

## ABSTRACT

*One of important aspect will influence the performance of organization is working stress of employees. This study discusses the problems that a lot of work stress among workers descend. Traffic volume of daily transactions that occur in the PT. Jasa Marga (Persero) Tbk. Surabaya-Gempol branch tends to increase every year. The problem in this study is the high number of daily transactions and the deadline for completion of the transaction.*

*The triggering factors of job stress that the purpose of using the theory of Newstrom (2011) which is divided into 11 factors which consist of work overload, time pressure, poor quality of supervision, insecure job climate, lack of personal control, inadequate authority and match responsibilities, role conflict and role ambiguity, difference between company and employee value, change of any types, frustration and technology with inadequate training or support. This research is a descriptive study inferential statistical analysis techniques. Respondents 72 toll collectors officer PT. Jasa Marga (Persero) Tbk. Branch Surabaya-Gempol by sampling using Proportionate Stratified Random Sampling method factor analysis using SPSS 2.0. The results showed that job stress attendant toll collector in the category of moderate or moderate.*

*The results of the analysis of the stress levels of employees based on the characteristics of respondents in terms of the characteristics of age, gender, education level, and the duration of the work shows that there are significant differences. This study resulted in five new factors that factor into job stressors are factors Poor Quality of Supervision & Difference Between Company and Employee Value amounted to 23.82%, Factor Change of Any Type and Time Pressure amounted to 17.616%, Lack of Personal Control Factor of 8.042 %, amounting to 7.464% Frustration factor and factor Work Overload at 6.496%.*

**Keywords :** *Factor Analysis, Job Stress, Personal Control*