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Original Article

THE RELATIONSHIP OF WORK STRESS ON DRIVER PERFORMANCE

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ABSTRACT

Background. Stress at work is a serious problem for the company because can reduce employee performance and the company.
Research Purpose. This research aimed to determine and partially analyze the relationship between work stress and the performance of CV employees.
Research Method. The sample in this study was the entire existing population and the sampling was taken by census which is a hundred percent of the total population as many as 22 respondents. This research was conducted in company, companies operating in the field of transportation and driver services in 2023. Data collection used questionnaires.
Findings. Hypothesis testing using (t-test) between the work stress variable and employee performance variables shows the t value = -3.824 with a significant value of 0.001. By using the significance limit ÿ = 0.05, the t table is 2.068. From these results, the test criteria are -t count < -t table, namely -3.842 < -2.068, which means Ho is accepted and Ha is rejected.
Conclusion. The work stress variable has a negative and significant influence on employee performance.

Keywords: Driver, Employee Performance, Work Stress.

BACKGROUND

According to the meaning Stress is a condition of nervousness that affects a person's emotions, thought process, and condition. Meanwhile, work stress is a feeling of pressure experienced by employees within the workplace[1]. Stress affects work performance, this has been proven with an inverted U relationship between work stress and work performance[2]. The logic underlying this inverted U is that stress at low to moderate levels stimulates the body and results in the ability to be creative. At that time individuals often perform their tasks better, more intensively, or faster.

The indicators of work stress are workload excessive, pressure or time pressure, poor quality of supervision, frustration, interpersonal and intergroup conflicts, financial worries, problems related to another employee, physical problems, marital problems (divorce), changes that occur in the residence, and other personal problems, such as death. The indicators of work performance are quality of work, work quantity, knowledge, adjustment, work relationships, and work safety[3].

Stress in the workplace is a thing which is experienced almost every day by the people worker. The employees are busy with task completion deadlines, role demands in increasingly diverse workplaces and sometimes conflict with each other, family problems, and workload excessive, and there are still many challenges anything else that make stress a thing a factor that is almost impossible to avoid. Stress at work is a problem, and a serious problem for the company because can reduce employee performance and the company[4]. The most common physical symptoms of stress while driving include: 1) trouble breathing

is difficulty in taking deep breaths or feeling short of breath; 2) excessive sweating, particularly on the palms, face, or underarms; 3) Heart palpitations rapid or irregular heartbeat, which can be a sign of increased stress levels; 4) Nausea that feeling queasy or experiencing stomach discomfort; 5) Dizziness or lightheadedness is feeling faint or disoriented, which can be a result of the body's fight or flight response; 6) Increased blood pressure higher blood pressure can be a physical effect of driving under stress; and 7) Fatigue that feeling exhausted or drained, which can be a cumulative effect of prolonged stress while driving. These physical symptoms can be indicative of a person's body reacting to the stress of driving, which can impact their ability to focus and drive safely[5–7].

Driving anxiety has a significant impact on overall mental health. It can lead to a range of negative emotional and psychological effects, including increased stress levels. The fear of driving can cause chronic stress, which can negatively impact mental health by leading to anxiety, depression, and other related conditions[8]. Driving anxiety can manifest as a persistent and overwhelming fear of driving, which can interfere with daily life and overall mental well-being. The constant stress and anxiety associated with driving can contribute to feelings of depression, which can further exacerbate mental health issues. Driving anxiety can lead to social isolation as individuals may avoid driving or participating in activities that involve driving, which can negatively impact mental health by reducing social connections and opportunities for social interaction. Driving anxiety can significantly impact an individual's quality of life by limiting their ability to engage in activities they enjoy, travel, or participate in social events that involve driving, which can lead to feelings of frustration and dissatisfaction. There has been a lot of research on work stress and employee performance, but no one has examined the relationship between work stress and the performance of drivers. Based on the urgent problem that arises, this research aimed to determine and partially analyze the relationship between work stress and the performance of drivers.

RESEARCH METHOD

When regarded from an angle of presentation and data analysis, however, this study utilizes the technique quantitative because of the data and analysis using numbers. Correlational research employs research methodologies since it integrates one variable with another. The research location was on the company in Jember, 2023. The company operates in the field of landfilling and handling in all fields of general contractors, suppliers materials, and transportation. This study used the full current population as its sample, which was obtained by a census that included up to 22 respondents who worked as corporate drivers. This represents 100% of the overall population.

In this research, there are two variables namely independent variable and dependent variable. Which is the independent variable in this research was work stress (called X) and the dependent variable in this research was driver performance (called Y). The method of collecting data primary can be obtained directly by developing a list of statements and filling out a questionnaire to the driver of the company. To obtain data about work stress related to the performance of employees and the identity of driver respondents. A questionnaire was used with the assumption that the respondent is the person who knows best about his condition. Validity test in evaluation research local load correlation validity test technique proposed by Pearson. A reliable questionnaire is an instrument that can be used several times to measure the same object and will produce the same data. This research used a valid and reliable questionnaire. Data analysis was carried out to answer research questions or to test

hypotheses research that has been stated previously. Data analysis is a process of simplification data and presenting data with groups in a form easy to read and interpret.

FINDINGS

Based on Table 1 respondent characteristics then it is known that the largest number of respondents are respondents aged 40-49 as many as 11 people (50%). Because it's for the driver dump truck fleet requires a B2 driving license general with an average age of over 30 years. All of the 22 respondents were gender men and 100% of their positions were drivers.

Table 1. Characteristics of Respondents

Age	**Frequency**	**Percentage (%)**
< 30 years	1	4.5
30-39 years old	5	22.7
40-49 years old	11	50.0
>50 years	5	22.7
Amount	22	100
Gender	**Frequency**	**Percentage (%)**
Men	22	100

Table 2. Validity and Reliability Test of the Work Stress Variable (X)

Items statement	Coefficient Correlation	Mark Critical	Information
X.1	0.450	0.3	Valid
X.2	0.496	0.3	Valid
X.3	0.624	0.3	Valid
X.4	0.619	0.3	Valid
X.5	0.596	0.3	Valid
X.6	0.753	0.3	Valid
X.7	0.522	0.3	Valid
X.8	0.462	0.3	Valid
X.9	0.668	0.3	Valid
X.10	0.524	0.3	Valid
X.11	0.433	0.3	Valid
X.12	0.487	0.3	Valid
X.13	0.781	0.3	Valid
X.14	0.678	0.3	Valid
	0.506	0.3	Valid
	0.471	0.3	Valid
	0.744	0.3	Valid
	0.604	0.3	Valid
	0.442	0.3	Valid
	0.461	0.3	Valid
	0.623	0.3	Valid
	0.674	0.3	Valid

Reliability Test Results

Variable	Alpha	Information
X	0.893	Reliable
Y	0.925	Reliable

From the results of the instrument validity test driver performance variable in Table 2 is calculated as r > critical r (0.3). So all the statements of the variables of driver performance are proven valid and all these questions can be used. The reliability test results obtain X = 0.893 and Y = 0.925 which all variables are reliable in this research.

The result of the analysis is as follows: t count < t-table i.e -3.842 < 2.068 then Ho is accepted and Ha is rejected, which means there is an influence between the variables work stress and driver performance. R= -0.650 meaning there exists strong and negative influence between stress work variable and employee performance. The strong relationship between the independent variable has a deep influence dependent variable. The negative influence means the high-stress work influences the lower driver performance.

DISCUSSIONS

The relationship between work stress and driver performance is a significant area of study in the context of professional drivers, particularly in industries transportation. Many factors affect the work performance of employees. Employee work whether productive or not depends on motivation, job satisfaction, stress levels, physical conditions of work, system compensation, job design, and economic, and technical aspects as well as other behavior. Research has consistently shown that work stress is associated with negative impacts on driver performance, including decreased attentiveness, increased risk of accidents, and reduced overall well-being. Studies have identified various factors contributing to work stress among drivers, such as excessive workload, poor task management, chronic stress, unpredictable schedules, and interrupted sleep patterns[9].

These factors can lead to fatigue, which is a critical mediator in the relationship between work stress and driver performance. Fatigue can significantly impair driving performance, increasing the risk of accidents and compromising road safety. The impact of work stress on driver performance is not limited to the drivers themselves. It also affects the broader industry, including the energy transportation sector, where the safety and well-being of drivers are crucial for the success of operations. By understanding the relationship between work stress and driver performance, executives and decision-makers in these industries can implement measures to mitigate the negative effects of work stress, ultimately enhancing driver safety, well-being, and performance[10].

In the context of transportation, research has specifically highlighted the importance of addressing work schedules and work activities as causal factors impairing the performance of tanker drivers. Understanding the interaction between the performance of drivers and the factors influencing their performance is essential for developing comprehensive performance models that ensure safe tanker journeys. Overall, the relationship between work stress and driver performance is a critical area of study that can inform strategies for improving driver safety, well-being, and performance, ultimately benefiting the energy transportation sector and the broader road safety landscape[11].

Chronic stress, which is prolonged and persistent stress over some time, can have significant negative impacts on driving performance. Research has consistently shown that chronic stress can impair driving performance by affecting various aspects of a driver's cognitive and physical abilities[12]. Chronic stress can lead to decreased attention and concentration, which are critical for safe driving. When drivers are under chronic stress, they may experience difficulties in processing information, making decisions, and reacting to situations on the road. This can increase the risk of accidents and compromise road safety.

Chronic stress can also have physical effects on drivers that can negatively impact their performance. For example, chronic stress can lead to increased muscle tension, which can affect a driver's ability to control the vehicle. Additionally, chronic stress can cause increased heart rate and blood pressure, which can further impair a driver's ability to react to changing road conditions.

Implications for design and training, based on understanding the effects of chronic stress on driving performance is crucial for designing and training programs that prioritize driver safety. By recognizing the cognitive and physical impacts of chronic stress, these programs can incorporate strategies that help drivers manage stress and improve their overall performance. This includes stress management techniques, such as deep breathing and mindfulness, as well as training that focuses on improving attention, decision-making, and reaction times. In summary, chronic stress can significantly impair driving performance by affecting a driver's cognitive and physical abilities. Recognizing these impacts is essential for developing effective strategies to improve driver safety and overall performance.

CONCLUSION

Work stress and driver performance are closely linked, particularly in the transportation industry. Factors such as workload, poor task management, chronic stress, unpredictable schedules, and interrupted sleep patterns contribute to work stress among drivers. These factors can lead to fatigue, which can impair driving performance and increase accident risks.

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