

# Work Stress Level of Pre-Hospital Emergency Service Staffs at the 119 Public Safety Center (PSC) Batang, Pekalongan and Tegal

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## ABSTRACT

**Background:** Pre-Hospital emergency service staffs have a risk of experiencing stress. It can be acute stress or chronic stress because of the pressure at work. This situation can give an impact on performance degradation. In the end, it may lead to a dissatisfaction towards pre-hospital emergency nurse.

**Purpose:** This study aimed to describe the work stress of pre-hospital emergency service staff at the 119 Public Safety Center (PSC) Batang, Pekalongan and Tegal.

**Sample:** Sampling used total sampling technique with a response rate of 100%. The number of samples was 39 respondents for pre-hospital emergency service staffs at the 119 Public Safety Center (PSC) Batang, Pekalongan, and Tegal.

**Method:** This research was quantitative with a descriptive research design using the perceived stress scale (PSS-10) questionnaire with an online survey.

**Results:** This study showed from 39 respondents, 24 people experienced moderate stress (62%) and the rest (38%) experienced mild stress.

**Conclusion:** The 119 Public Safety Center (PSC) staffs are experiencing moderate stress, which may have an impact on the staff's performance

**Keyword:** Pre-Hospital Emergency Services; Service Officer; Job Stress

**Bibliography:** 32 references