

# UNIVERSITAS INTERNASIONAL BATAM

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*Bachelor Thesis  
Management Study Program  
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## ***The Effect of Working Hours Settings on Job Stress Moderated by Previous Working Hours and Working Hours From External References to Fast Food Restaurant Staff in Batam City***

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### *Abstract*

*The purpose of this study is to analyze and study if there's an effect between working hours settings with work stress fast food restaurant staff in Batam city and previous working hours and working hours from external referents' as a moderator*

*The population of this study were staff at fast food restaurant in Batam city like KFC and McD where located at Jodoh. KFC have seven branch in Batam city, but in this study researcher use only one branch that also KFC center in Batam. Whereas, McD have two branch in Batam city, but in this study researcher use only one branch that also McD center in Batam. This study uses a Partial Least Square (PLS) software application to analyze the influence of the dependent variable to analyze the effect of independent variables on the dependent variables through mediator variables.*

*The results of this study shows that the variables of current worktime control that moderated by previous working hours and working hours from external referents' have a significant negative effect on work stress of fast food restaurant staff*

### *Keyword:*

*Work Stress, Stress Management, Working Hours, External Referents', Effort-Reward Imbalance*