The Effect of Concentration and Work Stress on Employee Work Productivity

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ABSTRACT

Work productivity is a benchmark for a company in achieving its goals. One important element in an organization or company is human resources. This research was conducted at the Airport Operation Landside & Terminal (AOLT) Unit at Yogyakarta International Airport. The aim of this research is to determine the influence of concentration and work stress on employee work productivity and to find out how much influence the independent variables, namely concentration and work stress, have on the dependent variable, namely work productivity. This research uses quantitative research methods with data collection techniques using questionnaires distributed to employees of the Airport Operation Landside & Terminal unit. The data collection technique uses a questionnaire distributed to respondents. The results show that concentration and work stress each have a significance value of 0.038 on work productivity. Then, the F Test results show that concentration and work stress have a significance value of 5.085. The coefficient of determination test shows that concentration and work stress have a 33.8% influence on work productivity.

Keywords: Concentration, Work Stress, Work Productivity

ABSTRAK

Produktivitas kerja merupakan tolok ukur suatu perusahaan dalam mencapai tujuannya. Salah satu elemen penting dalam suatu organisasi atau perusahaan adalah sumber daya manusia. Penelitian ini dilakukan pada Unit Airport Operation Landside & Terminal (AOLT) di Bandar Udara Internasional Yogyakarta. Tujuan dari penelitian ini adalah untuk mengetahui pengaruh antara konsentrasi dan stres kerja terhadap produktivitas kerja karyawan serta mencari seberapa besar pengaruh antara variabel independen yaitu konsentrasi dan stres kerja tersebut terhadap variabel dependen yaitu produktivitas kerja. Penelitian ini meggunakan metode penelitian kuantitatif dengan teknik pengumpulan data menggunakan kuesioner yang dibagikan kepada karyawan unit Airport Operation Landside & Terminal. Teknik pengumpulan data menggunakan kuesioner yang disebarkan kepada responden. Hasil menunjukkan bahwa konsentrasi dan stres kerja masing – masing memiliki nilai signifikansi sebesar 0,038 terhadap produktivitas kerja. Kemudian, hasil Uji F menunjukkan bahwa konsentrasi dan stres kerja memiliki nilai signifikansi sebesar 5,085. Uji koefisien determinasi menunjukkan bahwa konsentrasi dan stres kerja memiliki 33,8 % pengaruh terhadap produktivitas kerja.

Kata kunci: Konsentrasi, Stres Kerja, Produktivitas Kerja

INTRODUCTION

Work productivity is a company's measuring standard in achieving its goals. One of the important elements in an organization or company is human resources (Ren & Jackson, 2018). This must be recognized and accepted by company management because increasing work productivity is only possible by humans. labor or employees are an important factor in measuring productivity (Siagian, 2014; Roscoe et al., 2019). Yogyakarta International Airport under the auspices of PT.Angkasa Pura I has one unit which has the main task and function of being central, namely the Airport Operation Landside and Terminal unit. The duties and responsibilities of Airport Operation Landside and Terminal officers have been stated in PM 178 of 2015 which has now been updated in PM 41 of 2023 concerning Airport Services in Indonesia (Ginusti & Windiyani, 2023).

Based on data obtained from the Standard Operation Procedure (SOP) of the Airport Operation Landside & Terminal Unit at Yogyakarta International Airport, officers in this unit have various duties and responsibilities such as handling emergencies, measuring Level of Service Public Address System services and Flight Information Display System, telephone information services, manual announcements, as well as facility services for service users at airports. Based on the results of researchers' observations in the field, the Yogyakarta International Airport AOLT Unit must continue to carry out its duties and responsibilities appropriately with the limited number of existing personnel. In carrying out their duties, especially in information services, each personnel or employee must prepare sufficient focus or concentration because providing services to airlines and other operating units often occurs at the same time and must be completed correctly without missing anything. In cases that occur in the field, employees have a low level of focus or concentration because they do things that are not related to work or because they are tired.

This has an impact on errors in announcements, missed requests from airlines and errors in system operation. However, it is not uncommon for the workload carried out at one time to trigger work stress in employees. Previous research conducted by Amirullah (2016) Armansyah & Adji (2022) to examine employees at PT Trijaya Pratama Futures Makassar showed that work stress had a significant effect on work productivity. Therefore, researchers are interested in examining this influence on different objects and subjects by adding a concentration variable with the title The Effect of Concentration and Work Stress on the Work Productivity of Yogyakarta International Airport Airport Operation Landside & Terminal (AOLT) Employees with the following research objectives find out whether there is a partial influence between the concentration and work stress variables on the work productivity variable of Airport Operation Landside & Terminal employees. find out whether there is a simultaneous influence between the concentration and work stress variables on the work productivity of Airport Operation Landside & Terminal employees, find out how much influence the variables of concentration and work stress have on employee work productivity.

LITERATURE REVIEW

Concentration is a person's ability to focus their thoughts and exclude things that are not related to the activity being carried out. In another sense, concentration can be defined as attention that is only focused on one object, with characteristics that are fixed, strong, and not easily distracted (Romlah, 2010). A person's concentration can be recognized through several distinctive characteristics. First, concentration of attention is seen in a person's ability to focus their gaze on relevant sources of information. Apart from that, oral or verbal responses are also indicators, which include the desire to seek additional information, ask questions, and actively speak and test understanding. Another characteristic is the ability to provide statements by agreeing, opposing, refuting, or comparing without specific reasons (Diana, 2009; Strahan, 2017). A person who concentrates is also able to respond to answers from other people's discussions or statements, either according to the issue being discussed, deviating from the topic, or showing doubt. Psychomotor activities, such as taking notes, writing answers, and

completing assignments, can also reflect a person's level of concentration in an activity (Hanson & Hanson, 1981).

Stress refers to a negative reaction that arises in a person due to excessive pressure received, which can be in the form of too many demands, obstacles, or opportunities (Robbins and Coulter, 2010). In the context of work stress, Mangkunegara (2013) describes stress as feelings of pressure experienced by employees in facing various work tasks. Hasibuan (2014); Suhery, & Nurofik, (2020) identified several indicators that can indicate work stress in an employee. First of all, workloads are one aspect that influences stress, where employees are faced with a series of jobs that must be completed within a certain time according to their skills and potential. Furthermore, a leader's attitude can also contribute to work stress, considering that a leader's character and leadership can influence the psychological well-being of his subordinates. The working time aspect is also an important factor, because pressure related to the time spent doing and completing work can have a significant impact on employee stress levels. Conflict, both between individuals and groups, is also an important indicator of stress, because differences in understanding and opinion can create tension in the work environment. Effective communication also plays a key role, where conveying clear and understandable information can reduce potential stress. Finally, work authority, which includes a leader's authority in managing his subordinates at work, can have an impact on employees' levels of trust and satisfaction, as well as influence the level of stress they experience in the work context (Hasibuan, 2014; Kanki, 2019).

Productivity can generally be interpreted as the relationship between output (goods or services) and input (labor, materials and money) according to Feldstein, (2017). Hasibuan (2014) provides another view, explaining that work productivity refers to how a person can produce or increase the output of goods and services as optimally as possible by utilizing resources efficiently. Work productivity indicators, as mentioned by (Fedulova et al., 2019; Korkmaz & Korkmaz, 2017), cover various aspects. First, the ability to carry out tasks describes the extent to which employees can complete the work and responsibilities given by the company. Furthermore, efforts to improve the results achieved reflect an employee's efforts to continue to provide optimal contributions and continue to improve the work results he has achieved. Work morale is also an important indicator, reflecting an employee's internal motivation to carry out their work happily without any coercion from any party (Rachman, 2021). Self-development is a process in which a person strives to improve his personal qualities and capacities, so that he can make a better contribution to the work environment (Mujtaba & Meyer, 2022). Quality or quality of work is another aspect of productivity, showing the extent to which a person's work meets established standards (Phusavat et al., 2009). Efficiency, which relates to efforts to produce maximum output with minimum input, is also a significant determinant of productivity (Li et al., 2020; Atalla & Bean, 2017). In this research the following hypothesis can be taken:

H1: There is an influence between the concentration variable and the variable   Airport Operation Landside and Terminal employee work productivity   Yogyakarta International Airport.

H0: There is no influence between the concentration variable and the variable   Airport Operation Landside and Terminal employee work productivity Yogyakarta International Airport.

H2: There is an influence between work stress variables and variables Airport Operation Landside and Terminal employee work productivity Yogyakarta International Airport.

H0: There is no influence between the work stress variable and the variables Airport Operation Landside and Terminal employee work productivity Yogyakarta International Airport.

H3: There is an influence between concentration variables and work stress on Airport Operation Landside and employee work productivity variables Yogyakarta International Airport Terminal.

H0: There is no influence between the concentration variables and work stress on the work productivity variable of Airport Operation employees Landside and Terminal of Yogyakarta International Airport.

RESEARCH METHODOLOGY

This research method uses data analysis research methods. The time used in this research was carried out from July to December 2023. The research location in this research was Yogyakarta International Airport. The sample is part of the number and characteristics of the population. The sampling technique in this research is total sampling or saturated sampling, which means taking the entire population. The sample is the same as the population, namely 17 employees. This research uses primary and secondary research types. The data collection technique uses a questionnaire distributed to respondents. A questionnaire is a data collection technique that is carried out by giving a collection of written statements or questions to respondents to answer. The assessment weight is measured using a Likert scale. The following are the assessment criteria used on the Likert scale. uses a Likert scale to measure the respondent's level of agreement with a statement or question. This scale consists of five alternative answers, namely Strongly Agree with a score of 5, Agree with a score of 4, Undecided with a score of 3, Disagree with a score of 2, and Strongly Disagree with a score of 1. These choices provide sufficient space for reflects the respondent's level of belief or view of a statement, where a higher score indicates a stronger level of agreement.

RESEARCH RESULT

Each item is measured using the R Value, and compared with the R Value Table to determine its validity. All items (X1.1 to X2.11) have an R value higher than the R Value Table (0.482). In conclusion, all items in variable X are considered valid based on the established validity criteria. All items (Y.1 to Y.10) also have an R value higher than the R Value Table (0.482). Therefore, all items in variable Y are considered valid based on the established validity criteria. Overall, all items in categories X and Y are declared valid based on a comparison of the R value with the R Value Table. The R values for each item indicate that each item is quite good at measuring the concept or characteristic being measured.

Table 1. Validity Test

Items	R Value Calculate	R Value Table	Information
X1.1	0,586	0,482	Valid
X1.2	0,511	0,482	Valid
X1.3	0,545	0,482	Valid
X1.4	0,521	0,482	Valid
X1.5	0,826	0,482	Valid
X1.6	0,538	0,482	Valid
X1.7	0,592	0,482	Valid
X1.8	0,551	0,482	Valid
X2.1	0,716	0,482	Valid
X2.2	0,604	0,482	Valid
X2.3	0,621	0,482	Valid
X2.4	0,620	0,482	Valid
X2.5	0,574	0,482	Valid
X2.6	0,614	0,482	Valid
X2.7	0,574	0,482	Valid
X2.8	0,569	0,482	Valid
X2.9	0,575	0,482	Valid
X2.10	0,544	0,482	Valid
X2.11	0,548	0,482	Valid
Y.1	0,647	0,482	Valid
Y.2	0,587	0,482	Valid
Y.3	0,501	0,482	Valid
Y.4	0,539	0,482	Valid

Y.5	0,574	0,482	Valid
Y.6	0,592	0,482	Valid
Y.7	0,523	0,482	Valid
Y.8	0,539	0,482	Valid
Y.9	0,613	0,482	Valid
Y.10	0,810	0,482	Valid

Source: Data Processed by Researchers

Table 2. R reliability Test

Variable	Variable Cronbach Alpha Value	Cronbach Alpha value	Information
Concentration	0,676	0,60	Reliable
Job Stress	0,667	0,60	Reliable
Work productivity	0,785	0,60	Reliable

Source: Data Processed by Researchers

Table 2 provides the results of the reliability test using Cronbach's Alpha for three variables: Concentration, Job Stress, and Work Productivity. The Cronbach Alpha values for each variable (0.676 for Concentration, 0.667 for Job Stress, and 0.785 for Work Productivity) exceed the threshold value of 0.60. This indicates that each variable demonstrates satisfactory internal consistency and reliability. Therefore, based on the calculated Cronbach Alpha values, the items in the questionnaire are considered reliable measures for the variables of Concentration, Job Stress, and Work Productivity. The source of this information is the data processed by researchers. The reliability test results affirm the suitability of the questionnaire items for accurately assessing the specified variables in the study.

Table 3. Multiple Linear Regression Analysis

Model	Unstandardized Coefficients		Standardized Coefficients			Collinearity Statistics	
	B	Std. Error	Beta	t	Sig	Tolerance	VIF
(Constant)	39.454	8.681		4.545	.000		
Concentration	.470	205	467	2.295	.038	.999	1.001
Job Stress	-295	-129	-465	-2.287	.038	.999	1.001

Source: output SPSS

Table 3 presents the results of a multiple linear regression analysis with the goal of examining the relationship between the dependent variable (not explicitly mentioned in the provided information) and the independent variables Concentration and Job Stress. The table includes unstandardized coefficients, standardized coefficients (Beta), t-values, and associated significance levels (Sig), as well as collinearity statistics. The constant term (intercept) in the model is 39.454 with a standard error of 8.681, yielding a t-value of 4.545 and a significant p-value of .000, indicating that the constant term is statistically significant. For the independent variable Concentration, the unstandardized coefficient (B) is 0.470, with a standard error of 0.205. The standardized coefficient (Beta) is 0.467. The associated t-value is 2.295, and the p-value is .038, indicating that Concentration has a statistically significant impact on the dependent variable. Similarly, for the independent variable Job Stress, the unstandardized coefficient (B) is -295, with a standard error of 129. The standardized coefficient (Beta) is -0.465. The associated t-value is -2.287, and the p-value is .038, suggesting that Job Stress also has a statistically significant influence on the dependent variable. In terms of collinearity statistics, the Tolerance values for both independent variables are close to 1, and the Variance Inflation Factor (VIF) values are also close to 1. These results suggest that there is no serious issue of multicollinearity between Concentration and Job Stress in the regression model.

Table 4. T test

Variable	T Value Calculate	Nilai T Tabel T Value Table	Significance of Standards	Variable Significance Value
Concentration	2,295	1,761	0,05	0,038

Job Stress	2,287	1,761	0,05	0,038

Source: Data Processed by Researchers

Based on the table above, the following explanation can be obtained the concentration variable partially influences the work productivity variable because the sig value is 0.038 < 0.05 and t count > t table. The work stress variable partially influences the work productivity variable because the sig value is 0.038 < 0.05 and t count > t table. Based on the table above, the calculated f value is 5.085 > table f value 1.761 so it can be concluded that the concentration and work stress variables simultaneously influence the work productivity variable. Based on the picture above, it can be concluded that the variables concentration and work stress together have an influence of 33.8% on work productivity and the remaining 66.2% is influenced by other variables not examined in this research.

Based on the results of research conducted on Airport Operation Landside and Terminal employees at Yogyakarta International Airport, the results show that the concentration variable influences employee work productivity. This is based on the results of the T test which obtained a significance value of 0.038 which is in accordance with the provisions, namely the variable significance value < 0.05 significance value. In addition, the calculated t value was 2.295 and the t table was 1.176, which was in accordance with the provisions that t calculated > t table, so the independent variable had a partial effect on the dependent variable.

Based on the results of research conducted on Airport Operation Landside and Terminal employees at Yogyakarta International Airport, the results showed that the work stress variable partially influenced employee work productivity. This is based on the results of the T test which obtained a significance value of 0.038 which is in accordance with the provisions, namely the variable significance value < 0.05 significance value. Apart from that, the calculated t value was 2.287 and t table was 1.176 which was in accordance with the provisions that t calculated > t table, so the independent variable influenced the dependent variable. The results of this research are also in accordance with previous research conducted by Firdaus Amirullah (2016) which obtained the results that there was a very significant positive relationship between work stress and work productivity.

Table 5. F test

F Count	F Table	Standard Sig	Variable Sig	Information
5,085	1,761	0,05	0, 022	H3 is accepted, H0 is rejected

Source: Data Processed by Researchers

Table 6. Coefficient of determination

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin Watson
1	.649[a]	.421	.338	2.287	1.245

Source: SPSS output

Based on the results of research that has been carried out, the results show that concentration and work stress simultaneously influence work productivity. This is based on the results of the F test which obtained a calculated f value of 5.085 and an f table value of 1.761. These results are in accordance with the basis for decision making, namely the calculated f value > table f value, which means that the independent variable has a simultaneous effect on the dependent variable. Based on the results of research that has been carried out through analysis of the coefficient of determination, the result is that the correlation value (R) is 0.649, which means the dependent variable has a correlation with the dependent variable. Apart from that, an adjusted r-square value was obtained of 0.338, which means that the variables concentration and work stress have an influence of 33.8% on employee work productivity and the remaining 66.2% is influenced by variables not examined in this research.

CONCLUSION

Based on the results of the research and discussion above, several conclusions can be drawn regarding the influence of concentration and work stress variables on employee work productivity at Airport Operation Landside and Terminal at Yogyakarta International Airport. Partially, there is a significant influence between concentration and work productivity, as well as between work stress and work productivity. This means that the level of individual concentration in carrying out tasks and the level of work stress experienced by each employee have an impact on their productivity. Furthermore, the research results also show that there is a simultaneous influence between the variables of concentration and work stress on employee work productivity at Yogyakarta International Airport. This indicates that these two factors need to be managed and considered jointly to increase work productivity. From the coefficient of determination test, information was obtained that the concentration and work stress variables as a whole can explain around 33.8% of the variation in employee work productivity in this environment. The remaining 66.2% was influenced by other factors not examined in this study. Therefore, further research may be needed to understand additional factors that can influence employee work productivity at Airport Operation Landside and Terminal at Yogyakarta International Airport.

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