

Faktor Risiko Kelelahan Kerja Pada Pekerja Butler Industri Pariwisata di Provinsi Bali Tahun 2024

Magfirah, Nurul Istya

Deskripsi Lengkap: <https://lib.fkm.ui.ac.id/detail.jsp?id=139010&lokasi=lokal>

Abstrak

Keselamatan dan Kesehatan Kerja (K3) berperan penting dalam mencegah kecelakaan kerja dan penyakit akibat kerja, termasuk kelelahan kerja yang dapat menurunkan konsentrasi dan meningkatkan risiko kesalahan kerja. Industri pariwisata di Bali, khususnya pada layanan premium hotel/villa/resort, menuntut pekerja butler bekerja cepat, multitugas (front office, housekeeping, dan food & beverage), serta dalam sistem layanan yang dapat berlangsung 24 jam, sehingga berpotensi memicu kelelahan. Penelitian ini bertujuan menganalisis prevalensi dan faktor risiko kelelahan kerja pada pekerja butler industri pariwisata di Provinsi Bali tahun 2024. Metode penelitian menggunakan desain kuantitatif cross-sectional melalui survei tanpa intervensi pada Maret–Juni 2024. Kelelahan kerja diukur menggunakan kuesioner (IFRC), sedangkan faktor risiko meliputi karakteristik individu (usia, jenis kelamin, riwayat penyakit, gangguan tidur, gaya hidup), karakteristik pekerjaan (jam kerja, roster kerja, beban kerja, masa kerja, postur kerja, shift kerja), dan persepsi lingkungan (suhu nyaman). Analisis data dilakukan secara deskriptif, bivariat dengan uji Chi-Square ($\alpha=0,05$). Hasil menunjukkan mayoritas responden mengalami kelelahan kategori rendah (75,9%), diikuti sedang (22,3%) dan tinggi (1,8%). Uji bivariat menemukan faktor yang berhubungan signifikan dengan kelelahan kerja adalah usia ($p=0,037$), postur kerja ($p<0,001$), dan suhu lingkungan/suhu nyaman ($p=0,042$), sementara variabel lain tidak menunjukkan hubungan bermakna. Kesimpulannya, kelelahan kerja pada pekerja butler tetap terjadi dan dipengaruhi terutama oleh faktor ergonomi (kelelahan muskuloskeletal) serta kondisi lingkungan kerja (suhu), sehingga intervensi perbaikan ergonomi dan pengendalian suhu/kenyamanan lingkungan kerja menjadi prioritas dalam upaya pencegahan kelelahan di industri pariwisata Bali.

Work fatigue is a significant occupational health concern in the tourism industry, particularly affecting butler workers in luxury hotels, villas, and resorts. This study examined the risk factors associated with work fatigue among butler workers in Bali Province's tourism industry in 2024. The research aimed to identify and analyze various factors contributing to work fatigue, including workload demands, working hours, physical work environment conditions, and individual worker characteristics. Butler workers face unique occupational challenges due to high service standards, extended working hours, and the pressure to maintain guest satisfaction in luxury hospitality settings. The study employed a cross-sectional design to assess the relationship between various risk factors and the level of work fatigue experienced by butler workers. Findings revealed that work fatigue among butler workers was significantly influenced by multiple factors including excessive workload, prolonged working hours, physical work environment conditions, and inadequate rest periods. The high prevalence of work fatigue among these workers poses serious implications for both worker safety and service quality. This research contributes to the understanding of occupational health issues in Bali's tourism sector and emphasizes the need for improved occupational safety and health (K3) management systems in hospitality establishments. The findings underscore the importance of implementing fatigue management strategies and regulatory compliance to protect worker well-being

while maintaining the quality standards expected in the luxury tourism industry.</div>