

Resilience and Emotional Intelligence Related to Workers' Stress Level in the Quarter Life Crisis

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Abstract

Background: Young adults are vulnerable to stress due to difficulty completing their developmental tasks, which would make them be trapped in a quarter-life crisis. Resilience and emotional intelligence are needed to minimize work stress.

Objectives: To investigate the relationship between resilience and emotional intelligence with stress levels in workers during the quarter-life crisis.

Methods: A quantitative descriptive, correlative, and cross-sectional design was used for the research.

Results: 57% of workers had low resilience, 51,9% had good emotional intelligence, and 68,6% experienced moderate stress. The results of the analysis identified a relationship between resilience and emotional intelligence with the stress level of workers during the quarter-life crisis in DKI Jakarta ($p=0.001$).

Conclusions: Workers with high resilience and good emotional intelligence experience lower stress than workers with low resilience and low emotional intelligence. This study recommends regular screening of workers' mental health by health services and also for educational institutes to include material on resilience, emotional intelligence, work stress, and quarter-life crisis. Researchers recommend cooperation between companies and mental health services.

Keywords: Emotional intelligence, quarter life crisis, resilience, work stress, workers

Abstrak

Latar belakang: Dewasa muda rentan mengalami stres akibat sulit menyelesaikan tugas perkembangannya, sehingga dapat terjebak pada quarter life crisis. Resiliensi dan kecerdasan emosi dibutuhkan untuk meminimalkan stres kerja.

Tujuan: Untuk mengetahui hubungan resiliensi dan kecerdasan emosi dengan tingkat stres pekerja pada masa quarter life crisis.

Metode: Penelitian ini menggunakan desain kuantitatif deskriptif korelatif dan desain cross sectional.

Hasil: 57% pekerja memiliki resiliensi rendah, 51,9% pekerja mempunyai kecerdasan emosi baik, dan 68,6% pekerja mengalami stres sedang. Hasil analisis mengidentifikasi adanya hubungan resiliensi dan kecerdasan emosi dengan tingkat stres pekerja pada masa quarter life crisis di DKI Jakarta ($p=0,001$).

Kesimpulan: Pekerja dengan tingkat resiliensi tinggi dan kecerdasan emosi baik mengalami stres lebih rendah dibandingkan pekerja dengan resiliensi rendah dan kecerdasan emosi rendah. Penelitian ini merekomendasikan adanya skrining rutin kesehatan jiwa pekerja oleh pelayanan kesehatan serta institut pendidikan untuk memasukkan materi resiliensi, kecerdasan emosi, stres kerja, dan quarter life crisis. Peneliti merekomendasikan adanya kerja sama antara perusahaan dengan layanan kesehatan jiwa.

Kata kunci: Kecerdasan emosional, pekerja, resiliensi, stres kerja, quarter life crisis

INTRODUCTION

Everyone will experience a period of transition from teenager to adult at 18 to 40 years. Young adults have developmental tasks like having a serious relationship and a job.¹ Young adults are vulnerable to experiencing a quarter-life crisis when they have difficulties completing their developmental tasks. The young adult will feel trapped and uninspired.² Feelings of fear, doubt, and insecurity puts young adults at risk for stress

Young adults need resilience and emotional intelligence to minimize stress. Resilience is an individual's ability to adapt so that his mental health is maintained despite difficulties.³ Emotional intelligence is a skill possessed by individuals to express, understand, manage, and their emotions.⁴ The prevalence of depression in DKI Jakarta is 5.9%.⁵ DKI Jakarta occupies the 6th position in the category of city with stress due to work in 2020.⁶ 55% of health workers in Indonesia experience stress.⁷

Young adults are vulnerable to experiencing a quarter-life crisis which has an impact on the level of perceived stress. This study aims to investigate the relationship between resilience and emotional intelligence with stress levels during the quarter-life crisis. The researcher hopes that this research can describe the resilience, emotional intelligence, and stress levels of workers during the quarter-life crisis in DKI Jakarta.

METHODS

This research was conducted in 2022 in DKI Jakarta. The research population is all residents who work in DKI Jakarta. This population was chosen because researchers wanted to see the relationship between resilience, emotional intelligence, and social support with workers' stress levels during the quarter-life crisis.

The research design used descriptive quantitative correlation with a cross-sectional approach. The sampling technique chosen is non-probability sampling, so that everyone who falls into the criteria has the opportunity to become a respondent. The research inclusion criteria were workers in DKI Jakarta aged 20-30 years who work in the health and office sectors. The samples taken have various levels of resilience, emotional intelligence, social support, and stress level.

Data collection was carried out using three instruments. Resilience using Connor and Davidson's (2003) Connor-Davidson Resilience Scale (CD-RISC). The Schutte Self-Report Emotional Intelligence Test (SSEIT) was developed by Schutte (1998) to measure emotional intelligence. The level of stress of workers using the Job Stress Scale belonging to Parker and DeCotiis (1983).

The required number of samples uses the Lemeshow and dropout formulas. Researchers managed to collect data from 389 workers which can be processed and analyzed. The sample was obtained by distributing research questionnaires online such as through social media.

Researchers have tested the validity and reliability of all the instruments used. CD RISC 25 gets a value of 0.369-0.820 where the value of $r_{count} > r_{table}$ (0.361) with a Cronbach's alpha value of 0.944. The Schutte Self Report Emotional Intelligence Test scores -0.143-0.816 where there are 4 items whose value is less than 0.361, but the researcher still uses the instrument as a whole based on the considerations made. Cronbach's alpha value is 0.932 so it is declared reliable. On the Job Stress Scale, the value of r (0.411-0.837) $>$ r table value (0.361) with Cronbach's alpha 0.917.

This research has applied research ethics. This has been proven by an ethical test so that the Ethics Committee Board of FIK UI declares that this research has passed the ethical test with Ket-14/UN2. F12.D1.2.1/PPM.00.02/2022.

RESULT

The research results obtained, namely

1. Characteristics of Respondents

Age. Most of the respondents aged 25 years participated. The average age of the respondents was 24.83 years.

Gender. Table 1 identifies female workers who experience moderate to high stress more than male.

Monthly Income. More respondents who earn more than UMP DKI Jakarta with low-stress levels (12.1%) to moderate (42.7%). Respondents with income less than UMP DKI Jakarta experienced moderate (26%) and high (6.9%).

Employment Sector. Health workers had low (6.2%) to moderate (29%). Office workers experience more moderate (39.6%) to high (10%).

Marital status. Married respondents had low (3.6%) to moderate (11.1%) stress levels. Meanwhile, single/unmarried workers experience moderate (57.6%) to high (15.4%) stress.

2. Level of Resilience, Emotional Intelligence, and Worker Stress

There are the results of the analysis of the level of resilience, emotional intelligence, and worker stress.

Table 2 identifies more workers has the lowest level of resilience (57%). Meanwhile, more workers already have good emotional intelligence (51.9%). In the stress levels, more workers experienced moderate (68.6%) to high (16%) stress.

3. Relationship between Resilience and Worker Stress Levels

The following table describes the relationship between resilience and the stress level of workers during the quarter-life crisis.

Based on table 3, there is a relationship between resilience and the stress levels of workers during the quarter-life crisis ($p=0.001$; $\alpha=0.05$). As many as 57% of respondents have low resilience with moderate stress levels ($n=165$) to high ($n=43$). While the other 26% of respondents have low resilience with moderate stress levels (26.6%) and low stress (28.3%). Then 17% of respondents have high resilience with the highest level of stress being moderate (11,6%).

4. Relationship between Emotional Intelligence and Worker Stress Levels

The following table describes the relationship between emotional intelligence and the stress level of workers during the quarter-life crisis.

Based on table 4, emotional intelligence is related to the stress level of workers ($p=0.001$; $\alpha=0.05$). Respondents with not good emotional intelligence tend to experience moderate to high stress. Respondents with good emotional intelligence experienced low to moderate stress.

Table 1. Distribution of Respondents by Gender, Monthly Income, Employment Sector, and Marital Status (n=389)

Variable	Worker Stress Level							
	Low		Moderate		High		Total	
	n	%	n	%	n	%	n	%
Gender								
Female	37	9,5	183	47	39	10	259	100
Male	23	5,9	84	21,6	23	6	130	100
Total	60	15,4	267	68,6	62	16	389	100
Monthly Income								
>UMP DKI Jakarta (>Rp4.640.000)	47	12,1	166	42,7	35	9	248	100
<UMP DKI Jakarta (<Rp4.640.000)	13	3,3	101	26	27	6,9	141	100
Total	60	15,4	267	68,7	62	15,9	389	100
Employment Sector								
Health Worker	24	6,2	113	29	23	6	160	100
Office Worker	36	9,3	154	39,6	39	10	229	100
Total	60	15,4	267	68,6	62	16	389	100
Marital Status								
Single/Unmarried	46	11,8	224	57,6	60	15,4	330	100
Married	14	3,6	43	11,1	2	0,5	59	100
Total	60	15,4	267	68,7	62	15,9	389	100

Table 2. Levels of Resilience, Emotional Intelligence, and Worker Stress (n=389)

Variable	Frequencies(n)	Percentage (%)
Resilience		
Low	222	57
Moderate	101	26
High	66	17
Emotional Intelligence		
Not Good	187	48.1
Good	202	51.9
Stress Levels		
Low	60	15,4
Moderate	267	68,6
High	62	16

Table 3. Analysis of the Relationship between Resilience and Worker Stress Levels (n=389)

Resilience	Stress Levels						Total		p value
	Low		Moderate		High		n	%	
	n	%	n	%	n	%			
Low	14	3,6	165	42,4	43	11,1	222	57	0,001
Moderate	17	4,4	71	18,3	13	3,4	101	26	
High	29	7,4	31	8	6	1,5	66	17	
Total	60	15,4	267	68,7	62	16	389	100	

Table 4. Analysis of the Relationship of Emotional Intelligence with Worker Stress Levels

Emotional Intelligence	Stress Levels						Total		p value
	Low		Moderate		High		n	%	
	n	%	n	%	n	%			
Not Good	7	1,8	142	36,6	38	9,8	187	48,1	0,001
Good	53	13,6	125	32,1	24	6,2	202	51,9	
Total	60	15,4	267	68,6	62	16	389	100	

DISCUSSION

Young adulthood is a period of transition from teenagers to adults who are vulnerable to experiencing a quarter-life crisis. The quarter-life crisis is a period of crisis experienced by the age group of 18-30 years.⁸ The body will respond when faced with high stress. The response given varies depending on the experience of being exposed to the stressor.⁹ There are 8,702 female workers in DKI Jakarta. This study identified that women are more stressed than men.¹⁰ Female workers were more stressed than male workers.¹¹ The reason is that women have a demanding role that must be done. The addition of roles makes women have additional tasks that must be completed every day at home.¹²

Insufficient monthly income can cause stress for workers. When income is more than UMP DKI Jakarta, workers have stressors due to excessive workload. However, workers with income less than UMP DKI Jakarta tend to be stressed due to economic problems that arise. There is a relationship between wages and employee work stress.¹³

Health workers tend to experience lower stress than office workers. Stress can be caused by environmental, work, and personal factors.¹⁴ However, health workers have a fairly supportive environment. If there are health workers who have difficulties, then other mates will help. Thus, health workers can minimize the occurrence of work stress.¹⁵

Single/unmarried workers are more stressed than married workers. This possibly is caused by the significant difference in number between the two marital statuses. In addition, single/unmarried workers do not get the support of a partner like married workers. Workers who are married are more focused on work because they have divided roles with their partners and have received emotional support.¹⁶

Resilience makes individuals rise from difficulties, threats, or all kinds of pressures experienced, and are able to lead a hopeful life.¹⁷ Workers with low resilience are still unable to increase their resilience due to a lack of or not getting optimal sources of resilience from their environment. Support from family, peers, and co-workers must motivate workers to have good behaviour, increase self-esteem, and have good self-control.³

Workers with high resilience are able to develop their resilience sources both from the personal and the environment. Workers increase self-confidence and self-esteem, as well as take advantage of systemic environmental factors such as support from family and office mates.³

Employees' emotional intelligence describes their ability to manage emotions. Workers will understand themselves and their mates or family and can motivate themselves to develop.¹⁸ Workers with good emotional intelligence are able to control their emotions. This makes workers aware of the conditions and causes of what they feel.¹⁹ Workers can minimize losses by thinking before acting.²⁰

Workers who do not have good emotional intelligence have not yet developed the five Goleman competencies. Emotional intelligence has five competencies, namely self-awareness, self-regulation, motivation, empathy, and social skills.²¹ The inability of workers to manage their emotions makes them easily depressed and feel tired so they are less than optimal in completing their work. The motivation that is lost results in workers not being enthusiastic, so performance decreases. Workers also find it more difficult to adapt to their surroundings due to their aloofness and lack of connection with others.

Stress is a response that the body releases when faced with a lot of pressure. Work stress arises when there are many demands and pressures that exceed the capabilities of workers.²² Worker stressors have three factors, namely environment, occupational, and personal.²³

- a. Environmental factors: stressors originate in the workplace and uncertainty over employee status (over-transfer and contract employees).

- b. Occupational factors: given excessive pressure and workload, as well as worker responsibilities.

Example: Health workers are vulnerable to stress due to their responsibilities and work environment which is related to the patient's life.^{24,25}

- c. Personal factors: economic problems (insufficient income), romantic relationships, and gender. During a quarter-life crisis, workers also need to think about their careers and love.²⁶

Workers with moderate to high stress cannot minimize the stressors that arise. Tasks given with tight deadlines make workers have to work excessively over time without thinking about their body's need to rest. As a result, workers will be exhausted and vulnerable to stress. Workers become less creative and less initiative.²⁷

Based on table 3, workers with low resilience tend to experience moderate to high stress, so it is known that resilience is related to worker stress levels. Correlation coefficient (-0.576) greater than R_{table} (0.320), so there is a negative relationship between resilience and work stress.²⁸ There is no significant relationship between resilience and work stress levels ($p=0,359$; $\alpha=0,05$).²⁹

The ability to adapt to conditions affects the level of stress experienced. Resilience is needed throughout life.³⁰ Thus, workers who are unable to adapt to challenges or changes cause workers to be vulnerable to work stress. Workers need to increase their resilience by developing internal and environmental factors. Workers must realize that the causes of stress experienced come from personal, environmental, or work factors for the problem.

Table 4 shows that emotional intelligence is related to the stress level of workers. A negative relationship between emotional intelligence and work stress levels ($p=0,009$; $r_{xy}=-0,390$).³¹ There is a relationship between emotional intelligence and work stress levels.³²

The ability to control emotions makes it easier for workers to establish relationships with other people. Workers' social skills improve because they are able to understand themselves and others, so they are more sensitive and caring.²¹ Workers also get help from people around them because they have good relationships. Good emotional intelligence keeps workers under control and minimizes regret, thereby preventing moderate to high stress.²²

CONCLUSION

Quarter-life crisis can cause stress for workers aged 20-30 years. This study proves that there is a relationship between resilience and emotional intelligence with workers' stress levels during the quarter-life crisis. This finding is evidenced by the low resilience of workers and moderate-high levels of stress, but many workers have good emotional intelligence.

Based on the research results, it is recommended that the health services take preventive action by conducting routine screening of the workforce. In addition, educational institutions can add quarter-life crisis material, resilience, and emotional intelligence to Psychiatric Nursing courses. Then for companies to cooperate with mental health services to refer workers in need, as well as provide a fair workload according to wages and create a positive environment. Further research is suggested to sharpen the demographic data of respondents and use qualitative research methods.

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