

Preliminary Study on Psychosocial Description with COPSOQ II Method at PT. XYZ

Nico Linggi Pongmasangka^{1*}, Anis Rohmana Malik¹, dan Dadan Erwandi²

¹⁾ D-IV Study Program of Occupational Health and Safety, Polytechnic of Manpower, Jakarta Timur, Indonesia

²⁾ Public Health Faculty, University of Indonesia, Depok, Indonesia

^{*)} e-mail correspondence: uignicopongmasangka@email.com

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Abstract

Psychosocial risk factors can be stressors that have an impact on increasing work stress cases in a workplace. These risk factors cause various kinds of problems in workers such as occupational diseases and work accidents. One of the psychosocial measurement models in the workplace is the Copenhagen Psychosocial Questionnaire (COPSOQ) II. This research was aimed to reveal how far psychosocial factor occurs at PT. XYZ using COPSOQ II method. The sampling technique in this study used the Exhaustive Sampling Technique which was carried out on October 25 - 28, 2021 at PT. XYZ the number of samples is 34 workers. The results of this study found that the percentages were almost balanced between the good and bad categories, namely good psychosocial conditions 41.2% (14 people) and bad by 58.8% (20 people). The psychosocial aspect that has the highest percentage in the "bad" category is the Health and Welfare Aspect with a percentage of 76.50% (26 people). In the results of the bivariate test, it was found that there was a significant relationship between psychosocial aspects and emotional risk factors experienced by employees at PT. XYZ

Keywords: emotional, risk factor, health, welfare

Studi Pendahuluan pada Deskripsi Psikososial dengan Metode COPSOQ II di PT. XYZ

Abstrak

Faktor risiko psikososial dapat menjadi stressor yang berdampak pada meningkatnya kasus stress kerja di suatu tempat kerja. Faktor risiko ini menyebabkan berbagai macam masalah pada pekerja seperti penyakit akibat kerja dan kecelakaan kerja. Salah satu model pengukuran psikososial di tempat kerja adalah Copenhagen Psychosocial Questionnaire (COPSOQ) II. Penelitian ini bertujuan untuk mengetahui faktor psikososial terjadi di PT. XYZ dengan menggunakan metode COPSOQ II. Teknik pengambilan sampel dalam penelitian ini menggunakan Teknik Exhaustive Sampling yang dilakukan pada 25 – 28 Oktober 2021 di PT. XYZ dan jumlah sampel adalah 34 pekerja. Analisis data. Hasil penelitian ini diketahui bahwa persentase yang hampir seimbang antara kategori baik dan buruk, yaitu kondisi psikososial baik sebesar 41,2% (14 orang) dan buruk sebesar 58,8% (20 orang). Aspek psikososial yang mempunyai persentase tertinggi pada kategori “buruk” yaitu Aspek Kesehatan dan Kesejahteraan dengan persentase sebesar 76.50% (26 orang). Pada hasil uji bivariat diketahui bahwa ditemukan hubungan yang signifikan antara aspek psikososial dengan faktor risiko emosional yang dialami oleh karyawan di PT. XYZ

Keywords: emosional, faktor risiko, kesehatan, kesejahteraan

INTRODUCTION

Man power is a crucial company asset that must receive good treatment in order to avoid the danger of their productivity level decrease. In the regulation of Ministry of Manpower Number 5 Year 2018, it has been explained that various kinds of danger factors at workplaces includes physical, chemical, biological, ergonomic and psychological danger factor or called as psychosocial. Recently, psychosocial danger factors become special concern because this problem is still often ignored by industrial companies.

The causes of psychosocial risk factors at workplaces include such as overtime works, workloads, uncertainty in promotion and income, and many other danger factors (Erwandi, 2020). The Psychosocial risk factor is becoming stressor later which has impacts on increasing work stress cases at workplaces. This conclusion is relevant to the research conducted by Fitriantini and Nurmayanti, 2020 that workloads significantly affected work stress.

The risk factor causes various kinds of problems to workers. The impact of this risk can be felt directly or indirectly. Thus, it can increase the potential problems at workplaces such as occupational disease and accidents. The work accidents can occur because of unsafe acts triggered by workers' minds which not focus during work. While the relationship between occupational disease and psychosocial risk research has been conducted by Giri et al., it revealed that 46% occupational diseases caused by psychosocial factors (Putri, 2019).

The condition of Covid-19 pandemic which occurs right now can increase the potential of psychosocial danger. Limitations intended to decrease the spread of virus becoming psychosocial risks factor. Workers are afraid of work termination, feeling bored while performing work from home, or feeling cautious from being infected by virus which is dangerous to health and leading to mental decline. These factors can become significant stressors to the work stress increase.

From those factors explained above, it requires the measurement of psychosocial risks at workplaces. This measurement can describe how high is psychosocial risks at workplaces later. There are various kinds of measurement models which can be used based on the condition of workplaces. One of these psychosocial models is *Copenhagen Psychosocial Questionnaire* (COPSOQ) II. This method has 3 versions which be used according to the research concept (Kristensen and Tøge, 2010).

The previous related studies using COPSOQ II to figure out the overview of psychosocial hazard potential among them are measuring psychosocial review on UMY parking lot officials. The result of the research revealed that the hazard potential of their psychosocial included into good category is about 18 people (39%) and bad category is 28 people (61%). (Nurjayanti et al., 2022).

PT. XYZ is a company which runs a business on sales, rental, and repair of medical surgical instruments and equipment. The jobs at this company are supposed to have various kinds of risks on occupational health and safety involving psychosocial risks factors. Therefore, the study is directed to investigate the comprehensive review of psychosocial factors at the company. Regarding this kind of research is rarely conducted and the best solution has not been found so far to handle these psychosocial problems at workplaces.

This research was aimed to reveal how far psychosocial factor occurs at PT. XYZ using COPSOQ II method. Moreover, this research was expected to create an inclusive review on how psychosocial risks factor exists at PT. XYZ. This inclusive review can be used as guideline reference in planning preventive, promotional, and curative program to handle workers with psychosocial problems. It can eventually help to decrease the occurrence of occupational

diseases and accidents. Thus, it can ultimately improve the welfare of both company and employees.

METHOD

The research design applied was *cross sectional* descriptive in which the required dependent and independent variables are collected and measured once in the certain period time. Data used in the study are collected from the questionnaire results filled by respondents. The research purpose is directed to figure out the psychosocial danger overview of employees PT. XYZ.

This research used the standardized questionnaires, namely COPSOQ II *short size* version which has 70 question types and 6 measurements. This questionnaire usage is highly relevant to the required data because it was designed to evaluate psychosocial factor at workplaces such as PT. XYZ regarding limited time in conducting this research.

The psychosocial overview at PT. XYZ would be deliberately depicted in details from 6 measurements. Each measurement would show the existing condition percentage at workplaces related to physiological, emotional, cognitive and behavioral aspects. The condition description and the problem core of each measurement would be analyzed further by collecting additional information through FGD (Focus Group Discussion) with several stakeholders, thus some alternative solutions can be highly recommended to solve the problems. Here is the flowchart of problem solving in this paper.

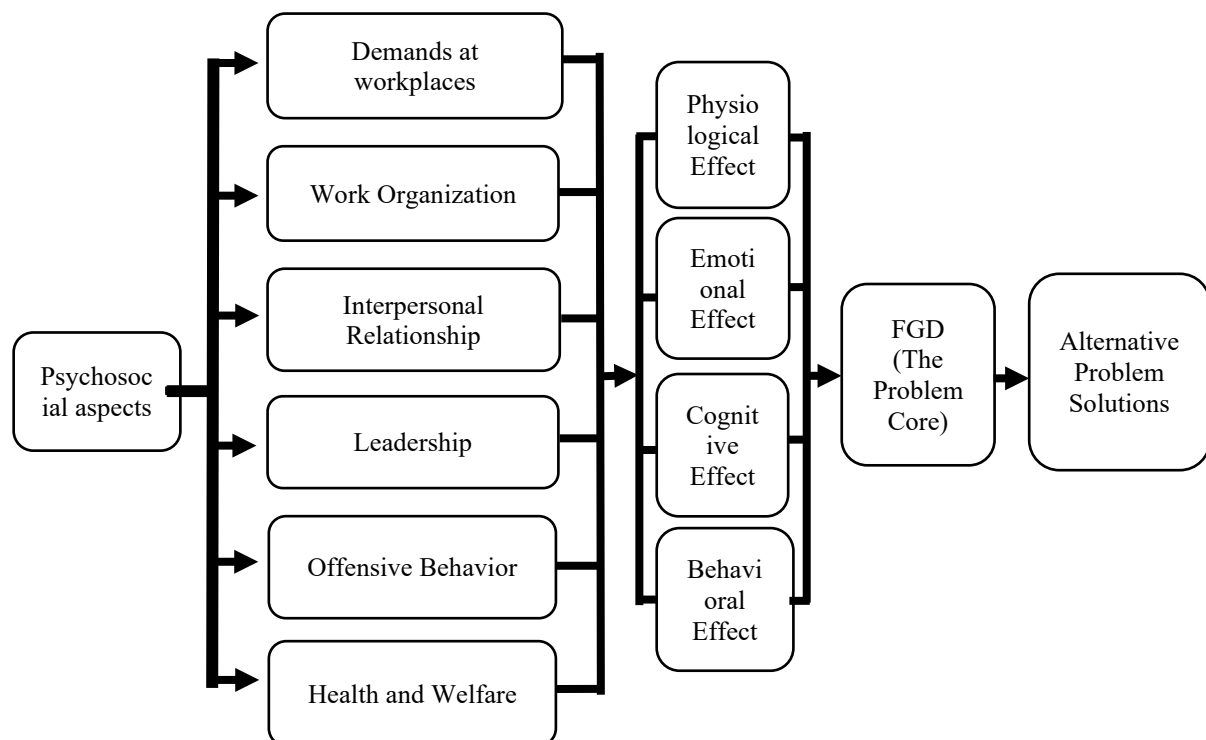


Diagram 1. The flowchart of Problem Solving

This research would be conducted for 6 months starting from August 2021 to January 2022 at PT. XYZ which is located in BSD City, Tangerang. The research population was all employees at PT. XYZ. Sampling techniques applied in this study was *Exhaustive Sampling* through either conducting survey in the research population to take some samples or including all population as the research samples.

RESULTS AND DISCUSSION

Based on COPSOQ II questionnaire, the overview of psychosocial factor would be deliberately discussed in details according to 5 dimensions. Those dimensions are important aspects that build psychosocial factors in this research. They are: demands at workplaces, work organization, interpersonal relationship, leadership, health and welfare, and also offensive behavior.

The questionnaire used in this research is developed from component questions of COPSOQ II. Some previous related studies using COPSOQ II questionnaire are the research conducted by Iridiastadi et al. (2020) investigated the relationship between psychosocial factors and nurses' work load at hospitals. The research findings reveal that the whole mental work load average is in high category. Another study carried out by Sholicha et al. (2019) explained the correlation between *Musculoskeletal Disorders* (MSDs) and the psychosocial aspects of sulfur cleansing workers at phosphoric acid industry. The next research performed by Tamarine (2022) using COPSOQ II questionnaire revealed that the work load average of 25 bank officials is in high category. The high value is reflected on Organization dimension job content, interpersonal relationship and leadership as well. From those mentioned researches, there are 6 aspects which build psychosocial factors explained in this discussion relevant to the original forms of COPSOQ II questionnaire. The focus of this study is diverse from the previous researches in classifying aspects that build psychosocial arranged depending on the 5 main aspects. The discussion would be explored in details related to the problem core of every aspect based on FGD review towards several stakeholders at PT. XYZ. The survey results were processed with SPSS as follows:

Table 1
 Figure of Psychosocial Factors with COPSOQ II Method on employees at PT. XYZ in 2021

Psychosocial Status	Total	Percentage
Good	14	41.2%
Bad	20	58.8%
Total	34	100%

Based on Table 1 it is depicted that from total respondents, the figure of psychosocial existed at PT. XYZ having almost balanced percentage between good and bad categories. Total employees experienced good psychosocial condition is about 41,2% (14 workers) and experienced bad psychosocial condition is about 58,8% (20 workers).

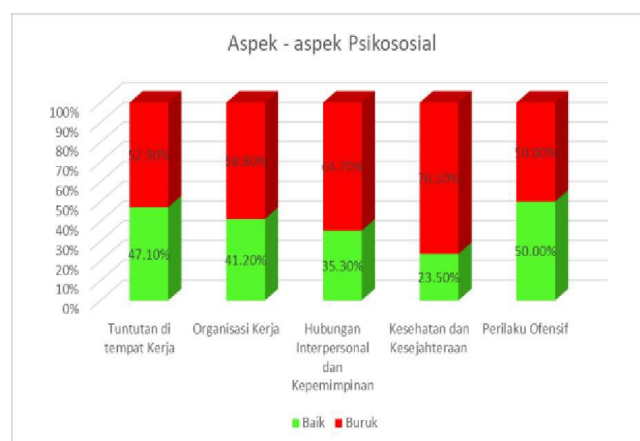


Figure 1. Psychosocial Aspects at PT. XYZ based on COPSOQ Method in 2021

Based on Image 1, it is figured out that from 5 psychosocial aspects, Health and Welfare aspects having the highest bad category among other psychosocial aspects. Although with such insignificantly different range. The measurement aspects at workplaces indicate good category for about 47.1% (16 workers) and bad category about 52.9% (18 workers). Occupational organization aspects show good category for about 41.2% (14 workers) and bad category about 58.8% (20 workers). Interpersonal relation and leadership aspects reveal good category for about 35.3% (12 workers) and bad category about 64.7% (22 workers). Health and Welfare aspects indicate that the percentage of good category is about 23.5% (8 workers) and bad category for about 76.5% (26 workers). Meanwhile, Offensive Behavior reveal that the percentage is almost at the same level between good and bad categories for about 50% (17 workers).

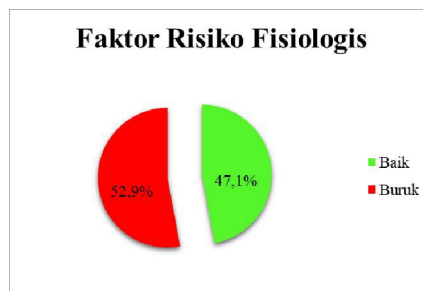


Figure 2. Physiologist Risk Factors on Employees at PT. XYZ in 2021

Based on Image 2 it can be known that the percentage of Physiologist Risk Factors having good category for about 47.1% (16 workers) and bad category for about 52.9% (18 workers).

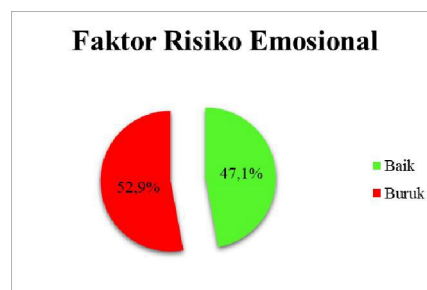


Figure 3. Emotional Risk Factors on Employees at PT. XYZ in 2021

Based on Image 3, it reveals that Emotional Risk Factors having good category is about 47.1% (16 workers) and within bad category is about 52.9% (18 workers)

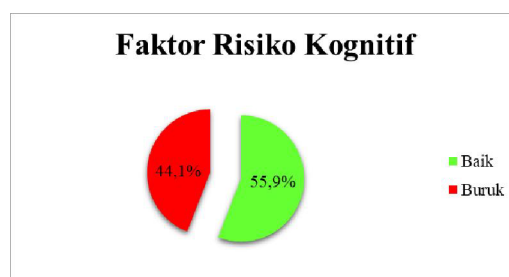


Figure 4. Cognitive Risk Factors on Employees at PT. XYZ in 2021

Based on Image 4, it can be known that the percentage of Cognitive Risk Factors having good category is about 55.9% (19 workers) and having bad category for 44.1% (15 workers).

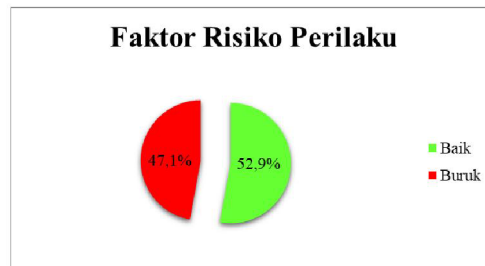


Figure 5. Risk Factors on Employees at PT. XYZ in 2021

Based on Image 5, it illustrates that the percentage of Behavior Risk Factors having good category is about 52.9% (18 workers) and bad category for about 47.1% (16 workers).

From the result of *chi-square* statistical test, it obtained that the Probability Value (*p value*) is about 0.524. It means that at the 5% alpha, there is no significant relationship between psychosocial and physiologist risk factors.

From the result of *chi-square* statistical test, it obtained that the probability value (*p value*) is about 0.042. It means that the 5% alpha, it can be revealed that there is relationship between psychosocial and emotional risk factors. The value of Baek OR is about 5.8, it means that bad psychosocial condition has an opportunity 5.8 times higher in causing emotional risk factors, compared to good psychosocial condition.

From the result of *Anova* statistical test, it is figured out that the probability value (*p value*) is about 0.06. It means that, while alpha is 5% there is no relation between psychosocial and cognitive risk factors. From the result of *chi-square* statistical test, it reveals that the probability value (*p value*) is about 0.145. It means that, at the level of alpha 5% there is **no** relation between psychosocial and behavior risk factors.

From the result of *chi-square* statistical test, it reveals that the probability value (*p value*) is about 0.145. It means that, at the level of alpha 5% there is **no** relation between psychosocial and behavior risk factors.

The evaluation of psychosocial aspects at PT. XYZ used COPSOQ II method including 5 evaluative aspects among them are measurement at workplaces, work organizations, interpersonal relation and leadership, health and welfare, and offensive behavior. The psychosocial aspects existed at workplaces can cause some occupational disorders, such as physiologist, emotional, cognitive and behavior. Several factual cases of bad psychosocial condition at workplaces such as work *stress*, *burnout*, *musculoskeletal disorder*, even psychosomatic disorder on employees. Meanwhile, the previous researches conducted by Beheshtifar (2010) revealed that the negative impact of bad psychosocial conditions caused work stress and *burnout*. Furthermore, the research by Baek et al (2018) and Sholicha et al (2019) indicated that psychosocial aspects have significant relation with *musculoskeletal disorder* on employees. Other research carried out by Handayani (2008) showed that psychosocial condition has relation with *somatization* diseases on several career women. Reflected from that case above, it can be inferred that psychosocial measurement at workplaces is crucial to be held regularly in order to make workers safe from psychosocial disorders. (Setiawan et al, 2021).

Based on the research conducted at PT. XYZ, it was obtained that the figure of employees' psychosocial condition was in bad category. From 34 tested employees, 20 workers (58.8% samples) think that the psychosocial condition at workplaces was in bad

category. While, the other remained 14 workers (41.2% samples) think that the psychosocial condition at workplaces was in good category.

There are 4 from 5 psychosocial aspects having higher comparison of bad condition than good condition. It included Health and Welfare in bad percentage about 76.5%. This aspect achieved the highest bad psychosocial percentage. The next aspect was Interpersonal Relation and Leadership in bad percentage about 64.7%. The other aspect, work organization having bad percentage about 58.8%, and measurement aspects at workplaces within bad percentage 52.9%. Finally, there is other offensive behavior aspect having good and bad in balanced comparison percentage about 50%.

The analysis of the research results can be performed in further study on preventing and handling the dangerous psychosocial factors at workplaces. This analysis result is expected as a feedback and priority for PT. XYZ in order to not make it worse, since the psychosocial condition at workplaces would have negative impact on employees' psychosocial factor.

Psychosocial factors at PT. XYZ were known having bad category. This conclusion was proven by 20 workers from 34 employees as the research samples (58.8%) select the option of psychosocial condition at this company in bad category.

Based on the physiologist risk factors having reaction such as feeling chest pain, muscle tension, hypertension, and any other symptoms which have good category percentage about 47.1% (16 workers) and bad category for about 52.9% (18 workers). This percentage numbers do not show such significant difference for good and bad category. Nevertheless, in accordance with the results of bivariate analysis, psychosocial factors do not have impacts on Physiologist Risk Factors having *p value* 0.524 within alpha value about 0.05

According to emotional risk factors who have symptoms such as get anxiety, irritability, depression, lack of excited easily, and others, have the exact same value as factor physiological risk. However, after bivariate analysis between factors psychosocial with risk factors emotional results show that where these two things influence each other has a *p value* of 0.042 with alpha value of 0.05. In this case it means poor psychosocial condition in workplace has the opportunity to become emotional risk factors at work.

On cognitive risk factors such as concentrating difficulty, senile, decreasing of thinking ability, and others, have different values of significant percentage between psychosocial factors with cognitive risk factors. Percentage value in a good category by 55.9% (19 people) and percentage of bad category is 44.1% (15 people). Based on bivariate analysis these two aspects do not have relationship because it has *p value* of 0.06 with a value of alpha 0.05.

Finally, based on behavioral risk factor that has complaints such as sleeping difficulty, consuming alcohol regularly, smoking, decreasing productivity, and others had the difference in the percentage value that is not significant between psychosocial factors with behavioral risk factors. Percentage behavioral risk factors by bad category by 47.1% (16 people) and good category by 52.9% (18 people). Based on the results of the bivariate analysis that done, it turns out that these two aspects are not related because they have *p value* of 0.145 with alpha value 0.05.

Based on the fourth analysis risk factors that have been carried out, the companies need to pay attention to the psychosocial aspects that exist in work environment. The recommended solution is to do measurement of psychosocial factors on the workplace regularly to reduce the impact of emotional risk actors which can impact to the worker mental disorder.

Looking at the bad psychosocial condition which can cause emotional risk factor to the workers 5.8 times; thus, it is urgent to prevent in order to overcome the condition. One of emotional risk factor can attack the workers is anxiety. Anxiety disorder is a mental disorder commonly occurs during covid-19 pandemic. Overcoming the condition can be done by increasing resilience or endurance. Increasing workers resilience or endurance can be held through ego defense. Improving the worker endurance can be performed with matured ego

defense mechanism such as humor, altruism, self-observation, and anticipation. Moreover, counselling facility should be provided so the workers gain optimum handling (Setiawati et al., 2021).

According to the COPSOQ II method which used in assessment, first aspect to be judged in the psychosocial factors assessment in the workplace are aspects of measurements in the workplace. A number of items assessed in terms of measurements work, including overtime systems, incentives, and work deadlines. After filled out the questionnaire by 34 working people, it was found that aspects of measurements at work enter into bad category. Questionnaire results show as many as 18 people (52.9%) rate measurements at work in the bad category and the remaining 16 (47.1%) rated this aspect in good category.

Based on physiology risk factor that has reactions such as chest pain, muscle tension, blood pressure increasing, etc., have a good category percentage by 47.1% (16 people) and the bad category percentage by 52.9% (18 person). The percentage figure is not show too much significantly difference for both good and bad categories. The results of the bivariate analysis that have been carried out shows that the aspect influential workplace measurements to physiological risk factors because has a p value of 0.041 with an alpha value of 0.05. It shows that aspects of the measurements at work the bad one has the opportunity to be a source hazard of physiological risk factors.

On cognitive risk factors such as concentrating difficulty, senile, decreasing of thinking ability, and others, have different values of significant percentage between psychosocial factors with cognitive risk factors. Percentage value in a good category by 55.9% (19 people) and percentage of bad category is 44.1% (15 people). Based on bivariate analysis of these two aspects have a relationship because has a p value of 0.014 with an alpha value of 0.05. In this case means the bad measurement aspect in the workplace can cause cognitive risk factors in the workplace.

Finally based on behavioral risk factor that has complaints such as sleeping difficulty, consuming alcohol regularly, smoking, decreasing productivity, and others had the difference in the percentage value that is not significant between psychosocial factors with behavioral risk factors. Percentage behavioral risk factors by category bad by 47.1% (16 people) and good category by 52.9% (18 people). Based on the results of the bivariate analysis that done, it turns out that these two aspects are not are related because they have p value of 0.145 with alpha value 0.05. It means the bad measurement aspect in the workplace can cause behavioral risk factors in the workplace.

Observing the discussion of the above analysis results, it can be inferred that aspects of measurement in the workplace can affect the four analyzed risk factors. Company needs to do a review to the overtime schedule and incentive system The implementation of rationally shift working system can be performed by reducing workload so the worker performance quality can be improved (Setiawan et al., 2021). Not only that, a worker's ability to work needs to be re-analyzed so that giving a deadline work does not feel burdensome to the workers. Besides, apparently the implementation of WFH makes working hours become longer because it is considered more flexible, but the impact workers do their jobs without exact time. Therefore, it is necessary work schedule rearrangement both for WFO and WFH programs as well as the application of rewards for increasing employee motivation.

The implementation of transactional leadership style is supposed to be effective solution to solve the problems. The employment of punish and reward at the workplaces can encourage innovative work attitude and reduce demanded feeling in performing works (Kustanto et al., 2020).

The second aspect assessed in measuring psychosocial factors on the workplace using the COPSOQ II method is the work organizational aspect. A number of items assessed in work organizational aspects, including positions and roles workers in the organization, employee

self-development, and workers' authority. Based on results from filling out the questionnaire that has been carried out it was found that the work organization at PT. XYZ has bad situation. Results percentage value comparison between good and bad are not very significant. A total of 20 people (58.8%) assessed aspects of work organization in the category bad and the remaining 14 (41.2) rate. This aspect is in the good category.

Based on physiology risk factor that has reactions such as chest pain, muscle tension, blood pressure increasing, etc. have a good category percentage by 47.1% (16 people) and the bad category percentage by 52.9% (18 person). The percentage figure is not show too much significantly difference for both good and bad categories. However, according to the results of the bivariate analysis, aspects of work organization do not have influence on risk factors physiologically obtained p value 0.951 with an alpha value of 0.05.

According to emotional risk factors who have symptoms such as get anxiety, irritability, depression, lack of excited easily, and others, have the exact same value as factor physiological risk. However, after bivariate analysis between factors psychosocial with risk factors emotional results show that where these two things influence each other has a p value of 1.000 with alpha value of 0.05.

On cognitive risk factors such as concentrating difficulty, senile, decreasing of thinking ability, and others, have different values of significant percentage between psychosocial factors with cognitive risk factors. Percentage value in a good category by 55.9% (19 people) and percentage of bad category is 44.1% (15 people). Based on bivariate analysis of these two aspects have a relationship because has a p value of 0.239 with an alpha value of 0.05.

Finally, based on behavioral risk factor that has complaints such as sleeping difficulty, consuming alcohol regularly, smoking, decreasing productivity, and others had the difference in the percentage value that is not significant between psychosocial factors with behavioral risk factors. Percentage behavioral risk factors by category bad by 47.1% (16 people) and good category by 52.9% (18 people). Based on the results of the bivariate analysis that done, it turns out that these two aspects are not are related because they have p value of 0.031 with alpha value 0.05. This shows that the organization has an opportunity to become a behavioral risk factor.

Based on the analysis that carried out in the work organization aspect, as seen on the innovation items need get more attention for company. In performing improvement in development aspects, the company can hold training programs and self-development seminars so that employees can be motivated in making the latest innovations in the company and productivity will increase again.

In performing training program, it should be thought deliberately about what kinds of training program are required and who need the program. The effectiveness and efficiency of training result should be taken into account by company. Therefore, identification and analysis on the training program for the workers should be conducted so it can spread positive vibes and work culture at the workplaces (Dhamanti et al., 2021).

Move to the third aspect which used in psychosocial assessment factor in the workplace, namely interpersonal and leadership relationship aspect. Some items that assessed in terms of interpersonal and leadership relationship such as about the leader's relationship with employees, relationships between co-workers, and leadership style. From the results of filling out the questionnaire, this aspect be the second worst aspect of the five Rated aspect. A total of 22 people (64.7%) rated this aspect in the bad condition and the remaining 12 people (35.3%) rate this aspect in good condition

Based on physiology risk factor that has reactions such as chest pain, muscle tension, blood pressure increasing, etc. have a good category percentage by 47.1% (16 people) and the bad category percentage by 52.9% (18 person). The percentage figure is not show too much significantly difference for both good and bad categories. However, according to the results of

the bivariate analysis, aspects of work organization do not have influence on risk factors physiologically obtained p value 0.540 with an alpha value of 0.05.

According to emotional risk factors who have symptoms such as get anxiety, irritability, depression, lack of excited easily, and others, have the exact same value as physiological factor risk. After conducting bivariate analysis between the relationship aspects of interpersonal and leadership with emotional risk factors for the outcome shows that these two things are not mutually influence which has p value of 0.540 with alpha value 0.05.

On cognitive risk factors such as concentrating difficulty, senile, decreasing of thinking ability, and others, have different values of significant percentage between psychosocial factors with cognitive risk factors. Percentage value in a good category by 55.9% (19 people) and percentage of bad category is 44.1% (15 people). Based on analysis bivariate of these two aspects do not have relationship because it has p value of 0.195 with a value of alpha 0.05.

Finally, based on behavioral risk factor that has complaints such as sleeping difficulty, consuming alcohol regularly, smoking, decreasing productivity, and others had the difference in the percentage value that is not significant between psychosocial factors with behavioral risk factors. Percentage behavioral risk factors by category bad by 47.1% (16 people) and good category by 52.9% (18 people). Based on the results of the bivariate analysis that done, it turns out that these two aspects are not are related because they have p value of 0.410 with alpha value 0.05.

Based on the results of the analysis above, interpersonal and leadership relationship aspect is unrelated with four assessed risk factors. This means interpersonal and leadership relationship aspect not likely to be the fourth cause these risk factors. However, interpersonal and leadership relationship aspect has worse judgment especially at the fair treatment points that shared to every employee.

The above problems can be handled by applying participative leadership model. Relevant to its name, participative, thus employee's engagement or active participation in the company is required in various kinds of activities such as decision making. Within this method implementation, the relation between leader and staff can be maintained and cultivated in a good manner. Hence, it raises the psychological empowerment in equality, social justice and accountability (Buyung et al., 2020).

Company can create a suggestion and complaints contact system that can be filled by all workers of various levels and periodic review of suggestions, input and complaints that have been enter. Along this, every worker will feel treated fairer in every activity of the company.

Notwithstanding all the factors above, there is significant point that must be taken into account in order to solve the problem of interpersonal relationship. One of the solutions can be held by healing communication system at the workplaces. The obvious communication process and information exchanges either between the leaders and staff or among staffs themselves are crucial to be concerned. Not only important for work process, but also essential for keeping conducive work environment. The positive impact obtained in this matter is work quality in the company will improve (Nursalam et al., 2018).

Assessment aspect of psychosocial factors will be discussed is the fourth aspect is the health and welfare aspect. The item assessed in terms of health and welfare is a description of stress or depression symptoms among worker. This aspect has a worst assessment from the five aspects which are assessed. Difference in the value percentage between good and bad categories looks quite significant. Results of filling out the questionnaire shows the percentage of bad category is 76.5% (26 people) and the percentage of good category by 23.5% (8 people).

Based on physiology risk factor that has reactions such as chest pain, muscle tension, blood pressure increasing, etc. have a good category percentage by 47.1% (16 people) and the bad category percentage by 52.9% (18 person). The percentage figure is not show too much significantly difference for both good and bad categories. However, according to the results of

the bivariate analysis, aspects of work organization do not have influence on risk factors physiologically obtained p value 0.160 with an alpha value of 0.05.

According to emotional risk factors which have symptoms such as get anxiety, irritability, depression, lack of excited easily, and others, have the exact same value as physiological factor risk. However, after conducted a bivariate analysis between health and welfare aspects with emotional risk factors for the outcome shows that these two things are mutually influential which has p value of 0.027 with an alpha value of 0.05. This shows that the health and welfare can be a risk factor emotional.

On cognitive risk factors such as concentrating difficulty, senile, decreasing of thinking ability, and others, have different values of significant percentage between psychosocial factors with cognitive risk factors. Percentage value in a good category by 55.9% (19 people) and percentage of bad category is 44.1% (15 people). Based on analysis bivariate of these two aspects do not have relationship because it has p value of 0.098 with a value of alpha 0.05.

Finally based on behavioral risk factor that has complaints such as sleeping difficulty, consuming alcohol regularly, smoking, decreasing productivity, and others had the difference in the percentage value that is not significant between psychosocial factors with behavioral risk factors. Percentage behavioral risk factors by category bad by 47.1% (16 people) and good category by 52.9% (18 people). Based on the results of the bivariate analysis, it turns out that these two aspects are not are related because they have p value of 0.830 with alpha value 0.05.

Based on the results of the above analysis, companies need to prioritize the improvements in employees' health and welfare. Adverse effects which produce by this aspect is it can affect workers' emotions thus causing workers to become stress and even depression. In overcoming this bad condition, company is recommended to do mental health checks for workers regularly and make improvements about the company's work system such as working hours, workload, and etc. Not only depending on work system, providing mental health promotion at workplace is also required to educate employee about the danger caused by psychosocial factors at workplaces. It is expected that employees will be well educated about their health particularly their mental health will be better improved (Agustini et al., 2022).

On cognitive risk factors such as concentrating difficulty, senility, decreasing of thinking ability, and others, have different values of significant percentage between psychosocial factors with cognitive risk factors. Percentage value in a good category by 55.9% (19 people) and percentage of bad category is 44.1% (15 people). Based on analysis bivariate of these two aspects do not have relationship because it has p value of 0.167 with a value of alpha 0.05.

Finally based on behavioral risk factor that has complaints such as sleeping difficulty, consuming alcohol regularly, smoking, decreasing productivity, and others had the difference in the percentage value that is not significant between psychosocial factors with behavioral risk factors. Percentage behavioral risk factors by category bad by 47.1% (16 people) and good category by 52.9% (18 people). Based on the results of the bivariate analysis, it turns out that these two aspects are mutually related because it has p value of 0.016 with an alpha value of 0.05. This shows that the offensive behavior can be the cause of behavioral risk factors.

According to the results of the analysis above it can be concluded that there is no significant problem in the offensive behavior aspect. However, there is a thing that be a concern, namely company policy, the policy company regarding offensive behavioral aspects has not been socialized wide. There is also need an improvement for communication between workers so that relationships between workers is also getting better.

An alternative solution of this problem might be taken through creating diverse work atmosphere and environment from the previous circumstances. More comfortable and friendly work atmosphere can reduce work stress. The healing execution can be done easily through providing time to get coffee together and small talks among workers (Rachmawati et al., 2021).

Thus, the warm and close relationship among workers can be maintained well and the probability of conflict occurrence in the company can be eliminated.

CONCLUSION

In this research, it is known that psychosocial picture at PT. XYZ has a percentage that is almost balanced between good and bad categories. Number of workers experiencing the condition good psychosocial has percentage of 41.2% (14 people) and who have psychosocial conditions bad by 58.8% (20 people). Meanwhile, in the bivariate test, it is known that there is a significant relationship between psychosocial aspects with emotional risk factors experienced by employees at PT. XYZ.

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