

ABSTRACT

The HSE function of PT. Pertamina RU IV Cilacap has broad scope in its work. There are complaints about equality and the number of law violations that are quite a lot, and the high mental workload especially on safetyman in 2017. This study was conducted to analyze the relationship between mental workload, reward and punishment systems with quality of worklife.

This study is an analytic observational research with cross-sectional study. The data was collected by distributing questionnaires to 71 respondents who were divided in each HSE work unit of PT. Pertamina RU IV Cilacap. Analysis of the relationship of mental workload, reward and punishment systems with quality of worklife using Kendall's tau b and Chi square.

Evaluation results regarding mental workload on HSE function tend to be heavy. Reward and punishment system in this function shows results that tend to be good. Evaluation results on quality of worklife also show good results. Relationship analysis conducted on individual characteristic variables shows that there was a significant relationship between the variables of age, gender, education level and marital status with quality of worklife ($p < 0,05$). In contrast, there was no significant relationship between work period, mental workload, and the reward and punishment system ($p > 0,05$) with the quality of worklife.

The HSE function of PT. Pertamina RU IV Cilacap can manage mental workloads to reduce mental workloads that tend to be high. Another thing that needs to be done is to provide an overview of career paths to maintain the quality of worklife in each unit.

Keywords: mental workload, reward and punishment, quality of worklife

ABSTRAK

Fungsi HSE PT. Pertamina RU IV Cilacap memiliki cakupan luas dalam pekerjaannya. Terdapat keluhan mengenai kesetaraan dan jumlah pelanggaran yang cukup banyak, serta tingginya beban kerja mental terutama pada *safetyman* pada tahun 2017. Penelitian ini dilakukan untuk menganalisis hubungan beban kerja mental, sistem *reward and punishment* dengan *quality of worklife*.

Penelitian ini merupakan jenis penelitian observasional analitik dengan studi *cross-sectional*. Pengambilan data dilakukan dengan membagikan kuesioner pada 71 responden yang terbagi di masing-masing unit kerja HSE PT. Pertamina RU IV Cilacap. Analisis hubungan beban kerja mental, sistem *reward and punishment* dengan *quality of worklife* menggunakan *Kendall's tau b* dan *Chi square*.

Hasil evaluasi mengenai beban kerja mental pada fungsi HSE cenderung tinggi. Sistem *reward and punishment* pada fungsi ini menunjukkan hasil yang cenderung baik. Hasil evaluasi mengenai *quality of worklife* juga menunjukkan hasil yang baik. Analisis hubungan yang dilakukan pada variabel karakteristik individu menunjukkan terdapat hubungan antara variabel usia, jenis kelamin, tingkat pendidikan dan status perkawinan dengan *quality of worklifep* ($p < 0,05$). Sebaliknya, tidak terdapat hubungan antara masa kerja, beban kerja mental, dan sistem *reward and punishment* dengan *quality of worklife* ($p > 0,05$).

Fungsi HSE PT. Pertamina RU IV Cilacap dapat melakukan manajemen beban kerja mental untuk mengurangi beban kerja mental yang cenderung tinggi. Hal lain yang perlu dilakukan adalah memberikan gambaran mengenai jenjang karir untuk mempertahankan *quality of worklife* pada unit tersebut.

Kata kunci : beban kerja mental, *reward and punishment*, *quality of worklife*