

Profiles of Stress Level among Bogor Counseling Car Visitors

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Abstract: The aim of this current study was to identify profiles of counseling car visitors in Bogor. The data used in the study were primary data, using the self-report method. Data processing and analysis were established using descriptive and inferential analysis. The visitors to the counseling car service were chosen as participants. This study involved 142 participants with 54.9 percent males and 45.1 percent females. The average age of the participants is 34.13 years. The average stress score of visitors is 33.35. As many as 57 percent of the participants were reported to have normal stress levels, however, 9.1 percent of the participants were in severe and very severe stress levels. The results of the different tests showed that there were no differences between male and female visitors in age and stress scores. There was no significant correlation between age and stress score. This means that being older is not always more stressful. But, there are fluctuating movements of stress in every stage of life. Stress from early adolescent visitors was higher than from middle adolescent visitors, but stress in middle adolescent visitors was lower than late adolescent visitors. However, the stress level of early adult visitors was higher than middle adult visitors. This means that there may be a lower stress score in the late adult stage, but the score can fluctuate in the adolescent stage. The counselor uses psychoanalysis to help visitors solve problems they have experienced. For visitors who need clinical assistance, the counselor helps provide referrals to psychologists and psychiatrists appointed by the Bogor Government.

Keywords: Stress level, counseling car, Bogor

INTRODUCTION

Background

Mental health is an inseparable part in measuring the success of a country. This is one of the main focuses in achieving SDGs at point 3. The Goal of the SDGs point 3 is to ensure healthy lives and promote well-being for all at all ages. SDGs 3.4 stated that by 2030, there will be a reduction, by one third, in premature mortality from non-communicable diseases through prevention and treatment and promotion of mental health and well-being (SDSN, 2015).

Every year, almost one million people die by suicide around the world (WHO, 2012). Suicide remains a significant social and public health problem. WHO estimates that every 40 seconds, someone in the world takes his/her own life. Close to 800, 000 people die by suicide every year. More than 20 people try to commit suicide and eventually died. WHO added that as many as 75% of suicides in the world occur in countries with low and middle economic rates. But in developed countries like the United States, there are also many cases of suicide. In Indonesia, the death rate due to suicide is 3.4 people per 100,000 people (WHO, 2016). Risk factors for suicide include mental and physical illness, alcohol or drug abuse, chronic illness, acute emotional distress, violence, a sudden and major change in an individual's life, such as loss of employment, separation from a partner, or other adverse events, or, in many cases, a combination of these factors. While mental health problems play a role, which varies across different contexts, other factors, such as cultural and socio-economic status, are also particularly influential (WHO, 2012).

The high number above shows the importance of providing support and assistance to people who experience mental health problems. Counseling plays an important role in helping individuals to survive the demands of life today. Counseling supports employees' mental health and emotional well-being with a resulting increase in personal awareness and efficacy (De, 2017).

In line with SDG's vision of mental health, Bogor's Government participated in addressing these issues. In 2014, Bogor's government launched a counseling car as an effort to overcome the social and health problems in Bogor. Counseling car is a family, nutrition, and health counseling service car, which is the result of collaboration between Bogor's Government, the Department of Public Health Bogor, and the Faculty of Human Ecology of Bogor Agricultural University. This facility is intended to help people realize the importance of health, including mental health. One of the family counseling services provided is stress counseling. Therefore, the researcher is interested in knowing how stressful the visitors of this facility are and how the counselors handle the situation.

Formulation State

One of the mental health issues that are part of daily life is the issue of stress. According to several studies conducted by the American Psychological Association, nearly half of Americans surveyed reported that their stress levels had increased over the past 5 years; about one in three people say they experience extreme levels of stress (American Psychological Association 2007, 2010).

In Indonesia, around 10 percent of the total population of Indonesia experiences stress (Depkes RI, 2009). Data from the Basic Health Research (Riskesdas) in 2013 stated that around 1.33 million people of DKI Jakarta experienced stress. This figure reached 14 percent of the total population with acute stress levels of 1-3 percent and severe stress levels of 7-10 percent. In West Java, there were 704,000 people experiencing psychiatric disorders, and of that number, around 96,000 people experienced madness and 608,000 people experienced stress (Riskesdas, 2013).

Stress not only causes material damage to the state but also leads to other psychological problems for the individuals who experience it, including the increasing number of patients with mental disorders and suicides. The results showed the stress associated with the risk of suicidal behavior (Damayanti et al., 2007).

Indonesia is in the category of countries with high suicide rates; the country ranks close to countries with the highest suicide rates in Asia, such as Japan and China. Deaths from suicide recorded in Indonesia in 2010 reached 1.8 per 100,000 people or around 5000 people per year (WHO, 2010).

Based on statistical averages, in a day, there are at least two to three people who commit suicide in Indonesia. The Central Statistics Agency (BPS) recorded at least 812 suicides in all parts of Indonesia in 2015. Throughout 2003, Central Java became the province with the most suicides, with 331 cases and a total of 39 suicides in West Java. That number tripled compared to the previous year. An increase in suicide rates indicates that more people are not able to overcome the problems they encountered.

Given the seriousness of the stress impact on some people, a strategy is needed to deal with it. Counseling is one strategy that can be used by someone to solve the problems they are experiencing. Counselors can assist clients by giving advice, helping to identify themselves, and finding a way out of the problems or giving attention so that clients can have the opportunity to pour out their hearts (Yeo, A. 2007). Counseling car as a facility for stress counseling has become a beneficial program that helps the people of Bogor to face their life challenges on a daily basis.

Based on the description of the problems that have been stated, the researchers are interested in finding the answers to the following questions:

1. What are the profiles of the counseling car visitors in Bogor?
2. What is the level of stress of counseling car visitors in Bogor?
3. Are there any differences in stress levels at different stages of the visitor's age?
4. How do the counselors handle clients who visit counseling car?

Purpose

General Purpose

The general objective of this study was to identify the profiles of the counseling car visitors in Bogor.

Specific Purpose

The specific objectives of this study are to:

1. Identify the profiles of counseling car visitors.
2. Identify the level of stress experienced by counseling car visitors.
3. Analyze the differences in stress levels at different age levels.
4. Identify the treatment carried out by the counselors towards clients who visit the Bogor city car.

LITERATURE REVIEW

Stress

Stress is the response of a person's body arising from a disruption to one's needs. Usually, it can have a negative or positive impact on someone who experiences it, from a psychological, physical, intellectual, spiritual and social aspect. Negative responses can usually threaten physiological balance (Putra, 2013).

Stress can also be interpreted as an individual response to various pressures or problems faced or felt by someone. Nasution (2007) explained that stress can be classified into two groups. This classification is based on individual perceptions of the stress they experience. (1) Distress (negative stress) is destructive or unpleasant. Stress is felt as a condition, where individuals experience anxiety, fear or worry. So individuals experience psychological circumstances that are negative and painful, and they desire to avoid them. (2) Eustress is a positive and satisfying experience. Eustress can improve mental alertness, cognition, and individual performance. Eustress can also increase individual motivation to create something, for example, artwork.

Coping Strategy

According to Miller et al. (2010), the availability of numerous coping strategies when stressed may be an important precursor to coping flexibility. In order to demonstrate flexibility among a variety of coping strategies, individuals must first possess a diverse range of coping strategies they can use when stressed. Studies investigating the use of coping strategies typically compute means-based analyses, whereby they not only investigate what strategies are used but also how much (i.e., a little, a medium amount, a lot) each is used. A composite score is then computed based on the average frequency of use across all the strategies.

Counseling

Counseling is an effort to help individuals through a process of personal interaction between counselors and clients so that clients are able to understand themselves and their environment, are able to make decisions and determine goals based on values that they believe so that clients can feel happy and behave effectively (Siregar, 2015).

METHOD

Design, Place and Time of Study

This study uses a cross-sectional study design that was carried out at a single point in time or in a relatively short time frame. This research was conducted in several locations where counseling car activities take place in Bogor, such as campuses, malls, hospitals, play areas, and others. The selection of the location was done accidentally for every counseling car visitor. This research was carried out between February and October 2018, which included preparation, data collection, and report writing.

Population, Sample and Sampling Techniques

The study's population consisted of counseling car visitors from March 2018 to August 2018. The example in this study was taken accidentally with as many as 142 visitors ranging from early adolescents to older adults.

Types and Data Collection Method

The data collected in this study are primary data and secondary data. Primary data are the data obtained directly from visitors through self-reports using questionnaires, which includes: (1) gender, (2) age, and (3) stress. Secondary data are data obtained from relevant agencies, namely the Bogor health office, books, internet, and previous studies.

The primary data are obtained through self-report by using tools, which are instruments that are relevant to the variables examined. The primary data include gender, age, and stress levels. Instruments are tools used to collect data or information (Arikunto, 2005). Evaluation is an activity that helps to gather information about the workings of something, which is then used to determine the right alternative in making decisions.

Stress level questionnaire used is a modified version of the Depression Anxiety Stress Scales (DASS 21) prepared by Le et al. (2017).

RESULT AND DISCUSSION

Profile of Visitors

Table 1 shows that the proportion of most visitors who came to the counseling car were male by 54.9 percent. Female visitors who visited the counseling car were 45.1 percent. This shows that counseling enthusiasts almost spread evenly between male and female visitors.

Table 1: Distribution of visitors by gender (percent)

Gender	n	%
Male	78	54.9
Female	64	45.1
Total	142	100.0

Table 2 shows that the largest proportion of visitors who came to the counseling car were young adults (38.0%), followed by middle adults (28.9%). The highest proportion of adolescent visitors were around 14.8 percent.

Table 2: Distribution of visitors based on age category (percent).

Age Category	n	%
12 – 15 years old (early adolescent)	3	2.1
15 - 18 years old (middle adolescent)	21	14.8
18 – 21 years old (late adolescent)	15	10.6
21 – 40 years old (early adult)	54	38.0
41 – 60 years (middle adult)	41	28.9
> 60 years old (late adult)	8	5.6
Total	142	100.0

Meanwhile, the percentage of early adolescents involved was only around 2.1 percent and the percentage of late adolescents was 10.6 percent. This shows that the proportion of adult visitors is larger than adolescent visitors.

Table 3: Distribution of visitors based on the categories of stress (percent)

Stress Category	n	%
Normal	81	57.0
Mild	25	17.6
Moderate	23	16.2
Severe	10	7.0
Very Severe	3	2.1
Total	142	100.0

Table 3 shows that more than half (57.0%) of the visitors have normal stress levels. As many as 17.6 percent of the visitors experienced mild stress levels and 16.2 percent experienced moderate stress levels. However, 7.0 percent of the visitors experienced severe stress and 2.1 percent experienced very severe stress.

Based on gender, the highest number of counseling car visitors who experienced severe stress were women at 1.41 percent. However, men who experienced severe stress levels (4.23%) were more than women (2.82%). Likewise, with moderate and normal stress levels, men experienced it more than women. The results of the different tests showed that there were no significant stress differences between men and women. Although the American Psychological Association (2017) stated that women, on average, have reported higher stress levels than men, generally, the changes in stress levels have moved in the same direction each year. In 2017, results showed a slight but not significant shift, as women experienced an increase in stress levels while men's stress levels dropped. In fact, counseling car visitors, both men and women, can experience stress at the same level.

Most visitors rarely feel disappointed with things that are quite trivial (47.89%), rarely overreact to a situation (44.37%), rarely find it difficult to relax (42.25%), rarely feel a bit sensitive (47.89%), rarely find it difficult to relieve tension (45.07%), rarely angry (43.66%), easy to calm down after being angry because of

something (47.89%), easy to tolerate interference with what is done (49.30%), and rarely feel restless (40.14%). Some visitors rarely feel disillusioned (50.00%) and are rarely in tension mind (50.70%).

Most visitors (45.77%) can survive if they have to work continuously with the same person or do the same job. However, there were still visitors who frequently and very often overreact to a situation (23.94%), difficult to be relaxed (25.35%), easy to feel disappointed (21.83%), feel that their thoughts are drained (35.21%), I felt impatient when I was delayed/hampered (42.25%), somewhat sensitive (32.39%), difficult to ease tension (25.35%), easily angry (30.28%), and difficult to ease tensions (26.76%).

Figure 2 shows that most of the visitors who experience severe and very severe stress were adult visitors at 9.15 percent. Middle adult age is a productive age, so people in that stage tend to work harder and the possibility of getting stressed is very high. Adult visitors also experience more stress than adolescent visitors. It is also due to the fact that most of the counseling car visitors are adults.

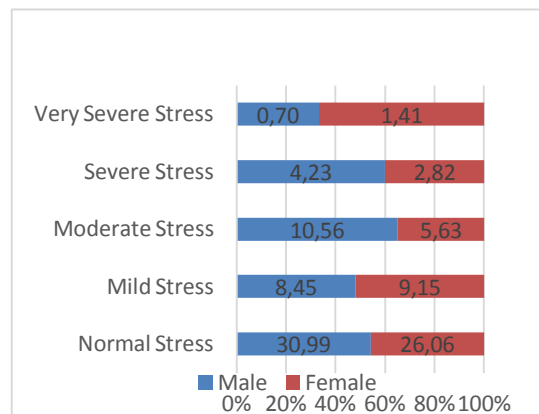


Figure 1: Graphic of stress level and gender

Another interesting thing can be seen in Figure 3, where visitors of car counseling had an average difference of fluctuating stress index score. Index score in middle adolescence (23.47) decreased compared to early adolescence (42.06). It then increased again in late adolescents (37.62). This is one way ANOVA test results show that there is a significant stress index difference between early adolescence and middle adolescence at a significant level of 90 percent (p -value = 0.094).

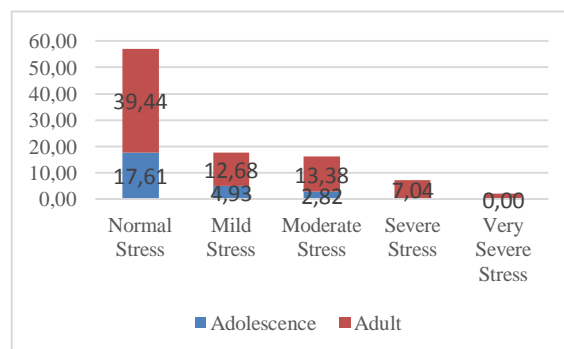


Figure 2: Graphic of stress level and age level

However, in adults, there was a decrease in the average index score from 39.68 in early adult to 28.98 in middle adult. It then decreased to 27.68 in late adult. This is one way ANOVA test results showed that there was a significant difference in stress index between early adult and middle adult, with a p -value of 0.004. This is also supported by the findings of APA (2017), which showed that older adults, on average, have had the lowest stress levels among the generations since the survey began.

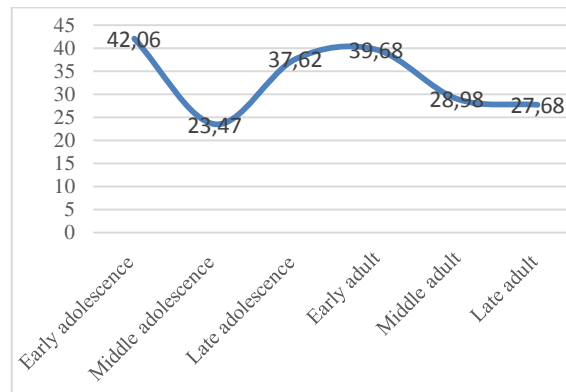


Figure 3: Graphic of age category and stress index

The stress levels of older adults (classified as “matures” in the Stress in America survey) this year remains the lowest among the generations. This increase was greater than the change in stress levels for the other generations. As they have since 2014, millennials continue to have the highest reported stress levels, with this year’s survey finding an average stress level of 5.7, a slight increase from 2016 (APA, 2017).

Counseling Handling Flow

Figure 4 shows the counseling process. Visitors are asked to fill out the questionnaire provided by the counselor. After visitors fill out the questionnaire, counselors will calculate the stress score and convey the level of stress experienced by visitors. In accordance with the purpose of counseling, the counselor directs the client to be able to develop towards the chosen one and solve the problems one is facing.

The counselor handles the process based on the basic principles of family counseling. However, this car counseling approach cannot fully follow family counseling procedures by involving family members in dealing with problems experienced by individuals due to limited counseling time and the location of counseling car.

After delivering the results from the level of stress detection, counselors then slowly dig the cause of the stress experienced by detailing each item in the questionnaire that was answered with a rarely, often, and very often scale.

The most common cause of stress that visitors complain about is family problems. In identifying the cause of stress on visitors who have family problems, counselors will dig for some information on parenting history, including parenting styles and parenting patterns carried out by parents to children during childhood, including the trauma experienced and become part of the psychoanalytic approach. This follows the rules of family assessment, which states that family processes refer to behaviors and interactions that show the family functioning (Mustaffa et al., 2012).

Sunardi et al. (2008) stated that the psychoanalytic approach is focused on re-experiencing childhood experiences. The client's past experience is organized, analyzed, and interpreted in order to reconstruct personality.

Many visitors complained about the problem and did not realize that the important things should be the main concern. Identification of the positive nature of visitors is one of the psychoanalytic approaches carried out by counselors. After exploring the causes of stress, counselors identify coping strategies that had been carried out by visitors. Most visitors do both types of coping strategies (emotion-focus coping and problem-focus coping) to deal with the problems at hand.

The emotional focus strategy identified by the counselor includes praying, convincing oneself to be able to overcome the problem, trying to strengthen and convince oneself to be grateful, refraining from anger or crying. The strategy focuses on the problems identified by counselors, including explaining the problems experienced by others, finding out the causes and solutions of the problems experienced, seeking activities to divert the problems experienced, undergoing activities as usual, engaging in social and organizational activities, and going for a walk with friends.

One of the principles of measuring families is that family affect refers to the manner in which emotion is expressed and received in the family; in other words, the degree of emotional closeness or separateness among family members (Mustaffa et al., 2012). Counselors also focus on the communication process that has been carried out by visitors to close friends and family and the exploration of emotional intelligence possessed by visitors. This is a kind of rational-emotive approach. This approach is focused on eliminating

self-destructive emotional disorders such as fear, guilt, feelings of guilt, anxiety, and anger. Thus, visitors can focus on positive things.

Counselors also help visitors to explore the potential and resources they have, explore the positive and negative characters they have, which they later use as a means of coping. Some suggestions provided by counselors during the stress counseling process for visitors include taking time to rest, explaining the emotions experienced by parties related to the problems experienced, focusing on the positive things that are owned, writing down in detail the experienced events and the reactions of yourself and others to recognize the problem and deal with it in depth. In dealing with conflict with partner, it can be overcome by analyzing the differences in character between men and women through books or other media, writing down a number of choices and choosing the most calming method, writing a comparison between one choice and another, taking a deep breath when facing a problem, maintaining awareness when stressed, establishing an agreement with the spouse / parent / child regarding the consequences of the choices made, establishing rules together, and identifying the ability to communicate.

In addition, counselors also identify self-resilience from visitors. Resilience is the ability to adapt and make changes when facing new situations that are often pressing (Scott & Diane, 2009). The counselor also uses a religious approach, which is a coping strategy that focuses on emotion. Religiosity helps individuals to reduce negative effects such as stress, anxiety, and despair (Nashori, 2007).

Visitors who come to the counseling desk have various problems and abilities to deal with stress. For visitors who need clinical help, counselors help provide referrals to psychologists and psychiatrists appointed by the Bogor City Government to help people who have problems. Some of the clinical problems experienced by visitors to car counseling include hallucinations, excessive anxiety, domestic violence, broken home, sexual exploitation, LGBT, same-sex attraction, infidelity, and attempted suicide.

Counselors will mediate between the visitors and the psychologists and psychiatrists appointed by the Bogor Government to help them with their clinical problems. Psychologists and psychiatrists can be visited on weekdays at the Bogor City Integrated Services for the Protection of Women and Children (P2TP2A). Furthermore, visitors can arrange their own schedule to meet with experts in order to conduct therapy and or treatment needed for visitors with serious problems who are unable to overcome the problem themselves. By referring visitors to experts, it is expected that visitors can change unwanted behaviors to desirable behaviors.

CONCLUSIONS

Counseling enthusiasts almost spread evenly between male and female visitors. More than half of visitors have normal stress levels, but there were a few respondents who experienced severe and very severe stress. Most of the car counseling visitors who experience very severe stress were women, but male visitors who experience severe stress were more than female visitors. The index score in middle adolescence decreases compared to early adolescence and then increases again in late adolescence.

When visitors first come to the stress counseling table, they are asked to fill in the questionnaire provided by the counselor. After the visitors have filled out the questionnaire, the counselors will calculate the stress score and convey the level of stress experienced by the respondents. After conveying the results, counselors then delve slowly into the causes of the stress. The counselor uses psychoanalysis to help visitors solve the problems they are experiencing. For visitors who need clinical assistance, the counselor refers them to psychologists and psychiatrists appointed by the Bogor Government.

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