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Hubungan Karakteristik Individu dengan Stres Kerja pada Masa Pandemi

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ABSTRACT

Introduction: Work stress is one of the impacts of the COVID-19 pandemic and one of the contributing factors is individual characteristics. The purpose of this research is to determine the relationship between individual factors and work stress during the pandemic. **Methods:** This research used a cross sectional design with population was all members of the Go-Jek motorbike driver community in the Semolowaru Surabaya, totaling 65 people. This study used the total sampling technique. Age, marital status, total dependents, and working period are the independent variables. Work stress is the dependent variable. Retrieval of data using questionnaire based on Minister of Manpower Regulation No.5 of 2018 to measure work stress. To see the relationship between age and working period with work stress used the pearson test. The relationship between the total dependents and work stress used Fisher's exact test. The relationship between marital status and work stress used the contingency coefficient method. **Results:** A total of 39 drivers (60%) experienced moderate work stress and 26 drivers (40%) experienced heavy work stress. The relationship age with work stress is very weak (0,040), the relationship marital status with work stress is very weak (0,013), the relationship between the total dependents and work stress is very weak (0,131), the relationship between working period and work stress is weak (0,234). **Conclusion:** The relationship between age, marital status, and the total dependents with work stress are very weak, while working period and work stress have a weak relationship.

Keywords: go-jek motorbike driver, individual characteristics, work stress

ABSTRAK

Pendahuluan: Stres kerja merupakan satu dampak banyak pandemi COVID-19 dan salah satu faktor penyebabnya adalah karakteristik individu. Tujuan dilakukannya penelitian ini yaitu untuk mengetahui hubungan antara karakteristik individu dengan stres kerja yang dialami selama pandemi. **Metode:** Penelitian ini menggunakan rancang bangun cross sectional dengan populasinya adalah seluruh anggota komunitas pengemudi motor Go-Jek di wilayah Semolowaru Kota Surabaya sebanyak 65 orang. Penelitian ini menggunakan teknik total sampling. Variabel independen, meliputi usia, status perkawinan, jumlah tanggungan, dan masa kerja. Stres kerja merupakan variabel dependen. Pengambilan data menggunakan kuesioner berdasarkan Peraturan Menteri No. 5 Tahun 2018 untuk mengukur stres kerja. Untuk mengetahui hubungan usia dan masa kerja dengan stres kerja menggunakan uji korelasi pearson. Hubungan jumlah tanggungan dengan stres kerja menggunakan uji fisher (exact fisher test). Hubungan status perkawinan dengan stres kerja menggunakan metode contingency coefficient. **Hasil:** Sebanyak 39 pengemudi (60%) mengalami stres kerja sedang dan 26 pengemudi (40%) mengalami stres kerja berat. Hubungan usia dengan stres kerja sangat lemah (0,040), hubungan status perkawinan dengan stres kerja sangat lemah (0,013), hubungan jumlah tanggungan dengan stres kerja sangat lemah (0,131), hubungan masa kerja dengan stres kerja lemah (0,234). **Simpulan:** Hubungan antara usia, status perkawinan, dan jumlah tanggungan dengan stres kerja sangat lemah, sedangkan masa kerja dengan stres kerja memiliki hubungan yang lemah.

Kata kunci: karakteristik individu, pengemudi motor go-jek, stres kerja

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INTRODUCTION

COVID-19 is an infectious disease commonly referred to as acute respiratory syndrome which is caused by the newly discovered coronavirus type SARS-CoV-2 (International Labour Organization, 2020). The number of COVID-19 sufferers in the world has

increased continuously from March 2020 and there are still additional cases to date in various regions, including Indonesia. This condition makes the World Health Organization (WHO) determine that COVID-19 is a pandemic. This is because the spread of COVID-19 is so fast and very wide. WHO noted that as of March 3, 2021, there were almost 115 million cases with almost three million deaths worldwide due to COVID-19. In Indonesia, the Task Force for Handling COVID-19 noted that as of March 3, 2021, the total number of COVID-19 cases in Indonesia had reached 1.34 million cases and more than 36 thousand deaths. In East Java itself, the Office of Communication and Information of East Java Province has also stated that as of March 3, 2021, the number of confirmed cases reached more than 130 thousand cases and more than nine thousand deaths and in Surabaya City, the number of confirmed cases was as of March 3, 2021, reached a figure of more than 21 thousand cases and more than a thousand deaths that have occurred due to COVID-19. Based on these data, no one can know and confirm the timing of the decline until the COVID-19 can be reduced even to zero.

COVID-19 is something new, so there is no particular preparedness to face the impacts it has caused. One of the impacts that arise due to the presence of COVID-19 is the impact on mental health (Salari *et al.*, 2020). This occurs because of restrictions on mobility, which makes a person feel isolated and lonely, which in turn can increase the stress and anxiety of the person (National Center for Immunization and Respiratory Diseases, 2020). In addition, WHO says that increased stress or anxiety is one of the mental health impacts which is still a major problem today.

Stress is a body response when a person is in a condition when the reality being faced is different from the desired expectations, causing a body response through various dynamic actions (Supartha and Sintaasih, 2017). It is the same as stated by Robbins and Judge (2013) in their book entitled organizational behavior which states that stress is a condition that arises when a person is faced with demands, constraints, and opportunities when they will achieve their desires, causing uncertain achievement results and stress is a dynamic state. Stress can occur due to many factors, one of them is stress caused by work. According to Leka (2017), work stress occurs when workers

are faced with demands and pressures that are not proportional to their knowledge and abilities. In addition, the work environment can also trigger work stress thus it can cause these workers to experience pressure, both psychological, physiological, and attitudes (Wijono, 2010)

Based on a survey conducted by the American Psychological Association on 1,546 workers aged over 18 years living in the United States, it was found that 36% of workers said that they felt stressed during work and 49% of them said that low wages significantly affect work stress, perceived at work (American Psychological Association, 2011). According to the Labor Force Survey conducted in the UK in 2014 to 2015, the number of stress was 440.000 cases and the prevalence rate was 1.380 cases per 100.000 workers (Health and Safety Executive, 2015). Then, this number has increased in 2019-2020 so that stress accounts for 51% of all work-related health cases (Health and Safety Executive, 2020).

Work stress also occurs in Indonesia. This is evidenced by the large number of studies that have been carried out on workers in various types of work to determine the stress of workers in Indonesia before the pandemic, including research conducted on employees which shows that as many as 57.5% of their workers experiencing work stress (Zulkifli, Rahayu and Akbar, 2020). In the type of work in the transportation sector, work stress measurements have also been carried out, one of it is the measurement carried out on the public transportation driver with the result that 56.8% of drivers experience work stress (Ulum, Wahyuni and Ekawati, 2018).

During a pandemic, research related to work stress was rarely carried out, both abroad and in Indonesia. However, there are several studies that show the level of stress experienced by workers during a pandemic. Based on research conducted by Yuwono (2020) regarding work stress during the pandemic in several types of work in Yogyakarta, such as teachers, lecturers, entrepreneurs, private workers, students, and workers under government agencies, it was found that 65% of respondents had stress levels. Moderate, 30% experienced low work stress, and 5% experienced high work stress. Another study was also conducted on health workers, namely doctors, psychiatrists, and nurses in India who

stated that 97% of health workers in India experienced work stress (Rehman *et al.*, 2021).

Robbins and Judge (2013) state that the factors causing work stress are grouped into 3, namely environmental factors, organizational factors, individual factors, and there are accompanying factors among other factors, namely individual differences factors. In addition, according to Munandar (2012) in his book entitled *Industrial and Organizational Psychology*, there are other factors that can cause stress, namely internal factors consisting of age, gender, marital status and working period. According to Robbins and Judge (2013), before taking a measurement, you should first identify individual characteristics, such as age, gender, marital status, total dependents, and working period.

According to the analysis conducted by Febriandini, Ma'arufi dan Hartanti (2016) regarding individual factors on work stress, the results showed that individual factors including age, gender, and working period had a significant value of 0.004 which meant that they has a significant value of 0.004, a significant relationship with the incidence of work stress experienced by nurses at dr. H. Koesnadi, Bondowoso Regency. Based on research conducted on warden at the Class IIA Women's Prison in Semarang City, there was a significant relationship between age (p-value = 0.003) and working period (p-value = 0.002) with work stress (Sonya *et al.*, 2016).

Based on research related to the relationship between marital status and work stress, the results of the contingency coefficient value were 0.378, which meant marital status and work stress that there was a low relationship (Suci, 2018). Meanwhile, the relationship between the number of dependents and work stress was based on the results of research by Nurini, Rahmawati and Nuraeni (2017) obtained a p-value of $0,000 < 0,05$, which meant that there was a relationship between the number of dependents owned by employees and the incidence of work stress experienced.

Work stress is also occurs on many workers, one of which is an online motorcycle taxi driver who is a partner at PT. Go-Jek. Based on interviews conducted with several Go-Jek motorbike drivers by asking about the characteristics of stress and conditions experienced by Go-Jek motorbike drivers while working during the pandemic, the information

was obtained that 5 out of 7 Go-Jek motorbike drivers claimed to have experienced stress while working during a pandemic. Based on interviews conducted with Go-Jek community coordinators who would be respondents in this study, the information was obtained that all community members were male this the gender was not a research variable because the data results will not vary. During the pandemic, there has been no research that discusses work stress on Go-Jek motorbike drivers in Surabaya, thus it is necessary to measure work stress by analyzing individual characteristics according to the theory put forward by Robbins and Judge (2013), thus it is based on this background. The aim is to determine the relationship between individual characteristics, namely age, marital status, number of dependents, working period and work stress during the pandemic.

27 METHODS

This research is an analytic observational research and cross sectional design. The location was conducted in the Go-jek motorbike driver community in the Semolowaru Surabaya. This research was conducted in March 2021. The population in this study were all members of the Go-Jek motorbike driver community in the Semolowaru Surabaya, totaling 65 people. Sampling in this study was carried out using a total sampling technique because the number of member was not too many and it was possible to collect data on all members because there was no special treatment in the data collection process thus the samples were 65 people.

The independent variable used in this study was based on the theory put forward by Robbins and Judge (2013) regarding individual characteristics, namely age, marital status, number of dependents, and working period. Meanwhile, the dependent variable in this study is work stress. Collecting data related to individual characteristics using a questionnaire related to age, marital status, number of dependents, and working period. Meanwhile, to collect data related to work stress using a questionnaire based on the Minister of Manpower Regulation No. 5 of 2018 concerning Occupational Safety and Health in the Work Environment which have been modified and adjusted to the conditions experienced by the object of research which consists of 11 questions and a valid test has been carried out.

This study was carried out using cross tabulation (crosstab). The data that has been collected will be analyzed using tables and narration as a description of the results in the table. To determine the strength of the relationship between the variables age and working period with work stress used the Pearson correlation test. The variable number of dependents and work stress used the Fisher Test (Exact Fisher Test). Meanwhile, the variable marital status and work stress used the Contingency Coefficient method. The ethics certificate was obtained from the ethics committee of Dentistry Faculty Universitas Airlangga No. 049 / HRECC.FODM / II / 2021.

RESULT

The following is a frequency distribution table along with an explanation or narrative regarding age, marital status, number of dependents, working period, and work stress during the pandemic for Go-Jek motorbike drivers in the Semolowaru community of Surabaya.

Age

Table 1. Age Distribution of Go-Jek Motorbike Drivers in the Semolowaru Community, Surabaya in March 2021

Age	Frequency	Percentage (%)
15-24 years old (Young Worker)	44	67.7
25-64 tahun (Adult Worker)	21	32.3
Total	65	100.0

The age distribution based on Table 1 was grouped into two categories, with the results that 21 Go-Jek motorbike drivers in the Semolowaru community, Surabaya City or 32.3% were included as adult workers (25-64 years). While the majority of respondents as many as 44 drivers or 67.7% were young workers (15-24 years).

Marital Status

Based on Table 2, it was found that as many as 37 Go-Jek motorbike drivers in the Semolowaru community of Surabaya City with a percentage of 56.9% were married. Meanwhile, 28 drivers or 43.1% were unmarried.

Table 2. Distribution of Marital Status of Go-Jek Motorbike Drivers in the Semolowaru Community, Surabaya in March 2021

Marital Status	Frequency	Percentage (%)
Unmarried	28	43.1
Married	37	56.9
Total	65	100.0

The Number of Dependents

Table 3. Distribution of Total Dependents for Go-Jek Motorbike Drivers in the Semolowaru Community, Surabaya in March 2021

The Number of Dependents	Frequency	Percentage (%)
≤ 3 persons	57	87.7
> 3 persons	8	12.3
Total	65	100.0

The distribution of the number of dependents for Go-Jek motorbike drivers in the Semolowaru community, Surabaya City was shown in Table 3. Based on Table 3, the majority of Go-Jek motorbike drivers in the Semolowaru community in Surabaya City, as many as 57 drivers with a percentage of 87.7% had a number of dependents of <3 person. Meanwhile, the other 8 Go-Jek motorbike drivers (12.3%) had a number of dependents > 3 persons.

Work Period

Table 4. Distribution of Working Period of Go-Jek Motorbike Drivers in the Semolowaru Community, Surabaya in March 2021

Work Period	Frequent	Percentage (%)
≤ 3 years (New Work Period)	24	36.9
> 3 years (Long Work Period)	41	63.1
Total	65	100.0

Table 4 showed the distribution of working tenure for Go-Jek motorbike drivers in the Semolowaru community of Surabaya City. Based on Table 4, as many as 24 drivers with a percentage of 36.9% worked for <3 years (new work period). Most of the Go-Jek motorbike drivers in the Semolowaru community of Surabaya City had long service periods (> 3 years), namely 41 drivers with a percentage of 63.1%.

Work stress

The results of measurements that had been carried out in this study related to the work stress of Go-Jek motorbike drivers in the Semolowaru community of Surabaya City during the pandemic was shown in Table 5. The results showed that the work stress of Go-Jek motorbike drivers in the Semolowaru community of Surabaya City was included in the category moderate and heavy.

The results showed that as many as 39 drivers with a percentage of 60% experienced work stress in the moderate category. Meanwhile, as many as 26 drivers or 40% experienced heavy work stress. Based on these results, it can be seen that pandemic conditions can cause some people who are working during the pandemic, especially Go-Jek motorbike drivers in the Semolowaru community, Surabaya City to feel the impact of the pandemic, especially in their work thus this condition causes drivers to experience moderate work stress and heavy.

Table 5. Distribution of Work Stress for Go-Jek Motorbike Drivers in the Semolowaru Community of Surabaya City during the Pandemic Period in March 2021

Work Stress	Frequent	Percentage (%)
Moderate	39	60.0
Heavy	26	40.0
Total	65	100.0

Cross-tabulation of Individual Characteristics and Work Stress during the Pandemic

The results of cross tabulation between individual characteristics which include age, marital status, number of dependents, and years of work with work stress during the pandemic experienced by Go-Jek motorbike drivers in the Semolowaru community of Surabaya City are shown in Table 6.

The Relationship between Age and Work Stress during the Pandemic

Table 6 showed the cross tabulation between age and work stress experienced by Go-Jek motorbike drivers in the Semolowaru community, Surabaya City during the

pandemic. Based on Table 6, the results showed that drivers aged 15-24 years, as many as 27 drivers with a percentage of 73% of them were in the moderate work stress category and as many as 17 drivers with a percentage of 17% were in the heavy work stress category. Meanwhile, for drivers aged 25-64 years, as many as 12 drivers or 88% of them felt moderate work stress and 9 drivers or 12% felt heavy work stress. The value of the Pearson correlation coefficient was 0.040, so it means that age has a very weak relationship with work stress experienced by Go-Jek motorbike drivers in the Semolowaru community of Surabaya City while working during the pandemic and has a direction. Unidirectional relationship because the value of the Pearson correlation coefficient is positive.

Table 6. Cross Tabulation between Individual Characteristics and Work Stress of Go-Jek Motorbike Drivers in the Semolowaru Community, Surabaya City during the Pandemic Period in March 2021

Factor	Work Stress				Total	Value
	Moderate		Heavy			
	n	%	n	%	N	%
Age						
15-24 years (Young Worker)	27	73	17	17	44	100
25-64 years (Adult Worker)	12	88	9	12	21	100
						0.040
Marital Status						
Unmarried	17	84	11	16	28	100
Married	22	78	15	22	37	100
						0.013
The Number of Dependents						
≤ 3 orang	32	68	25	32	57	100
> 3 orang	7	93	1	7	8	100
						0.131
Working Period						
≤ 3 years (New Work Period)	18	82	6	18	24	100
> 3 years (Long Work Period)	21	79	20	21	41	100
						0.234

The Relationship between Marital Status and Work Stress during the Pandemic

Based on Table 6, the Go-Jek motorbike drivers in the Semolowaru community of Surabaya City who are not married, 17 drivers (84%) experienced moderate work stress and 11 other drivers (16%) experienced heavy work stress. Meanwhile, for Go-Jek motorbike drivers who are married, as many as 22 drivers (78%) of them experienced moderate work stress and 15 drivers (22%) experienced severe work stress. The relationship between marital status and work stress during the pandemic has a Contingency Coefficient value of 0.013, which meant that the marital status and work stress experienced by Go-Jek motorbike drivers in the Semolowaru community, Surabaya City during the pandemic period had a significant relationship, very weak and unidirectional because the Contingency Coefficient value was positive.

The Relationship between Number of Dependents and Work Stress during the Pandemic Period

Based on the cross tabulation in Table 6, Go-Jek motorbike drivers in the Semolowaru community, Surabaya City who had < 3 dependents, as many as 32 drivers (68%) of them experienced moderate work stress and 25 drivers (32%) experienced heavy work stress. For Go-Jek motorbike drivers who had a number of dependents > 3 people, as many as 7 drivers (93%) of them experienced moderate work stress and 1 driver (7%) experienced work stress in the heavy category. The statistical analysis used to see the strong relationship between the number of dependents and work stress during the pandemic experienced by Go-Jek motorbike drivers in the Semolowaru community, Surabaya City was the Fisher Test (Exact Fisher Test) with a value of 0.131 which meant that the number of dependents and work stress. During the pandemic, the relationship number of dependents with work stress is very weak and unidirectional because the value obtained in the Fisher Test (Exact Fisher Test) is positive which means that the more dependents, the work stress experienced will increase.

The Relationship between Working Period and Work Stress during the Pandemic Period

The results of the research related to the relationship between working period and work stress during the pandemic on Go-Jek motorbike drivers in the Semolowaru community, Surabaya City were shown by cross tabulation in Table 6. Based on Table 6, there were 18 Go-Jek motorbike drivers who work < 3 years (82%) of them experienced moderate work stress and 6 drivers (18%) experienced heavy work stress. Meanwhile, for Go-Jek motorbike drivers who had worked > 3 years, as many as 21 drivers (79%) of them experienced moderate work stress and 20 drivers (21%) experienced severe work stress. The coefficient value of the Pearson correlation analysis from tenure to work stress is the largest coefficient value compared to other variables. This value means that the working period and work stress during the pandemic experienced by Go-Jek motorbike drivers in the Semolowaru community of Surabaya City have a weak (0.234) and unidirectional relationship because the coefficient value is positive.

DISCUSSION

The Relationship between Age and Work Stress during the Pandemic

The majority of respondents aged 15-24 years (young workers), 44 drivers (67.7%). Then the analysis test was carried out using the Pearson correlation test and the Pearson correlation coefficient value was 0.040 so that it means that age has a very weak relationship with work stress experienced by Go-Jek motorbike drivers in the Semolowaru community, Surabaya City while working during the pandemic and has the direction of the unidirectional relationship because the value of the Pearson correlation coefficient is positive. These results are the same as the results of research conducted by Lady, Susihono and Muslihati (2017) regarding the relationship of work stress with one of the causal factors studied is age and the results showed that age and work stress on employees of BPBD Cilegon City have a very weak and characteristic relationship. unidirectional. The meaning of the positive coefficient value means that the older the driver is, the more work stress

they experience will increase. These results are different from research conducted by Ansori and Martiana (2017) which states that age and work stress have a sufficient and negative relationship on the grounds that the increasing age, the more a person's knowledge increases thus the person can get to know himself better, know how to do it, to deal with all kinds of conditions, and can control and manage stress so that the stress experienced does not increase.

This is different from what Go-Jek motorbike drivers in the Semolowaru community in Surabaya City experienced while working during the pandemic. The age of Go-Jek motorbike drivers in the Semolowaru community of Surabaya City had a very weak relationship with the occurrence of work stress because based on the results obtained, the percentage of work stress in the heavy category was actually more experienced by Go-Jek motorbike drivers aged 15-24 years than drivers. those aged 25-64 years. In this study, age is not a major contributing factor in the occurrence of work stress during a pandemic because with pandemic conditions, each age group feels the impact of a pandemic with different causal factors, both from individual characteristics other than age and other factors beyond individual characteristics. In addition, in special conditions (pandemic), even though a person's age increases and possibly accompanied by increased knowledge and experience, previously the driver never had knowledge or experience in dealing with pandemic conditions so that it could trigger increased work stress.

The Relationship between Marital Status and Work Stress during the Pandemic Period

The results of statistical tests using the Contingency Coefficient method showed a value of 0.013, which meant that the marital status and work stress experienced by Go-Jek motorbike drivers in the Semolowaru community, Surabaya City during the pandemic, had a very weak and unidirectional relationship because the Contingency Coefficient value was positive. These results are the same as research by Suci (2018) which shows that there is a low relationship between marital status and work stress because someone who is married does not always experience work stress. Conversely, someone who is not

married also has the possibility to experience work stress because it all depends on one's attitude in dealing with problems, demands, obstacles, and conditions faced. Both results reject the results of research conducted by (Aprianti and Surono, 2018) conducted on lecturers at Stikes Bengkulu and research by Nurini, Rahmawati and Nuraeni (2017) with the results that both of them show that marital status and work stress have no significant relationship.

Most of the Go-Jek motorbike drivers in the Semolowaru community of Surabaya are married, namely 37 drivers (56.9%). This study shows that work stress with the heavy category is more common in married Go-Jek motorbike drivers. Meanwhile, the category of moderate work stress is mostly experienced by Go-Jek motorbike drivers who are not married. Marital status is one of the individual characteristic factors that can cause work stress even though the relationship is very weak because married drivers have more responsibility and have family demands so that it has an impact on the burden of thinking on Go-Jek motorbike drivers in meeting the needs of their families during the pandemic. A person with a married status will face various kinds of household problems, one of them is material problems in terms of fulfilling the needs of the wife and also children which can make that person experience work stress (Zahra and Hidayat, 2015). Meanwhile, for Go-Jek motorbike drivers who are not yet married, they have less responsibility in fulfilling their needs so that they do not have excessive mental baggage they carry while working. In addition, marital status cannot be a major factor in increasing work stress because work stress is experienced depending on each individual's attitude towards something. Therefore, marital status has a very weak relationship with work stress experienced by Go-Jek motorbike drivers in the Semolowaru community of Surabaya City.

19 The Relationship between Total Dependents and Work Stress during the Pandemic Period

Most of the Go-Jek motorbike drivers in the Semolowaru community of Surabaya City had dependents of < 3 people, namely 57 drivers (87.7%). The results of the Fisher Test (Exact Fisher Test) showed a value of 0.131, which meant that the number of dependents and

work stress during the pandemic had a very weak and unidirectional relationship. According to Khairiyah, Kusuma and H. (2017), someone with young age and unmarried status, they do not have dependents. Whereas someone with more dependents will have an impact on the dual role process experienced because they will find it difficult to carry out their dual roles, both as a worker and as a parent in the family (Rachmah, 2015). Although the closeness of the relationship between the number of dependents and work stress is very weak, according to Pradini, Kurniawan and Suryaningsih (2020), family dependency is one of the individual characteristic factors that can affect the occurrence of work stress. Work stress will occur if the load is greater than one's ability because a person will feel pressured at work so that the work done is a burden which can lead to work stress (Jundillah, Ahmad and Saktiansyah, 2017).

4 The Relationship between Working Period and Work Stress during the Pandemic Period

PT Go-Jek is one of the companies in the online transportation sector that has emerged in Indonesia by launching a feature, such as Go-Ride, Go-Send, and Go-Mart since 2015 so that currently Go-Jek motorbike drivers are a breakthrough job. new interest of the community since 6 years ago. Based on this research, it was found that as many as 18 drivers (82%) who had worked for < 3 years experienced moderate work stress and 6 drivers (18%) who had worked for < 3 years experienced heavy work stress. Meanwhile, for Go-Jek motorbike drivers who had worked > 3 years, as many as 21 drivers (79%) of them experienced moderate work stress and 20 drivers (21%) experienced severe work stress. The results of this study indicate that a driver with a longer working period does not guarantee that the driver does not experience severe work stress. Another case with the results of research which shows that workers who have a longer working period will certainly have better abilities, experience, and potential thus they are less likely to experience difficulties in working compared to workers who have just joined because they are usually in the initial year of work, they will be faced with large job demands and are still in the process of adapting to the work environment,

thus the stress they experience will also be greater (Zulkifli, Rahayu and Akbar, 2020). Whereas in the current job of Go-Jek motorbike drivers, the system for getting an order is not seen from how long the driver has been with the company. However, it is seen from how many points they have previously earned so that drivers with shorter service periods are also more likely to get lots of orders if the points they have are higher than those of their colleagues around them.

Based on statistical analysis used the Pearson correlation test, the coefficient value was 0.234, which meant that there was a weak and unidirectional relationship. The longer the working period, the higher the work stress. This is because the Go-Jek motorbike driver's work system does not make the working period a reference. Drivers with longer tenure do not necessarily have higher points than drivers with shorter tenure as it all depends on their previous work history. Coupled with the pandemic conditions which made it difficult for them to get orders which had an impact on adding points which they felt was getting more difficult. The result is also the same with research on the workforce at PT. Pertamina TBBM Bitung which shows the results that there is a sufficient relationship with the direction of the unidirectional relationship (Manabung, Suoth and Warouw, 2018). In addition, these results contradict research conducted by Maydinar, Fernalia and Robiansyah (2020) that working period and work stress have no relationship in the surgical room nurses of Dr. M. Junus Bengkulu, because although the workload of nurses is large, nurses are already accustomed to these conditions and there is a sense of mutual help between nurses with a longer working period with new nurses so that the work done can still be done properly.

CONCLUSION

During the pandemic, the work stress of Go-Jek motorbike drivers in the Semolowaru community of Surabaya City fell into two categories, namely 39 drivers (60%) experienced moderate work stress and 26 drivers (40%) experienced heavy work stress. The relationship between individual characteristics, both age, marital status, number of dependents, and working period with the work stress of Go-Jek motorbike drivers in the Semolowaru community of Surabaya City, is

unidirectional. Judging from the closeness of the relationship between individual characteristics and work stress, it is found that age, marital status, and number of dependents and work stress have a very weak relationship. While the working period with the work stress of Gojek motorbike drivers in the Semolowaru Community, Surabaya City, has a weak relationship.

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