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ORIGINAL ARTICLE

An Online Survey of Social and Demographic Determinants of Stress among Workers in Jakarta Province

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ABSTRACT

Introduction: Stress is related to the individual's psychological, physiological, and behavioral response to stressors. Many social and demographic determinants are probable causative factors of stress through a complex path. In Jakarta Province, a significant number of workers commute from surrounding cities, potentially exacerbating stress due to long travel times, job demands, and other related factors. This study aimed to determine social and demographic factors contributing to stress among workers in Jakarta Province. **Methods:** A cross-sectional online survey was conducted between October and December 2023 among 200 workers aged 15–65 years. Data were collected using a self-administered questionnaire via Google Form, distributed through snowball sampling on social media. The survey included the Perceived Stress Scale (PSS-10), Multidimensional Scale of Perceived Social Support (MSPSS), Social Capital Scale, UCLA Loneliness Scale, and Social Network Index (SNI). A backward stepwise linear regression was performed to identify significant predictors of stress. **Results:** This study found that the mean stress score among workers was 19.39, which indicated a moderate stress level. The model showed social support (ß=-0.13), social capital (ß=-0.90), age (ß=-0.07), income (ß=0.00), distance (ß=0.19) as predictors of stress among workers and also obtained an R-Square value 50.4%. **Conclusion:** Social support, social capital, age, income, and commuting distance significantly influence workers' stress levels in Jakarta Province. Enhancing workplace social support systems and promoting stronger social networks may help mitigate stress. Employers and policymakers should consider interventions such as flexible work arrangements and peer support programs to improve employee well-being.

Keywords: demographics, social determinants, stress, worker

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INTRODUCTION

Work is a fundamental aspect of life, influencing an individual's well-being, productivity, and overall quality of life. While employment can bring fulfillment and success, it can also be a significant source of stress. Work stress arises from various factors, including the work environment, personal life challenges, financial burdens, and social relationships. Stress in the workplace is not solely attributed to occupational factors but can also stem from personal and social stressors (Foy *et al*., 2019). Stress, in general, is a person's physical and emotional reaction/response if there is a change in the environment that requires the person to adapt (St. Myers, 2021).

Globally, occupational stress is a growing public health concern. The World Health Organization (WHO) reported that, in 2019, 15% of working-age adults experienced mental health disorders, with workplace stress being a major contributor (WHO, 2020). Similarly, a survey by the American Psychological Association (2021) found that 71% of workers experienced stress during their workday.

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In Jakarta Province, a study by Oktaviana and Wardani (2023) indicated that 84.6% of workers reported experiencing stress related to their jobs. Furthermore, national health data revealed that 9.8% of Indonesians aged above 15 years suffer from emotional mental disorders, with Jakarta Province reporting a slightly higher prevalence of 10.09% (Riskesdas, 2018).

Numerous studies have identified various social and demographic determinants of workplace stress, including social support, social capital, social relationships, loneliness, age, gender, education level, marital status, employment status, income, transportation, commuting distance, and years of service (Nainggolan, 2019; Mawarni, and Jaiz, 2020; Norgate *et al*., 2020; Arikan, 2021; Elliason, 2021; Lestari, 2021; Li *et al*., 2021; Shen and Slater, 2021; Trisnasari and Wicaksono, 2021; Weerasinghe, Karunarathna and Subashini, 2021; Punu and Wijono, 2022). Stress in workers has been associated with adverse outcomes, including decreased productivity, increased absenteeism, higher staff turnover, lower job satisfaction, and negative health effects such as headaches and muscle tension (Tamminga *et al*., 2023; Woje, Isa and Bello, 2023;).

The population of Jakarta Province reached 10.679.951 million people in 2022, an increase of 0.66% from the previous year's figure of 10.609.681 million people (Central Bureau of Statistics of Jakarta Province, 2022).

High density area has been linked to adverse mental health outcomes, including stress, social isolation, anxiety, and depression (Gruebner *et al*., 2017). Given that Jakarta's prevalence of mental health issues already exceeds the national average, addressing workplace stress is crucial to preventing further deterioration of workers' mental well-being. Despite the existing literature on workplace stress, there remains a gap in understanding the specific social and demographic determinants of stress among workers in Jakarta Province. This study aims to fill this gap by identifying key social and demographic determinants contributing to stress, providing valuable insights for policymakers, employers, and mental health practitioners in designing targeted interventions to improve worker well-being.

METHODS

An online cross-sectional survey was conducted through social media platforms between October and December 2023 using a structured questionnaire distributed via Google Forms. The study targeted workers in Jakarta Province, employing a snowball sampling technique to recruit 200 participants. The initial respondents were contacted through professional networks and asked to forward the survey link to their colleagues. Snowball sampling was chosen due to its practicality in reaching a diverse workforce across different sectors. The inclusion criteria were workers within the productive age group (15-65 years) employed in Jakarta Province. Participants who declined to participate or provided incomplete responses were excluded from the study.

The study employed a self-administered questionnaire to collect data on demographic determinants, social determinants, and stress levels. Standardized questionnaires were incorporated, including the Perceived Stress Scale (PSS-10), Multidimensional Scale of Perceived Social Support (MSPSS), Social Capital Questionnaire, UCLA Loneliness Scale, and Social Network Index (SNI). These questionnaires were used to assess social determinants such as social support, social capital, social relationships, and loneliness, alongside demographic determinants including age, gender, education, marital status, employment status, transportation, income, distance, and years of service, as well as stress levels.

PSS-10 comprised 10 items; there were six negative and four positive questions. Each question was given a score from 0 to 4. Score 0 for the answer never, score 1 for the answer rarely, score 2 for the answer sometimes, score 3 for frequent answers, and a score of 4 for widespread answers. This score value is reversed to answer a positive question, so score 0 = 4, 1 = 3, 2 = 2, etc. Positive questions on this questionnaire were found in questions 4, 5, 7, and 8. Scores ranging between 0-13 would be considered low stress. Scores ranging between 14-26 would be considered moderate stress. Scores ranging between 27-40 would be considered high perceived stress.

The Multidimensional Scale of Perceived Social Support (MSPSS) comprised 12 items. Score 1 for very strongly disagree, 2 for strongly disagree, 3 for mildly disagree, 4 for neutral, 5 for mildly agree, 6 for strongly agree, and 7 for very strongly agree. To calculate the level of perceived social support, the scores were added up. Scores ranging between 12-35 would be considered low perceived support, scores ranging between 35 and 60 considered medium-

perceived support and scores ranging between 61 and 84 considered high perceived support.

The Social Capital questionnaire comprised 13 items. Each item has six components: groups and networks, trust and solidarity, collective action and cooperation, information and communication, social cohesion and inclusion, and empowerment and political action. Each question is given a core score from 0 to 1. Score 0 for no and score 1 for yes. To determine the scale, the higher the social relations score, the better it is, and vice versa.

UCLA loneliness is designed to measure one's subjective feelings of loneliness and social isolation. This questionnaire comprises 20 items. Participants rate each item on a scale from 1 (Never) to 4 (Often). Items 1, 5, 6, 9, 10, 15, 16, 19, and 20 are reverse-scored. To determine the scale, the lower the loneliness score, the better it is, and vice versa.

Social Network Index (SNI) questionnaires are social relations questionnaires comprised of 12 items to assess the type, size, closeness, and frequency of contact in the respondent's social network. To determine the scale, the higher the social relations score, the better it is, and vice versa.

Data analysis was performed using linear regression to examine associations between social and demographic determinants and stress levels. The likelihood ratio test (LR test) was conducted to determine the best-fit model. This study received ethical approval from the Health Research Ethics Committee, Faculty of Public Health, Universitas Muhammadiyah Jakarta (No. 10.279.B/KEPK-FKMUMJ/IX/2023). All participants provided informed consent before completing the survey, and confidentiality was maintained throughout the research process.

Table 1. Description of Stress in Jakarta Province Workers

Variable	Mean	Median	SD	Min	Max
Stress	19.39	19	7.40	0	34

RESULT

Table 1 shows the average stress score of 19.39, indicating that the workers had a moderate stress level. Due to this study determining a predictive model, a selection of variables was conducted through the result in Table 2. The variables that are less than <0.25 would be included in the modeling step of linear regression. Fortunately, all of this study's social and demographic determinants were included in the full model of linear regression (Table 2 and Table 3). Education, marital status, and employment status showed p-value <0.05. So, those variables were included in the full model in the multivariate step.

Eight modeling stages were carried out by eliminating variables with the largest p-values in order of social relations, education, length of service, employment status, transportation, loneliness, gender, and marital status. Table 4 shows that the fit model shows social support, social capital, income, and distance as predictors of stress in workers in Jakarta Province. So, the formula to predict the stress in workers in Jakarta Province can be written as:

Stress = 36.01 – 0.13 (social support) – 0.90 (social capital) – 0.07 (age) – 5.06x10-7 (income) + 0.19 (distance).

Table 2. The Relationship between Social and Demographic Determinants to Stress of Workers in Jakarta Province in 2023

Variable	Coefficient	Standard Error	t	P-value	95% CI	
					Lower	Upper
Social Support	-0.29	0.03	-9.42	0.00	-0.35	-0.22
Social Capital	-1.66	0.15	-10.64	0.00	-1.96	-1.35
Social Relations	-0.25	0.04	-5.80	0.00	-0.34	-0.17
Loneliness	0.37	0.03	9.51	0.00	0.29	0.44
Age	-0.25	0.05	-4.46	0.00	-0.37	-0.14
Gender	2.17	1.04	2.07	0.03	0.10	4.24
Income	-1.01	1.63	-6.17	0.00	-1.33	-6.84
Transportation	4.43	1.13	3.90	0.00	2.19	6.68
Distance	0.24	0.06	3.80	0.00	0.11	0.37
Length of Service	-0.93	0.22	-4.23	0.00	-1.36	-0.49

From the linear regression equation above, it can be interpreted that for every increase in social support score, stress levels can be reduced by 0.13 stress scores after looking at social capital, age, income, and distance. Then, for every increase in social capital score, stress levels can be reduced by a 0.90 stress score after looking at social support, age, income, and distance. Then, after considering social support, social capital, income, and distance, every one-year increase in age can decrease the stress score by 0.07. For every IDR 1,000,000 (equal to USD 61.42) increase in income, stress levels can be reduced by 0.000000506 after looking at social support, social capital, age, and distance. Meanwhile, for distance, every one-kilometer increase in distance can increase the occurrence of stress by 0.19 stress scores in Jakarta Province workers. In the multicollinearity test, each variable's variance inflation factor (VIF) showed no collinearity. This model also obtained an R-square value of 0.5040. So, this model can predict stress by 50.4%, while unmeasured variables affect the remaining 49.6%.

DISCUSSION

Description of Stress in Jakarta Province Workers

Based on the results of filling out an online questionnaire for 200 workers in the Jakarta Province area, the average Perceived Stress Scale (PSS) score is 19.39, and this average value is included in moderate stress. Moderate stress can last longer than mild stress. The cause can be problems with coworkers, supervisors, or family (Karakaş and Tezcan, 2019). A stress response will result if workers experience physical or psychological stimuli that disrupt homeostasis. These stimuli are called stressors. If the body responds through physiological and behavioral changes, it is called a stress response. Stress responses are adaptive (an individual's ability to deal with challenges) and caused by internal or external environmental challenges, such as the body's physiological response to trauma and the function of invasive surgery to reduce further

Table 3. The Relationship between Demographic Determinants and Stress of Workers in Jakarta Province, an ANOVA Test

Variable	Mean	Standard Deviation	Frequency	P-value
Education				
College	17.72	7.82	73	0.00
Completed Senior High School/Vocational School	20.07	6.80	122	
Completed Junior High School	27.00	7.31	5	
Marital Status				
Not Married Yet	20.04	6.92	139	0.03
Married	17.32	8.06	55	
Widow/Widower	23.16	8.79	6	
Employment Status				
Permanent Employees	15.93	7.42	62	0.00
Contract Employees	21.34	6.64	104	
Other	19.70	7.50	34	

Table 4. Model of Social and Demographic Determinants of Stress among Workers in Jakarta Province

Stress	ß	Standard Error	t	P-value	95% CI Lower	Upper
Social Support*	-0.13	0.03	-3.67	0.00	-0.20	-0.06
Social Capital*	-0.90	0.19	-4.97	0.00	-1.28	-0.51
Age*	-0.07	0.04	-1.53	0.12	-0.17	0.02
Income*	-5.97x10-7	1.34	4.44	0.00	-7.95	-2.10
Distance*	0.19	0.04	4.12	0.00	0.09	0.28

Note: *no collinearity

tissue damage. However, suppose the stressors in the workplace are intense (repeated acute stress) or prolonged (chronic stress), the stress response becomes maladaptive or challenging to adapt. It can lead to depression, anxiety, cognitive impairment and heart disease in workers (Chu *et al*., 2023).

Social and Demographic Determinants that Contribute to Influencing the Occurrence of Stress

In this study, social support, social capital, age, income, and distance influence stress in Jakarta Province workers. Based on the coefficient value, the social capital variable plays the biggest role in influencing the occurrence of stress in workers in Jakarta Province. In the final modeling results, linear regression analysis shows that social capital has the highest coefficient value, namely -0.90, where if Jakarta Province workers experience an increase of 1 social capital score, it can reduce stress levels by 0.90 scores. Social capital is significant in a strategy for survival; with high social capital, it will foster close brotherhood and kinship and can reduce everyday life stress levels. The higher the value of social capital, the easier it is for workers to access a more comprehensive network of friends and obtain information. Workers with high social capital can also build trust in others (Wojciechowska, 2021). Social capital helps workers to earn higher wages and better employment status. Social capital is crucial in strengthening networks between employees in the workplace, especially for workers who interact with many people every day (Hellerstein and Neumark, 2020).

Social support also affects stress in Jakarta Province workers with a coefficient of -0.13. This means that if workers' social support increases by 1 score, their stress will decrease by 0.13. Social support is crucial in improving and maintaining workers' physical and psychological health (Acoba, 2024). Social support is an important role for workers. Such support can come from various sources, such as superiors, coworkers, family, spouses, and friends (Aras, Wahyuni and Thalib, 2022). When workers receive attention and encouragement from other coworkers, these workers tend to feel satisfied with their lives and have a sense of belonging (Wu *et al*., 2023). Social support is also a factor that drives a person's self-esteem. Self-esteem is an individual's feelings about their positive attitude in social practice. Good self-esteem is a protective factor for mental health and psychological functioning (Liu *et al*., 2021). Workers who receive high social support from the people around them will feel calmer and happier because they have a social environment that can help them when they need it. With social support, workers have the potential to get help with solutions to their problems (Aras, Wahyuni and Thalib, 2022). In this study, workers may experience stress due to a lack of social support from their coworkers. Due to the lack of social support from coworkers, the workers in this study lacked motivation in their work and daily activities. High social support will make workers feel that they are not alone and believe that help will always be available if they need something. The higher the social support, the lower the stress felt by workers (Hsu, 2019).

This study also shows that distance contributes to influencing the occurrence of stress in workers in Jakarta Province with a coefficient of 0.19, which means that if every worker experiences an increase in one-kilometer distance to the workplace, the stress score will increase by 0.19 points. Distance in this study is the distance workers travel from home to the workplace. Workers can experience stress because the distance is too far. This will make workers experience frustration, stress, and fatigue. Long distances require longer travel times, especially with traffic jams. Previous studies reported that longer commutes to work are associated with higher stress levels and poorer mental health (Chatterjee *et al*., 2020; Garrido-Cumbrera *et al*., 2023). One of the reasons for the long journey is that Jakarta Province is a city that tends to be prone to traffic jams. This traffic jam will create a fear of being late to work due to losing time during the trip (Weerasinghe, Karunarathna and Subashini, 2021; Liu *et al*., 2023). Workers with long commuting distances tend to have lower levels of happiness. This means that the longer the distance from home to work, the less time workers have to socialize with others. Long distances will also prevent workers from having time to do things they enjoy, such as vacationing with friends or family and close relatives. Workers with long commutes will be more susceptible to diseases such as hypertension, diabetes, stroke, muscle disorders, and heart disease. Lack of rest will also affect concentration at work and fatigue The results of this study indicate that demographic

determinants, such as worker age, influence stress in workers in Jakarta Province. The age of workers has a coefficient value of 0.07, which means that for every one-year increase in age, there is a decrease of 0.07 in the stress score. Younger workers are more likely to experience stress because they are more likely to have unstable employment status or lower wages. An immature level of maturity is also one of the reasons young workers are prone to stress. In terms of controlling emotions, young workers also tend to have more problems controlling emotions (Hall and Sloan, 2021; Li *et al*., 2023). Younger workers are usually new workers, so they still have less experience dealing with work problems (Zhou and Zheng, 2022).

Moreover, income was statistically found to contribute significantly to workers in DKI Jakarta Province, although it had a minimal coefficient of 0.000000506. It means that an increase of IDR 1,000,000 (equal to USD 61.42) will decrease the stress score by 0.000000506. This research found that the average income of the participants in this study was below the minimum wage of Jakarta Province. Although the contribution of income in this study to stress is extremely low, income substantially affects stress in workers. According to Li *et al*. (2023), low-income workers tend to have worse mental health. If workers' income is insufficient, fulfilling their daily needs is difficult. As a result, physical conditions and stress levels will be affected, as income is directly proportional to the workers' health status (Zhang and Xiang, 2019). Low-income workers tend to have limited options in choosing good nutritional intake (French *et al*., 2019), which causes them to have poor health statuses. Insufficient income will cause workers to get into loans to meet their daily needs, ultimately affecting stress. Low-paid workers will cause dissatisfaction and work motivation (Mabindisa and Legoabe, 2021).

The higher the income earned, the lower the stress level experienced by workers (Li *et al*., 2023). By having a high income, workers can meet their living needs. Workers with high incomes tend to allocate their income to health insurance, which affects the health status of workers with low and high incomes. The higher the population who uses health insurance, the better their health status (Erlangga *et al*., 2019). Workers with high incomes also tend to have better social capital; with a high income, it is easier for workers to access their social life (Oinas *et al*., 2020).

This study provides valuable insights into the existing literature on stress in urban workers. However, it is vital to explain its limitations so that subsequent investigations can minimize bias. A prominent limitation of this study is the data collection through self-administered questionnaires distributed through social media. This can address selection bias and information bias. This study likely only reached the eligible population aged 20-30 with social media, although the sample size is sufficient to explore the hypothesis. The self-administered questionnaire causes the accuracy of the response to depend on the participant's understanding and interpretation of the questions. However, information bias is likely in the form of non-differential misclassification because all participants are treated the same way. This study can be generalized to urban populations, especially young people who use social media. To increase the external validity of future research, data collection through online interviews via video calls can be undertaken so that the enrichment of the findings can be more substantial.

CONCLUSION

This study found that workers in Jakarta Province had moderate stress levels, with a score of 19.39. Moreover, other unique findings of this study were the moderate level of social support, low social relations, and a moderate level of loneliness among workers in Jakarta Province. The contributing stress factors in workers were social support, social capital, age, income, and distance. Those variables predicted stress for 50.4%. Among these factors, social capital emerged as the strongest predictor, indicating that stronger social networks and workplace relationships as a crucial role in mitigating stress.

Given these findings, organizations and policymakers should consider initiatives to enhance social capital and workplace support systems, such as fostering peer networks, mentorship programs, and mental health support services. Additionally, strategies to reduce commuting stress such as flexible work arrangements or improved transportation planning may contribute to lowering worker stress levels. Future research should explore the long-term impact of these factors on worker well-being and productivity, incorporating qualitative insights to better understand coping mechanisms and intervention effectiveness. Addressing these

challenges will be essential for improving workforce mental health and overall job satisfaction.

CONFLICT OF INTEREST

The authors declare no conflict of interest.

AUTHORS' CONTRIBUTION

Conceptualization: ADP, FN, DU
Data curation: ADP
Formal analysis: ADP, FN
Investigation: ADP FN
Methodology: ADP, FN, DU
Writing – original draft: ADP, FN, SNMS
Writing – review & editing: ADP, FN, DU, SNMS

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