



## Religiosity and Social Support Impact on Social Workers' Stress Levels

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### ABSTRACT

The social work profession in Indonesia is often viewed as a job that can be done by anyone, without understanding that this job contains high psychological pressure and can lead to work stress. This study aims to determine the effect of religiosity and social support on the level of work stress in social workers in Indonesia. This study uses a quantitative approach with a sample of 100 social workers who have at least one year of work experience. The sample was selected using a purposive sampling technique. The instruments used include the Work Stress Scale by Parker and DeCotiis (1983) to measure work stress, a religiosity scale adapted from Amir (2021), and a social support scale developed by Laksmi et al. (2020). All instruments use a 5-point Likert scale and have been proven to have high reliability ( $\alpha > 0.85$ ). Data analysis was carried out using multiple linear regression to test the effect of religiosity and social support on work stress. The results of the analysis showed that religiosity had a significant effect on work stress ( $p = 0.044$ ), and social support also had a significant effect on work stress ( $p = 0.000$ ). These findings underscore the importance of internal and external factors in reducing work stress in social workers.

**Key words:** *work stress, religiosity, social support, social workers*

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### INTRODUCTION

The social work profession in Indonesia remains largely misunderstood, often seen as a task anyone can perform rather than a specialized field requiring professional training (Irawan & Suharno, 2021). This misconception persists despite Indonesia's complex social challenges—such as poverty, human trafficking, disability, child abandonment, and elderly neglect—which demand skilled interventions from trained social workers (World Bank, 2022). Ferguson (2017) emphasizes that social work serves a vital role in bridging marginalized populations with institutional resources, and that professional preparation is essential for effective practice.

Historically rooted in humanitarian values and religious principles, social services began as volunteer-driven efforts but have since evolved into structured, professional systems aimed at sustaining community well-being (Healy, 2014). The International Federation of Social Workers (2022) states that the profession seeks to promote human welfare, particularly for individuals facing conditions that hinder their full development. According to Gray et al. (2018), the field has transitioned toward evidence-based practice, ethical accountability, and professional standards.

Despite its mission, social work is emotionally demanding. Numerous studies (Lloyd, King, & Chenoweth, 2002; Maslach, Schaufeli, & Leiter, 2001) document high levels of occupational stress among social workers, who often assist clients with severe psychological and social problems. Tham and Meagher (2021) highlight frequent exposure to aggression in mental health settings, while Olsson et al. (2024) link chronic stress and emotional labor to burnout and reduced service quality.

Social workers in Indonesia face additional challenges including heavy workloads, systemic limitations, and the cyclical nature of social problems, where clients often relapse into adverse conditions (Mrhálek & Kajanová, 2018; Hadi & Santoso, 2020). Kusumawati and Wijaya

(2022) argue that these pressures elevate stress and impede long-term solutions. Economic strains worsen the situation, particularly for NGO-based workers who often receive inadequate or no compensation (Sari & Prasetyo, 2019), while government-employed workers earn modest, fixed salaries (Ministry of Social Affairs Indonesia, 2021). Globally, financial dissatisfaction is a major stressor; APA (2021) reported that 56% of U.S. workers cite low wages as a significant source of stress. Lee et al. (2023) further show a strong link between poor remuneration and burnout in social services.

Stress is understood as a physiological and psychological response to external demands (Selye, 1956; Santrock, 2012). Prolonged exposure can cause anxiety, psychosomatic illness, and emotional disorders (Taylor et al., 2016). Internal factors like religiosity help individuals cope with stress by offering emotional resilience and spiritual support (Kutcher et al., 2010; Rammohan & Subbakrishna, 2013). Recent studies by Zhang et al. (2022) and Hassan (2024) affirm the positive role of religiosity in enhancing resilience among helping professionals. External support systems – such as support from colleagues, supervisors, and family – also mitigate work-related stress (Setiawan & Darminto, 2013; Huang et al., 2021). Chen and Wang (2023) provide meta-analytic evidence that strong workplace support structures reduce burnout and increase job satisfaction in social work populations.

In summary, Indonesian social workers face multifaceted stressors stemming from systemic, emotional, and economic challenges. Addressing these issues requires a comprehensive approach involving professional recognition, improved working conditions, and strengthened coping resources – both internal (religiosity) and external (social support) – as emphasized in contemporary social work research and practice (Healy, 2018; Kusumawati & Wijaya, 2022).

## METHOD

The participants in this study were social workers currently practicing in Indonesia. To ensure adequate professional experience, only social workers who had worked in the field for at least one year were included. Due to the unknown total population of social workers in Indonesia, purposive sampling was employed to select 150 social workers meeting the criteria. This sample size aligns with recommended guidelines for social science research to ensure sufficient statistical power (Hair et al., 2019; Creswell & Creswell, 2018).

Among the participants, 62% were female and 38% were male, with ages predominantly ranging between 25 and 45 years. The majority (70%) were employed in government institutions, while 30% worked for non-governmental organizations (NGOs). Participants represented various social work sectors, including mental health, child welfare, and community development, reflecting the diverse professional landscape of social work in Indonesia (Kusumawati & Wijaya, 2022).

Data collection was conducted using an online questionnaire distributed via Google Forms to enable wide geographic reach across Indonesia's diverse regions (Sari & Prasetyo, 2019). The questionnaire incorporated three validated instruments. Work stress was measured using the Work Stress Scale developed by Parker and DeCotiis (1983), which has demonstrated strong reliability in recent applications with Cronbach's alpha reported above 0.85 (Lee et al., 2021). Religiosity was assessed through a scale adapted from Amir (2021), validated for the Indonesian context, with a reliability coefficient of 0.88 (Amir, 2021). Social support was measured using the instrument developed by Laksmi et al. (2020), which exhibited excellent reliability with a Cronbach's alpha of 0.90 (Laksmi et al., 2020). All scales utilized a 5-point Likert format ranging from 1 (strongly disagree) to 5 (strongly agree).

For data analysis, multiple regression was employed to examine the predictive effects of religiosity and social support on work stress among social workers (Tabachnick & Fidell, 2019). Prior to analysis, reliability testing confirmed acceptable internal consistency for all scales (Cronbach's alpha > 0.80). Regression assumptions including normality, linearity, multicollinearity, and homoscedasticity were tested and satisfactorily met. Statistical significance was determined at a threshold of  $p < 0.05$ .

## RESULT AND DISCUSSION

The characteristics of the research respondents consist of gender, age, marital status and education which are presented in the following table:

**Table 1. Characteristics of Research Respondents**

Respondent Characteristics	Description	Frequency	%
Gender	Male	18	17.65
	Female	84	82.35
Age	18-25 years	11	10.78
	26-40 years	21	20.59
	40-55 years	58	56.86
	56-70 years	12	11.76
Marital Status	Unmarried	12	11.76
	Married	85	83.33
	Married Earlier	5	4.90
Education	Elementary School / Junior High School	1	0.98
	High School / Equivalent	33	32.35
	Diploma	17	16.67
	Bachelor's Degree (S1)	44	43.14
	Postgraduate Degree (S2 / S3)	7	6.86
	Total	102	100.00

The table above shows that the majority of research respondents were female, namely 84 people (82.35%), aged 40-55 years, namely 58 people (56.86%), married, namely 85 people (83.33%), had a Bachelor's degree (S1), namely 44 people (43.14%).

### Data Analysis

#### 1. Validity and Reliability Test

Validity testing aims to show the level of validity of the item. An item is said to be valid if the score is parallel to the total score (Arikunto, 2019: 61). Validity testing is carried out by correlating the scores obtained for each question with the total score. Decision making is based on the value of  $r$  count (Corrected Item-Total Correlation)  $>$   $r$  table of 0.201, for  $df = 100 - 2 = 98$ ;  $\alpha = 0.05$  then the item/question is valid and vice versa. For more complete questionnaire validity testing, see the following table:

**Table 2. Instrument Validity Test**

Variable	Item Number	Corrected Item-Total Correlation	R Table	Description
Religiosity	RL1	0.659	0,201	valid
	RL2	0.842	0,201	valid
	RL3	0.730	0,201	valid
	RL4	0.782	0,201	valid
	RL5	0.679	0,201	valid
	RL6	0.677	0,201	valid
	RL7	0.675	0,201	valid
	RL8	0.411	0,201	valid
	RL9	0.532	0,201	valid
	RL10	0.631	0,201	valid
	RL11	0.840	0,201	valid
	RL12	0.751	0,201	valid

	RL13	0.756	0,201	valid
Social Support	DS1	0.636	0,201	valid
	DS2	0.589	0,201	valid
	DS3	0.528	0,201	valid
	DS4	0.731	0,201	valid
	DS5	0.582	0,201	valid
	DS6	0.716	0,201	valid
	DS7	0.600	0,201	valid
	DS8	0.797	0,201	valid
	DS9	0.745	0,201	valid
	DS10	0.778	0,201	valid
	DS11	0.753	0,201	valid
Work Stress	STR1	0.565	0,201	valid
	STR2	0.754	0,201	valid
	STR3	0.743	0,201	valid
	STR4	0.638	0,201	valid
	STR5	0.687	0,201	valid
	STR6	0.685	0,201	valid
	STR7	0.657	0,201	valid
	STR8	0.752	0,201	valid
	STR9	0.746	0,201	valid
	STR10	0.673	0,201	valid
	STR11	0.646	0,201	valid
	STR12	0.728	0,201	valid
	STR13	0.658	0,201	valid

The table above shows that most of the questions in the questionnaire are valid because the calculated R value is  $> R$  Table (0.201). This means that the analysis can be continued to the next stage. An instrument is said to be reliable or trustworthy if the instrument can sufficiently show the consistency of the measurement results, so that it can prove that the measuring instrument can truly be accounted for its truth (Arikunto, 2019). To determine the reliability of the research instrument, the Alpha formula is used. According to Nunally, if the Cronbach Alpha value is less than 0.60, it is included in the level of reliability is not good, above 0.7 to 0.8 is the level of reliability is acceptable, while good is if above 0.8 (Ghozali, 2019). The results of the research questionnaire reliability test are as follows:

**Table 3. Reliability Test**

Variable	Koef. Alpha	Critical Value	Status
Religiosity	0.902	0,8	Reliability
Social Support	0.916	0,8	Reliability
Work stress	0.931	0,8	Reliability

## 2. Classical Assumption

Classical assumption testing is carried out by conducting multicollinearity tests, heteroscedasticity tests, and normality tests.

### Multicollinearity Test

Testing for the presence or absence of multicollinearity symptoms is carried out by observing the correlation matrix value generated during data processing and the VIF (Variance Inflation Factor) and Tolerance values, if the correlation matrix value is not greater than 0.5, it can

be said that the data to be analyzed is free from multicollinearity symptoms, then if the VIF value is below 10 and the Tolerance value is close to 1, it is concluded that the regression model does not have a multicollinearity problem (Ghozali, 2019).

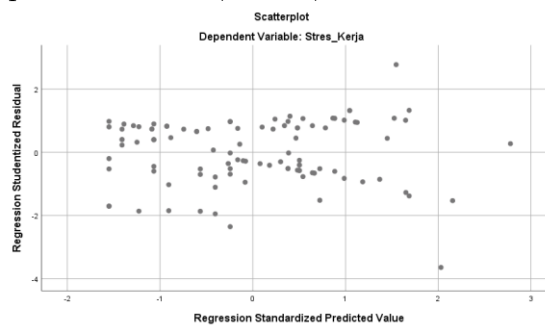
**Table 4. Multicollinearity Test**

Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	Religiosity	.994	1.006
	Social Support	.994	1.006

Based on the table above, it can be seen that there is no multicollinearity in the model because the Tolerance value is  $> 0.1$  and  $VIF < 10$ .

**Heteroscedasticity**

One way to detect heteroscedasticity is to look at the scatter plot graph between the predicted value of the dependent variable (z PRED) and its residual value (s RESID).

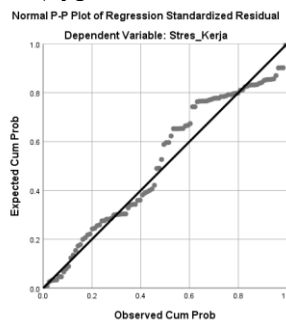


**Figure 1. Heteroscedasticity Test**

The figure above does not show any particular pattern and is spread above and below point 0, which means that there is no heterocodesity in the regression model.

**Normality Test**

A reliable graphical method to test the normality of data is to look at the normal probability plot, so that almost all statistical computer applications provide this facility. The normal probability plot is to compare the actual cumulative distribution of data with the cumulative distribution of the normal distribution (hypothetical distribution).



**Figure 2. Uji Normality P-P Plot**

Based on the Figure above, it can be seen that the distribution of data (points) on the P-Plot of Regression Standardized Norm of the dependent variable is spread around the diagonal line, so the regression model meets the normality assumption.

**Linearity Test**

Linear regression is built based on the assumption that the variables of the linear relationship can be done with anova. The linearity test of Religiosity and work stress can be seen in the following Table

**Table 5 Linearity Test of Religiosity and Work stress**

	Sum of Squares	df	Mean Square	F	Sig.
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Work stress *Religiosity	Between Groups	(Combined) Linearity	4.091	11	.372	1.450	.165
		Linearity	1.249	1	1.249	4.869	.030
		Deviation from Linearity	2.842	10	.284	1.108	.365
	Within Groups		23.083	90	.256		
	Total		27.174	101			

Based on the results of the linearity test above, it can be seen that the linearity value is 0.030, this means that the linearity value is less than 0.05, so it can be concluded that H0 is rejected, meaning that Religiosity and work stress have a linear relationship.

**Table 6. Linearity Test of Social Support and Work Stress**

Work stress * Social Support	Between Groups	(Combined) Linearity	Sum of Squares	of df	Mean Square	F	Sig.
		Linearity	12.377	19	.651	3.610	.000
		Deviation from Linearity	4.744	1	4.744	26.286	.000
		Linearity	7.633	18	.424	2.350	.005
	Within Groups		14.798	82	.180		
	Total		27.174	101			

Based on the results of the linearity test above, it can be seen that the linearity value is 0.000. This means that the linearity value is less than 0.05. It can be concluded that H0 is rejected, meaning that Social Support and work stress have a linear relationship.

**3. Multiple Regression Analysis**

According to Ghazali (2019), multiple regression analysis is used to estimate/predict the value of Variable Y, which is better than taking into account other Variables that influence Y. Thus, we have a relationship between one dependent variable (dependent variable) Y and several other independent variables (Independent Variables) X1, X2, ..... Xn. The results of the multiple regression test analysis are as follows:

**Table 7. Multiple Regression Interaction Test**

Model	Unstandardized Coefficients		Standardized Coefficients		t	Sig.
	B	Std. Error	Beta			
1(Constant)	5.136	.822			6.251	.000
Religiosity	-.415	.203	-.183		-2.041	.044
Social Support	-.423	.094	-.404		-4.499	.000

a. Dependent Variable: Work stress

The regression equation is as follows:

$$Y = 5.136 - 0.415.X1 - 0.423.X2$$

With:

Y = Work stress

X1 = Religiosity

X2 = Social Support

From the results of the regression estimation obtained, the meaning of the regression coefficient can be explained as follows:

a = 5.136 Shows the constant value of Work stress, which means that if the influence of Religiosity and Social Support is equal to zero, the Work stress value is 5.136

b1 = 0.415 This means that if the Religiosity Variable increases by 1%, Work stress will decrease by 0.415%. The Religiosity Variable has a negative effect on Work stress.

b2 = 0.423 This means that if the Social Support Variable increases by 1%, Work stress will decrease by 0.423%. The Social Support Variable has a negative effect on Work stress.

Based on the magnitude of the beta coefficient, the most dominant influence of the independent Variable on the dependent Variable is the influence of the Social Support Variable because its beta coefficient (Standardized Coefficients) is the largest compared to the others, namely 0.404.

**t-test**

Further testing is carried out to test the hypothesis partially with the t-test

H.1. Religiosity affects Work stress in Social Workers

H.2. Social Support affects Work stress in Social Workers

Testing criteria

Sig t count <0.05, then the Hypothesis is accepted

Sig t count > 0.05, then the Hypothesis is rejected

Decision making:

From the calculation results, the following results were obtained:

- 1) Religiosity affects Work stress in Social Workers. This is indicated by the sig t count value (0.044) <0.05
- 2) Social Support affects Work stress in Social Workers. This is indicated by the sig t count value (0.000) <0.05

**F Test**

The results of the analysis of the simultaneous influence of independent variables on the dependent variable are as follows:

**Table 8. F Test**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	5.649	2	2.825	12.991	.000 <sup>b</sup>
	Residual	21.525	99	.217		
	Total	27.174	101			

a. Dependent Variable: Work stress

b. Predictors: (Constant), Social Support, Religiosity

Based on the table above, it can be seen that Religiosity and Social Support have a joint effect on Work stress in social workers. This is indicated by the sig. value (0.000) <0.05.

**Determination Coefficient (R<sup>2</sup>)**

To measure the contribution of the independent variable to the dependent variable, the magnitude of the multiple determination coefficient (R<sup>2</sup>) can be known, the results are as follows:

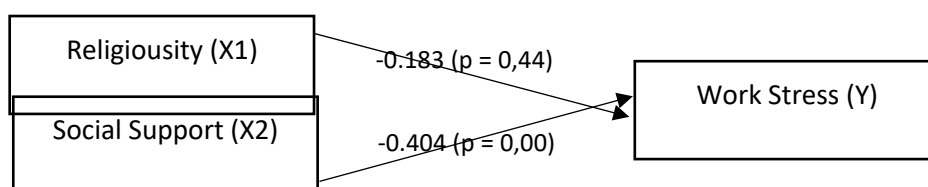
**Table 9. Determination Coefficient**

Model	R	R Square	Adjusted Square	RStd. Error of the Estimate	Durbin-Watson
1	.456 <sup>a</sup>	.208	.192	.46629	2.022

a. Predictors: (Constant), Social Support, Religiosity

b. Dependent Variable: Work stress

Based on the analysis of the coefficient of determination for the regression equation, the coefficient of determination (Adjusted R<sup>2</sup>) was obtained as 0.208, meaning that the influence of the Religiosity and Social Support variables together on work performance (Y) was 20.8%, while the remaining 79.2% was influenced by other variables outside this study.



**Figure 3. Research Model**

**Discussion**

**The Influence of Religiosity on Work Stress**

Religiosity is an orientation, a set of behaviors and lifestyles that make people strive for high standards and uphold their emotional well-being. In another explanation, it is stated that

Religiosity related to business can explain a series of behaviors that show the values of belief, faith in and morality that a person has (Junaidi et al., 2022; VU, 2020).

Emphasizing the statement above, it states that Religiosity teaches about morals in interacting with the environment, between humans, humans and other creatures, and humans with their God. So that in any religion the teachings of "morals" are the same, but humans as objects of religious doctrine have differences in capturing the meaning of these teachings. This means that the understanding of diversity (Religiosity) of each individual is different, but basically every human being has a sense of Religiosity

The results of the study show that Religiosity has an effect on Work stress in social workers. This is indicated by the sig t count value (0.044) < 0.05. This is in line with Barhem et al. (2009) in their study showing that managers around the world can manage work stress among Muslim employees by focusing on the Religiosity dimension in their lives. Similar results were stated in the study of Achour *et al.* (2011) that coping strategies are positively related to Social Support and Religiosity and negatively related to work stress.

#### **The Effect of Social Support on Work Stress**

Social Support or social support is a form of attention, appreciation, encouragement, and various other forms of assistance that come from people who have close social relationships with the recipient, such as parents, siblings, children, friends, friends or other people who intend to help (Riadi, 2017). There are many forms of Social Support that can be felt by someone, namely information, special treatment, or material that can make the recipient feel accepted and appreciated. King (2012) argues that Social Support is information or feedback from others that shows that someone feels loved and cared for, appreciated and respected, and involved in reciprocal communication and obligations. The results of the study showed that Support has an effect on Work stress in social workers. This is indicated by the sig t value (0.000) < 0.05. This is in line with Uddin's research (2020) which shows that family social support produces valuable resources for mothers working in the health and banking sectors in dealing with stressful work situations during the pandemic. This is also in line with Achour *et al.* (2011) research which states that social support was found to be able to withstand the negative effects of stress.

#### **CONCLUSION**

The results of the study indicate that Religiosity has an effect on Work stress in social workers. This is indicated by the sig t count value (0.044) < 0.05. The results of the study also indicate that Support has an effect on Work stress in social workers. This is indicated by the sig t count value (0.000) < 0.05.

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