

Family Social Support and Work Stress on Night Shift Bus Drivers

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The goal of this research was to find the relation between family social support and work stress on night shift bus drivers. Subjects were night shift bus drivers ($N = 38$) in Temanggung, chosen by using the simple random sampling technique. Data regarding the family social support and work stress were collected using two surveys, with 31 and 20 items respectively. Correlation analysis uses the Pearson Product Moment. Result showed a negative significant correlation between family social support and work stress in night shift bus drivers, with the r score of $-.647$ ($p < .05$). This means that the higher the family social support score, the lower the work stress score will be on night shift bus drivers. The variance of the work stress variable can be explained by using the family social support variable, scoring at 41.86% ($r^2 = -.647$).

Keywords: night shift bus drivers, family social support, work stress

Tujuan penelitian ini adalah melihat hubungan dukungan sosial keluarga terhadap stress kerja sopir bus malam. Subjek adalah para sopir bus malam ($N = 38$) di Temanggung yang diperoleh melalui simple random sampling. Data dukungan sosial keluarga dan data stres kerja diperoleh melalui pengisian angket, masing-masing terdiri atas 31 dan 20 butir. Hasil analisis korelasi yang menggunakan rumus Pearson Product Moment menunjukkan bahwa ada hubungan negatif yang signifikan antara dukungan sosial keluarga dan stres kerja sopir bus malam, dengan (r) sebesar $-.647$ ($p < .05$). Hal ini berarti semakin tinggi dukungan sosial keluarga, maka semakin rendah stres kerja pada sopir bus malam dan sebaliknya. Variansi skor variabel stres kerja dapat dijelaskan oleh variabel dukungan sosial keluarga sebesar 41.86% ($r^2 = -.647$).

Kata kunci: sopir bus malam, dukungan sosial keluarga, stres kerja

Nowadays, transportation is one of the most important features needed by humans in their daily activities. According to Salim (cited in Sukma, 2007), transportation is the media for humans to move objects, be it humans or other items from one place to another, with or without helping instruments. Even though transportation is important, not everyone has their own personal transportation method or vehicle.

There are a lot of companies dealing with the transportation service in Indonesia, be it on the road, sea, or air routes. From the three routes, the one that is most commonly used by Indonesians is the land route transportation, buses being one of them.

A bus is a huge public motorized vehicle, usually with four tires or more, that is capable of transporting

a lot of passengers at once. Buses help humans with their mobility a great deal, transporting humans and objects from one place to another, such as from one town to another or from one province to another.

In any kind of company, humans have an important role, both as individuals or as a group. As the resource of a company, humans are the main workers that deal with all the activities. Therefore, according to Muarif, there is a need for their quantity and quality to be managed and cared for (cited in Dewi, 2007).

One of the humans' important roles in supporting the transportation companies' activities is as drivers. In the transportation companies, drivers have the task of controlling or driving the buses. This task is not limited to just driving or operating the bus engine, but also with several responsibilities that must be fulfilled towards the company and passengers using the transportation service.

Based on the informal interview on the 11th-13th of May, 2010, on the drivers of PO. Safari Dharma Raya,

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Temanggung which was a company that focused their tasks and responsibilities that can be categorized as heavy tasks or responsibilities. First, they must have time discipline, meaning that the time accuracy of the buses' arrival to the reservation place and to the destination must be according to the schedule. Second, a bus driver is responsible to the passengers' comfort, meaning that they must not be reckless in driving. Third, they also have to be responsible of the passengers' safety to the destination. This is the heavy responsibility for the drivers, because one driver was responsible for the safety of many passengers on their buses. On the other side, a lot of other rival companies have similar routes to destinations. This is where the three responsibilities are at stake, because the responsibilities are important to keep the consumers in using the PO. Safari Dharma Raya's services.

The responsibilities only get heavier when the journey is at night shift, because of several factors that cause stress. First, the bus drivers must be able to hold their sleepiness because a human's sleeping time is naturally at night shift. Second, buses normally use loud diesel engines. At night shift, the noise of the diesel engines can sound louder compared to at day time. According to Munandar (2001), the loud noise of engines can be a source of stress. Third, the flash of other vehicles' headlights. A researcher from Ohio State University stated that light from lamps at night can cause stress. This is supported by his research on mice, using two groups where one group of mice is put on a room with light using lamps at all times while the other group of mice is put on a room without any artificial lightings. Results showed that the mice on the constantly bright room are in a more depressed condition compared to the other group of mice (cited in Ulfah, 2009). Based on the results of the earlier research, bus drivers are prone to experiencing stress because of the flash of light from other vehicles' headlights.

Bus drivers must have a high sense of responsibility towards the company and the passengers. On the other hand, that sense of responsibility can be a pressure. If the drivers are unable to manage the pressure, they will experience work stress.

Work stress is defined as the stress that is experience at work, caused by certain conditions that cause the subject to be uncomfortable and feel that they are under pressure. If the conditions are prolonged, it will cause burn-out, such as extreme mental, physical, and emotional fatigue (Dubrin, as cited in Dewi, 2007). Faser (cited in Wibowo, 2007) stated that work stress experienced by someone is caused by the imbalance of the individual's skill characteristics with the task, making the subject

service on night shift buses, bus drivers had several feel that there is imminent threat on his self. Ilmi (2003) explained that work stress if the feeling of being pressured that is experience by individuals in facing work. This is often caused by stressors from the work environments, such as the factors of the surroundings, organization, and individuals.

The problem of work stress inside the company organization is an important symptom to be observed since the appearance of the pressure to be efficient at work. The effects of work stress are individuals becoming nervous, anxious, experiencing increase in the emotional, cognitive, and physical tension. As the results of work stress, individuals can experience several stress symptoms that can threaten and disturb their work performance, such as: being easily upset and aggressive, being unable to relax, having unstable emotion, being unwilling to cooperate and have a role in the task (cited in Agungpia, 2008). Arnold (1986) stated that there are four consequences that can happen because of work stress, which are the decrease of physical and psychological health, performance, and decision-making abilities.

Oetomo (2006) stated that from all the traffic accidents that have happened in the highway, 70% were caused by human factor. Only around 30% were caused by other factors, such as other vehicles (cited in Marwati, 2008).

Work stress can be managed with several methods, one of them by giving social support. According to Gonollen and Bloney (cited in Mazbow, 2009), social support is the degree of support given to an individuals, especially during their time of need by other individuals that have a close emotional relationship with them. Gottlieb (cited in Dewi, 2007), defined social support as verbal or non-verbal information, advice, physical help, or behavior given by people that are close to the subjects in their social environment or their presence and other things that can give the recipients emotional advantage or have an effect on their behavior.

In the research done by Dewi (2007) and AbuAlRub (2003), results showed that there is a negative correlation between social support and work stress. This means that the higher the social supported experienced by an individual, the lower the individual's work stress will be. The difference of the two researches was the subjects used. Dewi's research used employees of a furniture company as the subjects, while AbuAlRub used nurses as the subjects. Both subject groups had different social and psychological conditions.

Trisyana's (2003) research stated differently, that an individual that receives inaccurate social support will cause problems instead, because not all social support received by an individual is able to give calmness and reduce the stress experienced in dealing with a situation (cited in Dewi, 2007).

Taking in account the phenomenon happening to the PO. Safari Dharma Raya's bus drivers and that there is an argument regarding the results of earlier researches about the relation of social support and work stress, the research is pushed to do another research in order to find whether there is a relation between the family social support with work stress on bus drivers of the PO. Safari Dharma Raya, Temanggung company.

The goal of this research is to find whether there is a negative significant correlation between family social support with work stress on bus drivers. More specifically, bus drivers of the PO. Safari Dharma Raya, Temanggung company.

Family Social Support

Rook (cited in Febriasari, 2007) stated that social support is one of the functions of social bonds, and those social bonds show the general quality level of interpersonal relationship. Social support is the physical and emotional comfort given to us by our family, friends, co-workers, and others. Bonds and friendship with other people are considered to be the aspect that gives emotional satisfaction in an individual's life. When someone is supported by his social environment, then everything feels easier. Social support in interpersonal relationship protects individuals from the negative consequences of stress. Experienced social support can make individuals feel calmer, cared for, loved, more confident, and more competent.

According to Cobb (cited Febriasari, 2007) social support is the giving of information both verbally and non-verbally, help in behavior or materials from close social bonds or concluded from their presence that makes the individuals feel that they are cared for or loved, giving them advantages in their well-being. Gottlieb stated a similar concept (cited in Febriasari), that social support consists of information or verbal and non-verbal advice, physical help or behavior from other people, or because of their relation with nature, having emotional and behavioral effect on the individual. In this case, individuals feeling that they are given social support will feel at ease because they are cared for, getting advice or good impression on themselves, enabling them to find a solution for their problems.

Sarason (1983) stated that social support is the presence, willingness, and care from individuals that are dependable, respectful, and loving towards us (cited in Kuntjoro, 2002). Sarafino (cited in Febriasari, 2007) stated that social support is the comfort, care, respect, or help from other people, can be from individuals or groups. Social support is defined by Smet (1994) as the interpersonal transaction that involves one or more aspects that consists of information, care, judgment, and instrumental help. The existence of social support will make individuals feel that they are loved, cared, respected, and part of the group.

Social support has an important role in managing psychological condition of individuals that are under pressure, causing positive effect that can reduce psychological problems. Social support can also be used as a shield against the changes in life, potentially acting as a source of stress, increasing psychological well-being because the care and attention will result in the sense of belonging, increased confidence and identity security, and positive feelings regarding one's self (Febriasari, 2007).

Koentjaraningrat (1967) stated that family is the smaller social unit in the community, consisting of father, mother, and child, usually blood related. He also stated that family is the social unity resulted from marriage (cited in Susilo, 2008). From this definition, it can be concluded that family social support is the giving of help from individuals to others that are blood related and bonded in marriage, in the form of both verbal and non-verbal, involving the aspects that consists of information, emotional care, judgment, and instrumental help, having an emotional or behavioral effect to the recipient and therefore helping the recipient in solving his problems.

Fenlanson, Beehr, and Wills (cited in Andriani, 2007) differentiate the aspects of social support into four, which are:

- a. Emotional support, consisting of empathy, care, and attention towards the recipient.
- b. Respectful support, happening through the showing of respect towards the recipient, the push to move forward or the agreement with the idea, or the individual's feelings towards the other.
- c. Instrumental support, consisting of immediate help to the recipient's needs, often in the form of money or items.
- d. Informational support, consisting of advices, tips, guides, or feedback regarding the recipient's actions.

Brehm and Kassin (cited in Novik, 2007) stated four types in defining social support in the process of adaptation towards stress or the problem at hand, which are:

a. Emotional support

Emotional support is the support experienced by an individual from people around him in the form of love, respect, the feeling of being listened to, care, and trust in solving their personal or work problems. The willingness to listen to someone's problems will have a positive effect as a media of releasing their emotions, reducing anxiety, making individuals feel comfort, satisfaction, care, and love in dealing with the various pressures in their lives.

b. Respectful support

Respectful support is the support experienced by an individual in the form of judgment, empowerment, feedback, and social comparison in the attempt to support the behavior in social life. This kind of support helps individual feel that they are respected, capable, and precious.

c. Informational support

Informational support is the support experienced by an individual in the form of information, advice, tips that are useful in making the individual's life easier. This support helps individuals to solve problems by widening their knowledge and understanding regarding the problem at hand. Information is needed in practical decision-making and problem-solving.

d. Instrumental support

Instrumental support is the support in the form of available media in helping the individuals. It can be in the form of time, money, devices, and help. This support helps individual in their activities.

In this research, the aspect being used is the social support aspect according to Brehm and Kassin (cited in Novik, 2007), consisting of the emotional support, respectful support, instrumental support, and informational support. This is because the concept by Brehm and Kassin has been explained in detail with examples and benefits.

Sources of social support can be attained by individuals from their surroundings. The sources of social support are the most important aspect to be known and understood. With the knowledge and understanding, individuals will know whom does he get the best social support for his specific situations and wishes, meaning that the social support will be more meaningful for both sides.

Caplan in Gottlieb (cited in Febriasari, 2007) stated that social support can be given by life partner, lover, family, co-workers, or social organizations. A similar statement by Sarafino (cited in Febriasari) explained that social support can be from various sources, such as husband or wife, family, friends, co-workers, doctors,

and social organizations. The most important social support comes from the family (Rodin and Salovey, as cited in Smet, 1994). Adding to the statement, Gore in Gottlieb (cited in Febriasari) stated that social support is more likely to be received from the closest relatives, such as family or friends. The strength of social support coming from the closest relatives is one of the psychological process that can reinforce healthy behavior in an individual.

It can be concluded that the sources of social support are people close to the individuals such as family, friends, co-workers, doctors, and social organizations. The most important social support source is the family, such as from husband or wife, child, and other family members.

Cobb (cited in Tandy, 2007) think of social support as an informational guide for the subject in order for him to believe that he is cared for, loved, and respected. Therefore, there are several factors that can affect the effectiveness of social support, which are:

- a. The support giver. In this case, the support giver is the amount of people that gives support to the recipient that is in need of it. The more people are giving support to the recipient, the higher the adaptation to stress will be.
- b. Support type. One of the empowering factors in dealing with stress is that the received support is appropriate to the type of support that is needed.
- c. The acceptance of the support. The effectiveness of social support is closely related to the individuals' ability to feel the quality of the received support.
- d. The current problem. Individuals that believe that they have people that will help them will be more confident compared to individuals that do not believe that others will help them.
- e. Timing of the support. If the timing of the support being given to the individuals is right on time, when the individuals are in need of the support, then it will be more likely that the support will help in reducing stress.
- f. The length of the support. Whichever type of support that is given to the individuals, if the support is given in a long time frame, then the individuals will tend to be more motivated.

The several factors stated earlier are the factors that can affect the effectiveness of social support to the recipients.

Work Stress

Prabu (cited in Retnaningtyas, 2005) stated that work stress is a pressuring feeling or the feeling of

pressure experienced by employees in dealing with their work. Yoder and Staudohar (1982) added that work stress is a pressure caused by working that will affect emotion, thinking process, and physical condition, where this pressure comes from the individuals' work environment. Job stress refers to a physical or psychological deviation from the normal human state that is caused by stimuli in the work environment (Andraeni, 2005). If an individual experience a negative stimulus related to his work, and the individual is unable to cope with it or even avoid it, then that indicates that the individual is experiencing work stress (in Wibowo, 2008).

Davis and Newstrom (cited in Manihuruk, 2007) defined work stress as a tension that can appear if there is imbalance between work demands with the individual's ability in finishing the work. French, Rogers, and Cobb defined work stress as a misfit between a person's abilities and the demands of the work environment (cited in Sutarto, 2007). Faser (cited in Wibowo, 2007) supported the earlier statement by explaining that work stress that is experienced by someone happens because of the imbalance between the individual's abilities characteristic with the work, resulting the feeling of being threatened.

From the existing definitions, it can be concluded that work stress is the imbalance between an individual's abilities characteristics with his work, resulting in a threat that can affect emotion, thinking process, and physical condition.

According to Hardjana (cited in Manihuruk, 2007), work stress is affected by:

- a. The self. Stress can originate from people that experience stress because of illness and conflict
- b. Family. Family is a core in the community, having the potential to become a stress source. According to Dwiyantri (cited in Andraeni, 2005), one of the cause of stress is the lack of social support from the family. This means that stress will tend to appear on individuals that do not social support from their family. Wijono (2007) stated similarly, that one of the sources of stress from outside work is social support.
- c. Environment. (1) Work environment, for example: extreme work pressure or work load; responsibilities regarding other people's safety or related to other people; physical conditions of the work environment, such as foul odor or dirtiness; the relation with co-workers and superiors at the workplace, because of the difference in personalities. (2) Living environment. Stress can be experienced wherever the individuals are, such as in their daily living

environment. Examples of stressful environments are environments that are noisy, dirty, and foul odored.

Cox (cited in Retnaningtyas, 2005) divided work stress into five aspects, which are:

- a. Subjective, such as anxiety or fear, aggression, apathy, boredom, depression, fatigue, frustration, lost of emotional control, low self-esteem, nervousness, and loneliness.
- b. Behavior, such as the tendency for accidents, alcohol dependence, drug abuse, emotional surges, excessive eating or smoking, impulsive behavior.
- c. Cognitive, such as the inability to make rational decisions, low concentration, low attention, sensitivity towards critics, and mental hurdles.
- d. Physiology, such as the increase in the blood sugar levels, increase in heart beat and blood pressure, dry lips, sweat, widening pupils, fever, and chilling.
- e. Organization, such as increase in absence, decrease in omzet, low productivity, alienation from colleagues, decrease in the commitment to the organization and loyalty.

According to Rasimin (cited in Amiranti, 2007) there are five aspects of work stress:

- a. Subjective. The individual's personal opinion regarding what the individual is feeling because of the experienced work stress. For example: the feeling of anxiety and fear, lethargy, gloominess, fatigue, disappointment, lost of patience, low self-esteem, and alienation from co-workers.
- b. Behavior. The behavior of the individual as the result of work stress. For example: being easy to get into accidents at work, abusing drugs, having unstable emotion, eating and drinking excessively.
- c. Physiology. The change of the body condition because of work stress. For example: increase in blood sugar levels, increase in blood pressure, widening of pupils, increase in heart beat, and easily getting thirsty.
- d. Cognitive. The change in the individual's thinking process of accepting, perceiving, studying, rationalizing, remembering, and thinking about information, because of work stress. For example: individuals unable to make good decisions, being overly sensitive to critics, and unable to concentrate well.
- e. Organization. The change of the individual's responsibilities in the organization caused by work stress. For example: the tendency for being absent at work, low productivity, alienating himself from his co-workers, and the decrease in loyalty and work interest.

The aspects stated by Rasimin are the ones being used in this research, which are subjective, behavior,

physiology, cognitive, and organization. This is because the aspects are well explained with definitions and examples.

Night Shift Bus Drivers

Drivers can be generally defined as people that drive motorized vehicles. Bus is a motorized vehicle, a big public transportation media with four wheels or more that can load a lot of passengers in one time (KBBI, 2008). It can be concluded that night time bus drivers are people that drives big public transportation vehicles with four wheels or more, with the ability to load a lot of passengers at once with the operational time at night shift, meaning that the bus heads to the destination at night time.

The Relation Between Family Social Support and Work Stress on Night Shift Bus Drivers

From the aspects of work stress that is already explained, there is the tendency for the effects of work stress to be negative. According to Dwiyantri (cited in Andraeni, 2005), other factors that cause individuals to experience work stress is because of the lack of social support. There is a need to research this because social support tends to have a positive effect on individuals experiencing stress. If the results of this research show that social support have a negative significant correlation, the results can be applied to the family of night shift bus drivers, so that there is an indirect positive effect for the transportation company, further increasing the comfort and safety of the passengers.

Hypothesis

Based on the existing theories, the hypothesis of this research was:

H1: $(r)_{xy} < 0$, meaning that there is a negative significant correlation between family social support with work stress of night shift bus drivers.

Methods

In this research, there are two variables:

1. Dependent Variable: Work Stress
2. Independent Variable: Family Social Support

In order to measure the family social support variable, the research uses the social support survey that consists of four aspects, which are emotional support,

respectful support, instrumental support, and informational support.

In order to measure the work stress variable, the research uses the work stress survey, consisting of five aspects, which are subjective, behavior, cognitive, physiology, and organization.

Population is the grouping of all objects that are going to be researched (Soleh, 2005). The population of this research is every night shift bus drivers of PO. Safari Dharma Raya, Temanggung company, having the route of Temanggung – Yogyakarta – Surabaya – Malang PP, Temanggung – Semarang – Surabaya – Malang PP, Jakarta – Surabaya – Malang PP, and Yogyakarta – Temanggung – Jakarta PP, with the total of people.

Soleh (2005) stated that sample is a part of the population. Samples must be able to give the best picture of the population, so that by just using the samples, it is possible to use the results of the research for the population. This research uses the correlation analysis technique, where the number of samples needed is the minimum of 30 people. This research uses 38 subjects, considered to be appropriate to be used for the correlation analysis technique.

The sample collecting technique used in this research is the simple random sampling technique, used if the population is homogen or similar in characteristics, such as the subjects' work type (Soleh, 2005). In this research, the population is homogen because the subjects are all night shift bus drivers of the PO. Safari Dharma Raya, Temanggung company.

The data collection method was done using surveys. The aspects being used in the social support survey are the aspects by Brehm and Kassir (in Novik, 2007). The instrument used in this research is the work stress survey made by Rasimin (cited in Amiranti, 2007).

In order to measure the validity of the inventories, the researcher uses the product moment correlation technique from Pearson, with the help of SPSS 12.0 for Windows. The correlation coefficient is considered to be valid if the correlation coefficient is $p < .05$. In measuring the reliability, the researcher uses the alpha Cronbach, following the reliability standard of Azwar (1999): $\alpha < .6$ = Unreliable; $.6 \leq \alpha \leq .7$ = Unsatisfactory; $.7 \leq \alpha \leq .8$ = Quite satisfactory; $.8 \leq \alpha \leq .9$ = Satisfactory; $.9 \leq \alpha < 1$ = Very satisfactory.

In order to find the correlation between the two variables, the product moment correlation technique from Pearson is used. The correlation significance depends on the probability score. If the score is $> .05$, H_0 is accepted, while if the score is $< .05$, H_0 is rejected (Santosa, 2003).

Table 1
Social Support Survey Item Distribution

No	Aspect	Favorable	Unfavorable	Σ
1	Emotional Support	1, 9, 17, 25, 33	8, 16, 24, 32, 40	10
2	Respectful Support	7, 15, 23, 31, 39	2, 10, 18, 26, 34	10
3	Instrumental Support	3, 11, 27, 35	6, 14, 19, 22, 30, 38	10
4	Informative Support	5, 13, 21, 29	4, 12, 20, 28, 36, 37	10
Σ		18	22	40

Table 2
Work Stress Survey Item Distribution

No	Aspect	Favorable	Unfavorable	Σ
1	Subjective	1, 11, 21, 31	6, 16, 26, 36	8
2	Behavior	7, 17, 27, 37	2, 12, 22, 32	8
3	Physiology	3, 13, 23, 33	8, 18, 28, 38	8
4	Cognitive	9, 19, 29, 39	4, 14, 24, 34	8
5	Organization	5, 15, 25, 35	10, 20, 30, 40	8
Σ		20	20	40

Results

PO. Safari Dharma Raya originated on the town of Temanggung, Central Java since the year 1969, at first using the name PO. OBL that is taken from the owner's name, Oei Bie Lay (Darmoyuwono). Subjects of the research are night shift bus drivers of the company that operates on the route Temanggung – Yogyakarta – Surabaya – Malang PP, Temanggung – Semarang – Surabaya – Malang PP, Jakarta – Surabaya – Malang PP, and Yogyakarta – Temanggung – Jakarta PP. The total population is 64 subjects, further sampled using the incidental sampling technique that resulted in 38 subjects.

This research was done in three stages: the preparation stage, the inventory testing stage, and the data analysis stage.

Family Social Support Survey

The minimum limit for an item to be considered to be valid is if the $r > .25$. The result of the validity test done on the 40 item social support survey showed that there are eight items needing deletion, meaning that the rest 32 items are valid. The deleted items were item number 3, 11, 15, 16, 17, 22, 23, and 25. A second validity test was done after the first deletion, resulting in another item needing to be deleted, being item

number 9. The third validity test was done, resulting in no items needing to be deleted, meaning that the final result was 31 valid items with the validity coefficient between .274 - .796.

Reliability test by using the alpha cronbach analysis technique was done afterwards, resulting in the reliability coefficient of $\alpha = .938$, meaning that the reliability of the family social support survey is in the very satisfactory category (Azwar, 1999). The valid and deleted items can be seen on Table 3.

Work Stress Survey

The minimum limit for an item to be considered to be valid is if the $r > .25$. The result of the first validity test done to the work stress survey showed that 17 items need to be deleted. The deleted items are item number 1, 4, 8, 11, 12, 14, 19, 20, 22, 24, 26, 28, 29, 32, 34, 38, 40. Results of the second test showed that three more items needed to be deleted, which are item number 6, 9, 18. The third testing resulted in the final result, making the total of valid items 20 items, with the validity coefficient of .272 - .682. The reliability test was done using the alpha cronbach analysis technique. The results showed that the reliability coefficient of the work stress survey is $\alpha = .874$, meaning that it can be considered to be in the satisfactory category

Table 3
Social Support Survey's Valid Items

No	Aspect	Favorable	Unfavorable	Σ
1	Emotional Support	1, 9*, 17*, 25*, 33	8, 16*, 24, 32, 40	6
2	Respectful Support	7, 15*, 23*, 31, 39	2, 10, 18, 26, 34	8
3	Informational Support	5, 13, 21, 29	4, 12, 20, 28, 36, 37	10
4	Instrumental Support	3*, 11*, 27, 35	6, 14, 19, 22*, 30, 38	7
Σ		11	20	31

Note. * deleted items

Table 4
Work Stress Survey's Valid Items

No	Aspect	Favorable	Unfavorable	Σ
1	Subjective	1*, 11*, 21, 31	6*, 16, 26*, 36	4
2	Behavior	7, 17, 27, 37	2, 12*, 22*, 32*	5
3	Physiology	3, 13, 23, 33	8*, 18*, 28*, 38*	4
4	Cognitive	9*, 19*, 29*, 39	4*, 14*, 24*, 34*	1
5	Organization	5, 15, 25, 35	10, 20*, 30, 40*	6
Σ		15	5	20

Note. * deleted items

(Azwar, 1999). The valid and deleted items can be seen on Table 4.

Normality Test

Based on the normality test's Kolmogorov Smirnov score for the family social support variable which is .719 with $p > .05$, the data can be considered to be normally distributed. The Kolmogorov Smirnov score for the work stress variable is 1.082 with $p > .05$, meaning that the data is normally distributed as well.

Linearity Test

The deviation from linearity F score is 2.298 with the significance score of .067 ($p > .05$). This shows that the social support variable has a linear correlation with work stress.

Descriptive Statistics

Family Social Support Variable. Table 5 shows the percentage of social support received by the subjects. The highest is at 57.89%, on the high category, while the lowest is at 0% on the very low category. This means that on average, the bus drivers receive social support from their families.

Work Stress Variable. Table 6 shows the percentage of night shift bus drivers' work stress. The highest is at 65.78% on the low category, while the lowest is at 0% on the very high category. This means that on average the bus drivers experience low work stress.

Correlation Test

Based on the correlation test, the r score is $-.47$ ($p < .05$). This means that there is a negative significant correlation between family social support with work stress on night shift bus drivers. Correlation analysis of the two variables shows that the effective effect of the social support towards work stress is at the determinant coefficient $(r)^2$ score of $(-.647)^2$ or 41.86%. This means that the effective role of social support towards work stress is at 41.86%. The rest 58.14% is affected by other factors.

Discussion

Results of this research show that there is a negative significant correlation between family social support and work stress on night shift bus drivers, this can be seen from the score $r = -.647$ and $p < .05$. Based on the results, it can be concluded that the research

hypotheses stating that there is a negative significant correlation between family social support and work stress on night shift bus drivers is accepted. The higher the family social support level, the lower the work stress levels of night shift bus drivers, while the lower the family social support level, the higher the work stress levels will be. In other words, family social support has a role in the levels of work stress.

This is affected by several factors. First, there is the possibility that the drivers receive attention from their family before they leave for work. This develops attachment between the drivers and their families, making them feel loved. Weiss (cited in Kuntjoro, 2002) stated that individuals that receive this kind of social support feel at ease, safe, and in peace, shown in their calm and happy attitude, therefore reducing their stress at work.

Second, when the drivers are at work, they receive honest judgment from their family, regarding that a drivers' job demands prime physical and emotional condition. This makes the drivers feel that they are understood and supported by their family, regarding that fact that their job is a demanding one compared to other jobs. According to Sarafino (cited in Welch, 2000), the comparison to other job can increase self-esteem and self-respect, resulting in individuals feeling precious, capable, and respected, increasing their belief in their own abilities to get through any kind of hard conditions. This also increases their optimism for better lives, resulting in them being able to do their work without any pressure that can cause discomfort.

Third, there is the possibility that when they are at work, the drivers receive weather and traffic information from their family using communication media. The information becomes their beacon to make decisions and prepare for what the drivers will do when they are going through a route, making them well prepared in handling obstacles in their way. This results in the feeling of safety when they are doing their work.

Fourth, when the drivers are resting at home, their families spend time to be with them by sharing stories, eating together, and going for recreations. This makes the drivers feel that they are loved, cared for, and belonged in the family. The feelings result in the drivers being able to go to work being happy, capable of coping with the pressures at work. They believe that they have other people that love and care towards them, able to help him deal with the pressure at work.

Based on the explanations, social support is capable of creating positive factors that can make individuals feel at ease, safe, and peaceful during their times of stress, such as experiencing pressures and life demands. Social support helps individuals to feel precious, capable, and loved, increasing their belief that they will be able to cope with hard conditions and increase optimism for a better living, resulting in the feeling of safety. These positive factors are potentially able to reduce work stress.

According to Dwiyanti (cited in Andraeni, 2005), one of the factors that causes individuals to experience work stress is the lack of social support. In this research, it

Table 5
Family Social Support Measurement Results

Range	Category	<i>F</i>	(%)	<i>Mean</i>	<i>SD</i>	<i>Min</i>	<i>Max</i>
$105.4 \leq x < 124$	Very High	7	18.42%	95.45	13.01	62	113
$86.8 \leq x < 105.4$	High	22	57.89%				
$68.2 \leq x < 86.8$	Average	7	18.42%				
$49.6 \leq x < 68.2$	Low	2	5.25%				
$31 \leq x < 49.6$	Very Low	0	0%				

Table 6
Work Stress Measurement Results

Range	Category	<i>F</i>	(%)	<i>Mean</i>	<i>SD</i>	<i>Min</i>	<i>Max</i>
$68 \leq x < 80$	Very High	0	0%	42.24	7.96	28	66
$56 \leq x < 68$	High	1	2.63%				
$44 \leq x < 56$	Average	11	28.94%				
$32 \leq x < 44$	Low	25	65.78%				
$20 \leq x < 32$	Very Low	2	5.26%				

was found that family social support has a role on work stress. This is similar to the statement by Prijonggodo (2005) that one of the methods to cope with work stress is by giving the subjects social support, because social support is able to act as a dampener to reduce the negative effects of work stress in high-risk jobs. Lieberman (1992) also stated similarly, that theoretically social support can reduce the tendency of experience stressful events. When stressful events are experienced, interaction with other people can modify or change the individuals' perception regarding the event, reducing the potential for stress. The results of this research is also supported by the results of the researches done by Dewi (2007) and AbuAlRub (2003), both stating that there is a negative significant correlation between social support and work stress.

Data analysis results show that the score variance in the work stress variable is affected by the score variance of the social support variable by 41.86%. This means that there are other factors that affect work stress, amounting at 58.14%. Those other factors are individual factor, environmental factor, living environment factor, and organization factor.

In this research, the descriptive analysis results are as follows: the higher percentage of family social support received by the subjects is 57.89% in the high category, while the lowest is at 0% in the very low category. This means that on average, the bus drivers receive social support. The highest percentage of work stress is at 65.78% in the low category, while the lowest is at 0% in the very high category. This means that on average, the bus drivers experience low work stress.

Limitations

In choosing the research subjects, there are no limitations on the subjects' age. The results in this research were also not supported with interview data. The background of the research is considered to be lacking, because the amount of researches stating that social support has negative correlation with work stress. These limitations result in the research data being not representative enough for generalization.

Conclusion and Suggestions

Family social support has quite a significant role towards work stress on night shift bus drivers, according to the hypotheses. Though the family social support level is in the high category on average, it is still not enough to completely reduce work stress on night shift bus drivers. Results show that there are a lot

of other factors (totaling in almost 60%) that also have roles in the performance of night shift bus drivers. This means that social support towards the individual needs of the bus drivers need to be increased. Because the conditions of the drivers are important for the company, it is recommended that the company create activities that are able to increase the sense of belonging of the drivers, such as annual meetings between family members of the drivers, social gatherings, recreations together, outbound, and awards for the drivers with achievements in their discipline. It is also recommended for the company to invite psychologist and other experts to refresh the drivers psychologically.

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