

PERCEIVED THREAT OF COVID-19 AND ITS IMPACT ON EXPEDITION SERVICE COMPANY EMPLOYEES IN JAKARTA

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ARTICLE INFO	ABSTRACT
<p>Keywords: Perceived Threat of Covid-19 Workload Job Stress, Job Satisfaction</p>	<p>This research aims to analyze the impact of the perceived threat of Covid-19 directly or indirectly on workload, job stress, and job satisfaction. The sample in this study was 190 employees who worked at expedition service company employees in Jakarta and were taken using a purposive sampling method. The instrument test used is the validity and reliability test, which uses the PLS-SEM method for testing the hypothesis. The results obtained were that there was no positive effect between the perceived threat of Covid-19 on workload, there was no adverse effect between the perceived threat of Covid-19 on job satisfaction, there was a positive effect from the perceived threat of Covid-19 on job stress, there was no effect negative between workload and job satisfaction, there is no adverse effect between job stress and job satisfaction, workload mediates the effect between perceived threat of Covid-19 on job satisfaction and Job stress does not mediate the effect between perceived threat of Covid-19 on job satisfaction.</p>
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1. INTRODUCTION

COVID-19 has become a threat to all organizations worldwide; this has caused changes in work methods and human interaction within organizations. The shift in working methods is an organizational change in assigning duties and responsibilities to employees by prohibiting employees from working in the office and gathering in a room. This prohibition is not meant to undermine organizational performance but to prevent the spread of COVID-19, which continues to increase the number of victims [1]. As a result of the Covid 19 virus pandemic, many companies have limited the number of workers indoors and even dismissed their workers' activities by implementing a system of working from home or working from home [2]. The physical restrictions at the start of the pandemic initially made the shipping service sector slump. However, the vibrant economy and the rise of online sales in the new normal are a blessing for shipping service companies. Along with an increase in people's digital activities, including online shopping during the Covid-19 pandemic, expedition service activities also rose, an increasing trend where people switched to online shopping compared to offline shopping due to the large-scale social restriction policy (PSBB) forcing people to shop online to buy basic needs or goods needed so that the impact of shipping service companies is experiencing an increase in package delivery services which causes the workload of employees to increase.

Based on data from Price Water House Coopers (PwC) in 2020, the percentage of shopping during the pandemic is based on medium; digital shopping growth has reached 45%, whereas direct shopping in physical stores has decreased by 50%. As a result, freight forwarding companies experience an increase in package delivery services which causes employees to work more than usual [3]. Companies need qualified human resources to face increasingly rapid and open competition in shipping. Employees must adjust to the increasing workload, work environment conditions that must comply with the work standards set by the government to suppress the development of Covid-19, as well as good communication that employees need to have to be trusted by consumers both for the safety of goods and for security health [4]. The perceived threat of Covid-19 felt by employees working at shipping service companies is, of course, high because when employees at other companies are required to do WFH, they still have to work typically even with a higher workload compared to when there was no pandemic [5]. The pandemic felt by employees at shipping service companies is also perceived to have an impact on high employee job stress [6], this is due to pressures that occur from the workplace and from customers, role conflicts, job uncertainty, conflict interpersonal, lack of job opportunities, variations in workload and lack of support from superiors [7]; [8]; [9] and can cause a decrease in job satisfaction [10].

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Previous researchers showed that there was a significant influence between the perceived threat of Covid-19 and several employee work attitudes such as job stress, resilience, job burnout, workload, anxiety, job satisfaction, job insecurity, life satisfaction, emotional exhaustion, depression [11]; [12]; [13]; [14]; [15]. Most of these studies examined medical personnel, such as doctors and nurses, as the respondents. Not much research was conducted at shipping service companies during this pandemic. Besides that, the hypotheses tested mainly were the direct effect of two related variables, which did not use workload and job stress as intervening variables to seek indirect influence between the perceived threat of Covid-19 and job satisfaction.

Literature Review

Perceived Threat of Covid-19

Perception of the threat of the Covid-19 virus is a condition in the public that does not understand the dangers of the Covid-19 virus [1]. The perceived threat of Covid-19 can be explained by the fear experienced by many people about the coronavirus, which has become an epidemic throughout the world and can threaten many people's lives [16]. Meanwhile [17] explains that the perceived threat of Covid-19 is a condition where knowledge about the coronavirus must be increased so that everyone can prevent virus transmission, which mutates very quickly. [18] said that in the world of work, the perceived threat of Covid-19 can cause anxiety, job burnout, job stress, and high turnover rates that occur in a company due to perceived threats that are life-threatening; public perceptions are sometimes wrong; many offenders do not understand the dangers of Covid-19 transmission. [19] explain perceptions of the threat of Covid-19 and the effectiveness of the recommended recommendations to influence employee behavior in preventing transmission of this virus. In addition, according to [20], demographic characteristics also provide different perceptions of threat; where women have a higher threat rating than men, the workforce, age, and level of education can also affect perceptions of the threat of Covid-19.

Workload

The workload is the pressure caused due to job requirements, which has attracted much attention in organizational management in recent years. [21] explained that workload is the cost employees must pay to complete tasks, including subjective cognition and a comprehensive sense of self-efficacy when an individual performs a specific task or many tasks in a particular environment. According to [22], workload is the amount of work carried by an individual per unit of time, which becomes the workload of the individual.

Based on the quantity and quality requirements in the workload, there are two dimensions of the workload, namely [21]: a. Work time relates to the number of hours an employee has worked on a job, primarily the time worked. Longer working hours increase negative emotions and psychological stress for employees, leading to insecurities such as anxiety and burnout. Longer working hours lead to fatigue and unhealthy behaviors such as drinking alcohol and smoking and can even cause various diseases; b. Work demand, namely the physical and psychological (cognitive, emotional) input required by employees to complete specific jobs, mainly refers to work intensity. High work demands can have an impact on the psychological condition of employees. They can result in employee fatigue which in turn causes uncomfortable working conditions such as fatigue and employee anxiety.

Job Stress

[23] explained job stress regarding individual physical reactions caused by excessive workload responsibilities. It occurs when an employee cannot cope with the current work environment and puts their physical and mental well-being at risk. Furthermore, [24] explained that work stress has a detrimental effect on the health of staff with illness and has a negative impact on the organization, which in turn will cause losses due to decreased job satisfaction, high turnover rates, and absenteeism. Stress is defined as a harmful physical and emotional response elicited when job requirements do not match workers' abilities, resources, or needs [25]. Work Stress, according to [26], is a dynamic condition in which individuals face opportunities, constraints, or demands related to what employees expect with the results obtained. According to [7], job stress is a situation that can cause an imbalance between the physical and the psychological which can have an impact on emotions and the condition of a worker, which is interpreted as an emotional state that occurs when the demands of work do not match the abilities, resources or needs of employees.

According to [27] and [28], job stress can be influenced by several factors, namely: 1. Task demands related to specific tasks performed by a person. This type of work is more stressful than others. The type of work influences the stress experienced by the worker. Beyond the pressures associated with

specific tasks, other aspects of the job can physically threaten a person's health. Threats to job security can increase stress. Overload occurs when a person has more work than he can handle. Low task demands can cause boredom, as overload can cause tension and anxiety; 2. Physical demands are physical prerequisites for work. Such demands are a function of the physical characteristics of the situation and the physical tasks required in the job. Some crucial elements are temperature, office design, poor lighting, and work shifts; 3. Role demands can also cause stress in the organization. Individuals perceive role expectations with varying degrees of accuracy and then try to fulfill those roles, which can lead to role ambiguity. Poor job descriptions, vague supervisory instructions, or unclear directions from co-workers in work situations can cause role ambiguity; 4. there are three forms of interpersonal demands: group pressure, leadership style, and interpersonal conflict.

Job Satisfaction

[29] job satisfaction is said to be an attitude, behavior, and point of view of a worker when carrying out his work duties. Job satisfaction between workers will have different job satisfaction where job satisfaction will affect the work carried out by the worker. According to Chan Yin-Fah et al., (2010) job satisfaction is a person's behavior towards his work which shows the difference between the appreciations obtained by these employees and what they expect. (Burke et al., 2015) job satisfaction is the positive energy given by employees to their workers caused by the results of job evaluations. According to [30], four factors become dimensions of job satisfaction, which is 1. Monetary and non-monetary rewards consist of direct compensation in financial form, opportunities to be promoted, and service programs provided to employees for services provided to the company; 2. Job characteristics, namely the variety of tasks given, the diversity of skills possessed by employees, the suitability between skills and work tasks, autonomy, and no less critical self-expression; 3. Work-environment characteristics, including conditions and atmosphere around the office, relationships with superiors, and relationships with co-workers, can determine employee job satisfaction; 4. Personal characteristics consisting of gender, age, education, and years of service.

Research Hypotheses

[31] Explains that the perceived threat of Covid-19 felt by employees will cause laziness at work, moodiness at work, and increased mental workload and burnout, ultimately reducing job satisfaction. [32] argues that if employees have a strong perception of the threat from the Covid-19 virus, they will have a strong sense of leaving their current job, increasing job stress, and reducing job satisfaction. In particular [33] found that the perceived threat of Covid-19 would increase the workload for medical workers because during this pandemic, they had to deal directly with patients exposed to the Covid-19 virus, so job stress would also increase. [17] Found a strong influence between job stress and the perceived threat of Covid-19. The perceived threat of Covid-19 has triggered various psychological phenomena such as moral damage, anxiety, depression, and acute stress [34], as well as affecting workload, job satisfaction, job burnout, depression and job stress [35]. The hypotheses that can be put forward are:

H1: There is a positive influence between the perceived threat of Covid-19 on the workload

H2: There is a negative effect between the perceived threat of Covid-19 on job satisfaction

H3: There is a positive influence between the perceived threat of Covid-19 on job stress

[34]; [21] found that socio-psychological pressure and complaints, fatigue, fatigue, dissatisfaction with the current work situation and other factors are closely related to workload, which can cause adverse physiological reactions, such as increased blood pressure, heart rate, and other unsafe conditions, this will have an impact on employee job satisfaction. High job satisfaction for employees is the right balance between work time and demand, resulting in reduced workload [22]. [36] explains that workload will bring stress to employees, impacting employee performance; at the same time, the workload is a factor that will not positively affect job satisfaction among employees.

H4: There is a negative effect between workload and job satisfaction

Job stress and job satisfaction have a strong influence. Employee job stress will affect their work attitudes, such as job satisfaction and performance [37]. Job stress will lead to low job satisfaction and poor quality of life [23]. [38] also found a negative impact between work stress and job satisfaction among insurance company employees in Malaysia. Stress at work can affect satisfaction and performance positively or negatively. Sometimes it depends on the employee and how they perceive stress. Some employees can handle stress and do not give in to circumstances that arise from stress levels [39].

H5: There is a negative influence between job stress and job satisfaction

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Job stress mediates the indirect effect of the perceived threat of Covid-19 on job satisfaction [35]. Previous research has shown that the most significant organizational and personal factors related to work engagement in nurses are workload and mental health [4]. Employees who perceive the threat of the Covid virus in their workplace will reduce job satisfaction because they have high job stress. Work stress mentioned by most employees is workload, time pressure, inadequate rewards, and uncontrollable emotions. The high work stress and workload from situations that feel threatened by the presence of the Covid-19 virus will affect employee job involvement and job satisfaction during the Covid-19 pandemic [40]; [41].

H6: Workload mediate the influence of the perceived threat of Covid-19 on job satisfaction

H7: Job stress mediate the influence of the perceived threat of Covid-19 on job satisfaction

2. METHOD

Research Design

The research design was carried out to test the hypothesis. Hypothesis testing is to test hypotheses that usually explain the nature of certain relationships or determine differences between groups or the independence of two or more factors in a situation. This type of relationship between variables uses correlational research, which describes the relationship between variables where a correlational study can show a relationship between the two variables. The time dimension used in this study is cross-sectional, where in this study, data is collected all at once and is the result of one shot at one moment. The unit of analysis used in this study is the individual. The research setting uses a non-contrived setting; namely, research is carried out in a natural environment where events usually take place, in settings that are not artificial, in this case, where work is generally located [42].

Data Collection and Analysis

The techniques that can be used to obtain the data are questionnaires to collect large amounts of quantitative data. They can be administered personally, distributed electronically, or sent to respondents [42]. This research uses non-probability sampling using the purposive sampling method, where purposive sampling is a subjective sampling procedure where the probability of selecting population elements cannot be determined. This is caused because each part of the population does not have the same opportunity to be selected as a sample. Sampling based on considerations based on specific criteria is called purposive sampling. The characteristics of respondents needed to answer the questionnaire provided are employees who work in freight forwarding companies both in the back office and in the front office in Jakarta. According to [43], the general rule is at least five times the total indicator statement on the variable to be analyzed. Therefore, according to the number of statement items, the sample to be used is $19 \times 5 = 95$ respondents, and the minimum and maximum is $19 \times 10 = 190$ respondents. Each variable uses the measurements in previous studies using an interval scale from 1 – 5, from strongly disagree to strongly agree. Three statement items are used to measure the perceived threat of Covid-19 adopted from [44]. workload adapted from research [21] consists of two dimensions. There are four items to measure job stress [45] and [34]. Job Satisfaction measured using statement items adopted from [46], [34], and [47]. Data analysis was carried out by the method Partial Least Square (PLS) use Smart PLS software.

Instrument Test

The processing results of validity testing for the Perceived Threat of the Covid-19 variable, which consists of three indicators, conclude that all indicators prove valid because they produce an outer loading > 0.5 . The three indicators are also interconnected in forming the variable Perceived Threat of Covid 19 because it produces an AVE value of $0.595 > 0.5$. The reliability test produced a composite reliability value of $0.814 > 0.7$, meaning that the three measurement indicators are proven reliable (consistent). Thus, all three indicators of the Perceived Threat of Covid-19 variable are valid and reliable. The results of the validity test for the Workload variable show that of the six measurement indicators, only two are proven valid because they produce an outer loading value of > 0.5 . The other four indicators are invalid because they produce an outer loading value < 0.5 . The discriminant validity test for two valid indicators resulted in an AVE value of $0.682 > 0.5$, which means that the two workload indicators are interrelated in forming workloads. The results of the reliability test for two valid indicators yielded a composite reliability value of $0.809 > 0.7$, which means that it is proven that the two measurement indicators of the Workload variable are consistent (reliable). Thus, of the six indicators of Workload measurement that have proven valid and reliable, only indicators one and two will be used later in

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testing the research hypothesis. The results of the validity test for the Job Stress variable show that of the four measurement indicators, three indicators prove valid because they produce an outer loading value > 0.5. In contrast, one other indicator is invalid because it produces an outer loading value < 0.5, namely indicator two. The discriminant validity test for three valid indicators produces an AVE value of 0.601 > 0.5, which means a proven relationship exists between the indicators in forming the Job Stress variable. The reliability test results for the three valid Job Stress indicators yielded a Composite Reliability value of 0.813 > 0.7, which means that the three indicators of Job Stress proved consistent/reliable. Thus, of the four indicators for measuring Job Stress that have proven valid and reliable, only three indicators.

3. RESULT AND DISCUSSION

Demographic Respondent

The most respondent were male (69,2%), most of them were 20-30 years old (39,4%), and the last education was Diploma (43,4%).

Statistic Descriptive

The data processing results showed that employees at the shipping company do not felt the perceived fear of covid with an average value of 2.6730. Employees feel a sufficient workload (mean = 3.552) due to increased online purchases, which causes the workload of shipping company employees. Employees also feel enough work stress, with a mean of 3.0633, due to increased workload with the high flow of goods delivery in Jakarta, but employees feel satisfaction at work, with a mean of 3.6018 due to the increased income that employees get good superior support, and work environment which supports.

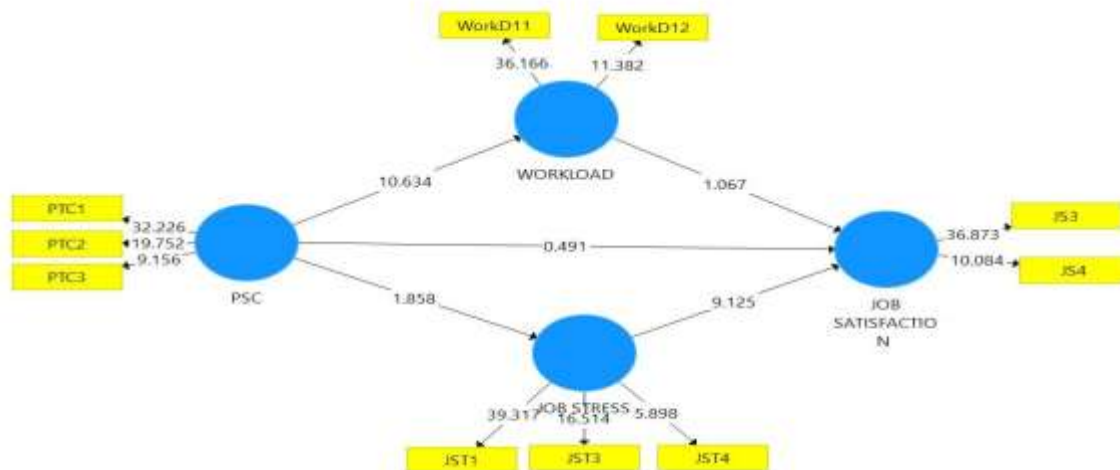


Figure 1. Research Model Results

Model Accuracy Testing

1. Multicollinearity Testing

Multicollinearity testing tests that the independent variables in the research model may not be related. The processing results for the multicollinearity test can be seen in table 1. The multicollinearity test was only carried out on a regression model with more than one independent variable, whereas in the PLS-SEM model, it was only on the Job Satisfaction equation. Processing results show that the VIF values for the three independent variables in the Job Satisfaction model have a VIF value <10, meaning there is no multicollinearity between the three independent variables. Thus, it can be concluded that the assumption that no multicollinearity is required in the model is met. More details can be seen in Table 1.

Table 1: Multicollinearity Testing

Independent Variable	Job Satisfaction	Job Stress	Workload
Job Stress	1.021		
perceived threat of Covid-19	1.423	1.000	1.000
Workload	1.399		

Source: PLS-SEM

2. Coefficient determination (R-Square)

Testing the fit model for the SEM-PLS model is indicated by the coefficient of determination, it can be explained as follows: a. For the Workload model, an adjusted R square value of 0.281 is obtained, which means that the variation or behavior of the independent variable, namely the perceived threat of Covid-19, can explain the variation of the dependent variable, namely the workload of 28.1%. In comparison, the remaining 81.9% is a variation of the variable other independents that affect workload but are not included in the model, b. For the Job Stress model, an adjusted R square value of 0.015 is obtained, which means that the variation or behavior of the independent variable, namely the perceived threat of Covid-19, can explain the variation of the dependent variable, namely the Job Stress of 1.5% while the remaining 98.5% is a variation from other independent variables that affect Job Stress but are not included in the model, c. For the Job Satisfaction model, an adjusted R square value of 0.217 is obtained, which means that the variation or behavior of the independent variables, namely the perceived threat of Covid-19, Workload, and Job Stress, can explain the variation of the dependent variable, namely Job Satisfaction of 21.7% while the remaining is 78.3% is a variation of other independent variables that affect Job Satisfaction but are not included in the model. The results of testing the fit model above are still relatively low, considering that this study does focus on variables used explicitly in research.

Hypothesis Test

The processing results for testing the research hypothesis are shown in table 2

Table 2. Summary of Hypothesis Testing Results

	Hypotheses	Coefficient	t- Statistics	p- value	Decision
H ₁	Perceived threat of Covid-19 has a positive effect to workload	-0,533	11,288	0,000	Not Supported
H ₂	Perceived threat of Covid-19 has a negative effect to job satisfaction	-0.039	0.519	0.302	Not Supported
H ₃	Perceived threat of Covid-19 has a positive effect to job stress	0.139	2.010	0.022	Supported
H ₄	Workload has a negative effect to job satisfaction	0.085	1.007	0.157	Not Supported
H ₅	Job stress has a negative effect to job satisfaction	-0.455	8.766	0.000	Supported
H ₆	Perceived threat of Covid-19 has an effect to job satisfaction mediated by workload	-0,063	1,898	0,029	Supported
H ₇	Perceived threat of Covid-19 has an effect to job satisfaction mediated by job stress	-0.045	1.002	0.317	Not Supported

Source: PLS-SEM

First hypothesis was carried out to test whether there is a positive effect between the perceived threat of Covid-19 on workload. The processing results are indicated by an estimated coefficient of -0.553, which means that an increase in the perceived threat of Covid-19 will reduce the workload, and conversely, a decrease in the perceived threat of Covid-19 will reduce the workload. These findings indicate that the hypothesis stating that there is a positive effect between the perceived threat of Covid-19 on workload is not proven. Employees feel less threatened by the increase in Covid-19. They no longer fear the disease and think the Covid-19 virus is like the common cold virus. They are also not too stressed and afraid they will get infected if they are near other people, but they are still careful while following the health protocol. With the threat of an increase in Covid-19, their working hours are shorter, and they can determine their own daily working time because they can do their work at home (WFH) and work (WFO). Employees no longer feel negative emotions and psychological pressure that led to unsafe conditions such as anxiety and anxiety because they perceive Covid-19 as not a threat to be worried [17], [33]. With the increasing threat of Covid-19, they think that they do not have to be required to work hard. They do not have much work to do. They also do not feel a shortage of time to complete their work because the work they must do can be done utilizing a combination of WFH and WFO. In addition, conflicts in the workplace have decreased.

The processing results for hypothesis two are indicated by an estimated coefficient value of -0.139, which means that an increase in the perceived threat of Covid-19 will reduce job satisfaction, and conversely, a decrease in the perceived threat of Covid-19 will increase job satisfaction. The p-value of

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the t statistic is $0.302 > 0.05$, so H_0 is supported so that the hypothesis stating that there is a negative effect between the perceived threat of Covid-19 on job satisfaction is not proven. With the increase in Covid-19, it is not proven that employee Job Satisfaction has decreased. Based on the results of the study, it was shown that employees working at shipping companies did not feel any threat from Covid-19 because when the pandemic was hitting Indonesia in particular, shipping company employees continued to work with more workloads due to the increased flow of purchases on online shopping during the pandemic. By not feeling any threat from Covid-19, employees are satisfied with the working conditions carried out during Covid-19 [6]. The company has implemented strict protocols; employees are provided with adequate facilities such as masks, face shields, and hand sanitizers even if exposed to covid; the company will provide material assistance if the employee must be treated due to Covid 19. Employees will continue to maintain the work they are doing and never feel bored with their work even though there is a risk of contracting the Covid-19 virus [48]. Employees are also quite satisfied with their income because, with an increased workload, they get additional income. Employees are still satisfied with their superiors' support for their work and feel that good relations with fellow employees are maintained.

Then, for hypothesis three was carried out to test whether there is a positive effect between the perceived threat of Covid-19 on Job Stress. The processing results are indicated by an estimated coefficient value of 0.139, which means that an increase in the perceived threat of Covid-19 will increase job stress, and conversely, a decrease in the perceived threat of Covid-19 will reduce Job Stress. The p-value of the t statistic is $0.022 < 0.05$, so H_0 is not supported, and H_a is supported so that the hypothesis stating that there is a positive effect of the perceived threat of Covid-19 on job stress is proven. Work stress will also increase if employees have a high perceived threat of Covid-19 [49]. However, from the research conducted at shipping companies, employees did not feel the perceived threat of Covid, so work stress also decreased [35]. Employees are aware that the workload during the pandemic and post-pandemic has increased due to many online buying and selling conducted by the people of Indonesia and Jakarta in particular. It could be that at the beginning of the pandemic when shipping company employees still had to come to work without any alternative for WFH, it could cause high stress. However, over time, when employees can live side by side with Covid, employees do not feel any work stress. Also supported by the age of employees who are still young and have better antibodies.

The results for hypothesis four are indicated by an estimated coefficient value of 0.085, which means that an increase in workload will increase job satisfaction, and conversely, a decrease in workload will decrease job satisfaction. These findings indicate that the hypothesis that there is a negative effect between workload and job satisfaction is not proven. Employees can determine their own daily work time; there is plenty of time to complete their work, so they will be satisfied with the work they are doing and quite satisfied with the income provided by the company because they understand the economic and financial conditions of the company affected by Covid-19. In addition, conflicts at their workplace are also low because they have good relationships with fellow employees to create a harmonious working atmosphere and result in higher satisfaction at work even though Covid-19 is still ongoing. They do not feel required to complete work quickly, which impacts their psychological conditions, such as fatigue and anxiety at work. Regarding rewards and income, it shows that employees are satisfied with what they get for their services.

Hypothesis five wants to test that there is a negative effect between job stress and job satisfaction. Processing results are indicated by an estimated coefficient value of -0.455, which means that an increase in job stress will reduce job satisfaction, and conversely, a decrease in job stress will increase job satisfaction. The p-value of the t statistic is $0.000 < 0.05$, so H_0 is not supported, and H_a is supported so that it can be concluded that the hypothesis stating that there is a negative effect between job stress and job satisfaction is proven. It was found that employees were satisfied with the conditions of their current work, did not want to move from their jobs, and were enthusiastic about their work because in doing their work, they did not feel anxious and afraid of the increase in Covid-19, did not feel anxious and nervous about starting their work [17]. Because of the virus, do not consider moving on to another job. They do not have negative perceptions or feel threatened by the current Covid-19 virus. Employees at shipping companies provide an environment that their employees like, and many employees agree that they like the work environment they have [24]. When viewed from psychological symptoms where the excessive workload can affect health, it will encourage employee dissatisfaction with their work. This is usually characterized by low morale and feeling that their health is compromised due to too much work. This study reinforces previous research, stating that stress can affect job satisfaction [39]; [29].

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Hypothesis six carried out to test the workload for mediating the effect of the perceived threat of Covid-19 on job satisfaction. From the processed results, an estimated coefficient value of -0.063 was obtained, which means that an increase in the perceived threat of Covid-19 will reduce job satisfaction with the workload as mediation and vice versa. Decreasing the perceived threat of Covid 19 will increase job satisfaction with the workload as mediation. With a p-value of the t statistic of $0.029 < 0.05$, H_0 is not supported, and H_a is supported so that the hypothesis stating that workload mediates the effect of a perceived threat of Covid-19 on job satisfaction is proven. This means that if employees feel a threat from Covid-19 and with a high workload, it will reduce job satisfaction [50]; [36], and last hypothesis seven was carried out to test job stress to mediate the influence of the perceived threat of Covid-19 on job satisfaction. From the processed results, it was obtained an estimated coefficient value of -0.045, which means that an increase in the perceived threat of Covid-19 will reduce job satisfaction with job stress as mediation, and conversely, a decreased perceived threat of Covid 19 will increase job satisfaction with job stress as mediation. With a p-value of the t statistic of $0.317 > 0.05$, H_0 is supported so that the hypothesis stating that job stress mediates the effect of the perceived threat of Covid-19 on job satisfaction is not proven. So, the work stress felt by the shipping company employees is not the main factor in the influence of the perceived threat of covid on job satisfaction [51].

4. CONCLUSION

This research was conducted on 190 expedition service employees and used the PLS-SEM method to test the hypotheses. Seven hypotheses are proposed in this study, and four hypotheses are not supported. The perceived threat of Covid has no positive effect on workload, no adverse effect on job satisfaction, and has a positive effect on job stress. Workload has no negative impact on job satisfaction, and job stress has a negative effect on job satisfaction. Workload as a mediated perceived of Covid on job satisfaction and job stress does not mediate the impact between perceived Covid on job satisfaction. The sample in this study was only 190 shipping service employees in Jakarta. The variables used are only perceived of covid, workload, job stress and job satisfaction. Based on the results of the research above, there are several suggestions as follows in the next research, you can conduct research on other service sectors such as hospitals and add other variables such as burnout [52].

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