



Self-Talk as a Medium for Coping Stress for Female Employee:

A Systematic Literature Review

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Highlights

- Previous studies have found that working women are more prone to stress. In order to overcome stress among working women, research shows that self-talk is an effective way to deal with the various types of stress.
- In this study, we use Systematic Literature Review method to get a broader view about self-talk as a stress coping that can be applied among working women.

Abstract

An employee is required to provide high performance at work, especially for women who work at a certain level that making them have to be alert and give their best performance. A plenty of job demands make female employees very easily to expose to work stress. Therefore, a stress coping is needed to minimize the effects of stress on female employees. One of them is self-talk, which is an easy way that female employees can do to relax and restore mood. Self-talk is one kind of coping stress that is believed to be the easiest way for employees to do. This study will examine how effective self-talk as coping stress on female employees in terms of several published journal sources. PRISMA is used as a research method guideline. The databases used in the search for articles were Springer, Scient Direct, Scopus, and Google Scholar using the search keywords "self-talk" AND "coping stress" AND "work stress" AND "employees". Screening was carried out by applying inclusion and exclusion criteria.

Keywords: Self-Talk; Coping Stress; Employee

INTRODUCTION

An employee is an asset owned by the company to run the company's wheels in order to gain profit, without the participation of employees, activities cannot be carried out. Employees play an active role in shaping company plans, company systems, processes and goals to be achieved by the company. According to Rizaldi (2020) an employee is anyone who provides services (both in the form of thought and in the form of energy) and receives remuneration or compensation, the amount of which has been determined in advance. Employees are every resident who enters working age (15 to 64 years) or the total number of residents in a country that produces goods and services if there is a demand for labor that they will produce themselves and if they want to engage/participate in activities it by goddess (2019).

Often times the workload given by companies to employees is so high that it triggers work stress which can interfere with performance that impacts the company. Stress is as a result of an imbalance between demands and resources owned by individuals, the higher the gap occurs the higher the stress experienced by individuals and will threaten by Yuli (2018). While stress in the context of the world of work is work stress which results in feelings of pressure experienced by employees in facing work by Mangkunegara (2013). This opinion is supported by Beehr and Newman (2018) define job stress as a condition that arises from human interaction with work and is characterized by humans as human changes that force them to deviate from their normal functions. It can be said that job stress is a feedback on the employee physiologically and psychologically against the wishes or demands of the organization.

The current organizational culture has been no longer discriminates between the workload given by companies to male and female employees. A study has been conducted by Wati (2019) that female employees are more likely to experience work stress than men due to the workload that the company imposes on female and male employees. It further shows that 12 out of 18 female employees experience stress due to workload, multiple roles and personal problems experienced by female employees. This shows that female employees are more vulnerable to work stress due to workload and other factors. So it is necessary to have a solution needed to overcome the stress resulting from the workload given by the company to female employees. Not only in the world of work where women are more likely to be exposed to academic stress, which was carried out in 2018 showing that female students are more susceptible to stress than male students by Kountul (2018).

The type of intervention that is usually given to deal with stress due to some of the problems encountered is by means of self-talk. Many studies and literature have proven the effectiveness of self-talk as a means of coping with stress due to a person's burden of problems. Self-talk is a strategy that can be applied to prevent stress. Self-talk activities are carried out by someone by means of dialogue between the individual and himself which involves self- reflection and aims to build a good mental condition Rohmah (2022). Another study shows that self-talk can reduce women from the burden of stress they are experiencing by Nurul (2022). The results of Bruehlman-Senecal's research Romahah (2022) explain that the application of self-talk techniques can increase the self-esteem of individuals with low self-esteem, change attitudes for the better, and reduce social stress. Self-talk techniques can not only help women who are experiencing stress due to workload, or academics. Research that has been conducted by Olyaiekhachic (2020) regarding self-talk can help parents who experience stress due to caring for children with special needs. While research conducted by Zuhdi (2019) self-talk can help students reduce stress when they want to face exams.

Because there are many ways that a person deals with stress due to the burden of problems faced by a person, self-talk is considered a wrong coping that can be done by both professionals and ordinary people. By looking at the antecedents of self-care behavior that can be performed on oneself, several questions are asked whether self-talk is effective as a stress coping medium for female employees.

METHOD

A systematic review of the literature was carried out to find articles that match the desired criteria. Also, the PRISMA guidelines were used to find the relationship between self-talk as an effective coping stress used to reduce work stress in female employees. Literature research started in March 2023 by combining articles from Google scholar and ScienceDirect. The keywords used in the literature search phase were as follows: 1) "stress" OR "work stress" OR "burnout"; 2) "self-talk" AND "self-talk therapy" AND "positive self-talk"; 3) "female employees" AND "Gender" AND "female".

Inclusion criteria were used to help find relevant articles: 1) Articles related to stress, impact of stress, types of stress associated with gender, articles with the theme of self-talk which are often used in various research settings and interventions; 2) the sample used is adult women or aged 18 years and over; 3) research articles or conferences; 4) published within the last 10 years (2012-2022); 5) written in English and Indonesian. Exclusion criteria are also used to help eliminate irrelevant articles: 1) Review/conceptual articles; 2) the subjects used in this study were under 18 years of age; 3) external interest areas such as sustainable agriculture and fisheries.

RESULT

The PRISMA flowchart was developed to show the process of selecting articles (see Figure 1). There were 1531 articles found, consisting of 1031 from ScienceDirect and 500 articles using Google Scholar. A total of 600 were issued using Mendeley and Publish or Perish tools, 15 articles were identified as having similarities and 14 other articles had insufficient article detail. Produced 897 articles for title and abstract screening. We screened articles that mentioned the variable being reviewed in the title, abstract or keywords. A total of 817 articles were excluded and left 80 articles but there were 35 articles that could not be accessed and left 5 articles with appropriate themes, namely 3 articles related to self-talk in female employees and 2 articles related to gender and work stress.

Table 1.

Article Review Summary

Reflection	Country	Orientation	Variables	Other Construction	Result
Analysis Gender differences against stress work on civil servants (ASN) in Kecamatan Banyuasin iii Pangkalan Balai (Wati et al., 2016)	Indonesia	Gender differences have the possibility of easy work stress	<i>Gender</i>	-	There is a significant gender difference between gender and work stress in the State Civil Apparatus (ASN) in Banyuasin III Distrit o Pangkalan Balai

Evaluating the effect of positive self-talk on job stress among nurses working in the emergency wards (Olyaiekhachic, Bozorgnejad, Haghani, Khayeri, et al., 2020)	Iran	Nurses working in critical care settings; Such as emergency departments experience high levels of work stress during working time.	<i>Positive Self Talk Job stress</i>	-	-There was a change in the control group which was given the intervention with positive self talk -There is a difference in stress levels between the two groups from before the intervention and before
Female employee dual role conflict and work stress (Akbar, 2017)	Indonesia	The dual role of working women will increase women's exposure to stress due to the workload they receive	<i>Role Conflict Work Stress</i>	-	There are many things that cause women to be easily exposed to work stress, including burdens excessive work, insecure political climate at work, various form of changes that occur, in financial strength in the family or family problems, changes that occur in the place of residence.
Stress and coping strategies in the general population of Greece and Cyprus in response to the COVID-19 pandemic: A cross-sectional study (Kleanthous et al., 2023)	Greece	Coping and strategies for dealing with stress	<i>Stress Coping strategies</i>	-	Men have lower stress exposure scores. Women are susceptible to stress whether it's with trauma, situations or outbreaks. Easier women are more susceptible to stress
The Effect of Job Satisfaction and Positive Self talk on Job Stress on Bank Credit Card Marketers. (Kredit, 2022)	Indonesia	Employees who are used to using positive language to produce positive work, and on the contrary	<i>Positive Self-Talk Job Stress</i>	-	The more employees often do positive self-talk, the lower the work stress of female employees

After reviewed the articles, we began to identify starting from the research setting, sample, research objectives and also research findings. We found there is one journal discussed how gender relates to exposure to stress due to the workload that is carried out every day in this setting also uses a sample of women as subjects to measure the comparison of stress levels between genders and the findings show that women are more vulnerable to work stress by Wati (2016). Meanwhile in the journal Olyaiekhachic (2020) we found that women who work in very important fields have also high exposure to stress. However, the results of this study indicate that positive self-talk is very effective for relieving work stress in women who have workloads in stress-prone areas such as nurses on duty in the ICU ward at a hospital.

The findings in the article Akbar (2017) show that the dual role of a working woman is vulnerable to stress, due to the many responsibilities that women have. So that the results of this study become relevant and support the problems that the researcher wants to ask. Furthermore, research conducted by Kleanthous (2023) in the setting when the pandemic occurred in 2019 showed that women also have a vulnerability to stress caused by several factors that occur, starting from trauma, uncertain situations. However, women can also cope with emerging stress, one of which is self-talk. The last article, namely Kredit (2022), found that self-talk is very effective as a coping medium to avoid work stress. This article is very representative of all the articles that have been collected because it describes the researcher's questions about self-talk as a stress coping medium for female employees. The subjects and settings in this study were very representative.

DISCUSSION

The results of the literature show that there are two articles that explain how gender or gender relates to the vulnerability of stress experienced by women. These two articles also link gender and workload which will affect women's productivity at work by Wati (2016). Female employees are vulnerable to stress due to workload and also high expectations for women. According to Akbar (2017) women are known for being gentle, beautiful, emotional and motherly. While men are considered strong, rational, manly and mighty. The characteristics of these traits are interchangeable, for example there are men who are gentle, there are women who are strong, rational and mighty. Changes in the characteristics of these traits can occur from time to time and from place to place. Because society's view of women is high enough to make working women feel they have a double responsibility as well, both as working women and housewives.

We found one article Kleanthous (2023) about the stress strategies adopted by female workers during a pandemic, even though female workers have a higher vulnerability than male workers, but female workers understand more about anticipating the stress they face. Furthermore, the two articles about self-talk can have a positive impact as coping with work stress on working women who have a fairly high workload such as nursing and marketing where the work provides high demands on accuracy and requires working women to meet the targets that have been given by the company. Self-talk can help women workers from high work stress.

The findings by researchers regarding stress coping strategies carried out by female employees are very useful when employees are facing a high workload. Furthermore, these findings indicate that self-talk can be used as first aid for a female employee when experiencing stress due to the workload they face, although this assistance still needs to be continued to experts if a female employee does not continue to experience further psychological disorders.

CONCLUSION

The image of women who have been labeled as weak creatures does not make women self-conscious and not work. Many of today's women are involved in the world of work and have careers in various sectors. Not infrequently strategic positions in companies are currently occupied by women. With all the shortcomings, women have an important role in human social life, both as housewives and workers. However, it is not uncommon for many women to be able to play both roles. This dual role ultimately makes women so easily exposed to stress.

Stress that occurs in women is of course not only internal factors but there are also external factors that cause women to be easily exposed to stress, especially women who carry out a dual role as housewives and working women/career women. Although the findings show that women are more susceptible to stress and work stress than men. In fact, it is easier for women to cope with stress due to work that approaches them. Work stress that occurs in women generally occurs because of the multiple roles that are undertaken and not infrequently society labels women as someone who must be perfect. Whether it's in her role as a housewife or a working woman.

Along with the advancement of science, especially in the field of psychology regarding work stress and how to deal with it, research has emerged that studies stress and work stress which are associated with ways of overcoming one of which is self-talk. Self-talk is one method that has been proven effective for dealing with work stress in the context of working women. Although, self-talk has been shown to be effective as a medium for coping with work stress in women. Many studies also prove self-talk as a medium for coping with stress in various settings, both in the world of work, parenting, academics and so on. This does not make self-talk a medium for healing. But as a temporary measure to reduce the stress that arises so that it doesn't get worse

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CONFLICT OF INTEREST

The authors declare no conflict of interest.

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