THE RELATIONSHIP BETWEEN RESILIENCE AND WORK STRESS IN GENERATION Z RETAIL EMPLOYEES IN SURABAYA

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Abstract

The aim of this research is to determine the relationship between resilience and work stress among Generation Z retail employees in Surabaya. This research method is a correlational type of quantitative research whose data is in the form of quantitative data. The sampling technique used in this research was *accidental sampling,* with a sample size of 92 subjects determined by calculating *Gpower.* The scales used in this research are the work stress scale adapted from Lovibond and Lovibond with a reliability value of 0.915 and the resilience scale adapted from Connor and Davidson with a reliability value of 0.952. Data analysis used *Product Moment parametric statistics* with the help of IBM SPSS Statistics 23. The research results showed that there was no significant relationship between resilience and retail employee work stress, indicating that retail employee work stress was not influenced by resilience.

Keywords: Resilience, work stress, employees

Abstrak

Tujuan penelitian ini adalah untuk mengetahui Hubungan Antara Resiliensi Dengan Stres Kerja Pada Karyawan Retail Generasi Z Di Surabaya . Metode penelitian ini ialah penelitian kuantitatif jenis korelasional yang datanya berupa data kuantitatif . Teknik sampling yang digunakan dalam penelitian ini adalah Accidental Sampling, dengan menetapkan jumlah sampel sebanyak 92 subjek dengan perhitungan Gpower. Skala yang digunakan dalam penelitian ini yaitu skala stres kerja yang mengadaptasi dari Lovibond dan Lovibond dengan nilai Reliabilitas 0,915 dan Skala resiliensi yang mengadaptasi dari Connor dan Davidson dengan nilai Reliabitas 0,952. Analisis data menggunakan statistik parametrik Product Moment dengan bantuan IBM SPSS Statistic 23. Hasil penelitian menunjukkan bahwa tidak terdapat hubungan yang signifikan antara resiliensi dengan stres kerja karyawan retail yang menunjukkan bahwa stres kerja pada karyawan retail tidak dipengaruhi oleh resiliensi.

Kata kunci Resiliensi, stres kerja, karyawan

INTRODUCTION

Job stress is a situation where there is an interaction between an individual and his or her work and is characterized by a change in the individual that forces them to deviate

(Beehr & Newman, 1978). Meanwhile, the definition of work stress, according to Sandra and Ifdil (2015), is a condition where individuals experience an imbalance resulting from a mismatch between what they want and reality, which influences individual behavior. According to a survey by Gallup's State of the Global Workplace Report in 2022 of roughly 122,000 thousand workers from 160 different countries, as many as 44% of workers experience stress frequently (Muhamad, 2023). In addition, according to a survey conducted by Cigna International Health in 2023 of approximately 12,000 workers worldwide, 91% of the workforce with an age range of 18–24 years experienced stress, compared to an average of 84% (Zulfikar, 2023).

Stress is an unavoidable part of working for a company. Stress is created for all employees and arises from perceived problems between the freedom and commitment of a company, company pressure, daily life at work, and various other forms of problems (Kusumajati, 2010). If this stress is not immediately resolved, the impacts that will occur, according to Beehr and Newman (1978), are: From a psychological perspective, there will be anxiety, tension, confusion, easy frustration, boredom and job dissatisfaction, mental fatigue, and loss of concentration. From a physiological perspective, namely increased heart rate, increased secretion and stress hormones, physical fatigue, difficulty sleeping, and damage to immune function, In terms of behavior, individuals will procrastinate, avoid work, and be absent from work, resulting in decreased performance and productivity at work, abnormal eating activities, and decreased quality of interpersonal relationships. As a result of this stress, the results of what each individual does are often not optimal and can even be messy (Ritonga & Syafrizaldi, 2019). Stress can be caused by several factors; according to Rob Bins and Judge (2008), the factors that are the beginning The emergence of stress includes environmental factors, organizational factors, and individual factors.

Differences in the impact or influence of stress on individuals are caused by differences in personality in each individual (Gunawati et al., 2006). According to Nastasia and Rinaldi (2022), when individuals are faced with a problem or obstacle, individuals who have an optimistic personality will try to overcome this obstacle and will likely be free from stress. An individual's ability to continue to rise despite experiencing difficulties is called resilience (Nastasia & Rinaldi, 2022). Resilience is an individual's ability to survive, adapt when faced with stressful situations, and have the ability to overcome, go through, and recover from adversity (Reivich & Shatte, 2002). This definition is the same as that given by Connor and Davidson (2003), which states that resilience is a personal quality that can help people deal with and overcome challenges or stress in their daily lives.

According to Rutter (in Rahmasari et al., 2014), resilience is a two-way perception that refers to an individual's ability to adapt well when faced with a problem or obstacle, as well as strength in facing difficulties and events that cause stress. This is supported by the results of research conducted by Nastasia and Rinaldi (2022). The results of the research show that there is a significant relationship between resilience and work stress

in teachers who teach during the COVID-19 pandemic. This relationship shows a negative direction. The same research results were also revealed by Tampombebu and Wijono (2022), who showed that there was a negative relationship between resilience and work stress in employees working at PT. X during the COVID-19 pandemic.

This research aims to determine whether there is a relationship between resilience and work stress in generation Z retail employees in Surabaya. It is hoped that the research results will be useful both theoretically and practically for the development of psychology in general, especially for industrial and organizational psychology regarding the relationship between resilience and work stress in employees, and can provide information to employees to further increase resilience in order to reduce high levels of work stress.

METHOD

This research is a correlational type of quantitative research. This research aims to determine whether there is a relationship between resilience and work stress among retail employees. The population in this research is retail employees in Surabaya. The total employee population is not known with certainty; therefore, to determine the sample size, researchers used the *Gpower application calculation* with a total of 92 subjects. Respondents in this study were chosen by chance, were willing, and were in accordance with the research criteria. By asking respondents who were unintentionally present or available in a location that met the research criteria, the researcher carried out this study by administering a questionnaire in the form of a written statement on a piece of paper that she had provided.

Data collection in this study used a questionnaire obtained from the adaptation process following the standards of Beaton et al. (2000). This adaptation flow begins with translating the English scale into Indonesian by one translator. After that, experts review the scale. The next step is to test the scale on a small sample to see understanding of the sentences regarding the items and also on a large sample to see its validity and reliability (Beaton et al., 2000). Giving questionnaires to retail employees who were unintentionally present or available at locations that met the research criteria served as the data collection process. Researchers modified the Job Stress Scale to measure the job stress variable, and they distributed the Resilience Scale to measure the resilience variable. The scale used in this research is the work stress scale adapted from Lovibond and Lovibond (1995), consisting of 14 items from 5 aspects of work stress, namely *difficulty relaxing*, *nervous arousal,* being *easily irritated again, being irritable, reactive, and patient.* The results of testing the measuring instrument show that the work stress scale has high internal consistency ($\alpha = 0.915$). The resilience scale adapted from Connor and Davidson (2003) consists of 25 items from 5 aspects, namely personal competence, a person's trust in instincts and tolerance for negative influences, positive self-acceptance of change and having good relationships with others, control, and spiritual influence. . The results of testing the measuring instrument show that the resilience scale has high internal consistency ($\alpha = 0.952$). The data analysis used used

the *product moment correlation test* with the help of IBM SPSS 23 *software.* This was done to answer the hypothesis that there is a relationship between resilience and work stress in generation Z retail employees in Surabaya.

RESULTS AND DISCUSSION

The respondents who participated in this research consisted of 92 retail employees in Surabaya. The description of the distribution of respondents in this research is as follows:

Table 1 Distribution of Research Respondents

Demographics	Amount	Percentage
Age		
19 – 23 Years	56	60.9%
24 – 28 Years	36	39.1%
Gender		
Woman	34	37%
Man	58	63%
Last education		
S1	4	4.3%
SENIOR HIGH SCHOOL	31	33.7%
vocational school	54	58.7%
high school	1	1.1%
STM	2	2.2%
Length of work		
0 – 1 Year	26	28.3%
23 years	30	32.6%
4 – 5 Years	10	10.9%
> 5 Years	26	28.3%

Based on Table 1, it can be seen that out of the 92 retail employees who were respondents in this study, 56 (60.9%) were in the age range of 19–23 years, while 36 (39.1%) were in the age range of 24–28 years. From Table 1, it can also be seen that as many as 34 employees (37%) are female and 58 employees (63%) are male.

In addition, of the 92 employees who were respondents, 4 employees (4.3%) had a final bachelor's degree, 31 employees (33.7%) had a final high school education, 54 employees (58.7%) had a final vocational school education, 1 employee (1.1%) had a high school education, and 2 employees (2.2%) had a high school education. From table 1, it can also be seen that 26 employees (28.3%) have worked in retail for 0–1 year, 30 employees (32.6%) have worked in retail for 2–3 years, 10 employees (10.9%) have worked in retail for 4–5 years, and 26 employees (28.3%) have worked in retail for more than 5 years.

Furthermore, the descriptive analysis of the data carried out in this research includes empirical scores. The work stress scale consists of 10 items with 5 answer choices with a maximum and minimum range of 10 to 50, so that the empirical mean is 32.39 and the standard deviation in this study is 6.423. Research subjects were then classified into three categories of work stress, namely subjects with low, medium, and high work stress.

Table 2 Categorization of subjects based on empirical mean on total stress score

Variable	Value Range	Category	Number (n)	Percentage
Job Stress	$Y < 25.967$	Low	8	8.7%
	$25,967 \leq Y < 38,813$	Currently	70	76.1%
	$Y \geq 38.813$	Tall	14	15.2%
	Amount		92	100%

Subject categorization based on the empirical mean in Table 2 above shows that as many as 8 employees, or 8.69%, had low work stress scores, as many as 70 employees, or 76.1%, had moderate work stress, and as many as 14 employees, or 15.21%, had high work stress. Based on table 2 above, it can be concluded that, based on the empirical mean categorization, overall, the research subjects had moderate work stress.

The resilience scale consists of 17 items with 5 answer choices, with a maximum and minimum range of 17 to 85, so that the empirical mean is 65.99 and the standard deviation in this study is 8.645. Research subjects were then classified into three resilience categorizations, namely subjects with low, medium, and high resilience.

Table 3 Categorization of subjects based on mean empirical total resilience score

Variable	Value Range	Category	Number (n)	Percentage
Resilience	$Y < 57.345$	Low	17	18.5%
	$57,345 \leq Y < 74,635$	Currently	61	66.3%
	$Y \geq 74.635$	Tall	14	15.2%
	Amount		92	100%

Subject categorization based on the empirical mean in Table 3 above shows that as many as 17 employees, or 18.5%, had low resilience scores, as many as 61 employees, or 66.3%, had moderate resilience, and as many as 14 employees, or 15.21%, had high resilience. Based on table 3 above, it can be concluded that the empirical mean categorization k indicates that overall, the research subjects have moderate resilience.

Before testing the hypothesis, the researcher first carried out an assumption test, namely the normality test and linearity test, to determine whether the hypothesis testing in this study used parametric statistics with *product moment* or non-parametric statistics.

Based on visual testing by looking at the QQ Plot, it can be seen that the work stress scale data in this study is normally distributed because the QQ Plot above shows a graph

that tends to form a straight line and is more than 50%, as shown in the graph below. This shows that the data is normally distributed.
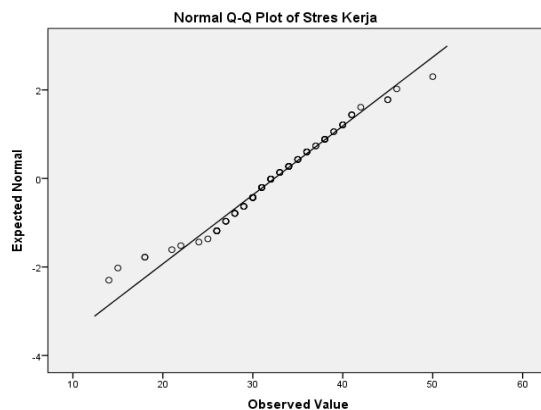
Figure 1 Distribution of Job Stress Data

Next is the linearity test to determine the type of data analysis that will be used to test this hypothesis, whether using parametric statistics or non-parametric statistics.

Table 4 Linearity Test of Relationship

Variable	F	Sig.	Information
Resilience – Job Stress	0.601	0.939	Linear

The results of the linearity test above show that the relationship between work stress and resilience has a linear relationship, because it meets the linearity test, *product moment analysis* in this research can be carried out.

Table 5 Product Moment Test Results on Hypothesis

Variable	Correlation coefficient (r)	Sig.
Resilience – Job Stress	0.073	0.489

The product moment correlation analysis in Table 4 shows that there is no relationship between resilience and work stress in retail employees with a significance value ($p = 0.489$) > 0.05. Therefore, the hypothesis, which states that there is a relationship between resilience and work stress in retail employees, is rejected or is not proven empirically.

The research results stated that there was no relationship between resilience and work stress in generation Z retail employees in Surabaya. In this study, retail employees had work stress scores at a medium level and also had resilience at a medium level. The results of research with the same results regarding the relationship between resilience and academic stress were presented by Agustini et al. (2023), namely that there is no significant relationship between resilience and academic stress in students; this is due to good stress coping skills so that students are able to adapt to the academic stress they experience.

The relationship between resilience and work stress is not significant because respondents are able to cope with stress and can survive with the resilience that employees already have (Ardilla et al., 2022). The results of this research can also be influenced by other factors, namely internal factors that arise within the individual or external factors that arise as a result of factors outside the individual, such as the family or social environment (Ardilla et al., 2022). The aspects of resilience expressed by Connor and Davidson (2003), which have been modified by Yu and Zhang (2007), consist of several aspects, including persistence, strength, and optimism. Sari et al. (2021) stated that there is no relationship between optimism and work stress; this happens because there are other factors that may have an influence in this research, such as freedom and motivation.

The hypothesis in this study was not proven; it could be due to several conditions. The first condition is the sampling process using an accidental sampling technique, so that the sample obtained is not able to represent the subject at large. This can happen because the samples obtained by researchers from accidental sampling techniques only depend on the subjects or respondents they happen to meet (Fauzy, 2019).

The second condition is a result of demographic factors, such as gender, that affect work stress levels. This is proven by the results of research conducted by Awalin et al. (2021), which show that there is an influence between gender and work stress. Of the 16 male subjects, 10 subjects, or 18.9%, experienced mild work stress, and 6 subjects, or 11.3%, experienced severe work stress. Meanwhile, of the 37 female subjects, 10 subjects, or 18.9%, experienced light work stress, and 27 subjects, or 50.9%, experienced severe work stress. Based on the results of the data from the respondent category, it is known that 63% of 100%, or 58 of the 92 respondents in this study, were dominated by men, who, if seen from the results of previous research, had lower stress levels than women's stress levels.

The third condition is the work period, which influences work stress. This is proven by research conducted by Manabung et al. (2018), which states that there is a correlation between work experience and work stress. Workers with a work period of 5 to 15 years experience more work stress at a moderate level; on the other hand, only 4 workers with a work period of more than 15 years experience stress. medium-level work. According to Manabung et al. (2018), this happens because workers who have worked longer are more knowledgeable and experienced and are more resistant to facing pressure at work. Meanwhile, workers who have not worked for a long time may still lack understanding, experience, and ways to deal with pressure, causing work stress. Based on the results of the data from the respondent category, it is known that 71.8%, or around 56 respondents in this study, were dominated by those whose work period was more than 2 years. If we look at the results of previous research regarding the relationship between work experience and work stress, it shows that employees or workers who have worked for a longer period of time have understanding, experience, and are even able to survive when facing pressure at work. As a result, work stress for the employee can be resolved.

CONCLUSION

Based on the results of the data analysis that has been carried out, the researchers concluded that resilience to work stress in retail employees is in the medium category. The results of the hypothesis test stated that there was no relationship between resilience and work stress. Retail employees have a moderate level of resilience and experience moderate levels of work stress as well. Therefore, the researcher suggests several things for further research. Respondents are expected to be able to better manage stress at work so that work stress levels can be reduced. Respondents are also expected to be able to increase their level of resilience so that they can be stronger in facing challenges and problems that come. For future researchers, the researcher suggests using other variables besides resilience, which can influence work stress. The researcher also suggests choosing another sampling technique besides *accidental sampling* so that it can represent the subject as a whole. Another suggestion is that if the next researcher wishes to research these two variables with the same subject, researchers can focus more on female subjects who have higher levels of stress than men.

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