

LITERATURE STUDY OF WORK ACCOMPANIMENT MUSIC EFFECT ON EMPLOYEE PRODUCTIVITY IN SEVERAL COMPANIES

Studi Literatur Pengaruh Musik Pengiring Kerja Terhadap Produktivitas Karyawan Di Beberapa Perusahaan

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ABSTRACT

Increased employee productivity can provide benefits for the company. However, instability of employee productivity can cause some companies to find losses. Accompaniment music at work can be used as a solution to increase employee productivity. This study aims to determine the effect of accompaniment music at work on employee productivity in few companies. This study used a literature study method by reviewing 16 articles obtained from Google Scholar. The criteria for the articles used in this study discussed topics related to accompaniment music at work and employee productivity in several companies at least the last 10 years. Some data that have been collected will be analyzed using a description analysis flow. The results of the study showed that accompaniment music at work has a significant effect on employee productivity in several companies, that productivity was influenced by work environment factors, work spirit, cooperation, work loyalty, work speed, work stress, workload, fatigue, comfort, education level, age, work experience, gender, training, mental, and physical abilities of employees, as well as the relationship between superiors and subordinates. The form of increased employee productivity after accompaniment music while working are work being completed quickly and the results of the product or goods produced exceeding the target.

Keywords: Music, Productivity, Employees

ABSTRAK

Meningkatnya produktivitas karyawan dapat memberikan keuntungan bagi perusahaan. Namun karena produktivitas karyawan yang cenderung tidak stabil, menyebabkan beberapa perusahaan mengalami kerugian. Musik pengiring kerja dapat dijadikan sebagai salah satu solusi untuk meningkatkan produktivitas karyawan. Penelitian ini bertujuan untuk mengetahui pengaruh musik pengiring kerja terhadap produktivitas karyawan di beberapa perusahaan. Metode penelitian yang digunakan dalam penelitian ini adalah metode studi literatur dengan mengkaji sebanyak 16 artikel yang didapatkan dari google scholar. Kriteria artikel yang digunakan adalah artikel yang membahas mengenai topik yang berhubungan dengan musik pengiring kerja dan produktivitas karyawan di beberapa perusahaan pada 10 tahun terakhir. Beberapa data yang dikumpulkan akan dianalisis menggunakan alur analisis deskripsi. Hasil pengkajian menunjukkan bahwa musik pengiring kerja berpengaruh secara signifikan terhadap produktivitas karyawan di beberapa perusahaan, dimana produktivitas ini dipengaruhi oleh faktor lingkungan kerja, semangat kerja, kerjasama, loyalitas kerja, kecepatan kerja, stress kerja, beban kerja, kelelahan, kenyamanan, tingkat pendidikan, usia, pengalaman kerja, jenis kelamin, pelatihan, mental dan kemampuan fisik karyawan, serta hubungan antara atasan dan bawahan. Produktivitas karyawan dapat meningkat setelah diberi perlakuan mendengarkan musik berupa pekerjaan menjadi cepat selesai dan hasil produk atau barang yang dihasilkan melebihi target.

Kata kunci: Musik, Produktivitas, Karyawan

INTRODUCTION

Employees have an important role in achieving company goals. It starts from preparing work plans to evaluating activities. Thus, employee productivity becomes an important aspect for companies to support in achieving goals (Luftim in Muhammad and Roni 2020). To increase employee productivity, companies must pay attention to the placement of employees according to their educational background and expertise, implement a strict recruitment selection process, provide education, training, and compensation in the form of incentives based on the work and responsibilities of employees (Andi, 2020). Besides that, the company must also pay attention to the work environment in which employees work.

The work environment is an important thing in the work process. A comfortable work environment will make employees work optimally. Many companies experience a decline in production due to unstable employee productivity. This can be influenced by several things, for instance a job that is too monotonous thus it makes them bored, fatigue, and work stress due to an excessive workload or an inappropriate division of work shifts, as well as non-physical factors such as superior-subordinate relationships and etc. Employee productivity can also be seen from the comfort and work spirit of an employee. There are 3 main elements to assess productivity criteria, including work enthusiasm; ways of working; and work results. Productivity can be measured by the spirit of work in completing the task based on the established way of working, so that satisfactory work results are obtained.

Some companies make an effort to obtain optimal production by increasing employee productivity first. Work accompaniment music can be used as an alternative solution. Music can be used to overcome employees who feel bored, stressed, not enthusiastic, tired, and even sleepy. The provision of work accompaniment music must be adjusted to the musical tastes preferred by employees. Music has various types depending on everyone's taste and some of these types of music have been proven to have a positive influence on employees in the workplace.

According to research conducted by Herry, et al (2014) entitled "The Effect of Song Preference on Physical Work Performance," it has been found that song

preferences that employees like have a significant effect on physical work performance. Employees tend to match their footsteps to the music when moving goods from one place to another. Music has also been proven to have a comfortable working effect on employees of the financial division of Bank BCA (Alfiah, 2018). According to Intan (2014), Mozart's type of music has been proven to reduce the stress level of employees at PT. Graha Kanindo Syariah Center due to the slower tempo strains can provide calm and peace to workers. The results of this study are supported by research conducted by Iqbal and Lestari (2012), that classical music can help reduce employee stress levels at PT. OTO Multiartha Accounting because the slow music can make employees relax. According to research by Murwanti and Endang (2013), dangdut music can increase the productivity and morale of the cigarette rolling employees at the Bondowoso black crow cigarette factory. The results of rolling cigarettes obtained when listening to work accompaniment music are more than not listening to work accompaniment music.

Based on the description above, researchers are interested in knowing the effect of work accompaniment music on employee productivity in several companies.

METHOD

The research method used in this study was a literature study method by reviewing 16 articles obtained from Google Scholar. The criteria for the articles used were articles that discuss topics related to work accompaniment music and employee productivity in several companies in the last 10 years. Articles that met the criteria were 16 out of 22 articles and there were no articles that met the criteria in other or international references. Some of data collected will be analyzed using a description analysis flow. The analysis flow was in the form of explaining or describing the information obtained, then providing a review. Interpretation not only describe, but also conveyed sufficiently. Data obtained were used to determine the variables that can affect work productivity and the benefits of work accompaniment music to employees.

RESULTS AND DISCUSSION

Work Productivity in Industrial Psychology

According to Siagian in Muhammad and Roni (2020), work productivity is the ability to obtain the maximum benefit from the available facilities and infrastructure so as to produce optimal output. Productivity is an increase in work results and skills that can produce goods or services, where this is influenced by the expertise of employees (Dini, et al 2020). According to Imran (2017), productivity is related to quality and quantity. This is influenced by age, education level, work experience, and gender. Workers of productive age will quickly complete tasks and easily understand existing technology compared to non-productive age. Likewise, workers who have a higher education level and more experience will be able to complete work quickly because they have mastery of the tasks given. Gender also affects productivity, men are more likely to have high productivity than women because of the physical strength that men have. Meanwhile, according to Serdamayanti in Andi (2020), work productivity is the result of work both in quality and quantity that is achieved by an employee in carrying out a given task. There are 4 productivity indicators, namely work quantity, work quality, work creativity, and job knowledge. Meanwhile, according to Mangkunegara in Muhammad and Roni (2020), 4 indicators to measure work productivity are work quality, work quantity, task execution, and responsibilities.

Factors Affecting Work Productivity

According to Imran (2017), factors that can affect productivity included: first, the level of education. Education makes a person have broad insight and knowledge hence it makes a person have high work productivity. Second, the influence of age. Someone who is still young has a strong physique thus they can work optimally. Third, the influence of work experience. If someone already has a lot of work experience, he will tend to be skilled in doing the job. Fourth, gender. Men have a high level of participation in work thus men are usually more selective in choosing jobs that they think are suitable. This is because they are the breadwinners of the family. Of the four factors, the age factor is the most dominant among the others. According to Sudarmin and Nova (2018), other factors also affect employee work productivity, including training provided to employees to train skills and how

to use tools appropriately, employees' mental and physical abilities, as well as the relationship between superiors and subordinates such as how superiors view them. According to Wahyuningsih (2018), work productivity is influenced by the work environment because a conducive work environment will make employees feel comfortable, feel like home, and also the place to work.

According to Hazin and Dedy (2020), factors that affect productivity include: first, work spirit. Morale is measured by absenteeism by superiors so that this will make employees disciplined. Second, cooperation. Cooperation becomes strong and quality when all employees contribute to each other by using their abilities optimally. Third, work loyalty. Good work loyalty has an effect on high productivity, this can be seen from the length of time he works and how much attention and ideas are given. Fourth, work speed. The speed of work will make the time achieved faster, but usually the results are not on target

Effective Use of Music at Work

Music has many benefits, especially in the field of work. Music is often used to reduce stress, workload, and fatigue in employees. Music is also often associated with its influence on the comfort and productivity of employees in a company. Several studies have examined the effect of work accompaniment music on several problems in a workplace and the results were found to have a significant effect.

First, job stress is something that almost all employees have. Work stress is a physical and emotional disturbance caused by the work being carried out, such as an uncomfortable environment, conflicts between employees, work shifts, and the workload given. Work stress is often ignored hence it unconsciously affects the productivity of the employees themselves. In several studies, it is stated that music has a significant effect on reducing work stress levels in employees. According to research by Iqbal and Lestari (2012), entitled "The Influence of Classical Music on Reducing Work Stress Levels of Employees of PT. Oto Multiartha Accounting" to 20 respondents including 10 control groups and 10 experimental groups, where the treatment was conducted 10 times for 2 weeks and classical music was played when the break

was over, from 14.00 to 16.00. The results of the pre-test and post-test measurements were different in the experimental group and there was no difference in the control group. The experimental group that had been treated, such as listening to classical music, experienced a decrease in feelings of irritability, anxiety, tension, and boredom as well as headaches and lower back pain. Tiredness is also not felt since the music is played. This study is in line with the research of Erina, et al (2020) using Mozart's classical music which examined "The Effectiveness of Music Therapy on Reducing Nurse Work Stress in the Outpatient Installation of the Harapan General Hospital of Ibu Purbalingga during the Covid-19 Pandemic" to 31 nurses for 20 minutes with ear phone which is applied 3 times in 3 days. The results of this study indicate a difference after being given Mozart music therapy. Before being given therapy, the employee's stress level was in the category of moderate work stress, which was 61.3% and decreased after being given music therapy, was into the category of mild work stress of 96.8%. Nurse work stress is caused by workload, work situation, and working conditions, such as lack of cooperation with other teams, preparedness to deal with patient complaints, and fear of contracting disease. There are also many studies that support using classical music, because a slower tempo will make a person feel calm and peaceful when listening to it. Second, workload is a work activity that must be completed within a predetermined time period by the company. The workload is categorized into two, namely physical workload and mental workload. Physical workload is work that is dominantly performed with muscles or energy, while mental workload is work that is dominantly conducted by the brain or thinking. An employee can certainly have two of these workloads or only one, it all depends on what work is being performed. There are several studies that examine the effect of work accompaniment music on physical workload and mental workload. A study conducted by Widiyarini (2018) examined the effect of music therapy on the mental workload of employees. The cause of the mental workload is because all work processes are still performed manually, the type of monotonous work that causes boredom, as well as the high target demands from the company thus the employee has high

pressure, irregular work shifts, work environment factors, as well as personal problems that carry over to work. Researchers conducted research on 30 male employees in the production department of the Plastic Inspection section. Prior to the application of music therapy, questionnaires were distributed about what kind of music they liked. The application of music therapy is applied during breaks for 2 weeks in each shift, such as the morning shift, afternoon shift, and night shift. The results of data processing indicate that there is a decrease in mental workload after the application of music therapy and motivational provision in each work shift, including the morning shift from 76.78 to 53.34; day shift 77.97 to 54.43; and night shift 80.0 to 55.45.

Third, according to research conducted by Witha and Sumbodo (2015) "The Effect of Music on Work Fatigue," fatigue is caused by work that is too monotonous, workload, length of work, work environment, and mental state. Fatigue can be in the form of physical exhaustion or mental fatigue. Physical fatigue such as aches or pains in the muscles, while mental fatigue such as feeling bored with the work being done. One way that can be performed to overcome work fatigue is to change the conditions of the work environment to be comfortable. Giving music can also be used as a solution to work fatigue for employees. This study used 20 employees in the suction machine with 10 employees in each control group and 10 employees in the experimental group. The measuring instrument used is work fatigue. The results showed that there are differences in pre-test and post-test scores in the experimental group or it can be said that work fatigue before being given music is higher than after being given music.

Fourth, comfort is the most important thing in doing a job, because if someone already feels comfortable with the work he is doing, then that person will be enthusiastic and comfortable with the job and can increase productivity or work performance. There is a study that also examines the effect of music on the comfort of workers in a company and the results are proven to have a significant effect. This research was conducted by Alfiah Akbar (2018) who examined 30 employees (15 experimental groups and 15 control groups) in the finance division at BCA bank. The control group is employees who are used to listening to music while working, while the

experimental group is employees who previously did not listen to music while working. This study was measured using a work comfort questionnaire and observation. After several experiments, it was found that background music had a significant effect on the incidence of work fatigue among employees of the financial division of BCA.

Based on the description above, it can be concluded that work accompaniment music has a significant effect on reducing work stress levels, workloads, and employee fatigue, as well as creating employee comfort at work.

The Effect of Work Accompaniment Music on Employee Productivity

Based on the description of the 16 articles above, productivity is a concept that relates the results (amount of goods and services) to the sources (number of labor, models, energy, etc.) that are used to produce these results. Productivity is influenced by knowledge, skills, abilities, attitudes, and behaviors. From several explanations regarding the effect of work accompaniment music on work stress, workload, work fatigue, and work comfort, it can be said that indirectly work accompaniment music has a significant effect on employee productivity. This is because to achieve a high level of productivity, an employee must be comfortable with where he works and be enthusiastic or enthusiastic about the work he is doing. Not only that, but the level of stress, workload, and fatigue experienced by employees will also greatly affect productivity because if an employee is stressed, tired, and has an excessive workload, it will cause employee productivity in a company to decrease. There are three main elements that are used to assess the productivity criteria, namely work enthusiasm, work methods, and work results. Several studies have found that when an employee in the company is able to produce more than the product or item that has been set as a target, then the employee has high productivity within the company. Hence, it will benefit the company. Work productivity can be measured by the spirit of work in completing the assigned tasks, based on the established method, thus satisfactory work results are obtained. There are several factors that can be used to increase productivity, including: interesting work, good wages, security and protection, appreciation of the meaning of

work, work environment or atmosphere, promotion and self-development of employees in line with company development, feeling involved in all organizational activities, understanding and sympathy for personal problems, leadership loyalty to employees, and hard work discipline.

The description above is reinforced by research conducted by Murwanti and Endang (2013), that work accompaniment music has a significant effect on employee productivity as measured by the results of rolling cigarettes produced by 90 workers for 6 working days. Before being given music, it produces 799,760 cigarette rolls or if the average is 133,293.33 while after being given music, it is 873,180 or if the average is 145,530. The results of rolling cigarettes increased by 8.4% with the presence of work accompaniment music. Therefore, it can be seen that music is proven to have a significant effect on employee productivity in a company. The selection of the use of music tempo is adjusted to the criteria of the respondents used, because this can affect the results of the study. Thus, the results of the literature review from 16 articles can be concluded that work accompaniment music has a significant effect on employee productivity in several companies.

Research Limitations

Researchers only use references from national journals, thus they did not see the effect of work accompaniment music on employee productivity in companies with a wide scope, such as international scale.

CONCLUSION

Work accompaniment music is one of ways to increase employee productivity. Employee productivity is influenced by several factors, namely: work environment factors, work spirit, cooperation, work loyalty, work speed, work stress, workload, fatigue, comfort, education level, age, work experience, gender, training, mental and physical abilities of employees, as well as the relationship between superiors and subordinates. There are many studies that have tested that work accompaniment music has a significant effect on the factors that affect the productivity. Research on the effect of work accompaniment music on employee productivity is also widely conducted. There are three main elements used to assess the productivity criteria, namely work

enthusiasm, work methods, and work results. Work results are the main elements that are often used in measuring employee productivity, namely by comparing the results of products or goods produced before and after being given the treatment of listening to music.

SUGGESTION

It is hoped that it can be a reference for readers and workers who are in a similar situation hence their daily activities can be productive again. Music will be one solution that is useful and effective to use.

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