

Coping Stress in Overcoming Problems in Performance

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Abstract

This study aims to identify and analyze effective stress-coping strategies in dealing with work problems through the literature review method. This study reviews previous studies involving several professional subjects who face stressful workplace situations. The findings show that coping strategies can be grouped into two categories: problem-focused coping, proven effective when individuals have control over stressful situations and can take direct action to solve problems, such as problem-solving planning and seeking social support. Emotion-focused coping, which includes accepting responsibility and positive reappraisal, is more appropriate when control over the situation is limited, helping individuals manage emotions and remain productive. The conclusion of this study emphasizes the importance of a multidimensional coping approach tailored to the work context and individual characteristics. Implementing several coping strategies, adequate social support, and organizational understanding of employee coping needs can improve well-being and productivity in the workplace. This study recommends developing a comprehensive and integrative stress-coping program to support employees facing several challenges.

Keywords: Coping Stress; Social Support; Resilience; Job Stress.

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INTRODUCTION

Rapid changes in the work environment, pressure to meet high targets, and increasing complexity of tasks all contribute to the stress level experienced by employees. Job stress can hurt employees' physical and mental health, as well as their work performance.(Enjelita et al., 2019; Kusuma et al., 2019). Not managing stress can result in burnout, low job satisfaction, high absenteeism, and even higher turnover.(Lubis et al., 2019; Suwardi Gunawan & Muhammad Rasul Ibnu Nasir, 2023). In this context, coping strategies or how a person deals with stress become key factors in determining how individuals adapt to pressure in the workplace—coping as cognitive and behavioral efforts constantly changing to manage external and/or internal demands that exceed individual resources. Effective coping helps reduce the negative impact of stress and improves employee performance by enabling them to remain focused and productive even under stressful conditions.(Fella et al., 2019; Saragih et al., 2020; Tua & Support, 2020).

Coping strategies can be divided into two main categories: problem-focused coping and emotion-focused coping. Problem-focused coping involves attempts to deal directly with the cause of stress, such as finding solutions to specific problems or managing time better. Meanwhile, emotion-focused coping is more concerned with attempts to manage emotions that arise due to stress, for example, by seeking social support or using relaxation techniques.(Chesney et al., 2006; Green et al., 2005; Manurung, 2019). Although coping strategies have the potential to reduce stress and improve performance, not all coping strategies produce the same results. Some studies have shown that problem-focused coping strategies are more effective in enhancing performance than emotion-focused coping, especially when employees have control over their problems.(Khairina, 2024; Rosalina, 2023; Saragih, 2017). However, in situations where employees have little control, emotion-focused coping can help reduce the negative impact of stress. This study aims to explore how coping strategies used by employees can affect their performance at work.

Understanding the relationship between coping with stress and performance is hoped to provide insight for companies to design more effective stress management programs and for employees to develop more adaptive coping strategies in dealing with work pressure.(Ayu & others, 2018; Malau, 2023). Background of the Problem: Job stress has become an increasingly common phenomenon. Almost all workers from several professions and hierarchical levels have experienced stress at one time or another. This job stress arises as a response to the demands and pressures faced in the work environment.(KUSUMA, 2024; Rosalina, 2023). Factors Causing Work Stress are excessive workload and demands to complete many tasks quickly, which can cause physical and mental fatigue. High-performance demands and pressure to achieve unrealistic targets can trigger anxiety and stress. Third, Role ambiguity, when a worker is unclear about his duties and responsibilities, can cause uncertainty and stress. Fourth, a lack of social support from superiors, coworkers, or family can exacerbate the impact of stress. Fifth, conflict in the workplace and disputes with coworkers or superiors can create an uncomfortable and stressful work environment. Sixth, organizational change, structure, policies, or technology changes can cause instability and uncertainty.

Lazarus and Folkman first developed the concept of coping with stress in 1984. According to their theory, coping is a process that involves assessing and dealing with stressful situations. There are two main components in their coping theory. Cognitive Appraisal: This is the process of an individual evaluating the stressor. (Pace et al., 2022), including assessing whether the stressor is a threat, a challenge, or something without effect. This assessment influences how individuals choose which coping strategies to use. (Roberts & Springer, 2007). Coping Strategies Lazarus and Folkman distinguish between two types of coping strategies: the first is Problem-Focused Coping, Which involves attempts to overcome or change the stressor itself. For example, if an employee faces an excessive workload, problem-oriented coping might include talking to the boss to redistribute the workload or improving managerial skills to be more efficient. The second is emotional-focused coping, Which involves managing the stressor's emotional response. This might include techniques such as relaxation, meditation, or talking to a close friend for emotional support. Other Theories of Stress Coping: In addition to the Lazarus and Folkman theory, several theories are relevant to stress coping. First is the Self-Regulation Theory, which emphasizes the importance of an individual's ability to regulate and adjust their behavior in the face of stress. This involves self-regulation to stay



focused on long-term goals and manage negative emotions that arise from stress. The second is the Social Support Theory. According to this theory, social support can be essential in stress coping. Support from coworkers, friends, or family can help individuals feel more accepted and supported, thereby reducing the impact of stress.

Workplace Stress Coping Practices: In practice, coping with stress in the workplace can involve several approaches; the first is time management and priorities; techniques such as good time management, priority setting, and the use of project management tools can help reduce work overload and improve efficiency. Second, skill development, training, and development of skills, such as communication skills and conflict management, can help employees better handle challenges in the workplace. Third, social support and communication: creating a supportive and open work environment for communication can help employees feel more comfortable sharing the burden and seeking help when needed. Fourth, relaxation strategies, integrating relaxation techniques such as meditation, deep breathing, or regular exercise, can help reduce stress and improve overall well-being.

RESEARCH METHODS

This study uses a literature review method to comprehensively examine the stress-coping strategies applied in overcoming work problems and their impact on employee performance, both employee problems workers in Indonesia and workers abroad from fellow Asian, European, North American, and Latin American countries. A literature review was chosen because it allows researchers to collect, assess, and synthesize existing knowledge from several previous studies to build a solid theoretical foundation and identify gaps in existing research.

1. Source Selection and Inclusion Criteria

The literature collection process began with a search for relevant scientific articles, books, and research reports in the Mendeley academic database. Keywords used in the search included: "coping stress," "work stress," "employee performance," "work Problems," and "workplace stress management." To ensure relevance and quality, the inclusion criteria used were: The articles analyzed were articles published in journals (Irfandi et al., 2023), which are recognized nationally and internationally, both indexed by Sinta for national accreditation and indexed by DOAJ, Copernicus, Scopus, and WoS. The study is a review of studies that focus on stress-coping strategies in the work environment to increase work productivity. The research has been published in the last 5 years to ensure the novelty and relevance of the context. Articles are available in English or Indonesian.

2. Literature Analysis Procedure

After relevant literature was collected, a further selection process was carried out by reading the abstract and conclusion of each article to determine whether the article's content was relevant to the topic of this study. Articles that met the inclusion criteria were then analyzed in depth to explore the identified coping strategies, their impact on work stress, and their implications for employee performance. This analysis used a thematic analysis approach to identify key themes that emerged from the literature. Each article was classified based on a specific theme, such as type of coping (problem-focused or emotion-focused), work context, and performance outcomes. This analysis aimed to identify common patterns and differences that exist in previous research and to understand the factors that influence the effectiveness of coping strategies in several work contexts.

3. Synthesis and Integration of Findings

After the literature analysis, the next step is synthesizing the findings from the studies analyzed. Synthesis is done by integrating consistent findings and exploring differences that may arise from different contexts, methodologies, or populations. Effective Personal. In this process, researchers also evaluate the strengths and limitations of each study to assess the validity of the reported findings. The results of this synthesis are used to develop a conceptual framework that describes the relationship between stress-coping strategies and employee performance. In addition, this synthesis also helps identify areas where further research is needed, such as on under-researched coping strategies or specific work contexts that have not been widely analyzed with a diagram like the one below:



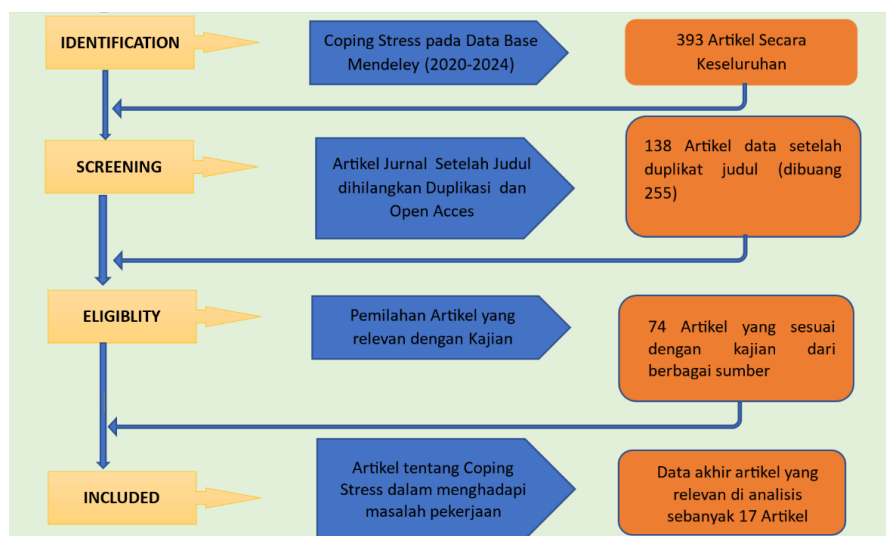


Figure 1. Research Process Flowchart

This method explains in detail the steps taken in conducting a literature review on coping with stress in the context of work. It begins with the identification of articles from the Mendeley database source in the last 5 years with data obtained from as many as 393 articles that are still mixed between Journals, books, reports, theses, and general, then screening of journal articles and duplicates of the title is carried out. (Tanjung et al., 2023), Which exist so that 138 articles are obtained, treatment is made so that the journal articles obtained are more eligible; then sorting is carried out until 74 journals related to coping with stress are received, and the last treatment is to choose genuinely relevant journals so that 10 journals are obtained that are included and ready to be reviewed. This approach aims to ensure that the research is based on an in-depth and systematic analysis of the existing literature.

RESULTS AND DISCUSSION

Based on the study analyzed from several work contexts, it was found that several stress-coping strategies have proven to be quite effective in helping employees overcome work problems. These coping strategies vary depending on the work situation, individual characteristics, and sources of stress faced. The following explains stress coping strategies that have proven effective, both individually and in an organizational environment, to overcome work stress. From the literature review conducted, several findings were obtained related to coping stress in work problems, the data of which was searched using the Mendeley database application, which used the keywords: coping + stress + dealing + work + problems and coping + stress + dealing + work. From these keywords, there are 74 documents found related to stress coping in 5 years, starting from 2020 to 2024. The studies analyzed provide comprehensive insights into how employees and workers in several sectors use coping strategies to overcome work stress, as shown in the data in the table below.

Table 1. Relevant Journal Data

No	Researchers & Years	Research Title	Research methods	Country	Subject	Journal Citations	Variables measured	Research result
1	Janwar Namo, Daud et.al (2023)	Stress Coping In Nurses At Naimata Psychiatric Hospital Kupang	quantitative Descriptive	Indonesia	Nurse	Synta 4	describe stress coping mechanisms	This study shows that education level affects nurses' ability to use coping strategies. Nurses with higher education showed better stress control, which may be associated with more mature cognitive development and more realistic assessment of stressors.

2	Vio Nadya Permatasari, et al (2024)	Stress Coping Overview of Female Workers in Tobacco Warehouse of PT. Perkebunan Nusantara X Kebun Ajung-Jember	Quantitative Descriptive	Indonesia	PTPN X Employees	Sinta 5	Stress Coping Overview of Female Workers in Tobacco Warehouses	Most female workers in the tobacco industry use emotion-focused coping strategies, especially with the aspect of accepting responsibility to overcome work stress. This study highlights the role of gender roles and job demands in determining the type of coping chosen.
3	Maira Eristia, Yara Andita Anastasya (2023)	Coping Strategies of Female Leaders in Facing Company Problems at PT Permodalan Nasional Madani Area North Aceh	Qualitative Descriptive	Indonesia	Female Leader of PT Permodalan Nasional Madani	Scholar	Coping Strategies	This study identified two coping strategies female leaders use: problem-focused coping (e.g., planful problem-solving and confrontative coping) and emotion-focused coping (e.g., self-control and positive reappraisal). An interesting finding is the involvement of religious dealing as part of the strategies to cope with stress.
4	Monica Harry Pratiwi et al. (2023)	Stress Coping Strategies for Elderly Caregivers in Nursing Homes	Qualitative Descriptive	Indonesia	Orphanage Staff	Scholar	Coping Stress of Nursing Home Employees	Elderly caregivers in nursing homes use coping strategies such as seeking social support, positive thinking, and getting closer to God. These strategies have proven effective in helping them manage the stress of caring for older people.
5	Farhan Aditya Pratama, Eko Hardi Ansyah (2024)	Relationship of Self-Efficacy and Coping Stress on Work Performance of Outsourcing Employees of PT. X in Sidoarjo	quantitative correlational	Indonesia	OUTSOURCING Employees PT. X SIDOARJO	Synta 4	RELATIONSHIP BETWEEN SELF EFFICACY AND STRESS COPING	This study shows a significant relationship between self-efficacy, coping with stress, and outsourcing employee work performance. The higher the self-efficacy and coping strategies used, the better the employee's work performance.
6	Maria Fatima & Widya Risnawaty (2023)	Overview of Employee Stress Coping Strategies in Remote Work Systems	descriptive qualitative	Indonesia	Employee	DOAJ	STRESS COPING STRATEGIES	This study shows that remote employees face stress from excessive workloads and lack of social support. The coping strategies used involve social support and positive reappraisal.
7	JANICE VINA DOTIMAS (2021)	Level of Work-Related Stress and Coping Mechanisms of Special Education Teachers	Correlational descriptive	Philippines	School teachers	Copernicus	Stress Level, Stress Coping Method	focused on special education (SPED) teachers, showed that special education classrooms are a significant source of stress for teachers. SPED teachers face unique challenges related to the special needs of their students, resulting in high-stress levels. In response to this stress, teachers use problem-focused coping, social support, and avoidance of specific issues. This study emphasizes that even when stress levels are high, the coping techniques teachers use do not always depend on the severity of the stress. These strategies are more about individual choice and long-term stress management.

8	Filippo Rapisarda, et.al (2024)	Longitudinal assessment of psychological distress and its determinants in a sample of firefighters based in Montreal, Canada	qualitative questionnaire	Canada	Firefighter	Scopus Q2	Critical thinking skills	In the current study, application monitoring showed that firefighters with clinical psychological distress were those who had poorer quality of work and personal relationships and tried to avoid thinking about difficulties or seek social support when it did not help. In contrast, resilient firefighters viewed relationships at work and personal lives as more supportive and tended to manage problems with problem-solving strategies. Therefore, the development of firefighter mental health prevention programs should consider multiple levels: the level of organizational culture, informal support (especially family), and individual psychological characteristics, especially coping strategies.
9	Elisabetta Conte, et al (2024)	Exploring Stress Factors and Coping Strategies in Italian Teachers after COVID-19: Evidence from Qualitative Data	Qualitative Descriptive	Italy	School teachers	Scopus Q2	Stress Factors and Strategies to Overcome Them	found that teachers in Italy experienced several stress factors after the COVID-19 pandemic, such as inadequate working conditions and high demands from the school system. Teachers tended to use emotion-focused coping, such as exercising, meditating, and listening to music, to deal with the stress they faced. Although some teachers also used problem-based strategies, such as organizing their work better or seeking professional help, most referred to emotion-focused activities to improve their well-being.
10	RV Suganya, et.al (2024)	Navigating Work-Related Stress: Strategies for IT Professionals in the Tech Industry	qualitative descriptive	India	IT Professional	Copernicus	Coping with Work Stress	highlighted the factors causing work stress among IT professionals, such as tight deadlines and high workloads. IT professionals used several coping mechanisms, such as exercise, seeking social support, and time management techniques to manage stress. The study also suggested that organizations must be proactive by providing employee assistance programs, stress management workshops, and flexible work arrangements to reduce employee stress levels in the technology industry.

From the data of several journals reviewed in the literature review, several things are significant findings that can be analyzed, starting from Variations in Coping Strategies, where individuals use several coping approaches, including problem-focused coping, emotion-focused coping, and religious coping, depending on the work context and individual characteristics (e.g., education level, gender, position in the organization). Relationship with Individual Factors, namely, self-efficacy, resilience, and education level, influence how employees choose coping strategies, directly impacting work performance. Education level also affects workers' level of stress. The higher the level of education, the more appropriate the choice of coping strategies. People with a high level of education will be able to recognize themselves, manage emotions, motivate themselves, recognize other people's feelings, and build good relationships. A high level of education will be



followed by high knowledge and experience because a person will gain much knowledge and understanding during the learning process.

Social and External Support Factors where support from family, coworkers, and organizations play an essential role in helping employees cope with stress, especially in situations involving uncertainty or high workload (e.g., during the COVID-19 pandemic or in remote work). Equally essential and sometimes overlooked are Gender and Occupational Roles, where this study also shows that differences in gender and type of job can influence the kind of coping chosen. For example, women are more likely to use emotional coping strategies. At the same time, leadership positions or jobs with higher risk (such as nurses and social workers) often require more complex coping approaches. These findings highlight the importance of developing coping strategies tailored to individual conditions and work situations to improve well-being and performance at work.

The many factors that affect workers' stress levels in organizations or companies are problems that may be difficult for every worker. Stress will also affect workers' performance in the company. If performance is bad, the organization or company will also suffer. The problem can be overcome with several stress-coping approaches that reduce workers' stress levels.

Based on the study's results analyzed from several work contexts, several stress-coping strategies have proven effective in helping employees overcome work problems. These coping strategies vary depending on the work situation, individual characteristics, and sources of stress faced and explain stress coping strategies that have proven effective, both individually and in an organizational environment, to overcome work stress.

This literature review has the advantage of studying the concept of coping with stress on employee performance. It is carried out with entirely credible references, both in domestic and foreign scope, so that it can be used as a reference for similar research. The researcher has tried as optimally as possible in writing this literature performance. Still, it is not free from many shortcomings, namely the limitations of researchers in accessing journals that are more considered by the requirements and variables studied so that they do not cover the researcher's reference needs.

CONCLUSION

From the research analysis on coping with stress and work problems, it can be concluded that effective coping strategies are highly dependent on individual characteristics and the context of the situation. There are several approaches to coping with stress that can be used. First, problem-focused coping is a practical approach that allows individuals to control their source of stress and take concrete actions to solve problems. Techniques such as problem-solving planning, confrontation, and seeking social support have been shown to help individuals cope with work stress directly. Second, Emotion-Focused Coping is an option when individuals cannot change the situation that causes stress but must manage their emotional responses to remain productive. This strategy includes accepting responsibility, controlling emotions, and finding positive meaning in stressful experiences. This approach helps individuals to stay calm and focused, even under challenging situations.

Overall, coping strategies involving multidimensional approaches, including problem-focused, emotion-focused, religious coping, and social support, can effectively overcome work stress. Organizations and individuals are advised to develop diverse coping skills, create supportive environments, and provide access to resources that can help employees better manage stress. Despite high work pressure, employees can maintain their productivity, well-being, and mental health.

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