

# Hubungan Resiliensi, Kecerdasan Emosi, dan Dukungan Sosial Dengan Tingkat Stres Pekerja Pada Masa Quarter Life Crisis = The Correlation of Resilience, Emotional Intelligence, and Social Support with Worker Stress Levels During the Quarter Life Crisis

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## Abstrak

Pekerja dewasa muda rentan mengalami quarter life crisis ketika sulit mencapai tugas perkembangannya. Kesulitan keuangan, stres kerja, dan putus hubungan percintaan merupakan penyebab dari timbulnya quarter life crisis. Resiliensi, kecerdasan emosi, dan dukungan sosial yang rendah dapat menjadi faktor individu mengalami stres kerja. Penelitian ini bertujuan untuk mengetahui hubungan resiliensi, kecerdasan emosi, dan dukungan sosial dengan tingkat stres kerja pada masa quarter life crisis khususnya di DKI Jakarta. Metode penelitian yang digunakan, yaitu penelitian kuantitatif deskriptif korelasi dengan pendekatan cross sectional pada 389 pekerja DKI Jakarta usia 20 – 30 tahun. Instrumen penelitian yang digunakan, yaitu kuesioner Connor-Davidson Resilience Scale 25 untuk resiliensi, kuesioner Schutte Self-Report Emotional Intelligence Test untuk kecerdasan emosi, Multidimensional Scale of Perceived Social Support untuk dukungan sosial, dan kuesioner Job Stress Scale untuk mengukur tingkat stres pekerja. Temuan pada penelitian ini menggambarkan 57,1% pekerja memiliki resiliensi rendah, 51,9% pekerja memiliki tingkat kecerdasan emosi baik, serta 54% pekerja memiliki tingkat dukungan sosial rendah. Sebanyak 68,6% pekerja mengalami stres sedang. Hasil analisis memperoleh nilai  $p=0,001$ , sehingga membuktikan adanya hubungan resiliensi, kecerdasan emosi, dan dukungan sosial dengan tingkat stres pekerja di DKI Jakarta. Temuan penelitian ini mengidentifikasi persentase tingkat stres pekerja masih diatas angka prevalensi gangguan jiwa hasil Riskesdas. Penelitian ini merekomendasikan pelayanan kesehatan melakukan skrining rutin kesehatan jiwa pekerja. Penelitian ini merekomendasikan institusi pendidikan untuk menambahkan materi stres kerja serta hubungannya dengan resiliensi, kecerdasan emosi, dukungan sosial, dan quarter life crisis. Penelitian ini juga merekomendasikan pihak perusahaan agar bekerja sama dengan psikolog atau layanan kesehatan jiwa serta menciptakan lingkungan suportif.

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Young adult workers are vulnerable to experiencing a quarter-life crisis when it is difficult to achieve their developmental tasks. Financial difficulties, work stress, and breakup of love relationships are the causes of the emergence of a quarter life crisis. Resilience, emotional intelligence, and low social support can be a factor in individuals experiencing work stress. This study aims to determine the relationship between resilience, emotional intelligence, and social support with work stress levels during the quarter life crisis, especially in DKI Jakarta. The research method used is quantitative descriptive correlation with a cross sectional approach to 389 DKI Jakarta workers aged 20-30 years. The research instruments used were the Connor-Davidson Resilience Scale 25 questionnaire for resilience, the Schutte Self-Report Emotional Intelligence Test questionnaire for emotional intelligence, the Multidimensional Scale of Perceived Social Support for social support, and the Job Stress Scale questionnaire to measure the stress level of workers. The findings in this study illustrate that 57% of workers have low resilience, 51,9% of workers have a good level of emotional intelligence, and 54% of workers have low levels of social support. As many as 68,6% of

workers experience moderate stress. The results of the analysis obtained a value of  $p = 0,001$ , thus proving that there is a relationship between resilience, emotional intelligence, and social support with the stress level of workers in DKI Jakarta. The findings of this study identified that the percentage of workers' stress levels was still above the prevalence rate of mental disorders as a result of Riskesdas. This study recommends that health services carry out routine mental health screening of workers. This study recommends educational institutions to add work stress material and its relationship with resilience, emotional intelligence, social support, and quarter life crisis. This study also recommends that companies work with psychologists or mental health services and create a supportive environment.