

Correlation of Individual Characteristics and Work Stress among Go-Jek Drivers during the Pandemic

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ABSTRACT

Introduction: Go-Jek Drivers have experienced a change in condition due to the declining number of Go-Jek users during the pandemic. One of the impacts is work stress. This research aims to determine the relationship between individual characteristics and the work stress of Go-Jek drivers during the pandemic. **Methods:** This research used a cross-sectional design and the total population sampling technique where the population was all members of the Go-Jek motorbike driver community in Semolowaru Surabaya, totaling 65 people. Age, marital status, total dependents, and working period were the independent variables. Work stress was the dependent variable. The retrieval of data was done using a questionnaire based on the Minister of Manpower Regulation No.5 of 2018 to measure work stress. To determine the relationship between age and working period with work stress, this study used the Pearson test. The relationship between total dependents and work stress was determined using Fisher's exact test. The relationship between marital status and work stress used the contingency coefficient method. **Results:** In total, 39 drivers (60%) experienced moderate work stress and 26 drivers (40%) experienced heavy work stress. The relationship of age with work stress was very weak (0.040), the relationship between marital status and work stress was very weak (0.013), the relationship between total dependents and work stress was very weak (0.131), and the relationship between working period and work stress was weak (0.234). **Conclusion:** The relationships between age, marital status, and the total dependents with work stress are very weak, and working period and work stress also have a weak relationship.

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

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INTRODUCTION

The Coronavirus Disease (COVID-19) is an infectious disease commonly referred to as an acute respiratory syndrome 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 resulted in the World Health Organization (WHO) determining that COVID-19 was a pandemic. This is because the spread of COVID-19 was both fast and very wide. The WHO noted that as of March 3, 2021, there were almost 115 million cases with almost three million deaths worldwide due to COVID-19 (World Health Organization, 2021). 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 (Satgas COVID-19, 2021). In East Java itself, the Office of Communication and Information of East Java Province stated that as of March 3, 2021, the number of confirmed cases reached more than 130 thousand with more than nine thousand deaths. In Surabaya City, the number of confirmed cases was as of March 3, 2021 more than 21 thousand cases with more than a thousand deaths due to COVID-19 (Office of Communication and Information of East Java Province, 2021). Based on this data, no one can know and confirm the timing of the decline until COVID-19 will be reduced or even reach zero.

COVID-19 is something new, so there was no particular preparedness in terms of facing the impacts that it has caused. One of the impacts that has arisen 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 people feel isolated and lonely, which in turn

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can increase the stress and anxiety of the person (National Center for Immunization and Respiratory Diseases, 2020). In addition, the WHO says that increased stress or anxiety is one of the mental health impacts that is still a major problem today.

Stress is a bodily response where a person is in a condition where the reality being faced is different from the desired expectations. This causes a bodily response through various dynamic actions (Supartha and Sintaasih, 2017). This 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 try to achieve their desires, causing uncertain achievement results. Stress is a dynamic state. Stress can occur due to many factors, one of which 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 and cause workers to experience pressure that can be psychological, physiological, and attitude-related (Wijono, 2010).

Based on a survey conducted by the American Psychological Association of 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 their low wages significantly affected their work stress (American Psychological Association, 2011). According to the Labor Force Survey conducted in the UK from 2014 to 2015, the number of cases of stress was 440.000 and the prevalence rate was 1.380 cases per 100.000 workers (Health and Safety Executive, 2015). This number has increased in 2019-2020 to the point where 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 sector to determine the stress of workers in Indonesia before the pandemic. This includes the research conducted on employees which shows that as many as 57.5% of workers experience work stress (Zulkifli, Rahayu and Akbar, 2020). In the transportation sector, work stress measurements have also been carried out, one of which was the measurement carried out of the stress of public

transportation driver with the result that 56.8% of drivers experience work stress (Ulum, Wahyuni and Ekawati, 2018).

During the pandemic, research related to work stress was rarely carried out, both abroad and in Indonesia. However, several studies have examined the level of stress experienced by workers during the pandemic. Based on the 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 in government agencies, it was found that 65% of respondents had a moderate stress level, 30% experienced low work stress, and 5% experienced high work stress. Another study was also conducted among health workers, namely doctors, psychiatrists, and nurses in India, which stated that 97% of health workers in India experienced work stress (Rehman *et al.*, 2021).

Robbins and Judge (2013) stated that the factors causing work stress are grouped into 3, namely environmental factors, organizational factors, and individual factors. There are accompanying factors among the other factors, namely individual difference factors. In addition, according to Munandar (2012) in his book entitled 'Industrial and Organizational Psychology', other factors that can cause stress are 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 the individual characteristics, such as age, gender, marital status, total dependents, and working period.

According to the analysis conducted by Febriandini, Ma'arufi and Hartanti (2016) regarding individual factors on work stress, the results showed that individual factors including age, gender, and working period had a significance value of 0.004. This meant that they have a significant value of 0.004, therefore showing a significant relationship with the incidence of work stress experienced by the nurses at dr. H. Koesnadi, Bondowoso Regency. Based on the research conducted among the wardens of 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 the research related to the relationship between marital status and work stress, the results of the contingency coefficient value were 0.378.

This meant that marital status and work stress had a low level relationship (Suci, 2018). Meanwhile, the relationship between the number of dependents and work stress was based on the results of the research by Nurini, Rahmawati, and Nuraeni (2017) which obtained a p-value of $0,000 < 0.05$. This meant that there was a relationship between the number of dependents of the employees and the incidence of work stress experienced.

Based on several studies conducted in the world and in Indonesia, the pandemic also impacted the stress experienced by workers, as evidenced by the presence of workers who have experienced work stress in the heavy category while working during the pandemic. The work done during the pandemic may involve different conditions because the pandemic is a new condition that has forced workers adapt to the differences. One of the jobs in Indonesia that has experienced changes during the pandemic and impacted the mental health of its workers is the work of online motorbike drivers who are partners at PT. Go-Jek. The work stress experienced by online motorbike drivers, especially Go-Jek drivers, occurs due to various factors. During the pandemic, Go-Jek drivers experienced a change, namely the decreasing number of Go-Jek users, thus hampering their work process and impacting the survival of Go-Jek drivers as individuals. This has resulted in the Go-Jek drivers feeling that the pandemic had hurt their work.

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

number of dependents, working period, and the work stress of Go-Jek drivers during the pandemic.

METHODS

This research was a descriptive observational study using a cross sectional design. The location was the Go-jek motorbike driver community in 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 Semolowaru, Surabaya, totaling 65 people. The sampling in this study was total population sampling technique because the number of potential members was not too many and it was possible to collect data on all members. This was because there was no special treatment required in the data collection process, thus the sample totaled 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, the number of dependents, and working period. Meanwhile, the dependent variable in this study was work stress. Collecting the data related to individual characteristics used a questionnaire related to age, marital status, the number of dependents, and working period. The number of dependents refers to the number of individuals who are still the responsibility of the Go-Jek driver, be it parents, wives, children, or other family members. Meanwhile, to collect the data related to work stress, this study used a questionnaire based on the Minister of Manpower Regulation No. 5 of 2018 concerning Occupational Safety and Health in the Work Environment which had been modified and adjusted to the conditions experienced by the objects of the research. It consisted of 11 questions and a validity test was also carried out.

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

RESULTS

Tables 1 to 5 are frequency distribution tables accompanied by an explanation regarding age, marital status, the number of dependents, working period, and work stress during the pandemic for Go-Jek motorbike drivers in the Semolowaru community of Surabaya.

Age

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

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, at a percentage of 56.9%, were married. Meanwhile, 28 drivers or 43.1% were unmarried.

The Number of Dependents

The distribution of the number of dependents for the Go-Jek motorbike drivers in the Semolowaru community, Surabaya City is shown in Table 3. Based on Table 3, the majority of Go-Jek motorbike drivers in the Semolowaru community in Surabaya

Table 1. Age Distribution of the 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 years old (Adult Worker)	21	32.3
Total	65	100.0

Table 2. Distribution of Marital Status among the 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

City, as many as 57 drivers with a percentage of 87.7%, had a number of dependents totaling <3 persons. Meanwhile, the other 8 Go-Jek motorbike drivers (12.3%) had a number of dependents totaling > 3 persons.

Work Period

Table 4 shows the distribution of working tenure among the Go-Jek motorbike drivers in the Semolowaru community of Surabaya City. Based on Table 4, as many as 24 drivers at a percentage of 36.9% had 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 at a percentage of 63.1%.

Work stress

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

The results show that as many as 39 drivers at a percentage of 60% experienced work stress

Table 3. Distribution of the Total Dependents among the 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

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

The Number of Dependents	Frequency	Percentage (%)
< 3 years (New Work Period)	24	36.9
> 3 years (Long Work Period)	41	63.1
Total	65	100.0

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 of Surabaya City. to feel the impact of the pandemic, especially in their work. This condition causes the drivers to experience moderate work stress and heavy.

Age and Work Stress during the Pandemic

Table 6 shows the cross tabulation between age and work stress experienced by the Go-Jek motorbike drivers in the Semolowaru community, Surabaya City during the pandemic. Based on Table 6, the results show that drivers aged 15-24 years old, totaling as many as 27 drivers at 73% were in the moderate work stress category. As many as

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

Work Stress	Frequency	Percentage (%)
Moderate	57	87.7
Heavy	8	12.3
Total	65	100.0

17 drivers with a percentage of 17% were in the heavy work stress category. Meanwhile, for the 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 the work stress experienced by the Go-Jek motorbike drivers in the Semolowaru community of Surabaya City while working during the pandemic. There is a unidirectional relationship because the value of the Pearson correlation coefficient is positive. This means that the older the Go-Jek drivers, the higher their work stress will be. Meanwhile, the younger the Go-Jek drivers, the lower their work stress will be experienced during the pandemic.

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 were not married, totaling 17 drivers (84%) experienced moderate work stress while 11 other drivers (16%) experienced heavy work stress. Meanwhile, for the Go-Jek motorbike drivers who were married, as many as 22 drivers (78%) experienced moderate work stress and 15 drivers (22%) experienced severe work stress. The

Table 6. Cross Tabulation between Individual Characteristics and the 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	0.040
25-64 years (Adult Worker)	12	88	9	12	21	100	
Marital Status							
Unmarried	17	84	11	16	28	100	0.013
Married	22	78	15	22	37	100	
The Number of Dependents							
< 3 persons	32	68	25	32	57	100	0.131
> 3 persons	7	93	1	7	8	100	
Working Period							
< 3 years (New Work Period)	18	82	6	18	24	100	0.234
> 3 years (Long Work Period)	21	79	20	21	41	100	

relationship between marital status and work stress during the pandemic has a Contingency Coefficient value of 0.013 which means that the marital status and work stress experienced by the Go-Jek motorbike drivers in the Semolowaru community, Surabaya City during the pandemic period had a significant relationship that was very weak and unidirectional. The Contingency Coefficient value was positive.

Number of Dependents and Work Stress during the Pandemic

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

Working Period and Work Stress during the Pandemic

The results of the research related to the relationship between working period and work stress during the pandemic among the Go-Jek motorbike drivers in the Semolowaru community, Surabaya City are shown in the cross tabulation in Table 6. Based on Table 6, there were 18 Go-Jek motorbike drivers who had worked for < 3 years and 82% of them experienced moderate work stress. Additionally, 6 drivers (18%) experienced heavy work stress. Meanwhile, for the Go-Jek motorbike drivers who had worked > 3 years, as many as 21 drivers (79%) experienced moderate work stress and 20 drivers (21%) experienced severe work stress. The coefficient value of the Pearson correlation analysis regarding tenure and work stress had the

largest coefficient value compared to the other variables. This value means that the working period and work stress during the pandemic experienced by the Go-Jek motorbike drivers in the Semolowaru community of Surabaya City has a weak (0.234) and unidirectional relationship because the coefficient value is positive.

DISCUSSION

Age

In this study, most of the respondents fall into the category of being young workers. According to the International Labour Organization (2018), young workers are divided into two large groups, namely young workers above the minimum working age but under 18 years old and young workers aged between 18 and 24 years old. These young workers experience many challenges when making the transition from school to work and when searching for a stable job, specifically one that protects them from harm and helps them to earn a decent wage. The older a worker is, the higher the likelihood of them experiencing work stress (Zulkifli, Rahayu and Akbar, 2020).

Marital Status

According to Robbins and Judge (2013), marriage will increase a worker's sense of responsibility because he has additional duties to his family. Based on this research, most of the respondents are married. However, although married workers have family life dependents, not all married individuals will experience work stress because it depends on the individual's ability to solve problems in his family, so it may not interfere with their work process (Suci, 2018).

Number of Dependents

The majority of the motorbike drivers in the Go-Jek Semolowaru community, Surabaya City have less than three dependents. Someone with a larger number of dependents will experience an impact on the dual role process experienced because they will find it challenging to carry out their dual roles as both a worker and as a family member. They have responsibility for the survival of their family (Rachmah, 2015). Furthermore, when the number of dependents owned by a person is greater than the ability they possess to deal with such, it can cause

work stress because the person feels pressure at work (Jundillah, Ahmad and Saktiansyah, 2017).

Working Period

The period of work refers to the time that workers have taken when carrying out their duties or work in a place. Based on the results of this study, the majority of respondents have a long service period of more than 3 years. Compared to workers who have shorter tenures, workers with longer tenures tend to have better abilities and a better understanding of their duties or work because they are more experienced and can adapt (Zulkifli, Rahayu and Akbar, 2020). This is similar to what was stated by Manabung, Suoth and Warouw (2018) which stated that workers with longer tenures will have more experience and can be more resilient when dealing with pressure during work. Workers with short terms of work have less experience and are not able to solve problems at work, therefore they tend to be more prone to work stress.

Work Stress

According to Leka (2017), work stress is a response that individuals have when their necessities and the work pressure are both not in accordance with their knowledge and abilities. Based on the results of this study, it can be seen that during the pandemic, the majority of motorbike drivers in the Go-Jek Semolowaru community experienced work stress in the moderate category. These results are the same as the results of the research conducted by Syafrizaldi and Zein (2020) which stated that during the pandemic, the work stress experienced by the PT Saka Mitra Sejati Medan workers for the majority was in the moderate category. Based on the results of this study, it can be seen that working during the pandemic is a difficult and new situation that has never been experienced before by many, so therefore this means that the Go-Jek motorbike drivers experience the most moderate and severe work stress.

Age and Work Stress during the Pandemic

The majority of respondents were aged 15-24 years old (young workers). The analysis test was carried out using the Pearson correlation test and the Pearson correlation coefficient value was 0.040. This means that age has a very weak relationship with the work stress experienced by the Go-Jek motorbike drivers in the Semolowaru community, Surabaya

City while working during the pandemic. There is a unidirectional relationship because the value of the Pearson correlation coefficient is positive. These results are the same as the results of the research conducted by Lady, Susihono and Muslihati (2017) regarding the relationship of work stress with one of the causal factors studied, specifically age. The results show that the age and work stress of the employees of BPBD Cilegon City have a very weak and characteristic relationship. The meaning of the positive coefficient value means that the older the driver is, the more work stress they experience. These results are different from the research conducted by Ansori and Martiana (2017) which states that age and work stress have a sufficient and negative relationship on the grounds that where there is an increase in age, the more a person's knowledge increases, thus the person can get to know himself better and know how to do their job. This will help them to deal with all kinds of condition and they will be able to better control and manage their stress, therefore the stress they experience does not increase.

This is different from what the Go-Jek motorbike drivers in the Semolowaru community in Surabaya City experienced while working during the pandemic. The age of the 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 old than the drivers aged 25-64 years. In this study, age was not a major contributing factor in the occurrence of work stress during the pandemic because due to the pandemic conditions, each age group feels the impact of the pandemic through different causal factors. This relates to both their individual characteristics other than age and other factors beyond their individual characteristics. In addition, in special conditions (pandemic), even though a person's age increases and is possibly accompanied by increased knowledge and experience, the drivers have never had knowledge or experience of dealing with pandemic conditions which can trigger increased work stress.

Marital Status and Work Stress during the Pandemic

The results of the statistical tests undertaken using the Contingency Coefficient method showed a value of 0.013. This meant that the marital status and

work stress experienced by the Go-Jek motorbike drivers in the Semolowaru community of 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 the results of the research by Suci (2018) which shows that there is a low relationship between marital status and work stress. This is because someone who is married does not always experience work stress. Conversely, someone who is not married also has the possibility of experiencing work stress because it all depends on their attitude when dealing with the problems, demands, obstacles, and conditions faced. Both results reject the results of the research conducted by Aprianti and Surono (2018) concerning lecturers at Stikes Bengkulu and the research by Nurini, Rahmawati and Nuraeni (2017). The results that both of them show indicate 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. This study shows that work stress in the heavy category is more common among 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. This is because married drivers have more responsibility and family demands. This has an impact on the burden of thinking of the Go-Jek motorbike drivers in relation to meeting the needs of their families during the pandemic. A person who is married will face various kinds of household problem, one of which is material problems in terms of fulfilling the needs of their wife and children. This can result in the person experiencing work stress (Zahra and Hidayat, 2015). Meanwhile, for Go-Jek motorbike drivers who are not yet married, they have less responsibility when it comes to fulfilling their needs, meaning that they do not have an excessive mental baggage that they carry while working. In addition, marital status cannot be a major factor in increasing the level of work stress because work stress is experienced depending on each individual's attitude towards something. Therefore, marital status has a very weak relationship with the work stress experienced by Go-Jek motorbike drivers in the Semolowaru community of Surabaya City.

Number of Dependents and Work Stress during the Pandemic

Most of the Go-Jek motorbike drivers in the Semolowaru community of Surabaya City had dependents totaling < 3 persons and the results of the Fisher Test (Exact Fisher Test) showed a value of 0.131. This means that the number of dependents and work stress during the pandemic had a very weak and unidirectional relationship. According to Khairiyah, Kusuma and Hastutiningtas (2017), someone of a young age and unmarried status does not have dependents. Someone with more dependents will experience an impact on their dual role because they will find it difficult to carry out both roles as a worker and as a parent in their 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 Wuryaningsih (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 the individual's ability because they will feel pressured at work. The work done is a burden which can lead to work stress (Jundillah, Ahmad and Saktiansyah, 2017).

Working Period and Work Stress during the Pandemic

PT Go-Jek is one of the companies in the online transportation sector that has emerged in Indonesia. It has had a feature covering Go-Ride, Go-Send, and Go-Mart since 2015. Currently, being a Go-Jek motorbike driver is a breakthrough job and has been a new interest of the community for 6 years. Based on this research, most of the Go-Jek drivers have a working period > 3 years. When the Go-Jek drivers with < 3 years for their working period and the Go-Jek drivers with > 3 years for their working period were compared, both of them experienced the most work stress in the moderate category during the pandemic. 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 example of this 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 when working compared to the workers who have just joined. This is because they are

usually in the initial year of work, 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 be greater (Zulkifli, Rahayu and Akbar, 2020). In the current job of the Go-Jek motorbike drivers, the system for getting an order is no different depending on how long the driver has been with the company. However, it does differ depending on how many points they have previously earned. Drivers with shorter service periods are also more likely to get lots of orders if the points they have total higher than those of their colleagues around them.

Based on statistical analysis of 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 suggest a working period. Drivers with a longer tenure do not necessarily have higher points than drivers with a shorter tenure as it all depends on their previous work history. Coupled with the pandemic conditions which have made it difficult for them to get orders, this has had an impact when it comes to adding points which they felt was getting more difficult. The result is also the same as the research on the workforce at PT. Pertamina TBBM Bitung which showed in the results that there was a sufficient unidirectional relationship (Manabung, Suoth and Warouw, 2018). In addition, these results contradict the research conducted by Maydinar, Fernalia and Robiansyah (2020) stating that working period and work stress have no relationship among the surgical room nurses of Dr. M. Junus Bengkulu. This is because although the workload of nurses is large, the nurses are already accustomed to the conditions and there is a sense of mutual help between the nurses. This means that where there is a longer working period and new nurses, the work done can still be done properly.

CONCLUSION

To conclude, during the pandemic, Go-Jek motorbike drivers in the Semolowaru community of Surabaya City experienced moderate and heavy work stress. There is a very weak relationship between age, marital status, and the number of dependents with work stress, and there is a weak relationship between working period and work stress.

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