Analysis of Mental Health and Spirituality in Employees of Bank

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Abstract: Employees are individuals who work as part of an organization or company. Mental health and spirituality are two important dimensions in an individual's life, especially in the context of a work environment that often creates demands and pressures. This study aims to explore mental health and spirituality in Bank employees. This study uses qualitative methods with observation and interview techniques. Research participants consisted of five employees consisting of Office Boy (OB), Security Guard, Customer Service, Insurance Service, and Marketing Admin. The results showed that the majority of Bank employees had a fairly good level of mental health, marked by a good level of psychological well-being. However, some employees also experience psychological distress, especially related to high job demands. For example, employees have experienced stress when there are demands to work on reports in a short time or when a customer complains. Overall, the level of employee spirituality is also quite good, with many employees reporting positive spiritual practices in their daily lives. This research provides insight into the mental health and spirituality of employees at Bank, and is expected to be the basis for developing more holistic employee welfare programs in this company.

Keywords: Mental health; spirituality; employees

Introduction

Optimal mental well-being allows a person to recognize their potential in dealing with the routine stresses of life, work effectively, and contribute to the society they are in. Despite its importance, mental well-being in the workplace is often overlooked. In fact, it has long been recognized that the well-being of workers plays a key role in determining the long-term performance

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of an organization. Mental well-being has a direct impact on an organization's ability to achieve its targeted goals and objectives (OECD, 2010).

According to the World Health Organization (WHO), pressures from modern lifestyles, such as high competition in education, work, and family demands, as well as the complexity and speed of life today, are among the eleven causes of impaired mental well-being. Every year, around 800,000 people experience suicide. However, stigma and discrimination against individuals and families experiencing mental wellbeing issues often prevent them from seeking necessary treatment, which in turn can result in excessive behavior, denial, and isolation from their surroundings (Workshop on Recognizing Early Symptoms of Declining Mental Wellbeing in the Work Environment, July 2019).

Danna and Griffin (1999) emphasize the importance of mental well-being in the work environment for several key reasons. First, an individual's experiences in their physical, emotional, mental and social aspects will have an impact on their behavior and performance in the workplace. Second, the mental well-being of workers is important because it triggers awareness of other factors that contribute to risks to their well-being. For example, the characteristics of the work environment that support safety and well-being, the potential threat of violence or dysfunctional behavior in the workplace (such as sexual violence and other forms of unhealthy behavior), and the relationship dynamics between supervisors and subordinates that can affect mental well-being. Third, mental well-being has a significant influence on individual performance at work. Deepening the above statement, the results of a survey of the workforce in several developed countries such as Australia and America show that currently an estimated one in six workers experience mental well-being problems (Harvey, 2014). Suboptimal mental well-being is believed to be the cause of high levels of absenteeism and work incapacity, which in turn affects performance and productivity in the work environment.

The problem of mental health disorders in the workplace is often faced by many workers. Several studies have been conducted in this context. According to research by Assocham, more than 42 percent of professionals in India working in corporations experience depression and generalized anxiety disorder, which is caused by excessive workload and too many work deadlines. According to a 2018 survey published in an Economic Times article, half of these professionals are stressed.

In addition to physical health issues, attention should be paid to the mental well-being of employees. Occupational stress arises from the interaction between environmental and individual factors (Lazarus & Folkman, 1984 as cited in Shahzad, 2011). Sustained job stress can negatively impact mental well-being. Unfortunately, few companies provide consultation services with psychology professionals to help address this issue. The mental well-being of each individual is different and undergoes dynamic development, considering that humans are always faced with various challenges and need to find various alternative solutions. According to Daradjat, mental well-being involves a balance in the functions of the soul, the ability to deal with the problems faced, as well as the ability to feel happiness and a positive view of oneself (Dewi, 2012).

Furthermore, the workplace and the type of work play a dual role in employees' mental well-being. Mental well-being can be a source of stress due to the culture, organizational structure, and

demands of the workplace; conversely, the workplace can also be a source of support and contribute to overall mental well-being, as well as assist in the recovery process from mental health disorders (OECD, 2010). Previous research supporting this concept includes a study conducted by Koo & Wati (2011) which showed that cultural innovation orientation in organizational culture is negatively related to the level of technostress, while other studies, such as the one conducted by Syamsu et al. (2019), found that burnout significantly affects worker performance.

There are several factors that can affect mental health, one of which is spirituality. Spirituality in the context of work is defined as the structure of organizational cultural values that encourage transcendental experiences of employees during the work process, which facilitates a sense of connection with others and provides a feeling of wholeness and happiness (Giacalone & Jurkiewicz, 2005). Litzsey (2003) argues that spirituality alignment in the workplace will provide meaning and purpose in life for employees. This not only allows employees to feel a sense of wholeness as individuals, but also provides benefits to the company in the form of increased profits, high morale, and decreased employee absenteeism. This process encourages individuals to seek meaning and purpose in life and involves the application of a number of personal values that the individual holds dear.

This study explains mental health and spirituality with employee performance in the work environment. The results showed that the majority of bank employees have fairly good mental health. Mental health and spirituality can affect employees in the workplace in terms of performance, socializing with the environment, or self-control when experiencing work stress. Through writing with the title "Mental Health and Spirituality in Bank Employees". It is expected to provide information to readers about mental health and spirituality, as well as knowing which aspects of mental health and spirituality are experienced by Bank employees. This is expected to be the basis for the development of more holistic employee welfare programs in this company.

Method

Type of Research

This research uses a qualitative approach method. The use of a qualitative approach to this research process uses observation, interview and documentation techniques Observation is a method of data collection that is carried out in a planned and systematic manner through observing and recording the symptoms being studied (Noor, 2015). Banister (as cited in Herdiyanto, 2016) defines observation as the act of paying attention and observing carefully and structured on the behavior that is the focus of research. Interview refers to the situation or process of interaction between the interviewer and the source of information or the individual being interviewed (interviewee) (Albi Anggito, 2018). Then, the data obtained from daily notes and interviews were condensed according to similar facts.

Setting & Research Subject

One of the banks in Indonesia located in Malang. The data used in this study was collected through daily records as well as documentation relevant to this research. This research was conducted

for approximately 40 days during working hours. In addition, it is also supported by research informants, namely employees at the Bank. In this study there are 5 subjects consisting of 4 men and 1 woman.

Table 1
Subject Characteristics

Subject	Characteristics
Subject 1 (WRP)	Subject 1 has been working for 3 months and is in the insurance service department. He has a more reserved characteristic, rarely interacting with others except with fellow partners in the insurance service department.
Subject 2 (LM)	Subject 2 has been working for 2 years and is in the Customer Service. The subject has characteristics that are easy to get along with new people, interactive.
Subject 3 (MLH)	Subject 3 has worked for 6 years in the security department. He has authoritative, insightful, and patient characteristics in guiding others or serving customers.
Subject 4 (SA)	Subject 4 has worked for 2 years. He is in the OB department. The subject has a friendly character, easy to get along with others.
Subject 5 (AFN)	Subject 5 has worked for 21 years and is in the Marketing Admin unit. He has firm but relaxed characteristics, broad-minded and is used as a role model by employees in his unit.

Techniques for Extracting Research Data Information

Data collection was carried out using observation techniques, interviews. Kartono (as cited in Basuki, 2006) defines an interview as a dialog that is focused on a specific issue. It involves an oral question and answer process in which two or more people interact directly. According to Kartono (in Basuki, 2006) also, observation is a deliberate and structured study of social phenomena and psychological symptoms through observation and recording methods. The interview technique is a systematic approach to obtaining information in the form of oral statements about an object or event that occurred in the past, present, or future. On the other hand, the observation technique is a method of collecting information about objects or events that can be seen with the eyes or identified through the five senses. Qualitative data analysis is a method for systematically searching and compiling data through several stages: data reduction (summarizing data), data display (displaying data in a clear format), and data verification (confirming or proving data). This process aims to make the data easy to understand and can be conveyed to others.

Research Ethics

All forms of research involving humans as subjects must be based on the basic principles of research ethics. Research ethics are guidelines used in research involving the researchers, the research subjects, and, most importantly, the impact of the research on society (Notoatmodjo, 2012). In Research Ethics (RE), the basic principles of research consist of respecting others, ensuring that the research is beneficial, ensuring that the research does not harm others, and ensuring fairness.

Result

Based on data obtained by researchers through observations and interviews. After analyzing the data thematically, the researcher obtained the following results:

Mental Health

The importance of the work environment in people's lives should not be overlooked. The work environment is more than just a place for income generation, business competition, and welfare improvement. The work environment is also a source of stress that can negatively impact the mental health of all individuals involved in it, including officials, leaders, employees and staff. Problems that can lead to mental health disorders in the work environment are often caused by stress. Some types of stress that often arise in the work environment include:

a Dissatisfaction with the level of economic welfare, for example, the salary and benefits received are insufficient to meet daily needs.

b Interpersonal conflicts at work, whether with superiors, coworkers, or business partners.

c Performance of tasks that do not match individual interests and abilities.

All of the above factors can cause stress and contribute to mental health problems in the work environment.The research shows the results that the mental health condition of employees is quite good. It can be seen from his daily life that shows positive emotions where his daily life shows that he seems to enjoy the work that has been done, both in the service section and in the office. The employees also show that the cohesiveness of each team in their respective sections, seems to show good communication. Work stress is seen when employees are required by superiors to complete tasks with urgent time.

In the service section, there are many customers who protest or customers who are overflowing so that it cannot be conditioned and causes employees who are in the service section to experience stress. All employees have good communication with fellow employees, superiors, and subordinates. Employees have their own way to overcome boredom at work. Some chat with their friends, some smoke, some make drinks such as tea or coffee provided in the workplace, and some even deliberately leave the room for a while to relieve boredom or stress experienced.

The interview results show that all subjects feel that their work partners are nice and very welcoming. Interesting things in their respective sections such as subjects 1 and 2 and 3 often meet with customers so they feel that there are various kinds of customer characters that require good emotional management skills. For subject 4 who is an OB, what is interesting is that his jobdesk is not only about cleaning but also the same as the service department whose job is to serve customers. All subjects also feel happy living their lives. Subjects 1 and 5 experience anxiety when they cannot achieve targets and are under the demands of superiors. While subjects 2 to 4 experience anxiety that comes from customer protests. For the aspect of losing self-control, subject 1 has never lost self-control, because he has also only worked for a few months, so he can still control himself. Subjects 2 to 5 have lost self-control.

Table 2
Mental Health Interpretation

Key Fact	Interpretation
Good communication with superiors, subordinates, or fellow partners well Life is full of interesting things Feeling happy living life	Psychological Well-Being
Experiencing work anxiety Loss of self-control	Psychological Distress

Based on the results above, it shows that psyichological wellbeing shows very good results while psychological distress shows very high results that employees experience anxiety to loss of self-control.

Spirituality

Spirituality is the process of coming to a deep understanding or self-enlightenment in achieving life purpose and meaning of existence. Spirituality plays an important role in an individual's overall health and well-being. It provides direction and significance to life experiences, regarding the belief in the existence of a physical force greater than one's own abilities.

According to research by Rachman and colleagues (2014), spirituality in the workplace can be seen in the form of work discipline, dedication in carrying out tasks, respect for rules and responsibilities, sustainability over personal interests, creativity and enthusiasm at work, honesty, and attention to colleagues. In addition, there are three factors that influence spirituality in the workplace, namely rewards (both material and non-material), organizational culture (interactions between organizational members and customary norms), and facilities for worship.

The research showed that employee spirituality is relatively good. For example, employees respect each other, greet each other, be it in the office, service, OB, security and others. Support given to friends who are in the same section/unit. There is also a good organizational value, every day a marching song is played. Likewise, employees who seem to understand their work very well according to their jobdesk. The organization also cares about employee spirituality.

Based on the interview results, Subjects 1 to 4 feel that this is their passion. Subject 5 feels that his current job is not his passion. All subjects also feel that their work provides personal meaning, such as in the OB, CS, Insurance Services, and Security sections whose work often meets customers, they feel more patient because each customer has different characteristics. All subjects feel very close to their work partners because they can work together in completing work, in terms of mutual support, backup each other's work when there are difficulties and others. All subjects are free to express their opinions at work. Subjects feel appreciated at work, whether by superiors, subordinates, or fellow coworkers. However, subject 4, who works as an OB, has received treatment several times which demeans his job. The organization also pays attention to employees, be it health, benefits, a place for worship for employees who are predominantly Muslim. All subjects also feel that the company pays attention to employees, such as in terms of health, providing bonuses for employees, and others.

Table 3
Interpretation of Spirituality

Key Fact	Interpretation
Work becomes a passion/no Work provides personal meaning	Meaningful Work
Feel valued in the company Coworkers support and care for each other	Sense of Community
The organization cares about the spirituality of employees The organization cares for all employees	Alignment of Values

From the results above, it shows that the subject's meaningful work shows very good results with details as described above. For a sense of community with the result that the subject feels valued and supported at work is also good. In terms of Aligmenr of Values, the subject feels that the organization is very concerned about its employees.

Discussion

Mental Health

Based on the results of the research conducted, it can be concluded that mental health in Bank employees has a good indication. This is evidenced by the results of the author's interviews and observations. The results of interviews were conducted with five subjects.

The first subject (WRP), works as an Insurance Service. The results of the first subject interview show that he has closeness with work partners and has never received unpleasant treatment from superiors or work partners. This is in line with (Anam, 2018: 46), the work environment is something that surrounds employees so that it affects a person to get a sense of security, comfort, and a sense of satisfaction in doing and completing the work given by the boss.

The second subject (LM), works as a Customer Service. The results of the second subject interview show that he works according to his passion, namely in the service sector and has never received unpleasant treatment from superiors or work partners. This is similar according to Anggraini (2013) passion has an important role in maintaining one's efforts to reach the expert level.

The third subject (MLH), works as a security. The interview results of the third subject show that he has worked for 6 years and considers work not as a burden even though he is only a security. The subject has never received unpleasant treatment from superiors or work partners, only unpleasant treatment has been experienced by the subject from customers. However, the subject explained that this is normal in the service sector.

The fourth subject (SA), works as an OB. The results of the fourth subject's interview showed that he has closeness with work partners and provides mutual support. However, the subject revealed that occasionally he had received unpleasant behavior from superiors, in terms of bad orders.

The fifth subject (AFN), works as a Marketing Admin. The results of the subject interview show that they have closeness with work partners and subordinates, namely providing mutual support and helping to meet targets.

So it can be concluded based on the results of interviews and the author's analysis that the five subjects have no problems with fellow employees, but more problems from customers and some subjects get unpleasant behavior from superiors but this is rarely felt. So it can be concluded that employees have good mental health with Psychological Well-Being and Psychological Distress fulfilled. The five subjects that employees at the Bank show positive relationships between employees, although they have received unpleasant behavior from superiors and occasionally feel stressed due to targets with urgent time. However, this is not a problem because there is closeness with work partners and subordinates, namely providing mutual support and helping to meet targets. Employees also work according to their respective fields of passion. This is in line with previous research, by (Tasema, 2018) showing the results that psychological well-being has a positive relationship with job satisfaction, which means that if the higher the psychological well-being, the higher the job satisfaction and vice versa if the lower the psychological well-being, the lower the employee job satisfaction. The results of the interviews and the author's analysis indicate that the mental health of the Bank's employees is quite good.
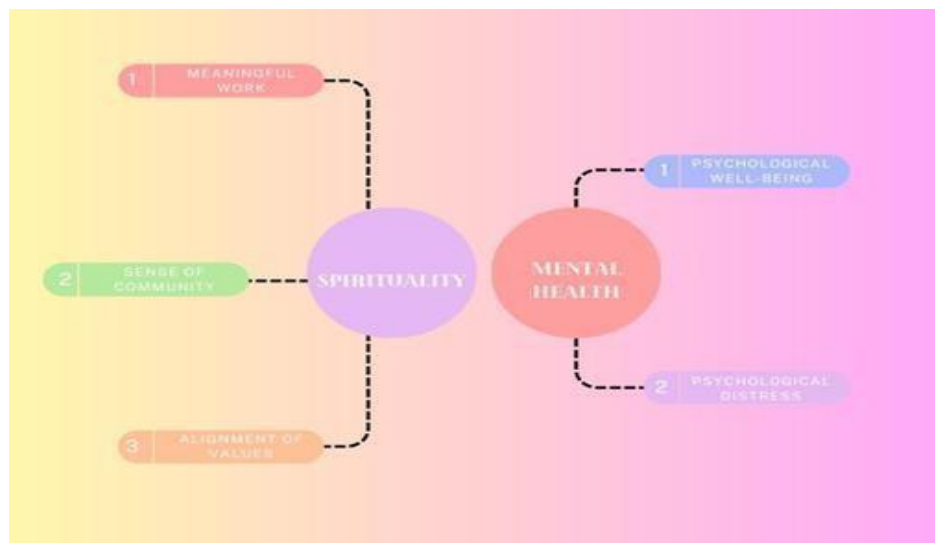

Figure 1 Spirituality and Mental Health

Spirituality

Based on the results of the research conducted, it can be concluded that spirituality in Bank employees has a good indication. This is evidenced by the results of the author's interviews and observations. The results of interviews were conducted with five subjects. The first subject (WRP), works as an Insurance Service. The results of the first subject interview show that he has a close relationship with his work partners and has never received unpleasant treatment from his superiors or partners. So that the first subject can also be said to have fulfilled Meaningful Work, Sense of

Community, and Alignment of Values. The second subject (LM), works as a Customer Service. The results of the second subject's interview show that he works according to his passion, namely in the field of service and has never received unpleasant treatment from superiors or work partners.

The third subject (MLH), works as a security. The results of the third subject interview show that he has been working for 6 years and considers work not as a burden even though he is only a security. The subject has never received unpleasant treatment from superiors or work partners, only unpleasant treatment has been experienced by the subject from customers. However, the subject explained that this is normal in the service sector. The fourth subject (SA), works as an OB. The results of the interview with the fourth subject show that he has closeness with work partners and provides mutual support. However, the subject revealed that occasionally he had received unpleasant behavior from superiors, in terms of unfavorable orders.

The fifth subject (AFN), works as a Marketing Admin. The results of the subject interview show that they have closeness with work partners and subordinates, namely providing mutual support and helping to meet targets. So it can be concluded from the five subjects that the average Bank employee does not have problems with fellow employees. In line with Karakas' (2010) view, workplace spirituality has a significant role in three main perspectives. First, from a human resource management perspective. Human resource management considers that spirituality can improve the well-being and quality of life of employees. In this framework, spirituality can increase morale, productivity, and loyalty to the organization. Conversely, a lack of spirituality in the work environment can lead to employee stress, high absenteeism, and physical and mental exhaustion, which ultimately results in decreased commitment to work. However, it is just that the problem comes from customers, some employees have experienced unpleasant behavior from customers who do not accept if their complaints have not been resolved on that day. The results of the interviews and the author's analysis indicate that the spirituality of the Bank's employees is good.

Conclusions

Based on the results of research conducted on Bank employees, it can be seen that the condition of mental health is quite good and spirituality is good. It can be seen from his daily life that shows positive emotions where his daily life shows that he seems to enjoy the work he has done, both in the service section and in the office. Although there are subjects who occasionally experience work stress if there is pressure from superiors for not meeting the monthly office target and customer complaints. For the whole subject shows good mental health because they get good treatment and get support from work partners. The limitation of this study is in terms of data collection time. Employees are difficult to ask for interviews during service hours, because each employee has a job and target demands from the office. Suggestions for future researchers to be able to develop this research by strengthening using a measurement scale so that the results become more accurate.

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