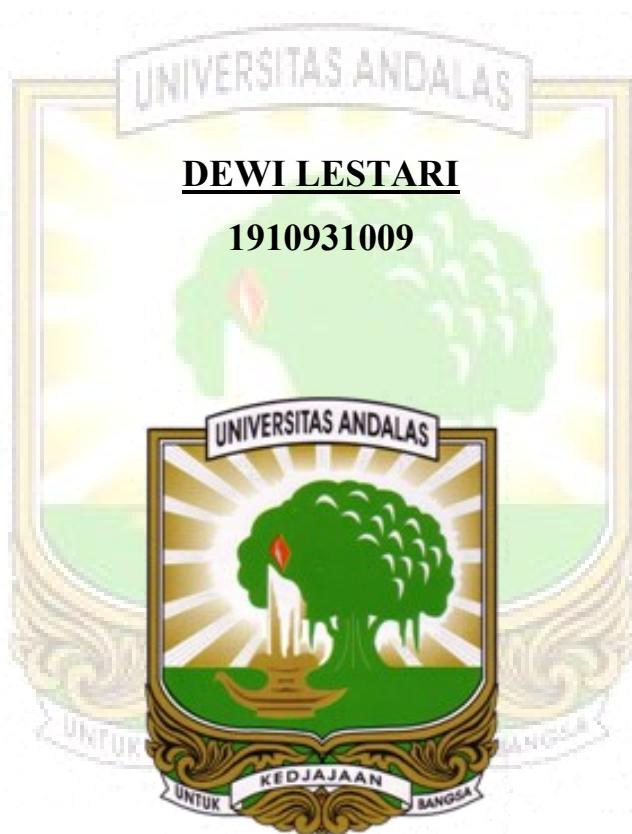


**THE EFFECT OF PSYCHOSOCIAL WORK STRESS
AND FATIGUE ON RISKY DRIVING BEHAVIOR
AMONG TRAVEL BUS DRIVERS**

(Case Study PT Sarah Nursyifa Transport)

FINAL PROJECT REPORT



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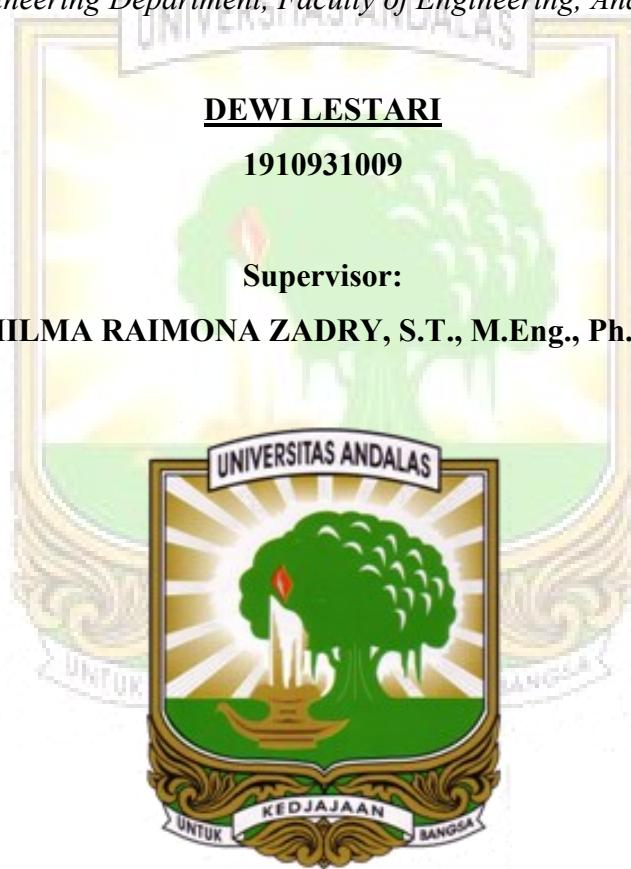
*As One of the Requirements for Completing an Undergraduate Program at the
Industrial Engineering Department, Faculty of Engineering, Andalas University*

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ABSTRAK

Angkutan umum berupa bus atau minibus merupakan salah satu moda transportasi yang membantu perjalanan masyarakat dari satu kota ke kota lain di Indonesia. Bus travel merupakan salah satu bentuk angkutan umum di Sumatera Barat dan berkontribusi terhadap tingginya angka kecelakaan lalu lintas di provinsi. Tingginya angka kecelakaan lalu lintas terkait bus travel terutama disebabkan oleh faktor dan perilaku pengemudi. Sementara itu, dalam berbagai perspektif ditemukan bahwa perilaku mengemudi berisiko sering dikaitkan dengan stres kerja pengemudi dan stres kerja juga dapat disebabkan oleh berbagai faktor, salah satunya adalah kelelahan. Tujuan dari penelitian ini adalah untuk mengetahui pengaruh stres kerja psikososial terhadap perilaku mengemudi berisiko pada pengemudi bus travel, untuk mengkaji apakah kelelahan merupakan penyebab hubungan stres kerja psikososial dengan perilaku mengemudi berisiko pada pengemudi bus travel, serta memberikan saran berupa intervensi yang dapat dilakukan untuk mengurangi perilaku mengemudi berisiko pada pengemudi bus travel di Sumatera Barat. Penelitian ini dilakukan dengan metode survei terhadap pengemudi bus travel menggunakan tiga kuisioner yang diadaptasi dari Demand-Control-Support Questionnaire (DCSQ), Checklist Individual Strength (CIS), dan Driver Behavior Questionnaire (DBQ). Hubungan antara stres kerja psikososial dan perilaku mengemudi yang berisiko, serta mediasi kelelahan (umum dan terkait pekerjaan) dalam hubungan tersebut diuji menggunakan analisis jalur (Structural Equation Models/SEM) dengan bantuan software SmartPLS 3.0. Selain itu, langkah-langkah pencegahan dan perbaikan dapat diidentifikasi agar pengemudi bus travel dapat berkendara dalam kondisi optimal dan menghindari risiko kecelakaan yang dapat terjadi di kemudian hari. Berdasarkan hasil penelitian yang telah dilakukan diketahui bahwa perilaku mengemudi berisiko pengemudi bus travel dipengaruhi secara signifikan oleh faktor stres kerja psikososial dan kelelahan. Selanjutnya, kelelahan memang memediasi hubungan antara stres kerja psikososial dan perilaku mengemudi berisiko. Dengan kata lain, peningkatan atau penurunan tingkat kelelahan pengemudi berpengaruh signifikan terhadap pengaruh stres kerja psikososial terhadap perilaku mengemudi berisiko. Jenis hubungan mediasi yang terjadi berdasarkan hasil penelitian ini adalah mediasi parsial berupa mediasi komplementer. Selanjutnya antisipasi atau pencegahan dilakukan dengan menganalisis indikator atau perilaku mengemudi berisiko yang dilakukan oleh pengemudi travel bus. Analisis sebab akibat dilakukan untuk mengetahui faktor apa saja yang dapat menyebabkan perilaku mengemudi berisiko. Dan terakhir, pengendalian administratif dilakukan dalam penelitian ini dengan membuat prosedur kerja atau SOP yang dapat mengurangi potensi pengemudi untuk melakukan perilaku mengemudi yang berisiko.

Kata kunci: CIS, DBQ, DCSQ, SEM, Mengemudi Berisiko.

ABSTRACT

Public transportation in the form of buses or minibusses is one of the modes of transportation that helps people travel from one city to another in Indonesia. Travel bus is a form of public transportation in West Sumatra and contributes to a high number of traffic accidents in the province. The high number of traffic accidents related to travel buses is mainly caused by factors and the behavior of drivers. Meanwhile, from various perspectives it is found that risky driving behaviors are often associated with work stress by drivers and work stress can also be caused by various factors, one of which is fatigue. This study aimed to determine the effect of psychosocial work stress on risky driving behaviors in travel bus drivers, to examine whether fatigue is a cause of the relationship between psychosocial work stress and risky driving behaviors in travel bus drivers, as well as provide suggestions in the form of interventions that can be done to reduce risky driving behaviors for travel bus drivers in West Sumatra. This research was conducted using a survey method for travel bus drivers using three questionnaires adapted from the Demand-Control-Support Questionnaire (DCSQ), Checklist Individual Strength (CIS), and Driver Behavior Questionnaire (DBQ). The relationship between psychosocial work stress and risky driving behavior, as well as the mediation of fatigue (general and work-related) in this relationship was tested using path analysis (Structural Equation Models/SEM) with the help of SmartPLS 3.0 software. In addition, preventive and improvement measures can be identified so that travel bus drivers can drive in optimal conditions and avoid the risk of accidents that could happen in the future. Based on the results of the research that has been done, it is found that the risky driving behavior of travel bus drivers is significantly influenced by factors of psychosocial work stress and fatigue. Next, fatigue does mediate the relationship between psychosocial work stress and risky driving behavior. In other words, the increase or decrease in the level of driver fatigue does significantly affect the effect of psychosocial work stress on risky driving behavior. The type of mediation relationship that occurs based on the results of this study is partial mediation in the form of complementary mediation. Furthermore, anticipation or prevention is carried out by analysing indicators or risky driving behavior carried out by travel bus drivers. Cause and effect analysis is carried out to find out what factors can lead to risky driving behavior. And finally, administrative control is carried out in this study by creating work procedure or SOP that can reduce the potential for drivers to engage in risky driving behavior.

Keywords: CIS, DBQ, DCSQ, Risky Driving, SEM.