FACTORS RELATED TO WORK STRESS IN THE ONLINE MOTORCYCLE TAXIS DRIVER COMMUNITY IN DEPOK CITY IN 2022

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ABSTRAK

Angka kejadian stres dinilai cukup tinggi, dimana lebih dari 350 juta orang di dunia mengalami stres. Dan menurut Organisasi Kesehatan Dunia stres merupakan penyakit dengan peringkat ke-4 di dunia. Tercatat sekitar 10% penduduk di Indonesia mengalami stres. Berdasarkan hasil penelitian terdahulu diketahui bahwa pada cakupan wilayah Jakarta, Bogor, Depok, Tanggerang, dan Bekasi (Jabodetabek) terdapat 19 orang (63,3%) pengemudi ojek online yang mengalami stres, kemudian ojek online yang mengalami stres sebanyak 19 orang (63,3%). supir taksi yang tidak mengalami stres sebanyak 11 orang. (36,7%). Tujuan penelitian ini adalah untuk mengetahui faktor-faktor yang berhubungan dengan stres kerja pada komunitas pengemudi ojek online di Kota Depok Tahun 2022. Metode dalam penelitian ini menggunakan pendekatan kuantitatif dengan desain studi cross-sectional dengan jumlah sampel 130 orang. responden. Hasil uji analisis bivariat menunjukkan bahwa variabel yang berhubungan dengan stres kerja adalah usia (p-value 0,000), jenis kelamin (p-value 0,003), status perkawinan (p-value 0,000), dan beban kerja (p-value 0,000). Variabel yang tidak berhubungan dengan stres kerja adalah hubungan interpersonal (p-value 0,236). Penelitian ini menyimpulkan bahwa faktor yang mempunyai hubungan dengan stres kerja adalah usia, jenis kelamin, status perkawinan, dan beban kerja. Sedangkan variabel hubungan interpersonal tidak ada hubungan.

Kata kunci: Stres, Stres Kerja, Taxi Online

ABSTRACT

The incidence of stress is considered quite high, where more than 350 million people in the world experience stress. And according to the World Health Organization stress is a disease with the 4th rank in the world. It is recorded that around 10% of the population in Indonesia experience stress. Based on the results of previous research, it was found that in the coverage area of Jakarta, Bogor, Depok, Tangerang, and Bekasi (Jabodetabek), there were 19 people (63.3%) online motorcycle taxi drivers who experienced stress, then online motorcycle taxi drivers who did not experience stress as many as 11 people. (36.7%). The purpose of this study was to find out the factors related to work stress in the online motorcycle taxi driver community in Depok City in 2022. The method in this study used a quantitative approach with a cross-sectional study design with a sample size of 130 respondents. The results of the bivariate analysis test showed that the variables related to work stress are age (p-value 0,000), gender (p-value 0,003), marital status (p-value 0,000), and workload (p-value 0,000). The variable that is not related to work stress is interpersonal relationships (p-value 0,236). This study concludes that the factors that have a relationship with work stress are age, gender, marital status, and workload. While the variables of interpersonal relationships have no relationship.

Keywords: Stress, Work Stress, Online taxis

INTRODUCTION

Job stress is a condition where there is a feeling of tension that arises from the interaction between humans and their work which then creates an imbalance between the physical and psychological states which then has an impact on emotions, up to a person's condition (1). The incidence of stress is considered quite high, where almost more than 350 million people in the world experience stress, and according to the World Health Organization (WHO), stress is a disease ranked 4th in the

world. The results of a study conducted by the Health and Safety Executive in the UK involved the UK population, namely 487,000 people who were considered to be still productive from 2013-2014. Then it was found that the prevalence of stress was most prevalent in women (54.62%) compared to men (45.38%) (2).

It is recorded that around 10% of the population in Indonesia experience stress. Based on Basic Health Research Data (Riskesdas) in 2013 there were around 1.33 million people in DKI Jakarta who experienced stress. Then it was recorded that as many as 704,000 residents of Central Java experienced mental disorders, of the total population experiencing mental disorders, as many as 96,000 insanity experienced, and as many as 608,000 people experienced stress.

Work stress can happen to anyone, including online motorcycle taxi drivers. The quality of work of online motorcycle taxi drivers can be influenced by one factor, namely the existence of work stress (3). Work stress can harm online motorcycle taxi drivers, this impact greatly affects psychological and biological conditions (4).

Based on the results of previous research, data were obtained in the coverage area of Jakarta, Bogor, Depok, Tangerang, and Bekasi (Jabodetabek) in April 2021, there were 19 people (63.3%) online motorcycle taxi drivers who experienced stress, then online motorcycle taxi drivers who 11 people (36.7%) did not experience stress. In the Gojek driver community in Medan, it was found that 32 people (66.7%) experienced mild stress, 13 people (31.3%) experienced moderate stress, and 1 person (2.1%) experienced stress by weight category (5).

Several intrinsic factors can trigger stress in workers and it can interfere with a person's mental state. This study wanted to examine several factors including age, gender, marital status, workload, and interpersonal relationships.

Based on the data above, it can be seen that the level of work stress is still high in the coverage area, in which Depok is included in the coverage area. This is what makes the author interested in studying factors related to work stress in the online motorcycle taxi driver community in Depok City.

METHOD

This research is a quantitative study using a cross-sectional design. The data used in this study are primary data with the data collection method using purposive sampling. The number of respondents in this study were 130 respondents. The data obtained was carried out using a Google form which was filled in directly by the online motorcycle taxi driver.

RESULTS AND DISCUSSION

Based on Table 1, it is known that the majority of online motorcycle taxi drivers in this study were aged ≥28 years with a total of 70 respondents (53.8%), while drivers aged <28 years were 60 respondents (46.2%). Based on gender, the majority of online motorcycle taxi drivers in this study were

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male, namely 115 respondents (53.8%) and female as many as 15 respondents (46.2%). Most of the online motorcycle taxi drivers in this study were married, namely, 78 respondents (60.0%) while those who were not married were 52 respondents (40.0%).

Based on Table 1, it is known that there were 22 respondents (16.9%) who experienced heavy work stress, as many as 82 respondents (63.1%) experienced moderate work stress and as many as 26 respondents (20.0%) experienced mild work stress. Based on the workload category, there were 79 respondents (60.8%) who had a heavy workload and 51 respondents (39.2%) had a light workload. In the category of interpersonal relations, there were 59 respondents (45.4%) in the category of bad interpersonal relations, and as many as 71 respondents (54.6%) in the category of good interpersonal relations.

Table 1. Distribution of Respondents by Age Group, Gender, and Marital Status

Variable	n	%
Age		
≥ 28 years	70	53,8
< 28 years	60	46,2
Gender		
Woman	15	46,2
Man	115	53,8
Marital status		
Marry	78	60
Not married	52	40
Work stress		
Heavy	22	16,9
Currently	82	63,1
Light	26	20.0
Workload		
Heavy	79	60,8
Light	51	39,2
Interpersonal relations		
Bad	59	45,4
Good	71	54,6

Based on bivariate analysis, it shows that there is a relationship between age and work stress (p-value = 0.000). This is in line with the results of research conducted by Safitri (2021) which stated that there is a relationship between age and work stress (6). According to the explanation expressed by Schlick et al., (2013) there are differences in stress levels caused by different job demands for each age group so this can cause different levels of stress. Individuals with an older age group are at risk of experiencing higher work stress due to the large workload and responsibilities they bear (7).

The analysis of the relationship between gender and work stress (p-value = 0.013). This is in line with research conducted by Azteria & Hendarti (2020) which states that there is a relationship between gender and work stress. Gender is a characteristic that distinguishes between men and women both biologically and physiologically. In this case, women tend to experience stress, this is due to hormonal changes in the female body. Women tend to have feelings of anxiety, guilt, increased or

decreased appetite, and sleep disturbances. When experiencing stress, women tend to feel sad, sensitive, angry, and cry easily (8).

Table 2. The Relationship between Work Stress and Age, Gender, Marital status, Workload, and Interpersonal Relationships

Variable	P-value
Age	
≥28 years old	0.000
<28 years	
Gender	
Woman	0.013
Man	
Marital status	
Marry	0.003
Not married yet	
Workload	
Heavy	0.000
Light	
Interpersonal Relations	
Bad	0.236
Good	

The analysis of the relationship between marital status and work stress (p-*value*= 0.003). This is in line with the results of research conducted by Rhamdani & Wartono (2019) which states that there is a relationship between marital status and work stress (9). Marital status is a necessity for every individual, this can be a good influence for individuals in carrying out their daily activities. An individual who has married status tends to have good life satisfaction and this has a good impact on quality of life. After marriage, there will usually be a division of roles with a spouse, this can make homework a little easier because there is cooperation between the spouses (Hardani, 2016) (10).

Based on bivariate analysis, it shows that there is a relationship between workload and work stress (p-*value*= 0.000). This is in line with research conducted by Sunarti et al., (2021) which states that there is a significant relationship between workload and work stress. According to Anoraga (2019) in Sunarti et al., (2021) said that the greater the physical and mental workload experienced by an individual, this becomes a source of work stress. One of the elements that causes excessive workload is short work time. Thus workers are required to complete the work quickly, precisely, and carefully. But with the demands of time, it can also lead to errors that trigger work stress (11).

Based on bivariate analysis, it shows that there is no relationship between interpersonal relationships and work stress (p-*value*= 0.236). This is in line with research conducted by Sari et al., (2017) which states that there is no relationship between interpersonal relationships and work stress. According to the theory expressed by Wisnuwadhani & Mashoedi (2012) in Sari et al., (2017), interpersonal relationships are reciprocal and can influence one another. Feeling comfortable and calm in the work environment is an effective way to reduce stress. Good interpersonal relationships in the

work environment make workers not easily complain and have the ability to solve problems that occur in the work environment (Sari et al., 2017) (12).

CONCLUSION AND SUGGESTIONS

Based on the results of research that has been conducted on the online motorcycle taxi driver community in Depok in 2022, there are still many online motorcycle taxi drivers who experience heavy work stress. Drivers who experienced heavy work stress were mostly drivers aged ≥ 28 years, male, married, had a heavy workload, and had a good relationship with drivers. Based on the results of the bivariate test, it was stated that there was a relationship between work stress and the variables age, gender, marital status, and workload. There is no relationship between work stress and interpersonal relationship variables.

Drivers are expected to always pay attention to their physical and psychological conditions. This is done to avoid things that can cause work stress.

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