

Counseling Employee Assistance Program (EAP) – Support to Improve Employee Mental Health at PT X Palembang

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Abstract

This community service activity aims to increase employee and community knowledge about the importance of the Employee Assistance Program (EAP) for employees designed by the company to improve employee mental health productivity. This service program is expected to help employees to prevent, identify and resolve employee problems, especially mental health, which impacts employee performance. This service activity is carried out at PT. X Palembang. The method of implementing community service activities is carried out to solve problems that exist among employees of PT. X Palembang related to mental health problems in the form of counseling efforts on the application and use of EAP program services at PT. X Palembang. The results of this community service activity are in the form of companion services for employees of PT. X Palembang to conduct coaching and counseling sessions to help solve employee problems to improve employee mental health.

Keywords: Employee Assistance Program, EAP, Mental Health

INTRODUCTION

HR Division of PT. X Palembang, through the Development and Organizational Department, continuously carries out various human resource developments so that it is hoped that all employees will have competencies that support the company's strategic direction and steps and ultimately make the maximum contribution to the company.

It is based on company data PT. X Palembang employees have been quite effective in carrying out their business processes. However, by looking deeper at the analysis that has been carried out, there are still several systems that require a development process. One of them is the human resource system which focuses on developing mental health, which affects employee performance. On this occasion, it is necessary to conduct counseling regarding mental health for employees, which is packaged through an intervention program in the form of an Employee Assistance Program (EAP).

EAP is a program that was built to provide psychological health facilities for employees to improve quality of employee work life to support actualization of performance in pressing for the actualization of achieving targets from industrial business processes (Anggoro, 2017). Currently, the development of the Employee Assistance Program (EAP) has not been widely applied to organizations in Indonesia as a form of initiative to provide mental health services and significantly reduce employee stress levels. EAP is a program provided to employees, including policies and procedures for identifying or responding to employee cases that interfere with their performance. The program aims to provide

The reason for choosing the Employee Assistance Program is to encourage the development of PT. X Palembang, based on company data related to the results of a work stress survey conducted in August 2022, it is known that the stress level of employees of PT. X Palembang is still relatively high, with a percentage of 62.75%. The factors that cause employees to experience work stress through the data obtained include: (a) Work at PT. X Palembang, the first dominant factor that triggers employee stress is the work factor, with a percentage of 43.1%. (b) Finance the second factor that triggers employee stress is financial/financial factors, with a percentage of 22.5%. (c) Family. The third factor that triggers employee work stress is family problems, with a percentage of 19.1%. (d) Health. The fourth factor that triggers employee work stress is the health factor, with a percentage of 9.3%.

Based on the data from the employee stress survey results, it can be seen that the things that cause employees at PT. X Palembang tends to feel stressed at work due to the inability of employees to balance the demands of work and life. The job demands are pretty high but are constrained by the inadequate ability of employees regarding knowledge and skills for the work assignments given. Ultimately it causes employees to feel pressured, which triggers the employee's stress level to increase, thus impacting the employee's health both physically and mentally. In addition, those who have personal problems, the employee cannot balance the demands of work and life.

The state of stress felt by employees can affect people's mental health, so it affects daily activities. Mental health is an essential aspect of achieving universal health. But in most developing countries, mental health problems have not been prioritized over widespread disease. Stress can cause problems with immunity or cause problems with anxiety and mental stress (Khasanah, 2022).

Mental health is the way we think, feel, and act. Mental health problems are a series of conditions that affect mental health. Therefore, it is a state that disturbs our mood, attitude, thought, or method of relating to other people. This condition can be mild, again, or severe; and is determined based on how far the impact is on one's daily profit. Examples are mental stress, anxiety, bipolar disorder, or schizophrenia. With the proper support and care, people can recover from and strengthen their mental health conditions so that they can lead healthy and fulfilling lives (Rafifah et al., 2022).

Based on the results of the work stress survey above to encourage the development of PT. X Palembang designed a companion program for employees called EAP-SUPPORT, which is helpful to assist employees in identifying, preventing, and managing work stress that arises due to work demands or personal problems that are being experienced. The EAP-SUPPORT program is packaged in the form of occupational health services through webinars, infographics through social media, and coaching and counseling clinics (Singh, R., 2020).

During the implementation process, the media used for the EAP-SUPPORT program still uses Whatsapp Business with the Chatbot feature to inquire about EAP-SUPPORT and added G-Form assistance to administer its implementation. In addition, the EAP-SUPPORT program has been socialized directly to employees and uses Instagram social media as a promotion to introduce this program to all employees of PT. X Palembang and the community.

METHOD

In implementing this community service program, the Employee Assistance Program (EAP) employee mentoring program was carried out for employees of PT. X Palembang, Followed by an explanation of the use of the EAP-SUPPORT service that the company has designed to help employees overcome the problems they are experiencing. The following are the procedures for the approach carried out in this program:

- Conduct EAP counseling to employees of PT. X Palembang. This activity attempted to provide a description to employees in the form of material about EAP and the mechanism for using EAP services.
- As a form of implementation of this counseling, before employees can take part in coaching and counseling sessions, participants must register through the Whatsapp Business contact, which is equipped with a chatbot feature managed by the EAP admin, who will directly direct employees to fill in the registration and screening of problems carried out via the G link - Forms that have been provided.
- After the employee has successfully filled in the registration data and screened for initial problems, the employee will receive a schedule according to the readiness of employees and experts (psychologists) of PT. X Palembang. Coaching and counseling sessions are carried out in person or via zoom media.
- After receiving the schedule, employees are asked to fill out the G-Form DASS Pre link before conducting coaching and counseling sessions which are useful for measuring levels of stress, anxiety, and depression of employees to provide actions according to what employees need.

- In the last stage, after the coaching and counseling process is complete, the employee will get the G-Form Dass Follow link again to find out how the employee is doing after the EAP coaching and counseling session. Moreover, if the employee feels that he needs an additional session, then he can contact the EAP admin again to reschedule the next session.

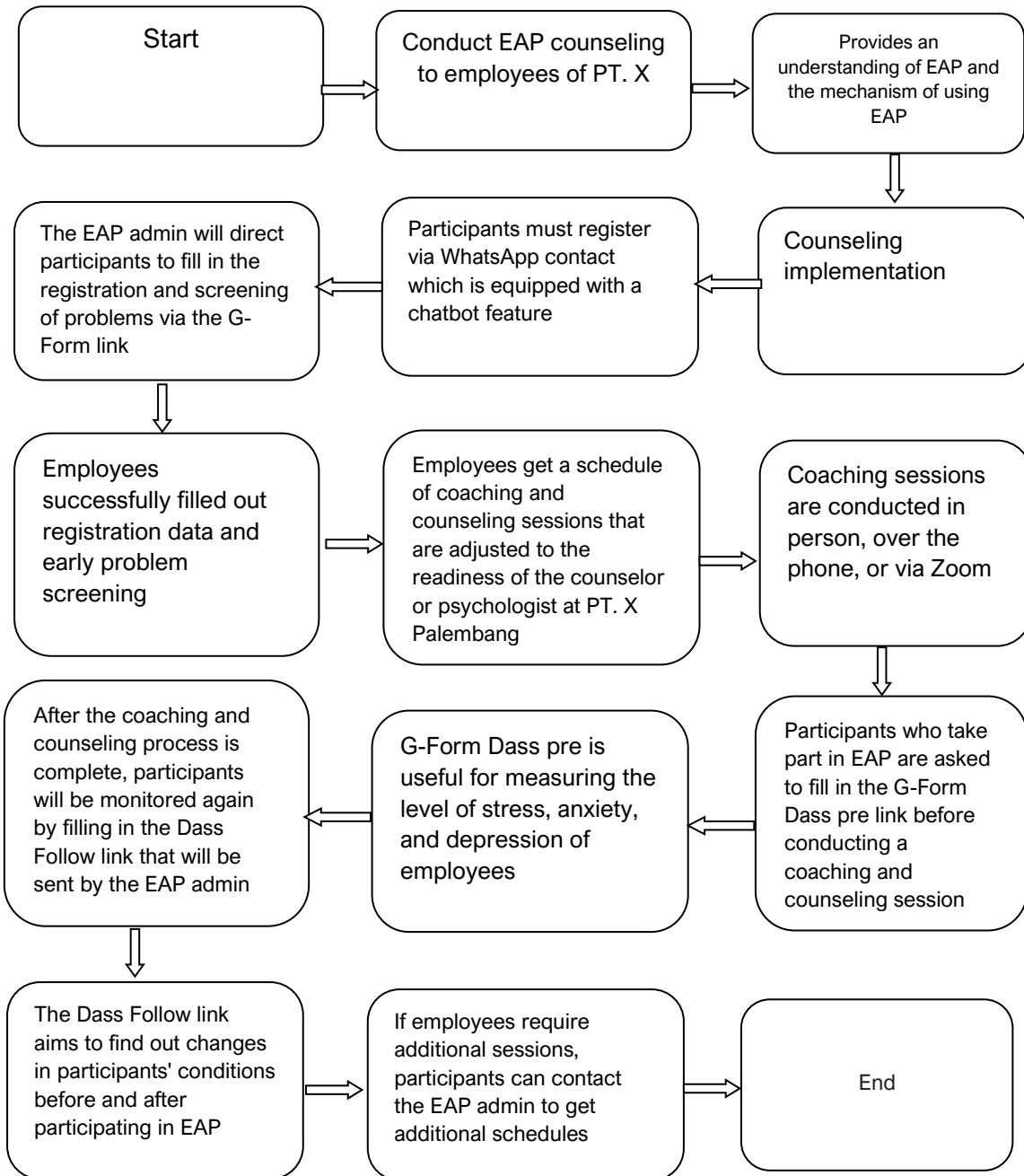


Figure 1. Community service activities

RESULTS AND DISCUSSION

As a form of implementing the Employee Assistance Program, which aims to create competent human resources, the HR Division, through the development and organizational departments, implements a mentoring program for employees that focuses on employee mental health which is expected to provide direct assistance to deal with problems experienced by employees both internally and externally. Work or personal environment.

An employee assistance program (EAP) is "a work-based program that operates within a work organization to identify 'problem employees,' motivate them to solve their problems, and

provide access to counseling or treatment for employees who need services. Personal care for employees includes social improvement, personnel counseling, and occupational mental health (Hartwell et al., 1996).

The EAP is used as a formal intervention mechanism to find and assist employees with various personal issues that may impact their behavior at work. Additionally, EAP is a workplace-based program created to help identify and resolve production issues related to employees distracted by concerns about health, marriage, family, finances, alcohol or drug use, legal issues, workplace stress, or personal issues. Or other psychology (Pramesti et al., 2022).

In the 21st century, broad-based NHS England mental health services for psychological problems will likely continue to contract unless primary care groups expand their provision. As a result, public and private organizations may wish to provide these services through EAP because of the mutual benefit of the intervention in early-onset mental health problems (Arthur, 2000).

EAP's main activities include establishing links between the workplace and outside resources that offer the necessary services, expert consultation, appropriate personnel training in identifying and resolving performance issues related to employee personal circumstances, as well as assessment, diagnosis, treatment, and assistance. Employees who use the program receive timely follow-up services. Undoubtedly, a business or organization wants to grow in hopes of making as much money as possible in order to continue to grow. Employee effectiveness, an essential element and central component in helping the company achieve its goals cannot be separated from the progress of the company's processes.

Every organization wants good performance from every employee because this will positively affect everyone's ability to do their job and help business growth. Performance or performance is the result of work completed by an individual in accordance with job requirements; it comes from the concept of performance. Some people also offer the notion of performance as a result of work or work performance, but this also takes into account the work environment. An employee's performance is referred to as their capacity to carry out specific tasks. Employee productivity is the end result of their efforts to meet organizational goals in terms of quality, quantity, working hours, and teamwork (Oktaviani & Irmayanti, 2021).

According to Bernardin and Russel (Oktaviani & Irmayanti, 2021) explaining, six factors need to be considered in assessing the performance of an employee, including (a) Value (Quality), which is measured by the method or result of carrying out tasks in the best possible way or by carrying out tasks that achieve the desired goals. (b) Quantity It is possible to determine the quantity produced by looking at the currency rate, the number of units made, or the number of activity cycles completed. (c) Timeliness The degree to which tasks have been completed or results have been produced sooner than anticipated while maximizing the time allotted for additional tasks. (d) Cost Effectiveness (Cost Effectiveness) The extent to which a company uses its human, financial, technological, and material resources optimally to achieve the best results. (e) The need for supervision (Need for Supervision) The extent to which a worker can complete tasks without help or interference from his superiors to avoid unfavorable results (f) Interaction Effect of how much an employee cooperates with colleagues and superiors, feels confident, and have good intentions.

Based on the six dimensions of performance appraisal above, if it is associated with the conditions of the employees of PT. X Palembang actually has good quality employee performance, but the high level of stress has caused a decrease in the performance of some employees. Due to this, the EAP-SUPPORT employee assistance program at PT. X Palembang will have a positive impact when the company provides welfare facilities, and employee health will have an impact on improving the quality of work that helps organizations and employees work well in achieving the company's commercial goals.



Figure 2. Counseling of the EAP-SUPPORT Program



Figure 3. The Process of Implementing a Coaching & Counseling session

CONCLUSIONS AND RECOMMENDATIONS

Based on the results of counseling conducted at PT. X Palembang, this activity has a beneficial impact. Employees because they get a program designed by the company to be able to solve the problems they experience by conducting coaching and counseling to psychologists that the company has provided. In addition, employees also gain new knowledge through counseling that has been conducted regarding the importance of mental health in the world of work, supported by the convenience of obtaining information about the EAP-SUPPORT program both through the WhatsApp media that has been provided and social media to provide explanations about the EAP program. -SUPPORT.

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