

ABSTRACT

PT. Jasa Marga (Persero) Branch Surabaya-Gempol is one of company that organizes toll road or freeway that implement the shift system of work. Shift work has the potential for job stress and other health problems. The purpose of this research was to analyze the level of job stress among working shifts at toll gate keeper in PT. Jasa Marga (Persero) Branch Surabaya-Gempol.

This research was an observational analytic study with cross sectional approach. The research population was all shift workers from toll gate keeper Banyu Urip toll, toll Gunung Sari, and toll Satellite City totaling 66 people. The determination of samples using inclusion and exclusion criteria and found the samples 36 people using Simple Random Sampling method and Proportional Random Sampling. This research used primary data based on the results of questionnaires and secondary data from the company.

The results showed the average respondent on the third shift are at moderate job stress. From the statistical test using Friedman test showed that significant value $0.086 > \alpha 0,05$ it means there is no difference between the level of job stress of shift work on the toll gate keeper in PT. Jasa Marga (Persero) Branch Surabaya-Gempol.

The lack of differences in stress levels between the work shift from interviews using a questionnaire were caused by: 1) characteristics of respondents: age categories of middle age, high school education/equivalent, working period of more than 10 years, married marital status and personality type B, 2) Factor job stress: setting work shifts, physical environment, and non-physical consists of relationships with colleagues and seniors, monitoring systems and career development system. Advice to companies is analyze and review the system of career development, maintaining training activities, orientation, and reward, while for workers is use the time to rest and regular exercise.

Keywords : Job Stress, Shift Work, Toll Gate Keeper