

THE EFFECT OF PERCEIVED THREAT COVID-19, JOB STRESS, JOB BURNOUT ON JOB SATISFACTION AT EMPLOYEE AT INTERNATIONAL AIRPORT SOEKARNO HATTA

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Abstract

In this study, the aim to analyze the effect of perceived threat Covid-19, job burnout, job stress, and job satisfaction at Soekarno Hatta International Airport employees. By using purposive sampling method, totaling 100 employees as respondents of this study. The data collection method used was cross sectional. The data analysis technique used is instrument testing in the form of validity and reliability tests, as well as hypothesis testing using SEM with SPSS version 23 and Amos software. So the results show that Job Satisfaction has a positive effect on the Effect of Perceived Threat Covid-19, Job Burnout, and Job Stress. Managerial implications in this study companies can improve and maintain the comfort, well-being, and job satisfaction felt by employees in doing work

Keywords: *Perceived Threat Covid-19, Job Burnout, Job Stress, Job Satisfaction.*

INTRODUCTION

In the pandemic era such as today, the level of performance effectiveness of companies is decreasing. It is a challenge for companies to improve quality in operating operational activities. The decline in performance in the aviation world is also in the public spotlight in conducting airport aviation activities where human resources are now spearheading to continue to perform the best service to customers during the Covid-19 pandemic.

In making companies succeed during the pandemic in order to become the catalysts that deal with airport aviation services for customers so that employees must be able to provide the best labor services each day. By developing development which empowers human resources in companies to our customers to achieve high performance in operating activities in the aviation maskpai sector. Demand for operations in the world sector of aviation requires airlines to provide services that can operate quickly and accurately without neglecting the importance of a safe service. However, we

know from the time of the pandemic that companies will be able to provide policies to slow the transmission of highly infectious diseases that rely partly on an accurate perception of the personal and social risk factors of dryhurst et al., (2020).

The need for employees who are able to carry out operational activities is because the employees are the most crucial part in succeeding the company, the better the employee's performance, so the better the quality of the employee's work results to the business performance run by Hoaretal., (2021).

LITERATURE REVIEW

Perceived Threat Covid-19

Perceived Threat Covid-19 has affected economic development, public health and policy in all activities so that it can also affect individuals to determine decisions related to Giroux et al.'s health, (2021). Perceived covid-19 has also caused geographical constraints that affect the capacity to run various McElfish et al., (2021). Knepple Carney et al., (2021) explained that there is a disturbing impact on high well-being but does not have a

significant effect on perceived mental health.

As for what can be used as an illustration on Roberto et al.'s control of Perceived Threat Covid-19, (2021) that;

- The existence of Covid-19 has represented serious and relevant personal problems (causing a high threat),
- Social Distancing is one way to reduce the risk of contracting effectively and easily in the environment.
- One should be able to increase the reduction of threats in the neighborhood by maintaining more effective health protocols.
- One should be given motivation related to health protection that has undergone adaptive changes in the individual.

Job Stress

Job stress is an individual's reaction to the work environment that is thought to be threatening his emotional and physical commer al., (2016) Job stress roles can lower the effectiveness of an employee's performance so that it does not reach work balance in working lutfi arif & amali rivai, (2022). Job stress is a negative effect on the job environment because there are both directly and indirectly complex phenomena that can affect the public good in obidiegwu individuals (2020).

Job Burnout

Job burnout is an exhausted individual who emotionally and emotionally refers to a person who is referred to physically and mentally after finishing a job under pressure, where the pressure can result in dissatisfaction and anxiety and depression in the work of yu et al. (2015). In the bianchi study, (2018) job burnout is exhausted because of individual incompatibility with work done such as an

unbalanced job requirement with the individual's personality.

Job Satisfaction

Job improvements can affect an employee's performance as they have been studied by sari, (2020) job resilience is one of the key factors in both encouraging employee performance in the work. According to yudi et al., (2017) job sustain is one of the key elements in an organization that can affect the role of employees in fulfilling their duties in the organization, from the satisfaction of working, it can be seen how an employee's effectiveness is in the various aspects of his work gul et al., (2018)

According to Santika & Sudibia, (2017), there are several factors that can affect job satiety.

- Psychological: psychological factors that are associated with the employees, including interest, work order, talent, attitude while working, and skills.
- Social: factors related to the interaction between employees and employees with superiors.
- Physical: factors associated with the employee's physical state, including work type, rest time, work equipment, Health conditions, and age.
- Financial: factors related to employee welfare guarantees include salary, social security, facilities, career levels, and other benefits.

Therefore, job satiety has an influence on his attitude when doing work such as displaying a friendly attitude because he has a more positive and more natural mood Emilisa et al., (2018).

METHODS

This research method is a quantitative description of Awwad et al., (2022) and Cheng & Kao, (2022) as references to this study. Quantitative descriptions were

chosen as research designs because they were for testing hypotheses. The sampling method used is purposive sampling, which involves 100 respondents from Soekarno Hatta Airport. The data collection was cross sectional because it identified an object during the same period, which was conducted for several weeks to answer research on Soekarno Hatta Airport employees. The research analysis unit is an employee of Airport Soekarno Hatta with the data analysis method used is SEM with SPSS version 23 and Amos version 23 software.

Table 1. Perceived Threat Covid-19 Validity Test

No.	Statement item	Factor Loading	Decisions
1.	The presence of the corona virus (covid-19) made me feel threatened in my health and economic well-being	0,760	Valid
2	I'm afraid of the corona virus (covid-19)	0,936	Valid
3	I felt anxious around others because I worried that I might be infected with the corona virus (covid-19)	0,843	Valid

Source: data processed with SPSS 23

Table 2. The Validity Of Job Stress

No.	Statement item	Factor Loading	Decisions
1.	I felt nervous or nervous because of my job	0,741	Valid
2	Problems related to work keep me awake at night.	0,760	Valid
3	I was nervous when he did the company meeting	0,783	Valid
4	If I had a different job, my health would probably be better.	0,731	Valid

Source: data processed with SPSS 23

Table 3. The Validity Test Of Job Burnout

No.	Statement item	Factor Loading	Decisions
1.	I often feel emotionally drained on the job	0,705	Valid
2	After work, I tend to need more time for relaxation and rest	0,644	Valid
3	When the job is done, it is easier for me to get tired	0,552	Valid
4	Lately, I often think negatively about my work	0,751	Valid
5	I have a hard time getting the job done right at work	0,750	Valid
6	At times, I felt bored with my assignment	0,724	Valid

Source: data processed with SPSS 23

Table 4. Job diagnostic validity test

No.	Statement item	Factor Loading	Decisions
1.	Overall, I was quite content with my work	0,655	Valid
2.	I don't intend to work at another company	0,837	Valid
3.	I like my job	0,869	Valid
4.	There's nothing fundamental that I don't like about my job	0,860	Valid
5.	I love my job more than many other company employees	0,837	Valid
6.	I regard this employer as my first choice	0,597	Valid

Source: data processed with SPSS 23

Tables 1, 2, 3, and 4 show all the statement items used in the study have a value of factor loading over 0.55 which means on each valid statement item.

Table 5. All Variable Reliability Test

Variable	Item	Crobach Alpha	Description
Perceived Threat Covid-19	3	0,803	Reliabel
Job Stress	4	0,746	Reliabel

<i>Job Burnout</i>	6	0,770	Reliabel
<i>Job Satisfaction</i>	6	0,862	Reliabel

From the results of the table data above for the reliability test, the coefficient values found in the Perceived Threat Covid-19 variables, Job Stress, Job Burnout, and Job Satisfaction ≥ 0.60 Now & Bougie variables, (2016) so that these variables are declared relevant and can be continued for further research.

RESULTS AND DISCUSSION

A. RESULT

Table 6. Hypothesis Test Results

Hypothesis	Estimate (β)	p-value	Decisions
H1: It's a positive influence for authentic threats covid-19 on job stress	0,062	,562	Ha1 Not supported
H2: There was a positive effect that job stress was having on job burnout	0,753	,000	Ha2 Supported
H3: There is a negative effect of Job Burnout on Job Satisfaction	-0,260	,001	Ha3 supported

Source: data processed with Amos

Based on the table 6. hypothesis test 1 it is possible to find an approximate value of 0.062 with a p-value of $0.562 \geq 0.05$, which means that Ha1 is not supported. So it can be concluded that there is a positive effect of Perceived Threat Covid-19 on Job Stress with an estimated value (β) of 0.062 which means that the higher the threat level of Perceived Threat Covid-19 felt by employees, this causes the level of Job Stress to increase. Hypothesis test 2 can be found to be an approximate value of 0.753 with a p-value of $0.000 \leq 0.05$, meaning Ha2 is supported. So it can be concluded that there is a positive effect of Job Stress on significant Job Burnout,

with an estimated value (β) of 0.753 meaning that the higher the level of Job Stress that employees have, the higher the level of Job Burnout is. Hypothesis 3 tests can be found to be an approximate value of -0.260 with a p-value of $0.001 \leq 0.05$, which means that Ha3 is supported. So it can be concluded that there is a negative effect of Job Burnout on Job Satisfaction with an estimation value (β) of -0.260 which means that the higher the level of Job Burnout experienced by employees can affect the level of Job Satisfaction is decreasing.

B. DISCUSSION

Based on the test results in the first hypothesis, Perceived Threat Covid-19 has a positive effect on Job Stress. So that this result has supported Cheng & Kao's research, (2022), which has been done previously on Perceived Threat Covid-19 making Job Stress levels increase. From the assessment made by employees, it can be concluded that Perceived Threat Covid-19 poses a threat to employees in conducting activities at Soekarno Hatta International Airport, thus making Job Stress felt by employees increase. Based on the test results in the second hypothesis, Job Stress has a positive effect on Job Burnout. Thus, the results of this hypothesis have supported the research done by Cheng & Kao, (2022) previously on Job Stress made the level of Job Burnout increase. From the assessment made by employees, it can be concluded that Job Stress is one of the factors contributing to Job Burnout for employees in doing activities at Soekarno Hatta International Airport, thus making Job Burnout felt by employees increase. Based on the test results on the third hypothesis, Job Burnout had a positive effect on Job Satisfaction. Thus, the results of this hypothesis have supported Awwad et al., (2022) previous research on the level of Job Burnout on Job Satisfaction tend not to affect the level of Job Satisfaction perceived by

employees. From the assessment carried out, it can be concluded that Job Burnout is not a factor that can lower the level of Job Satisfaction felt by International Airport employee Soekarno Hatta.

CONCLUSION

This study found that the Perceived Threat Covid-19 has threatened employees' health and well-being in conducting work activities in the Soekarno Hatta International Airport so that companies need to improve health protocols that match the current pandemic conditions. From the results of the research done, in order to maintain the low level of Job Stress felt by employees, International Airport company Soekarno Hatta also needs to further increase the welfare and pleasure of employees in doing work both inside and outside the company. From the results of the research, in order to maintain the low level of Job Burnout perceived by employees in order to remain enthusiastic about work, management at each company at Soekarno Hatta International Airport needs to further improve the suitability of job operations hours, job sharing and workload work by position or age to employees. From the results of the research done, in order to maintain the high level of Job Satisfaction felt by International Airport employee Soekarno Hatta, the company management would be better if it could provide employees with opportunities to participate such as listening to employees' opinions. For further testing it can add variables such as Emotional Intelligence and expand the scope of research.

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