



The Effect of Work Stress on Staff Productivity During the Pandemic Period in PT Telkom Akses Jakarta Utara

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Abstract

2020 was the year of the outbreak of the Covid-19 virus, which made things worse. The impact of the Covid-19 pandemic was also felt by employees of PT Telkom Akses North Jakarta which caused work stress which resulted in lowering the level of employee work productivity. This study aims to determine how much influence work stress has on employee work productivity. This research uses quantitative methods with the analysis technique used is simple linear regression. The population used is all employees of PT Telkom Akses and the sampling method is the probability sampling technique with the number of respondents is 68 respondents. Data collection techniques in this study are primary data using questionnaires and secondary data using literature study. The results of research conducted by researchers indicate that Work stress is in the good category, the Work Productivity variable is in the quite good category. From this research, it shows that there is a significant effect of Work stress on Work Productivity during the pandemic period at PT Telkom Akses partially. This shows that the higher the level of work stress, the lower the level of work productivity of PT Telkom Akses employees during the pandemic period.

Keywords: *Work Stress, Work Productivity, Pandemic*

1. Introducing

Human resources can be said as an important factor in a company or organization. In carrying out management activities properly, companies must recruit and have employees who are highly skilled and knowledgeable, make every effort to manage the company so that employee productivity increases. Human Resources can be interpreted as a process of human management in various ways, namely planning, achievement, selection, training, compensation, employment, safety, health, and maintenance of industrial relations to termination of employment to achieve common goals of the company and to improve the welfare of stakeholder (Kasmir, 2016). Human resource management is a central factor in an organization, whatever its form and purpose, the organization is formed based on the vision, mission, and goals for the benefit of humans, the implementation of the mission is managed and managed by humans, so that humans are a strategic factor in every institutional and

organizational activity (Larasati, 2018). While, work stress is work-related stress (Ekawarna, 2018). In addition, stress is also an organism's response to adapt to ongoing demands (Moh, 2020). The stress experienced by each individual due to the number of jobs provided, the information provided is too heavy, and the lack of technological knowledge (Puspitasari, 2020). If the employee as an individual can not adjust immediately then it can be perceived as a pressure that threatens him and the longer it can cause stress for employees (Pudjo & Georgius, 2019).

Achieving maximum work results or what is called organizational work productivity depends on how the work productivity is generated by employees (Rahayaan, 2019). Work productivity is a comparison between what is produced (output) and the production equipment that is used is jammed (input) (Bachrudin, 2015) One of the company's success is supported by the high level of employee productivity in the company (Rozalena & Dewi, 2016). An obstacle to employee productivity in the company is excessive work stress in the company. employees so that it can cause a rush effect for employees (Kenny & Satrianto, 2019) The problem of labor productivity is an urgent problem and needs to be discussed, although it is not an absolute certainty, but it is a sign that it can be realized that there are possible or seemingly insufficient signs of work productivity (Razy & Kalsum, 2019).

2020 is different from the previous year due to the outbreak of the Covid-19 virus in various countries which has only made things worse. The Covid-19 pandemic has become a threat to public health in the world, including Indonesia (Erina, Novitasari, Wirakhmi, 2020). The Covid-19 disaster also made many changes occur in economic, political, social and other aspects. Several companies have taken policies to reduce the spread of Covid-19 by implementing work from home (WFH). However, PT Telkom Akses, which is a company engaged in the construction and management of network infrastructure services, and requires employees to be in the location where they work, does not rule out the possibility of causing problems. This condition triggers work stress for employees during a pandemic. If this goes on for a long time, the work productivity of employees during the pandemic will also decline. The individual's speed factor in doing the work will also be impaired if the body experiences excessive fatigue. This can also have an impact on the results of the work done (Wibowo, 2020). Maintaining work productivity while carrying out work from home (WFH) during the quarantine period is the biggest challenge faced by employees today (Ishak & Mangundjaya, 2020). It is proven that feelings of anxiety and stress are certainly very natural for most people when they are in the midst of the Covid-19 pandemic, especially the recommended taboos to prevent the spread of Covid-19. So that there is a difference between work stress conditions before the pandemic condition and work stress conditions at the time of the pandemic (Riani & Handayani, 2020)

2. Research Method

The object chosen by the researchers in this study is PT Telkom Akses North Jakarta which is engaged in construction of construction and management of network infrastructure services. PT Telkom Akses commonly abbreviated as (PTTA) is a subsidiary of PT Telekomunikasi Indonesia,Tbk (Telkom), and its shares are wholly owned by PT Telekomunikasi Indonesia, Tbk. PT Telkom Akses itself is a company engaged in the construction of construction and management of network infrastructure services. PT Telkom

Akses was established on December 12, 2012. PT Telkom Akses is also a network management service provider business. The presence of PT Telkom Akses is expected to encourage the growth of broadband access network in Indonesia, because it is part of the strategy to optimize Telkom. As for the reason the researcher conducted research at PT Telkom Akses North Jakarta is considering PT Telkom Akses North Jakarta is one form of technological development and plays an important role in this pandemic, so it is necessary to conduct research.

Furthermore, the type of research used in this study is descriptive quantitative method. There are two variables independent variables consisting of Work Stress and dependent variables consisting of Work Productivity. Sampling was conducted using probability sample technique method with the number of respondents which is 68 respondents. The measurement scale for measuring the question instrument used is the Likert Scale. To get the best results, all the data analysis techniques used in this study are descriptive analysis and simple linear regression analysis using IBM SPSS 21 as a tool in processing data.

Based on descriptive analysis, the following are the results of respondent's responses to the work stress variable consisting of physiological, psychological, and behavioral dimensions.

a. Respondents Response Regarding Work Stress Variable (X)

| | |
|-------------|-------------------|
| 20% - 36% | Sangat Tidak Baik |
| >36% - 52% | Tidak Baik |
| >52% - 68% | Cukup Baik |
| >68% - 84% | Baik |
| >84% - 100% | Sangat Baik |

In this study, the analysis of descriptive analysis was used to effect of work stress on the work of employees of PT Telkom Akses Jakarta during the pandemic, using data techniques with dissemination of questionnaires to employees of PT Telkom Akses North Jakarta. At any time questionnaire is accompanied by five scales of which answers and which words by responden Respondent's responses to the Work Stress Variable get a total percentage of 74%, if seen in the table, it is included in the Good category. Pada persentase terkecil yaitu sebesar 71% This mattershows that it shows that respondents feel some physical pain while working during the pandemic such as back pain and headaches. In addition, feelings of anxiety, depression and feeling less than optimal in doing work during the pandemic.

b. Respondents' Responses Regarding Work Productivity Variables Employee (Y)

| | |
|-------------|-------------------|
| 20% - 36% | Sangat Tidak Baik |
| >36% - 52% | Tidak Baik |
| >52% - 68% | Cukup Baik |
| >68% - 84% | Baik |
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3. Result and Discussion

a. Characteristics of Respondents

Collection data comes from a valid questionnaire with a total of 68 respondents, namely employees at PT Telkom Access North Jakarta. In this descriptive analysis, respondents' data grouped by job position, tenure, age, gender, and education.

1) Characteristics of Respondents Based on Job Position.

It is known that out of 68 respondents, the amount of 78% of employees occupy positions as technicians, a percentage of 6% shows employees occupying job positions as warehouse staff technicians, percentage of 5% indicates that employees occupy job positions as human resources staff, a percentage of 4% occupying job positions as staff finance and admin. Lastly, the smallest percentage of 3% indicates employees occupy job positions as procurement staff. Based on data it is known that the majority of respondents are part of the technician.

2) Characteristics of Respondents Based on Gender.

It is known that out of 68 respondents, the amount of 84% of respondents were male. The remaining 16% of respondents were female. Based on data shows that the majority of employees are male.

3) Characteristics of Respondents Based on Age Type.

It is known that out of the 68 respondents studied the highest percentage at the age of 19-29 years is 66%, while the low percentage of there are those aged 30-40s by 34%. Percentage of 0% for employees of age 41-50 years old and >50 years old. Based on this, PT Telkom Akses have employees who are quite productive in their work because the majority of employees 19-29 years old.

4) Characteristics of Respondents Based on Working Period.

It is known that out of the 68 respondents that 78% of respondents had worked for 1-5 years, 12% had worked over 5-10 years, and lastly 10% have worked for >1 year. By picture above there are no employees who have worked for <10 years. that the majority of employees at PT Telkom Access is within 1-5 years of employment.

5) Characteristics of Respondents Based on Last Education

It is known that out of the 68 respondents that who tasted education with a high school/high school/vocational level of 49%, the next received the last education with a bachelor's degree of 35%, the rest of the Diploma amounted to 16%.

b. Simple Linear Regression Analysis

It used to determine the effect of free variables is work stress on bound variables is the productivity of work performed on 68 respondents:

Table 1.Result Simple Linear Regression Analysis

| Model | Unstandardized Coefficients | | Standardized Coefficients |
|-------------|-----------------------------|------------|---------------------------|
| | B | Std. Error | Beta |
| (Constant) | 2.133 | .104 | |
| Work Stress | -.044 | .044 | .374 |

a. Dependent Variable: Work Productivity

Based on table 1, work stress has a negative effect on work productivity, so that can be interpreted that work stress has an inverse relationship with work productivity. This shows that the level of work stress in the company has a relationship with work productivity, the higher the work stress, then work productivity will decrease. Therefore, it is in accordance with the results of previous studies which stated that the success of a company can be obtained from high work productivity.

c. t-Test

To prove that the works stress has a corelation with work productivity of staff in PT Telkom Akses North Jakarta, this research also test the hypothesis related to these two variables using t-test approach.

Table 2.Result t Test

Coefficients^a

| Model | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|-------|-----------------------------|----------------|---------------------------|--------|------|
| | B | Standard Error | Beta | | |
| 1 | (Constant) | 2.133 | .104 | 20.502 | .000 |
| | Work Stress | -.044 | .044 | | |

a. Dependent Variable: Work Productivity

According table 2 above, it can be seen that the p-value for work stress is 0.003, which is < 0.05 . Therefore, it can be concluded that work stress has a significant effect on work productivity. This result can be interpreted that work stress greatly affects the level of work productivity of employees during the pandemic era at PT Telkom Akses North Jakarta as there are still jobs that are not maximized due to work stress felt by employees, so that is indicating decreased work productivity.

d. Coefficient of Determination (R^2)

The following is a table of the results of the determination coefficient test as follows:

Table 3.Result Coefficient of Determination (R^2)

Model Summary

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1 | .374 ^a | .139 | .001 | .170 |

a. Predictors: (Constant), Work Stress

Based on the table above, in this research, work stress contribute only 13.9% to the level of work productivity. Even though work stress shows a significant effect on work productivity, however, in PT Telkom Akses North Jakarta there are still many other variables that can affect the work productivity of its employees.

The year 2020, is the year of entry covid-19 virus outbreak to various countries that make various circumstances more putrefy. It is also felt in employees of PT Telkom Akses. If conditions last for a long time, allowing it to cause stress for employees and decreased work productivity levels. To find out whether it is properly felt and how much influence work stress has on productivity, the penelliti conducts a pre-questionnaire dissemination then continued by conducting interviews and dissemination of questionnaire. Based on the pre-questionnaire results that the researchers distributed, it showed that during the pandemic there are several effects of work stress that will trigger decrease in work productivity. To find out more about work stress felt by employees during the pandemic, researchers dig back into the through interviews with three employees of PT Telkom Akses. From the results of the interview, showed by working in the pandemic resulting in a decrease in employee performance. Examples such as during pandemic that causes employees to work from home for some time, making coordination with co-workers more difficult than while doing work in the office.

Based on the results of Descriptive Analysis, it can be concluded Stress Variables Work (X) according to the responses of all respondents is in the good category. It is indicated by the overall score obtained by the Work Stress Variable of 74%, meaning that the work stress felt or experienced by employees is is true. Although in that category, there is a statement with the lowest score is the statement Personal problems that are increasingly complicated at the time covid-19 pandemic, makes it difficult for me to focus on work, gets the lowest score 71%. This shows that there are still some employees who feel no trouble focusing on the job.

Work Productivity Variable (Y) according to the response of all respondents in the category is quite good. Based on that category, shows that some respondents feel that they are still in good work productivity and some respondents have been in poor work productivity. It is evidenced by the statement I can certainly carry out the work in accordance with the standards set by the company during the pandemic with 28 respondents responded simply agree, meaning that there are still employees who carrying out the work in accordance with the standards set during the pandemic. Next in the

statement I stick to the company's rules that always changed during the pandemic with 38 respondents answering disagree, which means there are still employees who do not follow the rules during the pandemic.

4. Conclusions

Based on the discussion above, there are three conclusions which can be obtained from this research. The results shows that employee work stress during pandemic at PT Telkom Akses North Jakarta has a negative effect on work productivity, work stress affects employee productivity during the pandemic at PT Telkom Akses North Jakarta, and there are another variables that can be affect the work productivity for employees at PT Telkom Akses North Jakarta that can be explore in the future research. Based on the results of the study, there are several suggestions for further research is expected to conduct research on similar companies, so that the results can be used as comparisons, conducting research with similar factors or variables may have a greater and significant influence on employee productivity, and for further research, it is hoped that further research is related to dimensions of each variable using the theories of different experts and latest.

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