

## FACTORS RELATED TO WORK FRUSTRATION ON EMPLOYEE HEALTH IN CENTRAL LOMBOK IN 2023

**Raodatul Jannah, Adam Hernawan**

Pascasarjana universitas Islam bunga bangsa Cirebon

Politeknik Siber Cerdika Internasional

Email: raodatuljannah73@gmail.com, adamhernawan4@gmail.com

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### **ABSTRACT**

The rapid development of science and technology and education also brings changes in human life. These changes have the effect of higher demands on each individual to further improve their performance. In order for their existence to be maintained, each individual will experience stress and frustration, especially for individuals who are less able to adjust to these developments. If you pay attention to people in everyday life, you will see various things that happen among the community. Some always seem to be happy, happy, happy and laughing even though what they will face later is different as expected. There are also those who often complain and grieve, despair, give up, do not fit in with other people and their work. This makes a person experience a health problem. This happens because of the lack of community for something to maintain harmony in society. It is these disturbing symptoms that prompt psychiatrists to try to investigate what causes different people's behaviors, despite the same conditions. This effort fostered one of the youngest branches of psychology, health. And in studying health, there are stress disorders and frustration among the community, due to a person cannot control himself to be better.

### **INTRODUCTION**

In Law No. 1 of 1970, it is stated that the implementation of occupational safety is carried out, one of which is to prevent and control the emergence of occupational diseases both physically, psychologically, poisoning, infection, and transmission. In the nature of stress and frustration, we must know very well what will be learned in this regard and how we understand these disorders (Fowler, Jiao, & Pitts, 2023). In this discussion there are things such as the concepts of stress and frustration, symptoms of stress and frustration, factors that cause stress and frustration, and how to manage stress and frustration so that we can take the positive side of stress and frustration disorders, (Law, 1970). These things must be fulfilled so that there are no problems within ourselves or in the community (Fowler et al., 2023). This makes a person experience a health problem (Javaid, Haleem, & Singh, 2023).

This happens because of the lack of community for something to maintain harmony in society (Arsal, Setyowati, & Hardati, 2023). It is these disturbing

symptoms that prompt psychiatrists to try to investigate what causes different people's behaviors, despite the same conditions (Muris et al., 2023). and Health workers can experience work stress due to several things such as the size of the workload, time pressure, difficult sick patients, and so on (Kokoroko & Sanda, 2019).

Accumulated stress can cause physical and mental health problems that can reduce work productivity (Prudenzi et al., 2024). Background on factors related to occupational frustration on employee health is an important aspect in understanding the psychological impact of a demanding work environment (Pu, Sang, Ji, Hu, & Phau, 2024). Work frustration is an emotional state that arises when a person feels dissatisfied or hampered in achieving his work goals or needs (Sun, Zhu, Liang, Xue, & Yao, 2024). The factors associated with work frustration can vary and have a significant impact on employee well-being (Lingjun Chen et al., 2024).

### **PROBLEM STATEMENT**

The cause of frustration among workers in Lombok?

What should be done to reduce the frustration of workers in Lombok?

### **PURPOSE AND BENEFITS**

Know the causes of frustration of workers in Lombok and find solutions to overcome it.

### **METHOD**

This study used qualitative research methods. Qualitative research is a research method that focuses on an in-depth understanding of a particular phenomenon or context. This approach tends to be descriptive, where researchers seek to understand complex aspects of a subject or event such as Factors Related to Occupational Frustration in Employee Health in Central Lombok in 2023 This method emphasizes in-depth interpretation and analysis of qualitative data such as interviews, observations, and other non-numerical data, to uncover and understand differences, nuances, or patterns in the context under study. The main objective of qualitative research is to gain a deep and contextual understanding of the observed phenomena, as well as gain broader insight into how things are viewed from the perspective of the individuals or groups involved (Harahap, 2020). Data collection techniques in this study used literature studies and observation. The data that has been collected is then analyzed thematically.

### **RESULTS AND DISCUSSION**

#### **a. DEFINITION OF FRUSTRATION**

These days everyone talks about frustration. We hear this topic as a subject of daily conversation, both on radio, television, newspapers, journals and at various conferences and among universities (Haeny et al., 2024). Unfortunately few people understand the correct concept of Frustration (Park & Ramirez, 2022). Managers perceive frustration as stress or emotional tension; Aircraft traffic controllers argue it is a concentration problem; A teenager who ran aground and athletes who failed to press because of muscle strain (Boguszewicz et al., 2021). In general, the definition

of stress is a form of tension that affects the function of body organs. Stress in life is inevitable (Burrow, Hill, Stanley, & Sumner, 2024).

The problem is how humans live with stress without having to experience stress (Stanley & Balakrishnan, 2023). Rapid social changes as a consequence of modernization have an impact on lives. Not everyone can adjust to these changes, which in turn can cause tension or stress in him (Bodrug-Lungu, Toma, & Toma, 2023). Stress itself is the result of the rapid development of technology in the twenty-first century, an irony of life (Melkozernov & Sorensen, 2021). Humans create various products to improve their standard of living, to live more efficiently, but in the process of producing various kinds of production, humans have to face various conditions, which can cause more stress.

A person who suffers from stress, in addition to manifesting in various diseases, can also be revealed through his inability to adjust to his environment, thus suffering from anxiety disorders, depression and psychosomatic disorders. Physical and/or psychological suffering that causes people to be unable to function properly, unable to perform well and often becomes a problem for their environment (at home, at work or other social environments), is the result of ongoing stress. Stress is a condition where the state of the body is disturbed due to psychological pressure (Landor et al., 2024).

Usually stress is attributed not to physical illness but more to psychiatry (Tabassum & Kanth, 2024). However, because of the influence of stress, physical illness can arise due to weakness and low endurance at that time. Various definitions of stress have been put forward by experts with their respective versions, although basically between one definition and another there is a core equation. According to Selye, stress refers to a complex reaction on the part of an organism to non-specific influences or impacts of the environment (these influences or impacts are called "stressors" or "stimulus") (Tafet, 2022). In accordance with the severity of stress and the duration of the stress, the body responds to it in 2 stages (Horsch et al., 2024).

### **The stage of "warning or alarm reaction" (response to danger).**

This response serves to mobilize the body's resources against stress. At the beginning of the response to that danger, for a moment the body's reaction drops below normal (Russell & Lightman, 2019). For example, blood pressure, heart rate, breathing are reduced (Li, Yang, Wang, Xiao, & Min, 2024). But the body's reaction immediately turned up (Guangquan Chen et al., 2023). Blood flows faster, heart beats faster, breathing faster, sweat comes out a lot (Andrade, 2023). This happens, for example, when we face an emergency, for example, almost violated by a vehicle when we want to cross the road (Innes & Ramamoorthy, 2023). At this stage, people usually struggle to cope with stress by fighting or running away from the source of stress (McGraw, 2023). The body's reaction to this high stress is unlikely to last long. So if stress is too harsh and inevitable, and intense body reactions remain undiminished, the body's organism can be destroyed in moments, hours or days.

### **Stage of "adaptation or resistance"**

The original symptoms disappeared. There is an adjustment to environmental changes, and related to this creates an elevation of "endurance". The impact of stressors on the organism is reduced or neutralized. The body does not show many symptoms of stress, as if ordinary. But the body that has resisted stress becomes weak when facing new stress, so it is easy to get disease.

### **b. CAUSES OF FRUSTRATION AT WORK**

Stress at work can be one of the main factors contributing to employee frustration. High job demands, time pressure, and excessive workload can create a psychologically unhealthy environment.

#### **Unclear Roles and Duties**

Employees who don't have a clear understanding of their roles and duties at work can experience frustration. This vagueness can result in confusion and uncertainty, which in turn can be detrimental to employees' mental health.

#### **Lack of Support and Recognition**

Employees who feel they lack support from their boss or co-workers and don't get recognition for their contributions can be frustrated. Social support and appreciation of performance can help reduce frustration levels.

#### **Organizational Injustice**

The existence of unfairness in organizational policies, including in terms of promotion, payroll, or handling internal issues, can cause frustration among employees. This perception of injustice can be detrimental to psychological health.

#### **Lack of Career Development Opportunities**

Employees who feel that they have no opportunities for career development or upskilling can experience frustration. This can result in dissatisfaction and a desire to seek other opportunities outside the organization.

#### **Work-Life Imbalance:**

If employees find it difficult to achieve work-life balance, this can create frustration. Lack of time for family, recreation, and rest can have a negative impact on physical and mental health.

#### **Organizational Communication Vagueness:**

Unclear or ineffective communication on the part of management can create uncertainty among employees. Employees who don't get the information they need to do their jobs well can get frustrated.

### **c. WHAT WILL HAPPEN PHYSIOLOGICALLY AND PSYCHOLOGICALLY**

| No | <i>Physiological</i>                            | <i>Psychological</i>                                   |
|----|---|--|
| 1  | Hot face  | Decreased appetite                                     |
| 2  | Headache, profuse sweating                      | <i>Prolonged sadness and always feeling frightened</i> |
| 3  | <i>Chest pain, and rapid heart palpitations</i> | Concentrating suit                                     |
| 4  | <i>Dry mouth</i>                                | Feeling depressed                                      |
| 5  | <i>High blood pressure and muscle pain</i>      | <i>Pessimistic and feeling like a failure</i>          |

**Table 1: Results of factor factors related to frustration that occurs in employees in Central Lombok in 2023**

**d. FRUSTRATING SOLUTIONS AND COUNTERMEASURES**

Tackling frustration among workers in Lombok or elsewhere can involve a variety of approaches. Here are some solutions that might help:

**Psychological Support**

Provide access to counseling or psychological support services for frustrated workers.

Organize seminars or workshops to raise awareness about mental health and how to cope with stress.

**Skill Upgrade:**

Provide training and skills development to enhance their employability.

Provide opportunities to learn and develop new skills relevant to their work.

**Opportunities for Participation:**

Encourage active participation of workers in decision-making related to their work.

Build a work environment that supports collaboration and involvement of workers in the company's development process.

**Effective Conflict Management:**

Provide conflict management training to help address differences and interpersonal issues in the workplace.

Encourage open and effective communication among work teams.

**Work Flexibility:**

Provide flexible work options, such as working from home or a more flexible work schedule, where possible.

Consider adjusting duties or responsibilities to match workers' skills and interests.

**Work-Life Balance:**

Encourage and support work-life balance by ensuring a realistic workload and allowing time for breaks.

Provide support for workers with family responsibilities.

**Well-being Approach:**

Build an employee welfare program that covers physical, mental, and social aspects.

Provide adequate medical services and health insurance.

**Recreational and Social Activities:**

Support recreational and social activities in the workplace to build positive relationships among colleagues.

Host joint activities such as family events or celebrations to boost team spirit.

Each situation can have unique challenges, so effective approaches may vary. It is necessary to involve workers in the improvement process and constantly monitor the effectiveness of the implemented solution.

**CONCLUSION**

From the explanation above, we can conclude that, Frustration is a condition where the state of the body is disturbed due to psychological pressure. And according to some experts Frustration is a condition in the individual caused by not achieving satisfaction or a goal due to obstacles / obstacles in trying to achieve satisfaction or goals. In stress and frustration there are notions of stress and frustration, symptoms of stress and frustration, stress and frustration factors and management of stress and frustration, and Conclusions about work frustration show that work frustration can have a significant impact on employee well-being and organizational productivity. Here are some points

Importance of Stress and Pressure Management: The level of stress and pressure in the workplace is an important factor that contributes to employee frustration. Management needs to understand and manage the demands of the job so as not to exceed the capacity of employees.

Communication and Leadership Roles: Clear and effective communication and supportive leadership can help reduce frustration levels. Employees need to be well-informed and feel supported by their boss.

Importance of Social Support: Social support from co-workers and superiors has a big role in overcoming work frustration. A solid team and supportive work environment can help overcome job challenges.

Work-Personal Life Balance: A healthy work-life balance is important to prevent frustration. A company's initiative to create a work environment that supports employees' personal lives can provide significant benefits. The need for Organizational Fairness: Fairness in organizational policies, including promotions and

payroll, greatly influences frustration levels. Efforts to create a fair system can help maintain employee satisfaction and motivation.

**Importance of Career Development:** Employees who feel they have opportunities for career development and upskilling tend to be more satisfied and less frustrated. Organizations need to provide opportunities and support for employee development.

**Need to Pay Attention to Indicators of Mental Well-being:** Work frustration can be an early sign of mental well-being problems. Organizations need to pay attention to these indicators and provide resources that support employee mental health.

These conclusions confirm that attention to these aspects can help create a more positive work environment, increase employee satisfaction, and overall support their mental and physical health.

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