareness and ability in stress management can improve work attitudes and maintain productivity. The implementation stage includes the following steps:

- a) First Stage

Registration of participants, introduction of participants, introduction of the organizing committee and presenters, and distribution of the Perceived Stress Scale survey. The Perceived Stress Scale survey aims to evaluate employees' stress level over certain periods. PSS scores are obtained by reversing responses

and summing the scores of each answer. The questions in the Perceived Stress Scale ask about the respondents' feelings and thoughts during the specified period.

Table 1. The results of the Perceived Stress Scale

Questions	SS		CS		KK		HTP		TP		Mean
	$\Sigma$	%	$\Sigma$	%	$\Sigma$	%	$\Sigma$	%	$\Sigma$	%	
1	-	-	5	50	5	50	-	-	-	-	2.5
2	1	10	3	30	6	60	-	-	-	-	2.5
3	-	-	3	30	7	70	-	-	-	-	2.3
4	3	30	4	40	2	20	1	10	-	-	2.9
5	-	-	4	40	4	40	1	10	1	10	2.1
6	-	-	3	30	4	40	2	20	1	10	1.9
7	2	20	5	50	3	30	-	-	-	-	2.9
8	-	-	1	10	4	40	3	30	2	20	1.5
9	-	-	2	20	7	70	1	10	-	-	2.1
10	1	10	2	20	5	50	2	20	-	-	2.2
<b>Perceived Stress Scale Average</b>											<b>2.29</b>

In general, the average response of the respondents was 2.29, which indicates that the average response was "sometimes." Regarding the assessment of the level of stress experienced by the respondents, the scoring of their responses was as follows:

- Never is scored 0.
- Almost never is scored 1.
- Sometimes is scored 2.
- Fairly often is scored 3.
- Very often is scored 4.

All scores are accumulated and then adjusted according to the stress levels. The accumulation of scores on the Perceived Stress Scale along with the categories is as follows:

Table 2. Accumulated Scores of the Perceived Stress Scale and Stress Level Categories

No	Total Score	Stress Level Category
1	1-14	Mild Stress
2	15-26	Moderate Stress
3	>26	Severe Stress

Based on the survey results from workshop participants, it can be seen that during a certain period before the workshop was held, the respondents generally experienced moderate stress, with an average score between 15 and 26.

#### b) Presentation Stage

Delivery of material related to stress consists of:

##### 1) Basic Concepts Related to Stress

Key Elements of stress include stressors, relative demands, stress responses, consequences of stress, healthy ways to cope with stress, and levels of stress categorized into acute and chronic stress.

##### 2) Basic Concepts of Stress Management

- Individual and organizational health are interdependent.
- Leaders have a responsibility for both individual and organizational health.
- Individual and organizational difficulties are not inevitable.
- Each individual reacts uniquely to stress.
- Organizations are dynamic, constantly changing entities.

3) Approaches to Stress Management

- Individual Approach: This can be done through physical activity, breathing exercises, meditation, yoga, cognitive-behavioral techniques, and time management.
- Organizational Approach: Several organizational factors that can cause stress, primarily triggered by tasks and role demands, can be controlled by management, allowing for modifications or interventions.

4) Stress Management in the Workplace

Strategies that can be developed to help manage workplace stress can be implemented both individually and organizationally (Griffin and Moorhead, 2014).

● Individual Coping Strategies

Strategies to help individuals manage stress include exercise, progressive muscle relaxation, deep breathing, relaxation, time management, role management, and support groups.

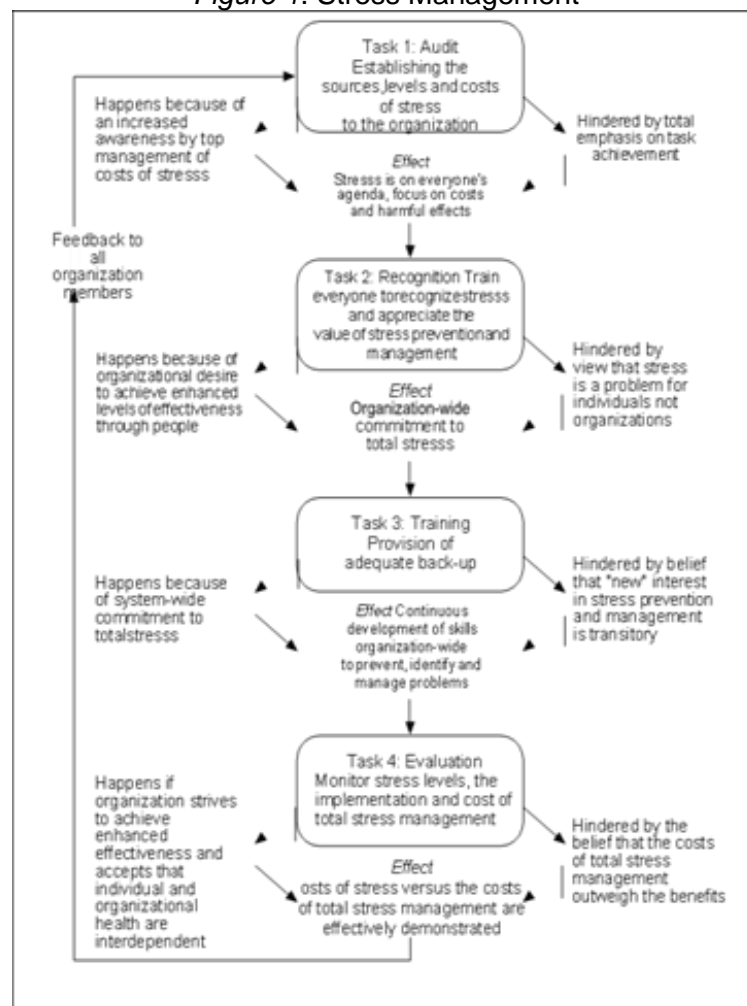
● Organizational Coping Strategies

Organizations are increasingly recognizing that they must be involved in managing the stress experienced by their employees.

5) Total Stress Management

A more systematic approach to stress management in the workplace has been adopted by Arroba and James (1990). This stress management aims to provide organizations with a framework to manage and reduce the costs of employee stress. Although the Arroba and James model offers a starting point for stress management, it maintains a four-stage approach that they modify at each stage. Managing and reducing the costs of stress involves all aspects of organizational functions. Therefore, what is needed is a model that drives the organization towards what can be called "Total Stress Management" (TSM). The TSM concept, developed by McHugh and Brennan (1992), goes beyond the Arroba and James model and can be viewed as a derivative of Total Quality Management (TQM). TQM, as an all-encompassing organizational philosophy and practical approach to "quality," aims to drive the organization towards "zero defects" (Deming, 1982; Juran, 1986).

Figure 1. Stress Management



3. Discussion Stage

Discussion regarding the issues experienced by participants related to work stress, how to understand the symptoms of stress experienced by participants so that they can identify these symptoms as signs of stress and potentially lead to negative impacts, and how to implement stress management.

4. Evaluation Stage

The evaluation results show that almost all participants gave ratings of "Very Good" and "Good," with only one person giving a rating of "Fair" (8.3%), and none giving a rating of "Poor."

Table 3. Evaluation Stage Results

No	BS		B		C	
	Σ	%	Σ	%	Σ	%
1	5	41.7	6	50.0	1	8.3
2	4	33.3	8	66.7	-	-
3	4	33.3	8	66.7	-	-
4	5	41.7	7	58.3	-	-
5	1	8.3	11	91.7	-	-
6	1	8.3	11	91.7	-	-
7	4	33.3	8	66.7	-	-
8	3	25.0	9	75.0	-	-
9	2	16.7	10	83.3	-	-
10	12	100.	-	-	-	-

## Discussion

Based on the accumulated assessment results of the Perceived Stress Scale from 10 respondents, who were participants in a mini workshop on stress management in Maternal and Child Health Services at RSIA X in Malang City, during a specific period, particularly in the last month leading up to the activity, the respondents experienced moderate stress. This stress level could be caused by several potential stressors stemming from environmental, organizational, and individual factors. Stress management skills need to be possessed and developed as an essential skill for healthcare workers when facing job demands. A solution that can be used to enhance understanding and awareness of the importance of stress management is through Stress Management Workshops. This activity will teach several agendas, including understanding stress and its impacts, problem-solving when facing stressful situations, and relaxation techniques. The expected outcome of this activity is that healthcare workers can apply and practice strategies to manage stress, which will ultimately support better personal development and lead to more positive work behaviors.

## Conclusion

Based on the implementation results of the Stress Management workshop, policy recommendations can be made, including all factors potentially triggering stress in the workplace should be addressed to minimize their impact as early as possible and prevent behavioral symptoms as consequences of stress; enhance individuals' understanding of stress recognition and improve their ability to manage stress; and organizational strain can be minimized through optimal stress management practices, both at the individual and organizational levels.

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