



The relationship of anxiety and social support with the performance of health workers in the era of the Covid-19 pandemic

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ABSTRACT

Background: Coronavirus is a large family of viruses that cause illness ranging from mild to severe symptoms. Front-line health workers who are directly involved in diagnosing, treating and treating patients with COVID-19 are at risk of developing psychological distress and other mental health symptoms. This study aims: to determine the relationship between anxiety and social support on the work performance of health workers in the COVID-19 pandemic era at the Medan Johor Health Center. The study population: were all health workers in Medan Johor Health Center, totaling 62 health workers and as research subjects. Research type: this is an analytic survey with a cross sectional research design. Retrieval of data using a questionnaire. The data were processed by univariate analysis using descriptive statistics and bivariate analysis using the Chi-Square test. Results: From the results of the study, it can be seen that from anxiety with the performance of health workers in the era of the COVID-19 pandemic, the results of the Chi-Square test analysis show that the value of $p = 0,000$ which means less than $\alpha = 0,005$, it can be concluded that there is a significant relationship between anxiety and the performance of health workers in the era of the COVID-19 pandemic at the Medan Johor Health Center in 2020. And from the research results it can be seen that from social support with performance health workers in the era of the COVID-19 pandemic, namely the results of the Chi-Square test analysis showing that the value of $p = 0,000$ which means less than $\alpha = 0,005$, it can be concluded that there is a significant relationship between social support and the performance of health workers in the era of the COVID-19 pandemic. at Medan Johor Health Center 2020.

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ABSTRAK

Latar Belakang: Coronavirus merupakan keluarga besar virus yang menyebabkan penyakit mulai dari gejala ringan hingga berat. Tenaga kesehatan garda depan yang terlibat langsung dalam mendiagnosis, merawat, dan merawat pasien COVID-19 berisiko mengalami tekanan psikologis dan gejala kesehatan mental lainnya. Penelitian ini bertujuan: untuk mengetahui hubungan kecemasan dan dukungan sosial terhadap kinerja tenaga kesehatan pada era pandemi COVID-19 di Puskesmas Medan Johor. Populasi penelitian adalah seluruh tenaga kesehatan di Puskesmas Medan Johor yang berjumlah 62 orang tenaga kesehatan dan sebagai subjek penelitian. Jenis penelitian: ini adalah survei analitik dengan desain penelitian cross sectional. Pengambilan data menggunakan kuesioner. Data diolah dengan analisis univariat menggunakan statistik deskriptif dan analisis bivariat menggunakan uji Chi-Square. Hasil: Dari hasil penelitian dapat diketahui bahwa dari kecemasan dengan kinerja tenaga kesehatan di era pandemi COVID-19, hasil analisis uji Chi-Square menunjukkan nilai $p = 0,000$ yang berarti kurang dari $= 0,005$ maka dapat disimpulkan bahwa terdapat hubungan yang signifikan antara kecemasan dengan kinerja tenaga kesehatan pada era pandemi COVID-19 di Puskesmas Medan Johor Tahun 2020. Dan dari hasil penelitian dapat dilihat dari dukungan sosial dengan kinerja tenaga kesehatan di era pandemi COVID-19 yaitu hasil analisis uji Chi-Square

menunjukkan nilai $p = 0,000$ yang artinya kurang dari $= 0,005$ maka dapat disimpulkan bahwa ada hubungan yang signifikan antara dukungan sosial dengan kinerja tenaga kesehatan di era pandemi COVID-19. di Puskesmas Medan Johor 2020

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INTRODUCTION

Coronaviruses are a large family of viruses that cause disease in humans and animals. In humans, it usually causes respiratory tract infections, ranging from the common cold to serious diseases such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS) (Kemenkes RI, 2020).

A number of doctors and nurses who served COVID-19 patients died amid the number of coronavirus cases in Indonesia and the limited Personal Protective Equipment (PPE) in several health facilities. According to data obtained from Bunda Thamrin Hospital, North Sumatra, one of the medical personnel, namely 1 nurse, tested positive for the corona virus or COVID-19. This is based on the results of the examination through a rapid test. The nurse was examined from a patient under supervision (PD) who based on the results through a rapid test was declared positive for COVID-19 and later died at the hospital (Ariefana, 2020).

Based on scientific evidence, COVID-19 can be transmitted from human to human through coughing/sneezing (droplets) and not through the air. People who are most at risk of contracting this disease are people who are in close contact with COVID-19 patients, including those who care for COVID-19 patients. Standard recommendations to prevent the spread of infection are through regular hand washing with soap and clean water, applying cough and sneezing etiquette, avoiding direct contact with livestock and lying animals and avoiding contact with anyone showing symptoms of respiratory disease such as coughing and sneezing. In addition, implementing Infection Prevention and Control (PPI) while in health facilities, especially emergency units (Kemenkes RI, 2020).

Faced with this critical situation, front-line healthcare workers who are directly involved in the diagnosis, treatment, and care of patients with COVID-19 are at risk of developing psychological distress and other mental health symptoms. The increasing number of confirmed and suspected cases, excessive workload, depletion of personal protective equipment, widespread media coverage, lack of certain medications, and insufficient may contribute to the mental burden of these health care workers (Lai, 2020).

According to researchers from the department of psychiatry at the First Affiliated Hospital of Zhejiang University School of Medicine in Hangzhou, China, they wrote a study on the health status of healthcare workers treating COVID-19 patients. Respondents involved in this study were 1,257 health workers in 34 hospitals in China. It was data taken from

29 January 2020 3 February 2020. The results, overall found specifically, that frontline health workers were 52.0% more likely to experience depressive symptoms, 57.0% more likely to experience anxiety symptoms, and 60.0% more likely to experience stress (Nowadays)., 2020).

To handle tasks that have a rather heavy workload, support from various elements is needed. Social support is a social togetherness, where individuals are in it, which

provides some support such as real help, information support, and emotional support so that individuals feel comfortable. The sources of social support can be obtained from family, co-workers, superiors, and life partners. Social support from the family can be in the form of emotional support that encourages encouragement, giving praise, material support, and providing information that can provide a solution to the problems faced (Musyaddat, 2017).

Poor performance will have an impact on low service, patients feel less comfortable and dissatisfied. Performance in this case is closely related to how much workload, work stress and motivation of nurses in providing health services. The lower the workload and work stress of nurses, the better their performance. The greater the work motivation of nurses, the better their performance (Aprilia, 2017).

Puskesmas Medan Johor is a non-profit public service agency under government management. The mission of the Medan Johor Health Center is to provide quality public health care. In carrying out this mission, the Medan Johor Health Center must be able to provide excellent/best services that meet health service standards. The existence of complaints is a challenge for the Medan Johor Health Center to continue to work hard to improve the quality of its services (Novel, 2013).

Based on an initial survey conducted by researchers at the Medan Johor Health Center in April, the number of health workers at the puskesmas reached 62 health workers. A total of 16 people are doctors, 19 midwives, and 27 nurses. And based on data obtained at the Medan Johor Health Center the number for ODP is 29 people, PDP is 10 people, 1 person positive for COVID-19 and 0 recovered. And from interviews that have been conducted with 5 health workers, including 1 doctor, 3 midwives and 2 nurses at the Medan Johor Health Center said they were experiencing anxiety in this era of the COVID-19 pandemic.

METHOD

This type of research is an analytical survey. An analytical survey is a study that finds out why these health problems can occur, then analyzes the relationship between risk factors (factors that affect the effect) and effect factors (factors that are influenced by risk) with a cross-sectional research design which is a study that studies the relationship between risk factor (independent) with effect factor (dependent), which is to observe or measure variables once and at the same time which aims to determine the relationship between anxiety and social support with the performance of health workers in the era of the COVID-19 pandemic at the Medan Johor Health Center in 2020 (Riyanto, 2018).

The sample in this study were 62 health workers, namely doctors, nurses and midwives at the Medan Johor Health Center. The sampling technique used in this research is the total sampling technique. Total sampling is a sampling technique where the number of samples is the same as the

population. The reason for taking total sampling is because the population is less than 100. So the number of samples in this study is 62 people (Sugiyono, 2011).

RESULTS AND DISCUSSION

Univariate analysis in this study was conducted to see the distribution variables studied regarding attention and social support on the performance of health workers in the COVID-19 pandemic era, which can be seen in the following table:

Distribution Table of Respondents Characteristics Based on Profession

No	Profession	Frequency	Presentation
1.	Doctor	16	25.8%
2.	Nurse	27	43.5%
3.	Midwife	19	30.6%
	Total	62	100%

From the table above, most of whom have the profession of Doctor as many as 16 respondents (25.8%), Nurses as many as 27 respondents (43.5%), and Midwives as many as 19 respondents (30.6%).

Table of Frequency Distribution of Respondents Based on Anxiety Levels of Health Workers in the Era of the COVID-19 Pandemic

No.	Variable Worry	Frequency	Presentation
1.	No Anxiety	9	14.5%
2.	Light	25	40.3%
3.	Currently	20	32.3%
4.	Heavy	6	9.7%
5.	So heavy	2	3.2%
	Total	62	100%

From the table above, those who have anxiety from several aspects of anxiety, motor, somatic, and affective have no level of anxiety such as 9 respondents (14.5%), mild as many as 25 respondents (40.3%), moderate as many as 20 respondents (32.3%), severe as many as 6 respondents (9.7%) and very heavy as many as 2 respondents (3.2%).

Table of Relationship between Anxiety and Performance of Health Workers in the Era of the COVID-19 Pandemic

Worry	Performance Tenakes										X ²	P-Value		
	Bad		Not enough		Enough		Well		Very Well				Total	
	F	%	f	%	F	%	F	%	f	%			f	%
No Anxiety	0	0%	0	0%	0	0%	1	11.1%	8	88.9%	9	100%	19,392	0.000
Light	0	0%	0	0%	10	40.0%	15	60.0%	0	0%	25	100%		
Currently	0	0%	0	0%	18	90%	2	10.0%	0	0%	20	100%		
Heavy	0	0%	6	100%	0	0%	0	0%	0	0%	6	100%		
Heavy Very	2	100%	0	0%	0	0%	0	0%	0	0%	2	100%		

From table 4.3.1 it can be seen that from anxiety with the performance of health workers in the era of the COVID-19 pandemic, from several aspects of cognitive, motor, somatic, and affective anxiety experienced by health workers. Of the 9 respondents (14.5%) who had no anxiety with poor performance, less and enough, as many as 0 respondents (0%), good performance as many as 1 respondent (1.6%), and very good performance as many as 8 respondents (12.9%), who experienced mild anxiety with poor, poor and very good

Table of Frequency Distribution of Respondents Based on Social Support of Health Workers in the Era of the COVID-19 Pandemic

No.	Variable Social Support	Frequency	Percentage
1.	Low	10	16.1%
2.	Currently	29	46.8%
3.	Tall	23	37.1%
	Total	62	100%

From the table above, the lowest have social support from how much support, appreciation support, instrumental support, information support and social network support who get social support, as many as 10 respondents (16.1%), moderate social support as many as 29 respondents (46, 8%) and high social support as many as 23 respondents (37.1%).

Table of Frequency Distribution of Respondents Based on the Performance of Health Workers in the Era of the COVID-19 Pandemic

No.	Variable Performance	Frequency	Percentage
1.	Bad	2	3.2%
2.	Not enough	6	9.7%
3.	Enough	28	45.2%
4.	Well	18	29.0%
5.	Very good	8	12.9%
	Total	62	100%

From the table above, those who have poor performance are 2 respondents (3.2%), less that is as many as 6 respondents (9.7%), enough that is as many as 28 respondents (45.2%), good that is as many as 18 respondents (29, 0%) and very good as many as 8 respondents (12.9%).

Bivariate Analysis Results

Bivariate analysis was carried out to see the relationship between the independent variables, namely Anxiety and Social Support with the Health Workers Performance variable at the Medan Johor Health Center in 2020.

performance as many as 0 respondents (0%), adequate performance as many as 10 respondents (16.1%), good as many as 15 respondents (24, 2%), who experienced moderate anxiety with poor, poor and very good performance as many as 0 respondents (0%), moderate performance as many as 18 respondents (29.0%) and good performance as many as 2 respondents (3.2%) , who experienced severe anxiety with poor, sufficient, good, and very good performance as many as 0 respondents (0%) and poor performance as many as 6

respondents (9.7%) and who experienced severe anxiety with poor performance, enough, good, and very good as many as 0 respondents (0%), and poor performance as many as 2 respondents (3, 2%). The results of the Chi-Square test analysis show that the p value = 0.000 which means less than

= 0.005, it can be concluded that there is a significant relationship between anxiety and the performance of health workers in the era of the COVID-19 pandemic at the Medan Johor Health Center in 2020.

Table of Relationship between Social Support and Performance of Health Workers in the Covid-19 Pandemic Era COVID-19 pandemic

Social Support	Performance Tena!										X ₂	P-Value		
	Bad		Not enough		Enough		Well		Very Well				Total	
	F	%	f	%	F	%	F	%	f	%			f	%
Low	2	20.0%	6	60.0%	0	0%	2	20.0%	0	0%	10	100%	96.130	0.000
Currently	0	0%	0	0%	27	93.1%	2	6.9%	0	0%	29	100%		
Tall	0	0%	0	0%	1	4.3%	14	60.9%	8	34.8%	23	100%		

From the table it can be seen that from social support to the performance of health workers in the era of the COVID-19 pandemic, from some emotional support, appreciation support, instrumental support, information support and social network support obtained by health workers at the Medan Johor Health Center.

Of the 10 respondents (16.1%) who had low social support with sufficient and very good performance, as many as 0 respondents (0%), poor performance as many as 2 respondents (3.2%), poor performance as many as 6 respondents (9.7%), good performance as many as 2 respondents (3.2%), who have moderate social support with poor performance, less is 0 respondents (0%), adequate performance is 1 respondents (1.6%), good performance as many as 14 respondents (22.6%) and very good performance as many as 8 respondents (12.9%), and those who have high social support with poor performance and less namely as many as 0 respondents (0%), adequate performance as many as 1 respondent (1.6%), good performance as many as 14 respondents (22.6%) and very good performance as many as 8 respondents (12.9%). The results of the Chi-Square test analysis show that the value of p = 0.00 which means less than = 0.005, it can be concluded that there is a significant relationship between social support and the performance of health workers in the era of the COVID-19 pandemic at the Medan Johor Health Center in 2020.

DISCUSSION

Worry

From the results of data analysis that has anxiety from several aspects of cognitive, motor, somatic, and affective anxiety which has no level of anxiety as many as 9 respondents (14.5%), mild as many as 25 respondents (40.3%), moderate namely as many as 20 respondents (32.3%), severe as many as 6 respondents (9.7%) and very heavy as many as 2 respondents (3.2%).

Based on the results of the analysis that has been done, it can be found that the research sample has a mild level of anxiety. Anxiety is an unpleasant emotional state experienced by individuals when thinking about something unpleasant will happen, giving rise to feelings of fear, worry and alertness. Anxiety can arise in situations such as public speaking, high work pressure, facing exams, and in certain situations it can also trigger anxiety and even fear (Julistia, 2016).

According to researchers from the department of psychiatry at the First Affiliated Hospital of Zhejiang University School of Medicine in Hangzhou, China, they wrote a study on the mental health status of healthcare workers treating COVID-19 patients. Respondents involved in this study were 1,257 health workers in 34 hospitals in China. That's data taken from January 29, 2020 to February 3, 2020. Overall, the study found that, in particular, frontline healthcare workers were 52.0% more likely to experience symptoms of depression, 57.0% more likely to experience symptoms of anxiety, and 60 percent more likely to experience symptoms of depression. .0% more likely to experience stress (Sekarani, 2020).

Social Support

From the analysis of the data above, those who have social support from how many aspects of emotional support, appreciation support, instrumental support, information support and social network support get low social support, namely as many as 10 respondents (16.1%), moderate social support as many as 29 respondents (46.8%) and high social support as many as 23 respondents (37.1%). Based on the results of the analysis that has been done, it can be found that the research sample has a moderate level of social support.

Social support is the degree of support given to individuals, especially when needed by people who have a close emotional relationship with that person, social support can refer to comfort, concern, self-esteem or any form of assistance that individuals receive from other people or groups. Rokhima, 2015).

The Relationship between Anxiety and the Performance of Health Workers in the Era of the COVID-19 Pandemic at the Medan Johor Health Center in 2020.

Anxiety is an unpleasant emotional state experienced by individuals when thinking about something unpleasant will happen, giving rise to feelings of fear, worry and alertness. Anxiety can arise in situations such as public speaking, high work pressure, facing exams, and in certain situations it can also trigger anxiety and even fear (Julistia, 2016).

Performance in an organization is carried out by all existing human resources, both leaders and workers. There are several factors that can affect human resources in carrying out their performance. Whether it's a factor that comes from within human resources and from outside him. Every worker has the ability based on knowledge and skills, competence in accordance with his job, work motivation and

job satisfaction. However, workers also have personalities, attitudes and behaviors that can affect their performance (Handayani, 2018).

From the results of the study, it can be seen that from anxiety with the performance of health workers in the era of the COVID-19 pandemic, from several aspects of cognitive, motor, somatic, and affective anxiety experienced by health workers. Of the 9 respondents (14.5%) who had no anxiety with poor performance, less and enough, as many as 0 respondents (0%), good performance as many as 1 respondent (1.6%), and very good performance as many as 8 respondents (12.9%), who experienced mild anxiety with poor, poor and very good performance as many as 0 respondents (0%), adequate performance as many as 10 respondents (16.1%), good as many as 15 respondents (24, 2%), who experienced moderate anxiety with poor, poor and very good performance as many as 0 respondents (0%), moderate performance as many as 18 respondents (29.0%) and good performance as many as 2 respondents (3.2%), who experienced severe anxiety with poor, sufficient, good, and very good performance as many as 0 respondents (0%) and poor performance as many as 6 respondents (9.7%) and who experienced severe anxiety with poor performance, enough, good, and very good as many as 0 respondents (0%), and poor performance as many as 2 respondents (3, 2%). The results of the Chi-Square test analysis show that the p value = 0.000 which means less than = 0.005, so it can be concluded that there is a significant relationship between anxiety and the performance of health workers in the COVID-19 pandemic era at the Medan Johor Health Center in 2020.

The Relationship between Social Support and Performance of Health Workers in the Era of the COVID-19 Pandemic at the Medan Johor Health Center in 2020

Social support will also result in lower levels of work stress if the social support functions as a reliever. This support helps nurses to be more tolerant of stressors. An unsupportive but hostile social environment and demanding nurses can increase the likelihood of stress (Dewanti, 2020).

Poor performance will have an impact on low service, patients feel less comfortable and dissatisfied. Performance in this case is closely related to how much workload, work stress and work motivation of nurses in providing health services. The lower the workload and work stress of nurses, the better their performance. The greater the work motivation of nurses, the better their performance (Aprilia, 2017).

From the results of the study, it can be seen that from social support to the performance of health workers in the era of the COVID-19 pandemic, from some emotional support, appreciation support, instrumental support, information support and social network support obtained by health workers at the Medan Johor Health Center. Of the 10 respondents (16.1%) who had low social support with sufficient and very good performance, as many as 0 respondents (0%), poor performance as many as 2 respondents (3.2%), poor performance as many as 6 respondents (9.7%), good performance as many as 2 respondents (3.2%), who have moderate social support with poor performance, less is 0 respondents (0%), adequate performance is 1 respondents (1.6%), good performance as many as 14 respondents (22.6%) and very good performance as many as 8 respondents (12.9%), and those who have high social support with poor performance and less namely as many as 0 respondents (0%), adequate performance as many

as 1 respondent (1.6%), good performance as many as 14 respondents (22.6%) and very good performance as many as 8 respondents (12.9%). The results of the Chi-Square test analysis show that the value of $p = 0.00$ which means less than = 0.005, it can be concluded that there is a significant relationship between social support and the performance of health workers in the era of the COVID-19 pandemic at the Medan Johor Health Center in 2020.

CONCLUSIONS AND RECOMMENDATIONS

Conclusion

1. From the results of data analysis that has anxiety from several aspects of cognitive, motor, somatic, and affective anxiety which has no level of anxiety as many as 9 respondents (14.5%), mild as many as 25 respondents (40.3%), moderate, namely as many as 20 respondents (32.3%), severe as many as 6 respondents (9.7%) and very heavy as many as 2 respondents (3.2%).
2. From the analysis of the data above, those who have social support from how many aspects of emotional support, appreciation support, instrumental support, information support and social network support get low social support, namely as many as 10 respondents (16.1%), moderate social support, namely as many as 29 respondents (46.8%) and high social support as many as 23 respondents (37.1%).
3. From the results of the study, it can be seen that from anxiety with the performance of health workers in the era of the COVID-19 pandemic, from several aspects of cognitive, motor, somatic, and affective anxiety experienced by health workers. Of the 9 respondents (14.5%) who had no anxiety with poor performance, less and enough, as many as 0 respondents (0%), good performance as many as 1 respondent (1.6%), and very good performance as many as 8 respondents (12.9%), who experienced mild anxiety with poor, poor and very good performance as many as 0 respondents (0%), adequate performance as many as 10 respondents (16.1%), good as many as 15 respondents (24, 2%), who experienced moderate anxiety with poor, poor and very good performance as many as 0 respondents (0%), moderate performance as many as 18 respondents (29.0%) and good performance as many as 2 respondents (3.2%), who experienced severe anxiety with poor, sufficient, good, and very good performance as many as 0 respondents (0%) and poor performance as many as 6 respondents (9.7%) and who experienced severe anxiety with poor performance, enough, good, and very good as many as 0 respondents (0%), and poor performance as many as 2 respondents (3, 2%).
4. The results of the Chi-Square test analysis show that the p value = 0.000 which means less than = 0.005, so it can be concluded that there is a significant relationship between anxiety and the performance of health workers in the era of the COVID-19 pandemic at the Medan Johor Health Center in 2020.
5. From the results of the study, it can be seen that from social support to the performance of health

workers in the era of the COVID-19 pandemic, from some emotional support, appreciation support, instrumental support, information support and social network support obtained by health workers at the Medan Johor Health Center. Of the 10 respondents (16.1%) who had low social support with sufficient and very good performance, as many as 0 respondents (0%), poor performance as many as 2 respondents (3.2%), poor performance as many as 6 respondents (9.7%), good performance as many as 2 respondents (3.2%), who have moderate social support with poor performance, less is 0 respondents (0%), adequate performance is 1 respondent (1.6%), good performance as many as 14 respondents (22.6%) and very good performance as many as 8 respondents (12.9%), and those who have high social support with poor and less performance are as many as 0 respondents (0%), adequate performance as many as 1 respondent (1.6%), good performance as many as 14 respondents (22.6%) and very good performance as many as 8 respondents (12.9%). The results of the Chi-Square test analysis show that the value of $p = 0.00$ which means less than $= 0.005$, it can be concluded that there is a significant relationship between social support and the performance of health workers in the era of the COVID-19 pandemic at the Medan Johor Health Center in 2020.

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