

The Effect of Work Stress and Compensation on the Performance of AVSEC Unit Officers at Sultan Muhammad Salahuddin Bima Airport

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Abstract

Human resources are the main factor needed to achieve the goals of an organization. To achieve the goals or objectives, the organization needs to improve the performance of each employee to get perfect results. One of the factors that can affect employee performance is work stress, work stress is a condition or feeling experienced by employees while working so that it makes employees feel stressed and anxious. In addition to Human Resources, Performance, and Work Stress, Compensation is also something that companies need to pay attention to, because compensation is one of the factors that can create good employee performance. This research was conducted to find out whether there is an effect of work stress and compensation on the performance of AVSEC unit officers at Sultan Muhammad Salahuddin Bima Airport. This study used quantitative research methods, and the research instrument used was a questionnaire. The results of this study indicate that: 1.) Work Stress partially affects the Performance of Avsec Unit Officers at Sultan Muhammad Salahuddin Bima Airport, 2.) Partially Compensation does not affect the Performance of Avsec Unit Officers at Sultan Muhammad Salahuddin Bima Airport. 3.) Work Stress and Compensation simultaneously affect the performance of Avsec Unit Officers at Sultan Muhammad Salahuddin Bima Airport.

Keywords: Work Stress, Compensation, and Performance



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INTRODUCTION

Human resources are the main key to the running of an organization, the existence of human resources in an organization is very important both in the positions of leaders, staff, and members in an organization, because the success of an organization can be seen from the human resources in the organization. In essence, human resources who work in an organization function as movers, thinkers and planners to achieve the goals of an organization. Human resources are the main factor needed to achieve the goals of an organization. human resources that are in it to get perfect results.

Performance is the result of work achieved by a person in carrying out the tasks assigned to him. Basically, employee performance does not always increase, but employee performance can also decrease, decreased employee performance can greatly affect the sustainability of the company. One of the factors that can affect employee performance is work stress, work stress is a condition or feeling experienced by employees while working so that it makes employees feel stressed and anxious. Employees who feel anxious and stressed when doing work will not be able to focus on their work, as a result, work will be neglected and delayed. Conditions like this can make employee performance decrease so that company productivity also decreases. Therefore, efforts are needed to improve and maintain the consistency of employee performance in order to improve company performance so that it can contribute positively to the progress of the company, besides that companies also need to pay attention to employees

and try to provide the best for employees so that employee performance can increase again and can motivate employees to contribute to the company.

In addition to Human Resources, Performance, and Work Stress, Compensation is also something that companies need to pay attention to, because compensation is one of the factors that can create good employee performance. Compensation itself is a response given by the company both in financial and non-financial forms to employees for the services that have been provided to the company. Providing compensation that is in accordance with what is expected can result in good employee performance, but if compensation is not appropriate and increased work stress can make employee performance decrease.

The airport is one of the means of supporting air transportation which has an important role, areas that were previously difficult to reach by land transportation can now be overcome through air transportation routes that are directly related to various fields such as the economy, government, tourism and others. Airports in Indonesia always develop facilities and infrastructure to ensure safety and provide the best service for users of air transportation services. One of the vital positions at the airport is AVSEC (Aviation Security).

Aviation Security (AVSEC) itself is a unit that has a role and responsibility for security both in terms of operations and facilities at the airport, including the security of passengers, goods, aircraft, facilities, vital objects, land side, air side, and others. other. The Aviation Security Unit (AVSEC) is an aviation security personnel who is required to have a license or certificate of competence for an officer who is responsible for aviation security and safety in accordance with applicable rules and regulations. The main tasks of AVSEC are regulated in the Decree of the Director General of Air Transportation No. Skep /40/II/1995 instructions for the implementation of the Minister of Transportation Decree No. 14 of 1989 concerning control of passengers, goods and cargo transported by civil aircraft.

From the main tasks of avsec above, it can be concluded that the task of AVSEC personnel is not easy, so that it can cause problems such as work fatigue, work stress to employee turnover intention which can make avsec personnel lose focus while on duty. Based on the background description above, the authors are interested in conducting research with the title "The Influence of Job Stress and Compensation on the Performance of Avsec Unit Officers at Sultan Muhammad Salahuddin Bima Airport".

Literature Review

Work Stress

1. Definition of Work Stress. In general, stress is often interpreted as an unpleasant tense condition, because a person subjectively feels that something is weighing him down. Stress is an internal condition caused by physical demands or the surrounding environment which is potentially damaging and cannot be controlled. According to Muhammad Busro (2017: 37) work stress is an unpleasant emotional state that is felt by individuals when the requirements of a task or job are not balanced with the ability they have to cope with that situation or situation. Work stress is a feeling of pressure experienced by employees in dealing with work (Mangkunegaran, 2013). Work stress is a factor that can put pressure on work productivity, work environment, and can affect individuals.
2. Types of Stress Berney and Selye (Dewi. 2012: 107) revealed that there are four types of stress, including: Eustress (Good Stress) Is stress that creates stimulus and excitement, so that it has a beneficial effect on individuals who experience it. Examples include: the challenges that arise from increased responsibility, time pressure, and high-quality assignments. Distress is stress that causes effects that can be harmful to individuals who

experience it, such as: unpleasant or excessive demands that drain individual energy so that it will make a person fall sick more easily. Hyperstress is stress that has a tremendous impact on someone who experiences it. Even though it can be positive or negative, stress can still limit an individual's adaptability. An example is the stress caused by a theoretical attack. Hypostress is stress that arises as a result of a lack of stimulation. An example is stress caused by boredom or routine work

3. Symptoms of Work Stress. When individuals will experience positive stress symptoms if they get the opportunity to achieve their goals such as promotion or receiving a reward. Conversely, if the individual has obstacles to achieving his goals caused by several things beyond his control, then the individual will experience negative stress symptoms. Robins and Timothy (2016).
4. Factors that affect work stress. Work stress arises due to the relationship of interaction and communication between individuals and their environment. In addition, stress arises because of individual responses in the form of emotions, physiology, and thoughts to conditions, situations, or events that make certain demands on the individual in his work (Wijono, 2015).

Compensation

1. Definition Compensation is a form of appreciation given by the company to employees as remuneration or the contribution they make to their organization (Handaru, 2013). According to Larasati (2018: 89) compensation is the provision of direct and indirect remuneration in the form of money or goods to employees as compensation for the services they provide to the company. Compensation is everything that is received in the form of physical or non-physical, compensation is also a reward received by a person or worker for work done in a company either in the form of money or goods, either directly or indirectly. By providing adequate compensation to each employee, the company can maintain quality human resources, besides that by providing fair compensation it can increase employee morale to be responsible for their work. So that employees can participate in advancing the company.
2. Purpose of Compensation. The first objective is to retain potential and qualified employees to continue working. This can also prevent high employee turnover rates. One way for a company or organization to get quality employees is to provide compensation that is quite competitive compared to other companies or organizations. Apart from aiming as a reward from the company for employees for the performance they have given, compensation also aims to ensure the fulfillment of justice in the relationship between employees and company management. Such as fairness in providing wages, bonuses, incentives and others.

Performance

1. Definition of Performance. According to Anwar Prabu Mangkunegara (2015: 67) performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. Employee performance is a result of work achieved by a person in carrying out the tasks assigned to him based on skills, experience and sincerity, as well as time (Hasibuan, 2017).
2. Factors affecting employee performance. Employee performance can be influenced by several factors, both internal and external factors. Some of the biggest factors that can affect employee performance include: Personal or individual factors are factors that come from within a person, which can be in the form of knowledge, skills, abilities, motivation, self-

confidence and commitment. Leadership style is also one of the factors that can affect employee performance, with a good leadership style it will be able to encourage enthusiasm and can motivate employees to work well. A healthy and comfortable work environment can make employees enthusiastic at work and employees can be motivated to give their best performance. The system implemented in the company can also be a factor that affects the performance of employees, the system referred to here includes work culture, work systems, facilities, to commissions and incentives provided or given by employees.

Airport

An airport is an area on land and/or waters with certain boundaries that is used as a place for aircraft to land and take off, board and disembark passengers, load and unload goods and place for intra and intermodal transportation, which is equipped with safety and security facilities. flights, as well as basic facilities and other supporting facilities. Based on Law Number 1 of 2009 concerning aviation in article 1 paragraph 33 it is stated that an airport is an airport that is operated for landing and taking off aircraft, boarding and disembarking passengers and/or loading and unloading of cargo and/or post and equipped with safety facilities. flights and as a place for transfers between modes of transportation equipped with aviation safety and security facilities, as well as basic facilities and other supporting facilities.

AVSEC (Aviation Security)

Aviation Security (AVSEC) itself is an aviation security personnel who have (mandatory) have a license or certificate of competence of officers (STKP) who are given duties and responsibilities in the field of aviation security. Avsec is the unit responsible for the security of flight operations and facilities at the airport which includes the security of passengers, goods, aircraft, facilities, vital objects, land and air sides and others, especially those within the airport perimeter area.

Hypothesis

According to Sugiyono (2015) a hypothesis is a temporary answer to the formulation of a research problem, where the formulation of a research problem has been stated in the form of a statement sentence. The hypothesis in this study are:

H1: Work stress has a significant effect on the performance of AVSEC unit officers at Sultan Muhammad Salahuddin Bima Airport

H2: Compensation has a significant effect on the performance of AVSEC unit officers at Sultan Muhammad Salahuddin Bima Airport.

H3: Work stress and compensation have a simultaneous effect on the performance of AVSEC unit officers at Sultan Muhammad Salahuddin Bima Airport

RESEARCH METHODS

The research conducted, namely about the Effect of Work Stress and Compensation on the Performance of Avsec Unit Officers at Sultan Muhammad Salahuddin Bima Airport, will use quantitative methods. Where activities include population, samples, data collection, data analysis techniques, data collection using questionnaires (questionnaires), while data analysis techniques use validity, reliability, multiple linear regression analysis, T test (T-Test), F test, and test the coefficient of determination (R²).

RESEARCH RESULTS AND DISCUSSION

Data Description

This research is a quantitative research where the resulting data is in the form of numbers. Data collection was carried out by distributing or distributing questionnaires to 43 members of the Avsec (Aviation Security) unit at Sultan Muhammad Salahuddin Bima Airport. The data obtained will be processed using SPSS 22 software which will explain the results of distributing the questionnaires that have been carried out to Avsec Unit Officers. This research was conducted to determine the effect of work stress and compensation on the performance of AVSEC unit officers at Sultan Muhammad Salahuddin Bima Airport.

Data Analysis

Multiple Linear Regression Analysis

Multiple linear regression analysis is a method used to determine how much influence the independent variable (work stress (X1) and compensation (X2)) has on the dependent variable (Y performance). To find out whether or not the influence of the independent variable on the dependent variable can be seen in the following table:

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	12.625	8.601		1.468	.155
	Stress Kerja (X1)	.832	.215	.665	3.876	.001
	Kompensasi (X2)	-.184	.151	-.210	-1.222	.233

a. Dependent Variable: Kinerja (Y)

Source: Data processed with SPSS 22

From the equations generated through the multiple linear regression analysis above, it can be concluded that:

1. A constant value of 12.625 indicates the value of employee performance (Y). This states that if the variables of work stress (X1) and compensation (X2) are considered constant or absent or equal to zero, the employee's performance will increase by 12.625.
2. The coefficient value of the work stress variable (X1) is 0.832, this indicates that for every additional 1 point of work stress (X1) it will be followed by an increase in employee performance of 0.832.
3. The coefficient value of the compensation variable (X2) is -0.184, this shows that for every addition of 1 compensation point (X2) it will be followed by a decrease in employee performance of -0.184

T Test

The t test or partial hypothesis testing is carried out to determine whether or not there is an effect of the independent variable on the dependent variable, with the testing criteria that is if t-count > t-table, then there is an influence between the independent variables on the dependent variable. To find out the value of the T-table, the following equation is used:

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	12.625	8.601		1.468	.155
	Stress Kerja (X1)	.832	.215	.665	3.876	.001
	Kompensasi (X2)	-.184	.151	-.210	-1.222	.233

a. Dependent Variable: Kinerja (Y)

Source: Data processed with SPSS 22

Based on the results of the t-test table above, it can be concluded as follows:

1. Based on the table above, the results show that the t-count value of the work stress variable is 3.876 and it is known that the t-table value itself is 2.056, so in this case $t\text{-count} > t\text{-table}$ or $3.876 > 2.056$ means that the work stress variable partially affect employee performance. Furthermore, it can be seen in the significance column, the significance value of the work stress variable is 0.001 while the previously determined significance level is 0.05, which means that the significance value of the work stress variable is $0.001 < 0.05$ so it can be concluded that the work stress variable has a significant effect on employee performance .
2. Based on the calculation table above it is known that the t-count value of the compensation variable is -1.222 and the value of the t-table itself is 2.056, so in this case $t\text{-count} < t\text{-table}$ or $-1.222 < 2.056$ which means that compensation does not affect the performance of employees partially. Furthermore, it can be seen in the significance column, the significance value of the compensation variable itself is 0.233 and the significance level that has been set is 0.05, which means that the significance value of the compensation variable is $0.233 > 0.05$ so it can be concluded that the compensation variable has no significant effect on employee performance.

F Test

Simultaneous testing or F test is carried out to find out whether there is an effect of the independent variable on the dependent variable simultaneously or simultaneously by comparing f-table and f-count, if $F\text{-count} > F\text{-table}$ then it can be said that there is an inter-independent variable to the dependent variable together or simultaneously. To find out the value of the F-table, the following equation is used:

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	136.083	2	68.042	7.564	.003 ^b
	Residual	224.881	25	8.995		
	Total	360.964	27			

a. Dependent Variable: Kinerja (Y)

b. Predictors: (Constant), Kompensasi (X2), Stress Kerja (X1)

Source: Data processed with SPSS 22

Based on the results table from the test using the SPSS softwear above, the f-count value of the work stress and compensation variables is 7.564 and it is known that the f-table value is 3.39, thus it can be concluded that $f\text{-count} > f\text{-table}$ or $7.564 > 3.39$. Furthermore, in the significance column, it shows the significance value of the two variables is 0.003 and the level of significance value that has been previously determined is 0.05, so it can be said that $0.003 < 0.05$. So it can be concluded that the variables of work stress and compensation have an effect on employee performance as a whole. together or simultaneously.

Coefficient of Determination (R²)

The coefficient of determination test was carried out to find out how much influence the independent variables have on the dependent variable. The value of R square (R²) is between zero (0) – one (1), if the value of R² is close to one, it means that the influence of the independent variable on the dependent variable is strong and vice versa if the value of R² is close to zero, it means that the influence of the independent variable on the dependent variable is weak. To find out this can be seen in the results of the following table:

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.614 ^a	.377	.327	2.999

a. Predictors: (Constant), Kompensasi (X2), Stress Kerja (X1)

Source: Data processed with SPSS 22

Based on the calculation results table using the SPSS 22 software above, it shows that the value of the coefficient of determination (R) is 0.614, this means that there is a relationship between the dependent variable and the independent variable. The R square column has a value of 0.377, this means that the influence of the independent variable on the dependent variable is weak. Then the adjusted R square column has a value of 0.327, this means that the independent variable has an influence on the dependent variable of 32.7%, while the remaining 67.3% is influenced by other variables outside of the model used.

Discussion

Effect of work stress on the performance of Avsec Unit Officers

Based on the research and data testing that has been done, it can be concluded that in this study work stress significantly affects employee performance. This can be seen from the T test (partial test) where the t-count value of the work stress variable (X1) is 3.876 while the t-table value is 2.056 which means that $t\text{-count} > t\text{-table}$, and the significance value of the work stress variable is 0.001 where the significance value is less than alpha 0.05, so it can be concluded that work stress has a significant effect on the performance of avsec unit officers. The results of this study are in line with previous research conducted by Laila Mawaddah Putri (2020) which shows that work stress has a positive and significant effect on employee performance, and the results of Winda Meriyani's research (2020) which shows that work stress has a significant effect on employee performance.

Effect of Compensation on the performance of Avsec Unit Officers

Based on the research and data testing that has been done, it can be concluded that in this study compensation compensation does not affect employee performance. This can be seen from the t-count value of the compensation variable (X2) is -1.222 while the t-table value is 2.056 which means that $t\text{-count} < t\text{-table}$, and the significance value of the compensation variable itself is 0.233 where the significance value of the compensating variable is greater than the alpha value of 0.05, so it can be concluded that compensation does not significantly affect the performance of Avsec unit officers. The results of this study are in line with previous research conducted by Binti Fathonatuz Zahro (2018) which shows that compensation has a negative effect on employee performance.

Effect of work stress and compensation on employee performance

Based on the research and data testing that has been done, it can be concluded that in this study work stress and compensation simultaneously (together) affect the performance of Avsec unit officers. This is shown by the results of the F Test (Simultaneous) where the f-count value is 7.564 and while the f-table value is 3.39, it can be concluded that $f\text{-count} > f\text{-table}$, and the significance value of the two variables is 0.003, which is safe the significance value is less than alpha 0.05 so it can be concluded that work stress and compensation affect the performance of Avsec unit officers simultaneously. The results of this study are in line with previous research conducted by Lady Al Qarimah Nasution (2019) which shows that the variables of compensation and work stress have a significant effect on employee performance.

CONCLUSION

There is a significant effect of the variable Work stress (X1) on the performance of Avsec Unit Officers at Sultan Muhammad Salahuddin Bima Airport (Y) partially. There is no significant effect of the Compensation variable (X2) on the performance of Avsec Unit Officers at Sultan Muhammad Salahuddin Bima Airport (Y) partially. There is an effect of work stress (X1) and compensation (X2) on the performance of Avsec unit officers at Sultan Muhammad Salahuddin Bima Airport simultaneously.

Suggestions for related agencies, so that the performance of employees or officers of the Avsec unit is getting better, Sultan Muhammad Salahuddin Bima Airport should maintain and improve the quality of performance possessed by employees by paying attention to factors that can affect employee performance. For future researchers, this study used a research instrument in the form of a questionnaire, so that the data obtained was limited to the measurement of the variables listed in the questionnaire. Therefore, to develop further research, it is advisable to dig deeper and more data by using different methods and being able to add other variables that are outside the variables of this study.

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