

Description of Length of Work, Work Load, Work Shifts on the Perception of Work Fatigue in Kitchen Workers at the Jhl Solitaire Hotel

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ABSTRACT

Work fatigue is one of the K3 (Occupational Health and Safety) problems which can be the main trigger for work accidents. Work fatigue is a condition where a person's efficiency and endurance at work decreases. This research used a cross-sectional design with a total sampling technique on 60 kitchen workers at the Jhl Solitaire hotel. Data was collected through interviews and distributing questionnaires. Data analysis was carried out descriptively. This research was conducted on all kitchen workers at the Jhl Solitaire Hotel. The research results show that there is no relationship between length of work and work fatigue, with the results of the Chi-square statistical test, a p-value of 1,000 is obtained, which means the p-value is >0.05 . There is a relationship between workload and work fatigue with Crosstabulation $\alpha = 0.05$, obtained a p-value of 0.001 which means p-value < 0.05 . There is a relationship between work shifts and work fatigue, with the results of the Chi-square statistical test using Crosstabulation $\alpha = 0.05$, the p-value is 0.004. These results indicate that this description has a significant influence on work fatigue, except for the length of work. It is necessary for the Jhl Solitaire Hotel to limit working hours to a maximum of 8 hours per day, pay attention to employee workload, and regularly conduct health checks to prevent work accidents and disease.

Keywords: Work Fatigue, Work Load, Work Shift

INTRODUCTION

Occupational safety and health is one of the components that will help achieve decent work and economic growth, in particular calling for the promotion of a safe and healthy working environment for all workers by 2030. Thus, to achieve these goals, public authorities, employers, workers and workplace groups, as well as other important stakeholders, must work together to foster a preventive culture that prioritizes occupational safety and health (ILO, 2018). One of them is paying attention to all elements of danger in the workplace, especially the threat of work fatigue, in order to improve occupational health and worker welfare. (1)

Law Number 13 of 2003 states that every worker/employee has the right to occupational health and safety. One way to implement work safety is to avoid and overcome physical and mental illnesses caused by childbirth, poisons, infections and infectious diseases (Law No. 1 of 1970). Occupational safety is a very important subject that every organization must consider. This is because job security is very important for the survival of company workers/employees. Job security is an important consideration, as evidenced by articles 86 and 87 of Employment Law 13/2003, which discuss protection, salary and living conditions. Article 87 paragraph (1) states: "Every company is obliged to implement an occupational safety and health management system that is integrated into the company management system" (Budiman & Syamsul Arifin, 2016).

The Ministry of Manpower reports that more work accidents are occurring. There were 221,740 cases of work accidents reported and registered in 2020, compared to 234,370 incidents in 2021. However, accidents in the consumer products, trade and services sectors accounted for the majority of deaths. Worker fatigue was one of the causes of the incident (Jenderal Pembinaan Pengawasan Ketenagakerjaan Dan Keselamatan Dan Kesehatan Kerja Kementerian Ketenagakerjaan, 2022).

The aim of the Occupational Safety and Health program system is to prevent work-related accidents and illnesses in the workplace by identifying potential risk factors and taking preventive measures if they occur. This program is designed for employers and employees. Because workers are company assets that need to be safeguarded, occupational safety and health (K3) serves the primary purpose of protecting employees. When employees are confident in their health and safety at work, they will be more satisfied, dedicated to the organization, and productive (Siswanto, 2015).

RESEARCH METHODS

Type research that used ns as a method design penelitionia ale study descriptive analitic with an titative quan tative approach . This research uses a cross-sectional study design . This research analyzes Then there will be a related picture (length of work, workload and work shifts) with work fatigue in kitchen workers at the Jhl Solitaire Hotel. Time used to

complete this research start from the preparation of the proposal I have arrived at the final completion of the thesis as of the start of the month March – July 2024. Time to carry out research at PT .Main Archigraph in July 2024. The sample in this research is kitchen workers at the Jhl Solitaire Hotel who meet all the criteria mentioned and are included in the research sample as follows. Inclusion criteria in this study; Kitchen workers at the Jhl Solitaire Hotel, workers who are willing to be respondents. Exclusion criteria in this study: Apart from kitchen workers at the Jhl Solitaire Hotel, workers who were not at work during the research due to illness, death or permission, Jhl Solitaire office staff. The sample size in this study was calculated using the number of samples to estimate the average. To determine the sample size, use the total sampling formula, namely making all workers as respondents. There are a total of 60 kitchen workers at the Jhl Solitaire Hotel. This research has received ethical clearance from the Health Research Ethics Committee, Faculty of Public Health, Muhammadiyah University, Jakarta (No. 10.157.B/KEPK-FKMUMJ/VII/2024).

RESULTS

Description of Work Fatigue among Kitchen Workers at the Jhl Solitaire Hotel in 2024. Based on table 1, it is known that 15 people (25.0%) experienced work fatigue, while 45 people (75.0%) experienced work fatigue.

Table 1. Frequency Distribution of Work Fatigue among Kitchen Workers at the Jhl Solitaire Hotel

Work Fatigue	Frequency	Percentage%
Mild Fatigue	15	25.0
Severe Fatigue	45	75.0
Total	60	100.0

Description of Length of Work for Kitchen Workers at the Jhl Solitaire Hotel in 2024. Based on table 2, it is known that 54 respondents (90.0%) had worked for ≤ 3 years, while 6 people (10.0%) had worked for >3 years.

Table 2. Kitchen Workers at the Jhl Solitaire Hotel

Length of working	Frequency	Percentage%
≤ 3 Years	54	90.0
>3 Years	6	10.0
Total	60	100.0

Overview of Workload for Kitchen Workers at the Jhl Solitaire Hotel in 2024. 44 people (73.3%) experienced a heavy workload, while 16 people (26.7%) experienced a light workload.

Table 3. Frequency Distribution of Work Load for Kitchen Workers at the Jhl Solitaire Hotel

Workload	Frequency	Percentage %
Heavy	44	73.3
Light	16	26.7
Total	60	100.0

Overview of Shifts for Kitchen Workers at the Jhl Solitaire Hotel in 2024.

Based on table 4, it is known that the number of respondents working shift 05.00-15.00 was 7 people (11.7%), while 07.00-17.00 was 21 people (35.0), while 10.00-19.00 was 6 people (10.0%), while 12.00-21.00 there were 11 people (18.3%), while 14.00-23.00 there were 9 people (15%), and 23.00-07.00 there were 6 people (10.0%).

Table 4. Frequency Distribution of Work Shifts for Kitchen Workers at the Jhl Solitaire Hotel

Shift work	Frequency	Percentage %
05.00-15.00	7	11.7
07.00-17.00	21	35.0
10.00-19.00	6	10.0
12.00-21.00	11	18.3
14.00-23.00	9	15.0
23.00-07.00	6	10.0

Variable Percentage Item Analysis

Based on table 5. In the work fatigue variable, in question item 1, "Do you experience pain in your head while working?" A total of 41 respondents (68.3%) answered sometimes, which means that there are still many workers who show weakness during activities . Question 2 "Do you experience fatigue all over your body when working?" As many as 32 respondents (53.3%) answered often, which means workers experience fatigue throughout the body while working. Question 3 "Do you experience heaviness in your legs when working?" As many as 32 respondents (53.3%) answered often, which means workers experience heavy feet when working. Question

4 "Do you often yawn while working?" as many as 29 respondents (48.3%) answered sometimes, which means workers sometimes yawn while working. Question 5 "Do you experience confused thoughts while working?" as many as 24 respondents (40%) answered never, which means that workers do not experience confused thoughts while working. Question 6 "Are you sleepy while working? As many as 37 (61.7%) answered sometimes, which means that workers sometimes feel sleepy while working. Question 7 "Do you experience strain on your eyes when working?" as many as 35 (58.3%) answered sometimes, which means that workers sometimes experience strain on their eyes while working. Question 8 "Do you experience stiffness/awkwardness in moving while working?" As many as 29 people (48.3%) answered never, which means workers do not experience stiffness when working. Question 9 "Do you experience unsteady standing while working?" as many as 30 (50.0%) answered sometimes, which means that workers sometimes experience unstable standing while working. Question 10 "Do you want to lie down while working?" as many as 26 (43.3%) answered that they sometimes experience the desire to lie down while working.

Table 5. Item Analysis Percentage of Symptoms Indicating Weakening of Activities

Based on table 6. In the work fatigue variable, in question item 1 " Do you have difficulty thinking while working ?" A total of 34 respondents (56.7%) answered sometimes, which means that there are still workers who sometimes have difficulty working while at work . Question 2 " Are you tired of talking while working? " as many as 28 respondents (46.7%) answered sometimes, which means that workers sometimes feel tired of talking while working. Question 3 " Do you get nervous when you work? " as many as 28 respondents (46.7%) answered sometimes, which means workers experience nervousness at work. Question 4 " Can you not concentrate while working? " as many as 29 respondents (48.3%) answered sometimes, which means workers sometimes cannot concentrate while working. Question 5 " Do you not focus on anything when working? " as many as 26 respondents (43.3%) answered never, which means workers do not focus their attention while working. Question 6 " Do you have a tendency to forget while working ?" As many as 30 (50.0%) answered often, which means workers often forget when they are working. Question 7 " Do you feel less confident when working? " as many as 32 (53.3%) answered sometimes, which means that workers sometimes experience a lack of confidence when working.

Question 8 " Are you worried about anything while working?" as many as 33 people (55.0%) answered sometimes, which means that workers sometimes experience this while working. Question 9 " Can you not control your attitude at work ?" as many as 32 (53.3%) answered sometimes, which means that workers sometimes cannot control their attitude while working. Question 10 " Are you unable to persevere in your work while working? " as many as 37 (61.7%) answered that they had never experienced not being diligent at work.

Table 6. Item Analysis Percentage of Symptoms Indicating Weakening Motivation

Based on table 7. In the work fatigue variable, in question item 1 " Do you experience headaches ?" . "A total of 28 respondents (46.7%) answered often, which means there are still workers who experience headaches while working . Question 2 " Do you experience stiff shoulders after working? "As many as 41 respondents (68.3%) answered often, which means workers experience stiff shoulders after work . Question 3 " Do you experience back pain after working?"As many as 41 respondents (68.3%) answered often, which means workers experience back pain after work . Question 4 " Does your breathing become stressful when working? "As many as 45 respondents (75.0%) answered never, which means that workers never experience depressed breathing while working. Question 5 " Are you very thirsty after

work? ” as many as 35 respondents (58.3%) answered very often,

which means that workers very often experience thirst while working.

Question 6 " Does your voice become hoarse after working?" A total of 43 (71.7%) answered never, which means that workers have never experienced hoarseness while working. Question 7 “ Do you experience dizziness after work? ” as many as 31 (51.7%) answered sometimes, which means workers sometimes experience dizziness after work. Question 8 “ Do your eyelids spasm when you work? ” as many as 35 people (58.3%) answered never, which means that workers never experience eyelid twitching while working. Question 9 “ Do your limbs move (tremor) when working? ” as many as 26 (43.3%) answered sometimes, which means that workers sometimes experience body tremors while working. Question 10 “ Are you unwell when you work? ” as many as 34 (56.7%) answered that they sometimes felt unwell while working.

Table 7. Item Analysis Percentage of Symptoms Indicating Physical Fatigue

Bivariate Analysis

The relationship between length of work and work fatigue in kitchen workers at the Jhl Solitaire Hotel. Based on table 8, it can be seen that of the 60 respondents who were in the category of length of work > 3 years, there were 4 (66.7%) respondents with a state of severe

fatigue and in the new work period there were 41 (75.9%) respondents with a state of severe fatigue. Chi-square statistical test calculation using Crostabulation $\alpha = 0.05$, the p-value obtained in the Fisher's Exact Test is 1,000, which means the p-value is > 0.05, which can be concluded that there is no relationship between length of work and work fatigue in kitchen workers at the Jhl Solitaire Hotel. in 2024.

Table 8. The relationship between length of work and work fatigue in kitchen workers at the Jhl Solitaire Hotel

Relationship between workload and work fatigue in kitchen workers at the Jhl Solitaire Hotel. In table 9, it is known that of the 60 respondents who were Kitchen workers at the Jhl Solitaire Hotel, 7 (41.2%) experienced severe fatigue, namely 7 (41.2%) while workers whose workload was assessed as high were 38 (88.4%). Chi-square statistical test calculation using Crostabulation $\alpha = 0.05$, the p-value obtained in the Fisher's Exact Test was 0.001, which means the p-value < 0.05, which can be concluded that there is a significant relationship between workload and work fatigue in Kitchen workers at the Jhl Hotel Solitaire.

Table 9. Relationship between workload and work fatigue in kitchen workers at the Jhl Solitaire Hotel

Relationship between work shifts and work fatigue in kitchen workers at the Jhl Solitaire Hotel. In table 10, it is known that of the 60 respondents of Kitchen workers at the Jhl Solitaire Hotel, those who experienced severe fatigue among workers in the light shift group were rated as low, namely 10 (50.0%) while those who experienced severe fatigue among workers in the heavy shift group were rated as high, namely 35 (87.5%).

Chi-square statistical test using Crostabulation $\alpha = 0.05$, the p- value obtained in the Fisher's Exact Test was 0.004, which means the p- value < 0.05 , which can be concluded that there is a significant relationship between work shifts and work fatigue in Kitchen workers at the Jhl Hotel Solitaire.

Table 10. Relationship between shift work and work fatigue in kitchen workers at the Jhl Solitaire Hotel

DISCUSSION

Description of the length of work for kitchen workers at the Jhl Solitaire hotel. Based on univariate analysis data, the results of research on the distribution of respondents based on length of work with a total of 60 respondents who were kitchen workers at the JHL Solitaire Hotel showed that the description of respondents was that 54 (90.0%) respondents had worked for ≤ 3 years, while 6 people (10%) had worked for a long time. work > 3 years. It can be concluded that many of the kitchen worker respondents at the Jhl Solitaire hotel

have only worked for less than 3 years. Extension of working hours beyond working capacity often occurs, but workers become inefficient at work. Long working hours often create problems such as fatigue, health problems, illnesses and work accidents.

The results of the research carried out (Mauludi, 2010) explained that there was a relationship between length of work and fatigue, long periods of work, namely more than 10 years, were associated with the occurrence of fatigue. It can be interpreted that there are 54 workers at the Jhl Solitaire hotel who have worked for less than 3 years. This happens because a person who has just worked at a company has a small risk of experiencing work fatigue compared to workers who have worked for many years, so the risk level of work fatigue occurs. the greater it is. The longer the working time and the longer the working time, the longer the working period will have an impact on work productivity caused by work fatigue.

Length of work is closely related to both positive and negative performance, it will have a positive influence on personal performance because as the length of work increases, work experience increases. On the other hand, it will give rise to negativity if the length of work increases, negative habits will emerge in the workforce.(Suma'mur P.K., 2014).

Based on table 7, it can be seen that of the 60 respondents in the category of length of work > 3 years, there were 4 (66.7%) respondents with a state of severe fatigue and there were 41 (75.9%) respondents with a state

of severe fatigue. From the Chi-square statistical test calculation using Crostabulation $\alpha = 0.05$, the p-value obtained in the Fisher's Exact Test is 1,000, which means the p-value is > 0.05 , which can be concluded that there is no relationship between length of work and work fatigue in kitchen workers at the Jhl Solitaire Hotel. in 2024.

Overview of workload for kitchen workers at the Jhl Solitaire hotel Based on univariate analysis data from research on the distribution of respondents based on workload with a total of 60 kitchen worker respondents at the JHL Solitaire Hotel, it shows that the description of respondents with a heavy workload was 44 (73.3%) while the other 16 (26.7%) experienced heavy workload. light work. It can be concluded that the kitchen worker respondents at the Jhl Solitaire hotel experience a heavy workload.

The results of the research carried out (Aprilia et al., 2023) concluded that there was a relationship between workload and work fatigue among technical service workers at PT. PLN ULP Bitung then carried out a statistical correlation test with Pearson product moment. The results of statistical tests show that there is a significant relationship between physical workload and feelings of work fatigue in technical service workers when the two variables are analyzed together. From the data it can be seen that the number of workers who have a light physical workload tend to experience feelings of light work fatigue as well. Likewise, workers who have a moderate

physical workload tend to experience moderate work fatigue.

In table 11, it is known that of the 60 respondents who were Kitchen workers at the Jhl Solitaire Hotel, 7 (41.2%) experienced severe fatigue among workers whose workload was assessed as low, while 38 (88.4%) experienced severe fatigue among workers whose workload was assessed as high. From the Chi-square statistical test calculation using Crostabulation $\alpha = 0.05$, the p-value obtained in the Fisher's Exact Test was 0.001, which means the p-value < 0.05 , which can be concluded that there is a significant relationship between workload and work fatigue in Kitchen workers at the Jhl Hotel Solitaire.

Overview of work shifts for kitchen workers at the Jhl Solitaire hotel 7 (11.7%) respondents were known to work from 05.00-15.00 , while 21 people worked from 07.00-17.00. (35.0), while at 10.00-19.00 there were 6 people (10.0%), while at 12.00-21.00 there were 11 people (18.3%), while at 14.00-23.00 there were 9 people (15%), and at 23.00- 07.00 as many as 6 people (10.0%). It can be concluded that the kitchen worker respondents at the Jhl Solitaire Hotel experienced morning work shifts at 07.00-17.00.

PT. Heavenly Nutrition Indonesia is an industry that produces nutritious products for the body, especially digestion . PT. Heavenly Nutrition Indonesia operates 24 hours by implementing three shift work systems, namely morning shift, afternoon shift and night shift. In this shift system, workers work for 5 working days. With working hours set at: morning shift

(06.00 WIB – 14.30 WIB) rest (10.00 WIB-10.30 WIB), afternoon shift (14.00 -22.30 WIB) rest (18.00 WIB-18.30 WIB), night shift (22.00 WIB – 06.00 WIB) break (02.00 WIB -02.30 WIB).

In implementing shift division at PT. Heavenly Nutritio Indonesia has never conducted research to confirm whether the distribution of shifts implemented by the company has an effect on worker fatigue. Because each industry has different K3 (Occupational Health Safety) risks, therefore researchers are interested in conducting research in this place. The general aim of the research is to determine the relationship between work shifts and work fatigue in production workers at PT. Heavenly Nutrition Indonesia.(8)

In table 2, it is known that of the 60 respondents of Kitchen workers at the Jhl Solitaire Hotel, those who experienced severe fatigue among workers in the light shift group were rated as low, namely 10 (50.0%) while those who experienced severe fatigue among workers in the heavy shift group were rated as high, namely 35 (87.5%).). From the calculation of the Chi-square statistical test using Crostabulation $\alpha = 0.05$, the p-value obtained in the Fisher's Exact Test was 0.004, which means the p-value < 0.05 , which can be concluded that there is a significant relationship between work shifts and work fatigue in Kitchen workers at the Jhl Hotel Solitaire .

CONCLUSION

Conclusions based on the results of research conducted include the following:

1. Based on the research results above, it can be concluded that as many as 15 (25.0%) fall into the mild fatigue category, as many as 45 (75.0%) respondents experience work fatigue in the burden category.
2. The results of the research on the length of work of 60 respondents with the length of work category ≤ 3 years were 54 (90%), while 6 people (10%) had the length of work > 3 years.
3. Based on bivariate analysis of the variable length of work, it shows that there is no significant relationship with work fatigue. Based on the results of the Chi Square test , p value = 1,000, which means p-value > 0.05 , which can be concluded that there is no relationship between length of work and work fatigue in kitchen workers in Hotel Jhl Solitaire.
4. The workload variable shows the research results obtained by researchers with a heavy workload as many as 44 (73.3%) while the other 16 (26.7%) had a light workload. It can be concluded that they experience a heavy workload.
5. Based on bivariate analysis of the workload variable, it shows that there is a significant relationship with work fatigue. Based on the results of the Chi Square test , p value = 0.001, which means p-value < 0.05 , which can be concluded that there is a significant relationship between workload and work

fatigue in Kitchen workers in Hotel Jhl Solitaire.

6. The work shift variable shows that the description of respondents obtained by researchers with a work shift of 05.00-15.00 was 7 people (11.7%), while 07.00-17.00 was 21 people (35.0%), while 10.00-19.00 was 6 people (10.0%), while from 12.00-21.00 there were 11 people (18.3%), while from 14.00-23.00 there were 9 people (15%), and from 23.00-07.00 there were 6 people (10.0%). It can be concluded that the kitchen worker respondents at the Jhl Solitaire Hotel experienced more work shifts and schedules between 07.00- 17.00 as many as 21 people (35.0%).
7. Based on bivariate analysis of the work shift variable, it shows that there is a significant relationship with work fatigue. Based on the results of the Chi Square test , p value = 0.004, which means p-value < 0.05, which can be concluded that there is a significant relationship between work shift and work fatigue in Kitchen workers in Hotel Jhl Solitaire.

SUGGESTION

- 1) Jhl Solitaire Hotel is expected to have a maximum working hours limit of 8 hours/day.
- 2) Jhl Solitaire Hotel is expected to pay attention to employee workload so that it does not affect employee work performance.
- 3) The Jhl Solitaire Hotel hopes that the company management needs to pay

attention to the health of workers by holding regular health checks to prevent work accidents and illness.

- 4) It is hoped that this research can be used as basic data for further research.
- 5) It is hoped that future researchers will carry out similar research and be able to develop their research by adding other variables.

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