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## The employee's job satisfaction during pandemic covid-19 and the counselor's role

Zadrian Ardi<sup>\*1</sup>, Mharchelya Mharchelya<sup>1</sup>, Ifdil Ifdil<sup>1</sup>

<sup>1</sup>Universitas Negeri Padang, Indonesia

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### ABSTRACT

Many employees can not work as usual, even having to lose work due to the Covid-19 Pandemic. Generally, employees have difficulty adapting to the demands that all are done at home or better known as Work From Home. In this situation, employees need to continue to work in the company or its organization while paying attention to health protocols that the Government has established. However, this has an impact on job satisfaction and employee mental health. This manuscript analyzes the impact of the pandemic on employee performance and the role of counselors in optimizing mental health. Many employees feel that their work must be more extra to meet the needs of life to be fulfilled and how the level of work satisfaction of the employees themselves in the face of this COVID-19 pandemic. Here also required an expert or counselor to know the job satisfaction of the employees themselves so that they can still provide services or the best results for the company and himself.



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### Corresponding Author:

Zadrian Ardi,  
Universitas Negeri Padang, Indonesia  
Email: [zadrian@konselor.org](mailto:zadrian@konselor.org)

## Introduction

Currently, the world is experiencing a very alarming crisis at the end of 2019 years precisely in Wuhan, China. A mysterious virus attacks the respiratory and human immune systems and results in the risk of death. In adults or the elderly, it is more accessible to infected this virus (Kobayashi et al., 2020). The virus is called Saveria Acute respiratory Syndrome coronavirus-2 (SARS-CoV-2), and the name of the disease is more familiar with COVID-19. This virus proved to be infected between humans and interactions with groups of people (Esposito et al., 2006; Gladwin, Trattler, & Mahan, 2014; Muniyappa, Section, Branch, Diseases, & Mellitus, 2020; Trilla, 2020). In this case, more communities are infected without indications than infected cases, with as much as a 2.0% mortality rate while the SARS mortality rate reaches 10%. This signifies that the case could still be controlled jointly by everyone (Trilla, 2020).

With this pandemic causing death, COVID-19 has been many physical burdens and mental burdens for everyone globally. This is because this pandemic has been able to influence people's lives to change the way their lives for self-quarantine should even be far from family to protect other families (Kobayashi et al., 2020; Shanafelt, Ripp, Sinai, & Trockel, 2020; Torales, Higgins, Castaldelli-maia, & Ventriglio, 2020). With this pandemic, people are also experiencing much social change and getting emotional stress continuously, resulting in an impact on mental health and overall economic stability (Jennifer, 2020; Shanafelt et al., 2020). The existence of this pandemic, society and government faced with uncertain death, this is caused by the number of people infected with the virus COVID-19 without symptoms so that some employees in the

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company is experiencing burdens and do not feel satisfied with the results obtained from work (Jennifer, 2020; Raziq & Maulabakhsh, 2015).

Nowadays, many companies are experiencing difficult conditions to maintain their quality, not only from the company sector but also the level of job satisfaction from the employee and how to continue to survive the threat of this COVID-19. Many of them have to adjust their work to be done at home and not a few also among those who lost their job because of this pandemic (Goswami, 2019). In situations like this, employees also have to keep working amid the threat of this virus and make their mental and emotional burdens more. Environmental conditions that do not support, forcing them to be able to provide maximum performance in order to achieve the target or achievement of a company or organization (Raziq & Maulabakhsh, 2015)

Other than the Greek state, almost 50% of young people do not work, causing the country to experience an economic crisis. They are implementing a new strategy to boost their economy to move forward by involving young people to participate in economic development activities. Also, they have provided a career counseling development program to students since the year 1998 (Papakota, 2016). The form of this program can also be implemented by the service program associated with the motivation employees themselves.

In other research also discussed the outplacement service for employees to improve the results in the field. There are still many of them who are more satisfied in providing professional job training as compared to the work transfer, and external outplacement usually more offer a relatively high salary, but they feel not getting emotional service (Kilcrease, 2013; Oursler, Lu, Herrick, & Harris, 2019; Rahmani, Doshmanziari, & Asgari, 2018). An employee's job satisfaction is essential to a Human Resource or a counselor.

For the company future, they should be able to understand what can affect the work satisfaction of its employees and what problems are being experienced by its employees so that the employees feel comfortable working and can continue to provide the best with a maximum outcome to the company (Costen & Salazar, 2011). Earlier studies have explained that several factors influence job satisfaction. The intensity of communication within the organization, understanding each other's personality in an organization, awarding, working safety and supportive working environment, and as for one of the factors, the employee is granted the right of option by his superiors (Balouch & Hassan, 2014; Costen & Salazar, 2011; Giri & Kumar, 2010; Goswami, 2019; Therasa & Vijayabanu, 2015).

The employees are faced with the environmental conditions that make them uncomfortable at the COVID-19 pandemic. Thus, the employees need help from both psychologically and counselors to help employees achieve their job satisfaction by holding several training programs, providing what services are needed. (Wang & Lin, 2014). Application of Flexible Working Hours (FWH) for employees can also benefit the company itself and its employees. Therefore, it is essential for a company to always pay attention to the needs of employees (Riva, Lucchini, Dulk, & Ollier-malaterre, 2018; Wang & Lin, 2014). In this article, we will discuss whether there is any relation between employees' job satisfaction with this pandemic and how the solution is expected as a counselor in addressing this matter. The purpose of this article is to analyze the extent to which the influence of job satisfaction employees face the COVID-19 pandemic and what a psychologist can do or a counselor in addressing this issue.

### **Occupational Stress and Job Satisfaction**

Addressing this COVID-19 case, researchers previously discovered that this coronavirus attacked the human immune system through breathing so that it could lead to death. They agreed that adults or seniors were more easily exposed to or infected with viruses, often referred to as the COVID-19 (Esposito et al., 2006; Gladwin et al., 2014; Kobayashi et al., 2020). In this case, researchers previously said that the rate of mortality caused by COVID-19 is not significant compared to mortality rates in the case of previous SARS, reaching a 10% mortality rate (Trilla, 2020).

Some researchers previously argued that with the emergence of the COVID-19 pandemic. Many kinds of impacts were felt by people, which are a physical and mental burden, especially for employees who had to struggle in the face of environmental conditions like this. They felt emotionally depressed and uncomfortable working during this pandemic and felt dissatisfied with the results they got from his work (Jennifer, 2020; Raziq & Maulabakhsh, 2015; Torales et al., 2020).

Many companies today experienced an economic crisis that caused dissatisfaction in working on their work. Researchers previously said that work satisfaction is very influential to the communication intensity between organizations (Giri & Kumar, 2010). Other than the previous researchers, they agreed that the work satisfaction factor is influenced by the granting of autonomous rights to make his decision and his company (Balouch & Hassan, 2014), then also work satisfaction is influenced by the appreciation of work. This work

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environment is conducive and supportive and the safety of their work (Raziq & Maulabakhsh, 2015). The type of work content that is found in the by of employees has an impact on occupational stress experienced by workers. Work stress is caused by several factors such as feeling burdened by the work, poor personal relationship between workers, and not having motivation or innovation (Godfrey, 2014; Ozurumba Keyna Chioma, 2016; Wang & Lin, 2014).

Occupational stress problems experienced by employees due to the environment and the conditions in which they work do not provide a sense of security and comfort will affect the satisfaction of their work. This research required an expert psychologist or a counselor to be able to cope with this problem. Researchers previously supported that the use of technology in the form of social media is beneficial to the path of a job and smooth the course of counseling towards employees. They argue that providing counseling services online (Jones, 2018) and using the new dynamic "Stop and Go," which creates a new counseling atmosphere can be carried out well (Keskinen & Spangar, 2013), so that with the help of counselors, the employees can achieve balance and can fight to rise (Jeff & Nancy, 2015)

## Discussion

Anxiety and depression are perceived by people globally due to the new evolution that hit the world. At the end of the year, 2019 had a new virus that attacked the breathing in humans that caused death. The virus is called Severe Acute Respiratory Syndrome Coronavirus-2 (SARS-CoV-2) or better known as COVID-19, which was first identified in Wuhan, China. This case increases very quickly day by day and updates the information from minute to minute of the COVID-19 pandemic. The COVID-19 virus has been identified and based on a bat animal that feels in the animal market in Wuhan, China.

The Chinese health government is directed to take action in public health measures, intensive oversight, and break the chain of distribution of COVID-19 by closing the crowded places. The earliest symptom of a man in Wuhan is fatigue, fever, and cough, so that the more day information gained more about the indications caused by the Covid-19, ranging from acute breathing, heart injuries, and lungs. WHO continues to research the spread of these viruses gathered from around the world. It is possible to rapidly reduce this virus's spread, which is to isolate patients infected with this COVID-19.

From the previous Korean MERS-CoV outbreak in 2015, many patients were isolated from the environment. As a result of the medical insulation they undergo, it causes a high-stress level in patients. They have a mental burden, especially for those in their healing, especially those subjected to psychiatric. The more numerous people who have been infected with viruses that are familiarly called COVID-19 are making their psychologically disturbed, their character faced with difficult situations, and dealing with death. They need the support of the people so they can rise to a situation like this.

In another case, with several employees who must keep working in the company, many have decreased or experienced an economic crisis that caused many demands that must be met to reach the target company. It is also felt by workers or employees who require them to keep working in such alarming situations and conditions. As a result, few workers or employees are experiencing work stress that is affected by the internal and external factors of the individual itself.

There are several problems often encountered by employees who will impact the satisfaction of one's work, that is; a) Personal problems. Personal problems are often a problem that may arise in the problem of employees; the problem can be a mind that has not been able to cope with the workforce, physically and mentally, and others. b) Relationship problems. This relationship problem can happen between herself and the other employees, herself with her boss or herself with other people outside of work that makes her feel annoyed to work. c) Work stress problems. This problem of occupational stress can be caused by the mental burden he suffered during work. The demands of the work are endless so that he feels dissatisfied about the results he gained. d) Marriage problems. For married or family employees, many problems arise that affect their work and can cause problems. e) Family problems. The problem of family difficulties, e.g., parents who are sick and hospitalized, will burden their minds for employees so that they are vulnerable to problems in their workplace when the brand cannot control.

The data from previous sources state that employee satisfaction is essential to continue to provide the best for the company. If the employee feels fast to his or her job, he will demonstrate his loyalty to the company or organization. These findings are consistent with the results obtained, which determines the work satisfaction factor depends on the intensity of communication between employees and inter-employer. The employees will be satisfied when they are granted autonomous rights to decide the company to the appropriate salary.

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In difficult situations like this, it is no wonder that many employees get pressure that can interfere with their mental health. It was required by an expert to handle such cases so that employees could still do their jobs without feeling the heavy burden and resulting in stressful work. With the presence of a Human Resource or industry counselor, It is helpful for employees to know more about what is affecting their job satisfaction to contribute optimally.

The author gets several methods to support the topic of this article from previous writers. In providing services to employees so that their level of work satisfaction is rising, a counselor needs to provide the services required by the employee. The essential services that a counselor can provide can be coordinated to employees in a company or organization; a) Orientation service, this service aims to allow the employees to adjust themselves to the condition of the environment assisted by the counselor to accept the situation like this. Besides, the counselor can also give this orientation service to new employees who will start working, so employees will feel the attention and comfort in working later. Counselors may provide b) Information services, this service to employees in the form of information about the work. The service is intended for the program to ask and understand the responsibility, not to feel confused. Besides, counselors also provide a sharing service to increase the motivation of working employees and develop the potential interest they have, such as by using the concept of "Stop and Go" dynamics that further focus on development to support the transition period of life work (Balouch & Hassan, 2014). c) The Content Mastery Service can be provided training to employees once every six months. This service aims to have the employees have the skills or ability to make the employees have good quality and get reasonable job satisfaction. More employee satisfaction is consists of quality job search training than work transfer. The transfer of jobs out of the city by offering a high salary will not feel the fast of their work and not get the service emotionally. The provision of this training to the carnival proved to be a significant contributor to their progress. d) Placement and distribution services are provided by counselors in the form of work placements for employees according to their skills or abilities, so they feel unburdened and ready to take full responsibility for their work. e) Individual counseling services. Counselors provide these services to employees to help resolve the problems experienced by the employees so that they can work optimally without any burden.

From services that have been provided by counselors to employees to improve job satisfaction, researchers have also supported this article to provide flexible working hours to the Karayawan. This is very useful for employees to make a profit for the entrepreneurs and their employees and reduce the stress of work experienced by the program of a company. FWH (Flexible Working Hours) can also be used by the company or organization at the COVID-19 pandemic by way of Work From Home not to experience work stress and cause other bad things.

Other counseling services provided by counselors or Human resources in a company or organization are using social media and technology by using E-counseling to be more easily connected with clients and efficiently resolve problems faced by the client. The action that counselors will perform in identifying the client's problem is identifying the general Masalam to the client or employee. The counselor needs to respond emotionally to the client or employee because the clients who are experiencing the problem desperately need acceptance. As well as implementing the dynamics of "Stop and Go," researchers also use a program called EAPs (Employee Assistance Programs). This EAPs counseling service offers assistance to address the anxiety or stress experienced by the employee. That way, the role of a counselor is highly recommended when employees face the COVID-19. Counselors can be a place to help solve clients ' problems, thereby enhancing employees ' work satisfaction by providing them with space for their clients to accept the situation. Besides, counselors can also facilitate employees with various training so that they do not experience work stress.

## Conclusions

Work stress experienced by employees because of facing a situation due to the COVID-19 pandemic makes the employees uncomfortable in the environment where it works. Consequently, their work satisfaction factors declined. The purpose of this manuscript is to analyze the job satisfaction of employees in the COVID-19 pandemic and what a counselor can do in addressing this issue. The results show that workers or employees need training services to help develop the potential owned by each worker. Significantly, workers or employees feel satisfied when given the training to improve their skills or abilities. These findings are essential because counselors provide the ease for employees or workers to consult the sophistication of existing technologies and social media, making it easier to communicate and improve employees' work satisfaction. To conduct training directly will require the association of people in this Work From Home; it is impossible to conduct training directly, for that counselor provide services through technology and social media. These results show that employee satisfaction is paramount to support the company's advances and will determine the quality of services or goods produced. The essential factor for the company to maintain the work satisfaction of its employees is always to maintain the intensity of good communication. The essential

communication consists of between superiors, counselors, and employees to maintain job satisfaction and loyalty from workers and counselors to understand the problems of the workers. Hence, they feel they do not feel overwhelmed and affect the stress of work. Researchers in the future must include the steps the counselor should take to improve employees' work satisfaction. Thus, it will be more apparent the influence of the ride or the call of workers' job satisfaction in the face of the COVID-19 pandemic and what the employees need.

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