



The Effect of Stress and Job Satisfaction on Organizational Commitment Secretariat of Banyuasin Regency Board



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Abstract

This study aimed to determine job stress and job satisfaction on organizational commitment at the Secretariat of the Regional House of Representatives of Banyuasin Regency. The population is all Civil Servants (CS) and temporary employees in 2020 as many as 220 employees. The sampling technique is random sampling. Multiple linear regression analysis results show that work stress has a negative and significant effect on organizational commitment. Job satisfaction has a positive and significant effect on organizational commitment. Perceived work stress shows that some employees do not experience too much work stress, which impacts organizational commitment. To providing job satisfaction to employees, it is hoped that adjustments can be made to the salaries given to employees, especially non-CS employees.

Keywords

civil servants;
employees;
job satisfaction;
job stress;
organizational
commitment;

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1 Introduction

The secretariat office of the Banyuasin district council is one of the regional work units (DCRWU) whose task is to carry out affairs within the government. Based on interviews with several employees, there is a phenomenon of work stress that occurs, such as the number of employees who are still very lacking to help complete work effectively and on time to cause employee stress levels due to the many burdens and responsibilities given to employees challenging to achieve, the more critical interests will take precedence. The concept of work stress is an employee who always tries to achieve the target in his work and will ultimately affect the employee's job satisfaction. There is a relationship between stress and satisfaction; when job stress increases, it will decrease job satisfaction (Vithana et al., 2012; Susanty & Miradipta, 2013; Gupta et al., 2014; Voon et al., 2011; Lewig & Dollard, 2003).

Table 1
Recapitulation of workload analysis (RWA) office of the secretariat Banyuasin District Council 2020

No.	Position	Existing Employees	Ideal Needs	Strengths/Weaknesses
1	Planning Analyst	1	3	-2
2	Financial Report Manager	3	5	-2
3	General Administration	7	7	0
4	Public Relations Analyst	1	2	0
5	Conference Manager	2	4	-2
6	Treasurer	1	3	-2
7	Legal Administration	1	3	-2
8	Cleanliness	8	8	0
9	Personal Manager	1	2	-1
10	Application Data Manager and Management Financial System	1	3	-2
Total		26	39	-13

Data Source: Banyuasin District Council Secretariat, 2020

Table 1 shows the recapitulation of the workload analysis (RWA) at the Banyuasin Regency Council Secretariat in 2020. The table shows that there is still a shortage of employees in several types of positions, including one such as the planning analyst position, which only has one employee. By showing the shortage of the number needed by employees in certain positions, it shows that the workload that the employee will face is more, which should be a position level filled with the ideal number that has been determined, but in that position, only a few employees are filled with workload and time. In short, it shows that they still need several employees to help complete their work effectively (da Cruz Carvalho et al., 2020; Indahyati & Sintaasih, 2019).

Table 2
Job satisfaction factors based on complaints from employees at the Banyuasin Regency Council Secretariat in 2020

No.	Job Satisfaction Factors	the year 2020		
		Percentage (%)	Employee Satisfaction	Employee Dissatisfaction
1	Pay	83	45	9
2	Promotion	70	38	16
3	Supervision	74	40	14
4	Allowance	63	34	20

5	Bonus	77	42	12
6	Training	67	36	18
7	Work Colleague	70	38	16
8	Working Time	68	37	17
9	Communication	76	41	13
	Total	646	39	15
	Average	71.77%	72%	28%

Data Source: Banyuasin District Council Secretariat, 2020

Based on the data in Table 2, it shows that in 2020 employee complaints seen from job satisfaction factors, several aspects become employee complaints, including the lowest percentage shown in the allowance aspect of 63% so that there is a 20% level of employee dissatisfaction due to the disbursement of benefits which is always hampered by the administration which according to employees does not provide convenience for employees (Beebe et al., 2009; Raziq & Maulabakhsh, 2015). The training aspect of 67% with a dissatisfaction level of 18% shows that training at the Banyuasin Regency Council Secretariat Service lacks an understanding of the root causes of problems in work and handles problems from work so that employees are often less able to do their jobs. The last aspect that became employee complaints at work was 68% with a dissatisfaction level of 17% due to the excessive workload given by employees so that employees often could not go home on time or according to their needs and company procedures.

Table 3

Factors affecting organizational commitment at the secretariat of the Banyuasin Regency Council in 2020

No.	Factors Affecting	Frequency	Percentage (%)
1	Job Satisfaction	14	46.7
2	Work Stress	9	30.0
3	Work Environment	4	13.3
4	Organizational Culture	3	10.0
	Total	30	100.0

Data Source: Banyuasin District Council Secretariat, 2020

Based on the data in Table 3, It shows a summary of the results of employee interviews in September 2020 at the Banyuasin Regency Council Secretariat regarding the factors that affect organizational commitment at the Banyuasin Regency Council Secretariat in 2020, the job satisfaction factor shows the highest frequency of 14 with the percentage of 46.7%. At the same time, the lowest factor is shown in the organizational culture indicator with a frequency of 3 with a percentage of 10%. This shows that based on interviews related to the factors influencing organizational commitment at the Banyuasin Regency Council Secretariat Service in 2020, job satisfaction and work stress are the highest (Sy et al., 2006; Kondratyuk & Morosanova, 2014). So, in this study, the independent variables used are job satisfaction and job stress which show the highest results that affect organizational commitment. Thus, this study is to see further the effect of job stress and employee job satisfaction on organizational commitment at the Secretariat of the Banyuasin District Council.

2 Materials and Methods

The population in this study were all employees with state civil servants and non-SCA or honorary employees at the Secretariat of the Banyuasin Regency Council in 2020, with as many as 220 employees (Boddy, 2016; Grbich, 2012; Sgier, 2012; Reay, 2014; Harris et al., 2016). Automatic determination of the samples used in this study is a randomized sampling. Respondents in this study were all employees of the Banyuasin Regency Council Secretariat in 2020 who had the status of state civil servants and non-SCA or honorary workers who made up a population of 220 employees. Based on calculations using the Slovin formula, the sample of respondents in this study became as many as 141 respondents.

3 Results and Discussions

Results analisis regression

Table 4
Coefficients

Model	Coefficients		
		Unstandardized Coefficients	Standardized Coefficients
1		B	Std. Error
	Constant	2.015	.387
	Work stress	-.144	.076
	Job satisfaction	.458	.076
		Beta	

- The value of the constant shows a positive value with a value of 2.015. This shows that the level of organizational commitment at the Secretariat of the Banyuasin Regency Council is considered that without the influence of job stress and job satisfaction, the magnitude of the organizational commitment variable is 2.015.
- Variable regression coefficients job stress of -0.144 with a value of -1.895 stated that job stress negatively affects organizational commitment. This shows that with the increasing work stress, the decrease in organizational commitment will be -0.144.
- The value of the coefficient of job satisfaction has an effect of 0.458, with the value of 6.027 stating that job satisfaction positively affects organizational commitment. This shows that an increase of 1 unit of job satisfaction will increase organizational commitment by 0.458.

Discussion of research results

The Effect of Work Stress on Organizational Commitment at the Secretariat of the Banyuasin Regency Council
The analysis result obtained in this study indicates that job stress affects negative and significant impact on organizational commitment, so the hypothesis is first accepted. Based on Table 4.3, the results of respondents' assumptions on the extra-organizational stressor dimension show that the percentage of answers Strongly Disagree (0.00%), Disagree (3.90%), Neutral (42.20%), Agree (34.40%), and Strongly Agree (19.50 %). It is showed that work stress experienced by employees at the Secretariat of the Council Banyuasin covering social change and globalization and the technology is still significantly affecting the employees. However, with respondents who stated "Strongly Disagree" and "Disagree," there are indications that some employees still feel work stress in the work environment. This proves that the workload received is too large, so superiors need to rethink the workload given to employees (Khalatbari et al., 2013; Repetti & Wang, 2017).

The organizational stressor dimension shows the percentage of answers Strongly Disagree (0.23%), Disagree (4.03%), Neutral (28.36%), Agree (39.50%), and Strongly Agree (27.90%). This shows that organizational stressors at the Secretariat of the Banyuasin Regency Council to their employees still significantly affect employees' organizational commitment. The level of stress felt by employees in the organizational environment is very influential on the work produced by employees. However, there are still respondents who stated "Strongly Disagree" and "Disagree," then there are indications that some employees feel stress the organization itself.

On the dimension of the stressor group with the percentage of answers Strongly Disagree (0.00%), Disagree (0.90%), Neutral (43.30%), Agree (31.95%), and Strongly Agree (15.95%). This shows that group stressors still affect employees' work results at the Secretariat of the Banyuasin Regency Council. The stress level caused by the workgroup environment puts pressure on employees in carrying out their duties and responsibilities. However, with there are still respondents who stated "Strongly Disagree" and "Disagree," then there are indications that some employees feel that group stressors still affect employees in carrying out their duties, obligations, and responsibilities.

On the individual stressor dimension with the percentage of answers Strongly Disagree (2.60%), Disagree (21.20%), Neutral (52.03%), Agree (22.23%), and Strongly Agree (1.86%). This shows that individual stressors can also affect employees' work results at the Secretariat of the Banyuasin Regency Council. The level of stress caused by the individual will cause employees to experience discomfort in carrying out their duties and obligations. However, with there are still respondents who stated "Strongly Disagree" and "Disagree," then there are indications that some employees feel that individual stressors still affect employees in carrying out their duties, obligations, and responsibilities (Meyer & Allen, 1991; Mowday, 1998).

Based on the overall results of respondents to the job stress variable (X) can be concluded that of the four dimensions of job stress, the most significant percentage of the answer "Agree" and "Strongly Agree" amounted to 67.40%, i.e., the dimensions of organizational stressors. At the same time, the lowest percentage is on the individual dimension, which is 24.09 %. This means that the work stress at the Secretariat of the Banyuasin Regency Council is considered to be still not good even though the organizational stressor dimension shows quite good results. However, in this case, the work stress felt by employees will have an impact on the level of employee organizational commitment to the agency. This proves that employees feel that the workload they receive is too large so that in giving assignments, they need to rethink the workload that will be given to employees.

The effect of job satisfaction on organizational commitment at the secretariat of the Banyuasin Regency Council

The analysis results obtained in this study indicate that job satisfaction has a positive and significant effect on organizational commitment to accept the second hypothesis. Based on Table 4 h acyl respondents is highest on the promotion dimension shows the percentage of answers Strongly Disagree (0%), Disagree (1.05%), Neutral (14.85%), Agree (33.35%), and Strongly Agree (50.7%). This shows that employees feel that the agency has been able to provide opportunities for their employees to develop the knowledge and skills of their employees.

The lowest respondents' responses are on the salary/wages dimension showing the percentage of answers Strongly Disagree (0.7%), Disagree (5.65%), Neutral (35.45%), Agree (29.05%), and Strongly Agree (29.1%). This shows that employees at the Secretariat of the Banyuasin Regency Council still want the salary/wages to be adjusted to the work assigned. However, some respondents still stated "Disagree" then there is an indication that some employees are still unsatisfied with the salary/wages.

Based on the overall results for the variable satisfaction of respondents' work (X2) can be concluded that from the fifth dimension of satisfaction of work, the most significant percentage of the answer "Agree" and "San gat Agree" amounted to 84.05 %, which is the dimension of the promotion. At the same time, the lowest percentage is on the dimension of salary/wages, which is 58.15 %. This shows that job satisfaction at the Secretariat Office of the Banyuasin Regency Council is considered good enough but needs to be re-optimized in terms of salary/wages that are adjusted to the level of education, position, and work challenges so that the level of satisfaction felt by employees can be even better (Ishida & Matsushima, 2009; Helm, 2011).

4 Conclusion

- Work stress has a negative and significant effect on organizational commitment at the Secretariat of the Banyuasin Regency Council.
- Job satisfaction has a positive and significant effect on organizational commitment at the Secretariat of the Banyuasin Regency Council.





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