

The Effect of Work Loads on Work Satisfaction with Work Structure as a Variable of Mediation

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Abstract

Job satisfaction is one of several factors that is very important to get results maximum. Satisfaction can be influenced by several factors, organizations need to pay attention these factors to increase employee job satisfaction. The purpose of the research to find out the influence of workload on job satisfaction with work stress as a variable mediation. This research was conducted at the University. Number of samples 55 employees were taken, using the saturated sample method. Data collection method with survey with a questionnaire as a tool and interviews. Path analysis is used to get results so that the workload is found to have a positive effect on work stress, if the workload Employees increase employee work stress will increase. Workload has a negative effect on job satisfaction, when workload increases, job satisfaction decreases, and vice versa.

Job stress has a negative effect on job satisfaction. Job stress increases, job satisfaction decreased, and vice versa

Keywords: *Work load, job satisfaction, work stress.*

Introduction

The factors involved in job satisfaction are essential to improve worker happiness. One of those psychological problems most often encountered in recent years are stress and related illness with stress, because the ever-changing world, everyone is affected by stress regardless of age, gender, profession, social or economic status²⁶. The consequence of globalization for employees is change with certain demands, if the employee can not adapt then the old it will be regarded as a source of stress.

Subject of this research is lecturer of University, this company move in some fields, initially this company stands just move on field of ship and oil agency. The company has been able to expand to several divisions to date, The company has a very growth rate both of which are believed to be the number of newly formed subsidiaries and the widespread branch of subsidiaries. Number of employees on duty at the headquarters is 55 people. Organizational job satisfaction is indicated by several attitudes among others attitudes of members of the organization, absenteeism or absenteeism, delays⁴.

Lecturer University mentioned, many employees who arrived late or go home ahead without the knowledge of superiors. Attendance of University in Jakarta. There are some lecturers who do not come to work for no reason. The personnel department says there are often employees who permit a few hours or several days to attend religious ceremonies. Problems that occur, the widening of the division and the increase of the subsidiary makes the focus the director is divided into several divisions. This will decrease the spirit, work motivation, increased work stress so that job satisfaction decreased. Employees who used to be at the maturity division felt little attention director.

The heaviest burden is felt today permit, this will make employees feel the work is too heavy coupled with deadlines deposited monthly reports to superiors. Job satisfaction is the opinion of the employee fun or not about his job, the feeling is visible from the behavior both employees to the job and all the things that dialamidi work environment¹¹. According to the conclusion⁸ mentions the workload is a number of activities that require expertise and must be done in the run time in a

physical or psychic form. States workload is a job task may be a source of stress like work requires working quickly, producing something and concentrating from stress work. According the period of time in doing job activity in accordance with the capabilities and employee capacity by not showing signs of fatigue.

Stress that occurs in the workplace causes organizations bear the burden: low quality of service, staff turnover high, corporate reputation becomes bad, corporate image becomes bad, workers' discontent. The impact of job stress can be grouped into three categories are physiological symptoms, psychological symptoms, behavioral symptoms. Sources of work stress include, sources stress outside the organization, the source of stress from the organization, the source of group stress, the source individual stress¹⁷. Mentioned several causes of stress in the workplace are life changes, hassles, work stress, career and development workload directly related to how the workload of employees .

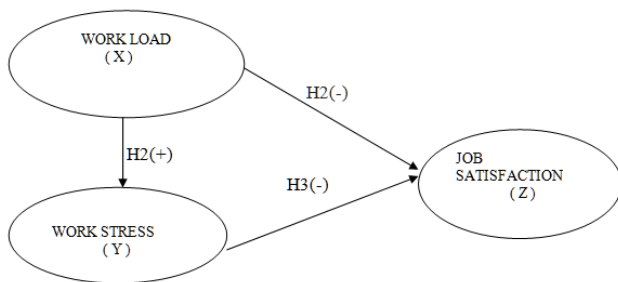


Figure 1: Conceptual Model of Research

H1: work load positively affects work stress:

Found that the workload is high have a negative effect on job satisfaction². Give results, there is a significant negative relationship between work load and satisfaction work²³. In the study, states that job satisfaction affected by the day-to-day workload, employees are more satisfied when they are given a lower workload. Lower job satisfaction found in higher workloads²⁰. Find nursing staff which have an objective workload tend to have a degree of satisfaction work greater than the high objective workload.

H2: Workload negatively affects Job Satisfaction:

Find job satisfaction is negatively affected by work stress. Working stress has negative effect on job satisfaction. Stress work including factors that affect job satisfaction. Stress and job satisfaction is negatively related. Research conducted states there is a strong relationship of job stress to job satisfaction⁶. Suggest that increased stress is linked with decreasing job satisfaction²¹. States exist

a significant relationship stress with job satisfaction²². Found that there are many stress factors which is related to work which leads to decreased satisfaction between pharmacist. Job stress negatively affect Job Satisfaction. By statistics can be shown that job stressor has a significant negative effect against job satisfaction .

H3: Job Stress negatively affects Job Satisfaction:

The research hypothesis is summarized in Figure 1.

Method

This research is associative, research method using method quantitative research instrument using Likert Scale, collection technique data using interviews, questionnaires and observations. Saturated samples are used ie as many as 55 people. Data analysis using Path Analysis. University is chosen because job satisfaction is considered very important in progress company to date. object of research that is work load, job satisfaction and work stress. Workload (X) as an exogenous variable, work stress (Y) as variable of job satisfaction mediation (Z) as endogenous variable.

Test Validity using Pearson correlation test with the provision if the value greater than 0.3 means valid, reliability test using Cronbach Alpha provided that a value greater than 0.6 means reliable.

Data analysis techniques use path analysis to analyze an unherual causal relationship between variables that are arranged accordingly temporary order. The steps taken create a diagram the pathway of the research model, building structural equations, calculating the theory trimming, partial effect test, test sobel, summarize and conclude.

Results and Discussion

Characteristics of respondents based on 4 aspects, namely age, gender, duration work (year) and education level. The questionnaire distributed was 55 and back as many as 55 questionnaires. Respondents with age above 35 years, type male sex, long working 0 to 5 years san level and diploma education bachelor who dominated as much as 54.55 percent, 83.63 percent, 47.27 percent, 54.54 percent.

Assessment of respondents to the workload is good, seen from the average score of total score of 3.34. Assessment of respondents to work stress is good, seen from the average score of total score of 3.36. Assessment of respondent to job satisfaction variable is good seen

from the average score of the total score is 3.77.

Affects workload on job satisfaction, seen H0 denied and H1 is accepted. Because there is an influence between the two variables, the magnitude known effects of standardized coefficient β sebesar - 0,237 or - 23,7 percent which means workload has a negative effect on job satisfaction of 23.7 percent. The effect of this magnitude is significant because of the significant value of 0.00.

The effect of job stress on job satisfaction is seen this denied H0 and H1 be accepted. Because there is an influence between the two variables, the magnitude of influence known from standardized coefficient β - 0.846 or - 84.6 percent of which mean work stress negatively influence to job satisfaction equal to 84,6 percent. The effect of this magnitude is significant because of the significant value of 0.00.

Conclusion

Workload has a negative effect on job satisfaction with job stress as a mediation variable. Work load positively affects the work stress on University in Jakarta. Workload negatively affects satisfaction work at University in Jakarta. Job stress has negative effect on job satisfaction at University in Jakarta. The company should give notice before giving assignment for employee workload not heavy. Companies should not set too high a target and task demands to reduce employee stress. The boss needs to give positive feedback to improve employee job satisfaction. Company is expected to maintain and improve the provision of sufficient time to complete an assignment to smooth the workload, pay attention to rising positions in work and pay attention to the position accordingly with the employee's ability to reduce job stress and the salary provided must be fair in accordance with the work that employees do.

Ethical Clearance: Taken from research group committee

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Conflict of Interest: Nil

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