

RELATIONSHIP BETWEEN PROBLEM FOCUSED COPING AND ANXIETY WHEN DEALING WITH THE COVID-19 PANDEMIC FOR EMPLOYEES OF GRAND MUTIARA HOTEL BERASTAGI IN 2021

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ABSTRACT

Background: Anxiety is a feeling of fear that is not clear and is supported by a situation so that individuals will feel anxious as in the current COVID-19 pandemic situation. To overcome this, good coping is needed, one of which is problem focused coping which is an action directed at solving problems. Method: This study uses a cross sectional approach to 70 respondents and uses a quota sampling method. Collecting data using a questionnaire sheet given to each respondent. Result: The problem focused coping of the employees of Grand Mutiara Hotel Berastagi is high as many as 51 people (72.9%) and low as much as . Anxiety when facing the COVID-19 pandemic among employees of Grand Mutiara Hotel Berastagi was 37 people (52.9%). Discussion: The results of the study obtained 72.9% high problem focused coping and 52.9% low anxiety. Based on the chi-square data analysis, the p-value = 0.001 (p<0.05) which means that there is a statistically significant relationship between problem focused coping and anxiety when dealing with the COVID-19 pandemic on employees of Grand Mutiara Hotel Berastagi in 2021

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1. INTRODUCTION

Corona virus is a virus that is becoming a pandemic in the world and has infected millions of people around the world (Setiawan et al., 2020). The Covid 19 pandemic began to spread globally in early 2020. After more than a year since the first case was reported in Wuhan, China at the end of December 2019 it is still growing day by day. COVID-19 development situation from data Ministry of Health, (2021) Globally there are 116,135,492 cases, in Indonesia 1,379,662 cases and in North Sumatra 25,251 confirmed cases of COVID-19. The presence of this virus causes unrest and anxiety in society. With the rapid transmission of the virus and the increasing number of fatalities, it adds to the level of public anxiety (Mahfud & Gumantan, 2020).

Anxiety is an emotional condition with a feeling of discomfort in a person and is a vague experience accompanied by feelings of helplessness and uncertainty caused by something that is not clear (Annisa and Ifdil, 2016 in Dinah & Rahman, 2020). Anxiety can persist even increase even though a truly threatening situation does not exist when these emotions outgrow the actual danger, these emotions become unadaptive. Excessive anxiety can have a detrimental effect on the mind and body and can even lead to physical ailments. (Cutler, 2004 in Dinah & Rahman, 2020). According to Sadock et al in Vibriyanti, (2020) Anxiety is a response to certain threatening situations, and is a normal thing to happen. Anxiety usually comes from the perception of uncontrolled events, so that individuals will focus on controlled actions (Shin & Newman, 2019 in Vibriyanti, 2020). Anxiety begins with a threatening situation as a dangerous stimulus (stressor). At a certain level, anxiety can make a person more aware of a threat, because if the threat is considered harmless, then a person will not do self-defense. In connection with the COVID-19 pandemic and with the increasing number of fatalities, which are still increasing throughout the world, the anxiety felt is even higher. (Vibriyanti, 2020).

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According to Binti, (2020) Coping strategies can influence anxiety in the current pandemic situation. So it takes an effective and appropriate coping strategy to overcome the anxiety experienced. According to Lazarus, 2008 in Binti, (2020) states that a coping strategy can be said to be effective when it successfully fulfills the function of the coping task. The essence of the task of coping is to reduce the tension felt by the individual. One form of coping strategy is problem focused coping. Problem focused coping is an action directed at solving problems (Lazarus and Folkman in Maryam, 2017). Problem focused coping strategies are closely related to the tasks that can be done to solve problems (Triantoro & Nofrans, 2009 in Binti, 2020). Naturally, humans will make various efforts to make him comfortable even in situations that he thinks are not as expected. In Binti, (2020) Problem focused coping is an individual's effort to do something constructive when facing a situation that is dangerous, threatening or challenging. According to Taylor, 2007 in (Idris & Pandang, 2018), suggests that problem focused coping is an action in the form of behavioral responses and individual thoughts to regulate, minimize, or master demands from within and from outside that exceed the limits of their abilities.

There are five strategies in problem focused coping, namely active coping, suppression of competing activities, restraining coping, turning to religion, and planning. (Idris & Pandang, 2018). In Binti, (2020), the first technique on problem focused coping that can be done by individuals is to face the problem actively, namely by initiating direct action and increasing efforts in dealing with problems. The second technique is planning, where employees or individuals think about how to deal with stressors, then think about how to overcome and reduce the problems experienced. The third technique is to hold back and deal effectively with the pressure experienced. The fourth technique is to seek social support for advice, help and information (Binti, 2020). The high level of anxiety during the COVID-19 pandemic greatly affects health and psychological levels, for this reason, appropriate coping is needed in dealing with and reducing the anxiety experienced during the current COVID-19 pandemic. An effective coping strategy that can be used in this case is problem focused coping whose main orientation is to seek and face the main problem directly. For this reason, researchers are interested in conducting research to determine the relationship between Problem Focused Coping and Anxiety When Facing the COVID-19 Pandemic in Employees of Grand Mutiara Hotel Berastagi in 2021.

2. METHOD

This research was conducted at the Grand Mutiara Berastagi hotel on 27-28 April 2021. The research used was a quantitative study with a non-experimental research design using a correlation research design with a Cross Sectional approach, which was carried out with the aim of knowing the relationship between problem focused coping and anxiety when facing a pandemic on employees of Grand Mutiara Hotel in Berastagi Medan in 2021.

The population in this study were all employees at Grand Mutiara Hotel Berastagi. Taking the number of samples using quota sampling. It is calculated based on the Vincent Gaspersz formula with a total sample of 70 respondents. The instrument used in this study was a questionnaire sheet which was distributed to respondents to obtain information and data from respondents.

3. RESULT AND DISCUSSION

The results of the research on the relationship between problem focused coping and anxiety when dealing with the COVID-19 pandemic among employees of Grand Mutiara Hotel Berastagi in 2021 are described below. Respondents in this study were employees of Grand Mutiara Hotel Berastagi who were still actively working until May 2021. The number of respondents in this study was 70 employees.

Table 1 Average Distribution by Age of Respondents at Grand Mutiara Hotel Berastagi in 2021 (N=70)

characteristics	N	mean	median	SD	Minimum-maximum	95% CI
Age	70	31.11	28	9,096	19-57	28.95-33.28

The results showed that from 70 respondents based on age, the average age of respondents was 31.11 years (95% CI: 28.95-33.28), with a standard deviation of 9.096. The youngest age is 19 years and the oldest is 57 years old

Table 2 Distribution of Frequency and Percentage based on Demographic Data of Respondents at Grand Mutiara Hotel Berastagi in 2021 (N=70)

Characteristics	f	%
Gender		
Man	37	52.9
woman	33	47.1
Total	70	100
Education		
Undergraduate diploma	17	24.3
High School/Equivalent	53	75.7
Total	70	100

The distribution of the frequency of respondents by gender, shows that the majority of respondents are male, as many as 37 people (59.2%) and the minority is female, as many as 33 people (47.1%).

The frequency distribution of respondents is based on their education, the majority of respondents who have a high school education / equivalent are 53 people (75.7%) and the minority has a bachelor's/diploma education as many as 17 people (24.3%).

Table 3 Distribution of Frequency and Percentage of Focused Coping Problems for Employees at Grand Mutiara Hotel Berastagi in 2021

Characteristics	f	%
Tall	51	72.9
Low	19	27.1
Total	70	100

Based on table 5.2, the results show that the majority of problem focused coping employees are high as many as 51 people (72.9%) while the minority problem focused coping employees are low as many as 19 people (27.1%).

Table 4 Distribution of Anxiety Frequency and Percentage in Facing the COVID-19 Pandemic for Employees at Grand Mutiara Hotel Berastagi in 2021

Characteristics	f	%
Tall	33	47.1

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Low	37	52.9
Total	70	100

Based on table 5.3 the results show that the majority of employees' anxiety when facing the COVID-19 pandemic is low, namely 37 people (52.9%) while the minority of employees' anxiety when facing the COVID-19 pandemic is high, namely 33 people (47.1%).

Table 5 Cross-tabulation results between the relationship between Problem Focused Coping and Anxiety when Facing the COVID-19 Pandemic among employees of Grand Mutiara Hotel Berastagi in 2021

Problem Focused Coping	Worry				Total	p-value	OR
	Tall		Low				
	f	%	f	%			
Low	16	84.2	3	15.8	19	100.0	0.001 10,667
Tall	17	33.3	34	66.7	51	100.0	

Table 5.4 shows that of the 51 respondents who have high problem focused coping, 17 people (33.3%) have high anxiety and 34 people (66.7%) have low anxiety. Meanwhile, of the 19 respondents with low problem focused coping, 16 (84.2%) had high anxiety and 3 (15.8%) had low anxiety.

The results of the Chi-square statistical test show a p-value of 0.001 which means there is a relationship between problem focused coping and anxiety when facing the COVID-19 pandemic on employees of Grand Mutiara Hotel Berastagi in 2021, and an OR value of 10.667 which means that individuals who have high problem focused coping opportunity to experience low anxiety 10,667 times compared to individuals who have low problem focused coping

1. Problem Focused Coping Employees of Grand Mutiara Hotel Berastagi in 2021

Based on the results of research conducted on 70 respondents regarding problem focused coping of employees at Grand Mutiara Hotel Berastagi, it shows that problem focused coping employees are in the high category as many as 51 people (72.9%), then problem focused coping is low as many as 19 people (27.1%).

The results of this study indicate that the majority of employees' problem focused coping is in the high category. According to the researcher's assumption, this occurs according to the statement contained in the questionnaire that has been distributed to the respondents, namely the employees have a plan to solve the problem as many as 39 people (55.7%) agree and 23 people (32.9%) strongly agree, thinking about how to solve the problem. solve the problem as many as 34 people (48.6%) agree and 24 people (34.3%) strongly agree, do not let the problem drag on and immediately find a solution as many as 30 people (42.9%) agree and 35 people (50,0%) strongly agree and are not afraid to face the problem directly as many as 33 people (47.1%) agree and 21 (30.0%) strongly agree.(Idris & Pandang, 2018).

According to the researcher's assumption, high problem focused coping will make individuals always ready to face problems such as stress or anxiety experienced and able to find problem solving solutions so that individuals can handle any stressors that come. Based on research that has been conducted on 70 respondents, the majority of respondents have high problem focused coping. As many as 51 people (72.9%) had high problem focused coping and 19 people (27.1%) had low problem focused coping. While the results of other studies based on five aspects of problem focused coping, there is a value of 94.3% or 50 research subjects have high problem focused coping.(Harsiwi & Kristiana, 2017). This is an aspect of problem focused coping according to Carver, Scheier, and

Weintraub, namely problem focused coping, including self-activity to relieve stressors, planning, emphasizing competitive involvement, self-control and instrumental social support in overcoming the causes of stressors.(Andriyani, 2019).

Problem focused coping is a coping strategy that is oriented to eliminating stressors or changing situations that cause stress so that they no longer have a lasting effect on the individual.(Wahyudhi et al., 2019). According to Lazarus & Folkman, (2005) The factors that influence problem focused coping are health and energy (health and energy), positive beliefs (positive beliefs), problem solving skills (problem solving skills), social skills (social skills), social support (social support) and resources materials (material resources).

Based on the statement above, the researcher concludes that high problem focused coping shows that individuals already have the ability to recognize and manage problems well in dealing with any stressors that arise such as anxiety during the COVID-19 pandemic, so that this makes individuals able to overcome problems by taking action. directly and learn new skills to deal with stressors within him. Problem focused coping is done by taking steps to deal with problems directly, hotel employees can use them to overcome any stressors they face at work during the COVID-19 pandemic.

2. Anxiety when Facing the COVID-19 Pandemic Grand Mutiara Hotel Berastagi Employees in 2021

Based on the results of research conducted on 70 respondents regarding anxiety when facing the COVID-19 pandemic on employees of Grand Mutiara Hotel Berastagi, it showed that the anxiety of employees in the high category was 33 people (47.1%), while the anxiety of employees in the low category was as many as 37 people (52.9%).

The results of this study indicate that the majority of employees' anxiety when facing the COVID-19 pandemic is low. The low anxiety experienced by employees shows that employees have good coping in dealing with the COVID-19 pandemic. This can be seen from several statements in the questionnaire that employees do not show excessive physical reactions when they learn about the current development of COVID-19, employees also feel safe because until now no one close to employees has been infected with COVID-19 and employees also always remind friends to comply with health protocols while working, one of which is washing hands. High anxiety can also be overcome if the individual has understood about COVID-19,(Jarnawi, 2020).

In line with Suwandi's research on the level of COVID-19 anxiety in adolescents, it was found that the majority of 42 respondents (70%) experienced mild anxiety(Suwandi & Malinti, 2020) this happens because the respondents have sufficient knowledge about COVID-19 so they experience mild anxiety. Study Febriyanti & Mellu, (2020) the results obtained that 43.3% of respondents experienced mild anxiety. If individuals can control their feelings of anxiety, they will also be able to reduce their negative thoughts from being infected with COVID-19.

Anxiety is a normal feeling that humans have, because when they feel anxious, humans are made aware and reminded that there is a dangerous situation that threatens. But when the anxiety that was normal and controllable turns into constant and uncontrollable anxiety, the anxiety will interfere with daily activities.(Dewi & Fauziah, 2017).

During the COVID-19 pandemic, the anxiety experienced by employees, namely anxiety about the transmission of the corona virus caused fear so that it interfered with the individual's ability to think clearly, solve problems, and fulfill the demands of their work. However, anxiety can be overcome if the individual has a strong coping in dealing with the problems at hand. One thing that can be done to reduce anxiety is to take measures to prevent the transmission of COVID-19. Hotel employees can protect themselves by implementing health protocols such as wearing masks, diligently washing hands and maintaining a safe distance. Consuming nutritious food and vitamins to keep the body immune. Exercise regularly. And keep abreast of the news of COVID-19 developments to increase knowledge about how to prevent COVID-19 further.

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3. The Relationship between Problem Focused Coping and Anxiety when Facing the COVID-19 Pandemic in Grand Mutiara Hotel Berastagi Employees in 2021

The results of the research on the relationship between problem focused coping and anxiety when facing the COVID-19 pandemic among employees of Grand Mutiara Hotel Berastagi in 2021 using the Chi-square statistical test showed that from the 70 respondents studied, p value = 0.001 ($p < 0.05$) and OR value of 10,667 which means that individuals who have high problem focused coping have the opportunity to experience low anxiety 10,667 times compared to individuals who have low problem focused coping. Thus H_a is accepted, which means there is a relationship between problem focused coping and anxiety when facing the COVID-19 pandemic on employees of Grand Mutiara Hotel Berastagi in 2021. In line with research (Binti, 2020) there is a relationship between problem focused coping and anxiety in restaurant employees when facing the COVID-19 pandemic with $p = 0.002$ ($p < 0.05$).

Problem focused coping is a form of coping that tends to direct individuals in an effort to reduce the demands of stressful situations so that the emerging coping will focus on problems to cope with stress by learning new skills. Problem focused coping aims to reduce stressors, in this case the stressor is anxiety about the spread of COVID-19 so that individuals will learn new ways to deal with these stressors.

Problem focused coping is a Lazarus term for cognitive strategies for dealing with stress or coping used by individuals who face problems and try to solve them (Andriyani, 2019). According to (Lazarus & Folkman, 2005) individuals who have good problem focused coping must have good social skills to be able to analyze situations and adapt in certain environments. This can help individuals in seeking social support which is also one aspect of problem focused coping. In addition, individuals who have good problem focused coping will be able to develop plans to solve a problem. Problem focused coping can be used by hotel employees to help manage and deal with the problems being faced by focusing on finding solutions to problem solving that is done to control anxiety. There are many things that can be done, such as complying with health protocols, increasing knowledge and insight about COVID-19, eat nutritious food to maintain stamina and immune system and look for positive activities that are fun while outside of work. The situation experienced by hotel employees is in line with the opinion (Lazarus & Folkman, 2005) that effective coping can successfully fulfill the function of the coping task itself, where the task of the coping is to reduce the tension felt by individuals as well as anxiety due to the COVID-19 pandemic.

4. CONCLUSION

Based on the results of research regarding the relationship between problem focused coping and anxiety when facing the COVID-19 pandemic at Karaywan Grand Mutiara Hotel Berastagi in 2021, it can be concluded Problem focused coping Grand Mutiara Hotel Berastagi employees are high as many as 51 people (72.9%). Anxiety when facing the COVID-19 pandemic among employees of Grand Mutiara Hotel Berastagi was 37 people (52.9%). There is a significant relationship between problem focused coping and anxiety when facing the covid-19 pandemic in employees of Grand Mutiara Hotel Berastagi with a p -value of 0.001 ($p < 0.05$).

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