THE EFFECT OF JOB SATISFACTION AND WORK STRESS ON EMPLOYEE WORK PRODUCTIVITY CV AMANDA BROWNIES STEAMED MEDAN

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Abstract

Employee Productivity is the ability to obtain the maximum benefit from the facilities and infrastructure available to generate optimal output, if possible maximum. Increased job satisfaction of employees will have a positive impact for the company and vice versa if the stress levels of employees increase, which will impact negatively on the company and of course this will affect the level of employee productivity. This study aims to analyze the influence job satisfaction and stress on employee productivity in the CV. Amanda Brownies Steamed Medan. This research uses causal research that sought to prove a causal relationship between the variables in the form of influence through hypothesis testing using a sampling technique slovin formula as well as primary data in the form of questionnaires are processed using the program Statistical Product Service Solution (SPSS) version 22. Data analysis technique used is multiple linear regression analysis (Multiple Regression) and using test data quality, classical assumptions and hypothesis testing. The analysis showed adjusted R Square 0,990 or 99.00%. 829.673 with a confidence level of 5% level test Faccount = 829.673> Ftable = 2.79 then H0 and H1 accepted, so Job Satisfaction and Stress affects simultaneously (simultaneously) on Employee Productivity. While Job Satisfaction with tcount 8.288> ttable 1.676 and significant 0.000 <0.05, then H0 is rejected and H1 accepted and can be interpreted Job Satisfaction partial effect to the Employee Productivity and Stress variables with tcount -5.558 < ttable 1.676 and significant 0.000 <0.05, the stress has no effect partially on Employee Productivity, as tcount smaller than the value t_{tabel}

Keywords: Job Satisfaction, Stress and Employee Productivity

INTRODUCTION

Employees are social creatures that for every company, they become planners, implementers, and controllers who always play an active role in realizing company goals. Human resources (employees) in the company are resources that must always be evaluated, because they are a key factor in the success and determinant of the company's future. Through good human resource management, it is hoped that it will support the company's development to be more rapid, but on the contrary, if the company's human resources are not managed properly, in the end it will produce less qualified employees so that the company will not be able to develop properly anyway. Employees as a company resource have a wide variety of needs. One of the challenges in managing human resources related to the needs of employees is how to create working conditions and environments that can satisfy various employee needs (Handoko, 2014). Employees work in the company to complete various tasks according to their position or position. To achieve this goal, employees are required to provide the best for the company. Employees who work well are expected to improve overall company performance which ultimately brings prosperity along with high productivity. An employee who has high dedication tries to prioritize what is his duties and responsibilities. These employees are even willing to sacrifice personal time and forget the hours after work. These types of employees usually no longer view work as a task, let alone a compulsion, but rather a hobby. This employee has a feeling of satisfaction with the work he does, he likes the job and feels comfortable working.

According to (Handoko, 2014) job satisfaction is a pleasant or unpleasant emotional state with which employees perceive the employee's work. Increasing employee job satisfaction will have a positive impact on the organization and is important for its survival. Basically, job satisfaction is an individual thing. Each employee will have a different level of satisfaction according to the value system that applies to the employee, this is due to the differences in each

employee. Therefore, management must always monitor employee job satisfaction, because this affects the level of absenteeism, morale, complaints, and other problems. So the more job satisfaction is created in employees, it will also make it easier for a company to continue to flutter. But on the other hand, it is often found that employees are very bored with work, feel uncomfortable, dislike or disappointed with work, and have other negative feelings. These types of employees view the work they do as a burden, a compulsion, and if possible try to avoid it. These employees are inherently dissatisfied and stressed with their jobs.

Work stress can have positive consequences (eustress) needed to produce high achievement, but in general work stress is more detrimental to employees and companies (Munandar, 2017). The negative impact caused by work stress can be physiological, psychological, and behavioral symptoms (Robbins, 2010). Physiological symptoms lead to metabolic changes, increase blood pressure, give rise to headaches, and cause heart attacks as a result of stress. Judging from psychological symptoms, stress can cause dissatisfaction. Work-related stress can generate work-related dissatisfaction, which is why it's the simplest and most obvious psychological impact of that stress. However, stress appears in other psychological states, such as tension, anxiety, irritability, boredom, and procrastination. It is evident that when people are placed in jobs that have multiple demands and conflicts or where there is no clarity about the duties, authorities, and responsibilities of the job bearer, stress and dissatisfaction will increase. Similarly, the less control people have over the pace of their work, the greater the stress and dissatisfaction. While more research is needed to clarify that relationship, evidence suggests that jobs that provide a low level of diversity, importance, autonomy, feedback, and identity to stakeholders create stress and reduce job satisfaction and engagement. While behavioral symptoms include changes in productivity, absenteeism, and the level of entry and exit of employees, as well as changes in eating habits, increased smoking, rapid talk, anxiety, and sleep disorders.

Work stress experienced by employees can harm the company because of the imbalance between productivity and costs incurred to pay salaries, benefits, and other facilities. Many employees miss work for various reasons, or work is not completed on time either because of inaction or because of many repeated mistakes. Work stress is a phenomenon that affects employees differently, in different work contexts. Studying work stress in different contexts will provide a deep understanding of the phenomenon as a whole and how to minimize negative influences on employee productivity, satisfaction, and employee work commitment (Colquitt et al., 2015). According to research by Hawthorne, 1981 (in Leila, 2002), job satisfaction will lead workers towards a more productive work view. Workers who are satisfied with their work will have high loyalty to the company. Work stress experienced by male and female employees can be different. According to (Munandar, 2017), stress is also determined by the individual himself. Psychological, physiological and/or behavioral reactions to stress are the result of situational interactions with the individual, including specific personality traits and patterns of behavior based on attitudes, needs, values, past experiences, life circumstances, and skills. The demands of multiple roles are generally experienced by women who involve themselves in the organizational environment, namely as career women and housewives so that they are more susceptible to stress that can cause psychological suffering in the form of anxiety compared to men. The demands of work, household, and family economics have the potential to make career women vulnerable to stress.

LITERATURE REVIEW
Job Satisfaction
According to (Marihot T. E. Hariandja, 2017), is the extent to which individuals perceive positively/negatively various factors/dimensions of tasks in their work. According to (Mangkunegara, 2016),job satisfaction is a feeling that supports / does not support employees related to their work or their condition. According to L. Mathis &; John H. Jakson, translation of (Mathis & John H. Jackson, 2016) said that job satisfaction is a positive emotional state from

evaluating one's work experience. According to (Rivai & Arifin, 2010) job satisfaction is an evaluation that describes a person on his feelings of pleasure / displeasure, satisfaction / dissatisfaction at work.

Stress

The word "stress" can be interpreted differently for each individual. Some individuals define stress as pressure, urges or emotional responses. Psychologists also define stress in many forms. Stress can be awesome, but it can also be fatal. Everything depends on the sufferers. Lazarus and Folkman, 1984 stated, psychological stress is a relationship between individuals and the environment that is judged by the individual as burdening or greatly exceeding one's abilities and endangering his well-being.

Employee Work Productivity

Productivity is nothing more than science, technology, management because productivity also contains philosophies and mental attitudes that are always motivated by self-development towards a better quality of life tomorrow. Productivity is also defined as the level of efficiency in producing goods and services, productivity expresses how to make good use of resources in producing goods. According to Basu Swastha and Ibn Sukotjo (1995) productivity is a concept that describes the relationship between results (amount of goods and services) with sources (amount of labor, capital, land, energy, and so on) used to produce these results. According to Mukiyat (1998) that work productivity is usually expressed by a balance of average work results in relation to the average working hours of the given process. Work productivity is the ability to obtain the maximum benefit from the available facilities and infrastructure by producing optimal output, if possible the maximum (Siagian, 2008).

METHOD

Research Approach

This research approach is causal research. Causal research is research that has the main purpose of proving causal relationships or between the variables studied can occur influencing and influenced relationships. Therefore, this study aims to analyze how the effect of job satisfaction and stress on the work productivity of CV employees. Amanda Brownies Steamed Medan. So from this study it can be known whether job satisfaction and stress affect the work productivity of CV employees. Amanda Brownies Steamed Medan.

Population and Sample

Population is a generalized area consisting of objects / subjects that have certain quantities and characteristics that are determined by researchers to be studied and then drawn conclusions. Population is the whole object of study. If one wants to examine all the elements in the research area, then the research is population research (Arikunto, 2013). Population is a generalized area consisting of, objects / subjects that have certain quantities & characteristics set by researchers to be studied and then drawn conclusions (Sugiyono, 2016). A sample is a portion of the number and characteristics possessed by the population, or a small part of the members of the population taken according to a certain procedure so as to be representative of the population. If the population is large, and it is impossible for researchers to study everything in the population, due to limited funds or costs, energy and time, then researchers can therefore use samples taken from the population. Thus, the number of samples set by the researcher is 24 permanent employees of CV. Amanda Brownies Steamed Medan.

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Data Analysis Techniques
Multiple Linear Regression Test

In this study, the data analysis technique used was multiple linear regression analysis using the Statistical Product Service Solution (SPSS) program version 22. Regression analysis is used to forecast a bound variable (Y) based on an independent variable (X) in a linear equation. According to (Sugiyono, 2013) "Multiple linear regression aims to calculate the magnitude of the influence of two or more independent variables on one dependent variable and predict the dependent variable using two or more independent variables".

The formula for multiple regression analysis is as follows:
$$Y = \alpha + b_1 X_1 + b_2 X_2 + e$$

Information:

Y	= Employee Work Productivity
α	= Value of Y if $X_1 = X_2 = 0$ (constant)
b	= Multiple Regression Coefficient (Multiple Regrestion)
X_1	= Job Satisfaction (Independent Variables)
X_2	= Stress (Independent Variables)
e	= error

Hypothesis Testing
Concurrent Test (F)

The F test (synchronous test) is performed to see the effect of the independent variable on the dependent variable simultaneously. The method used is to look at the level of significant (=0.05). If the significance value is less than 0.05 then H0 is rejected and H1 is accepted. While the formula H0 and H1 are as follows:

H0 : b1 = b2 = 0 , meaning that there is no significant influence between variables X1 and X2 simultaneously on variable Y.

H1 : b1, b2 = 0 , meaning that there is a significant influence between variables X1 and X2 simultaneously on variable Y.

Partial Test (t)

The Partial Test (t) shows how far the independent variable individually explains the variation of this test performed using a significance level of 5%. If the significance value of t < 0.05, it means that there is a significant influence between one independent variable and the dependent variable. If the significance value of t > 0.05 means that there is no influence between one independent variable and the dependent variable.

Coefficient of Determination (R²)

The coefficient of determination is used to find out how much the relationship of several variables in a clearer sense. The coefficient of determination will explain how much change or variation in a variable can be explained by changes or variations in other variables. Colloquially it is the ability of an independent variable to contribute to its dependent variable in percentage units. The value of this coefficient is between 0 and 1, if the result is closer to 0 it means that the ability of independent variables to explain variable variation is very limited. But if the result is close to 1, then the independent variables provide almost all the information needed to predict the variation of the dependent variable.

RESULTS AND DISCUSSION

Multiple Linear Regression Analysis

Multiple linear regression aims to calculate the magnitude of the influence of two or more independent variables on one dependent variable and predict the dependent variable using two or more independent variables.

Table 1. Multiple Linear Regression Analysis Results

Coefficientsa

Type	Unstandardized Coefficients		Standardized Coefficients	T	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	.045	.457		.098	.922		
Kepuasan_Kerja	3.762	.454	1.431	8.288	.000	.944	.007
Stress	-1.571	.283	-.603	-5.558	.000	.564	.017

a. Dependent Variable: Produktivitas_Kerja

Source: SPSS Processing Results Version 22 (2021)

Based on table 1., multiple linear regression is obtained as follows:
$$Y= 0.045 + 3.762\ X1 - 1.571\ X2 + e.$$
The interpretation of the multiple linear regression equation is:

a. If everything on the independent variables is considered constant then the value of Work Productivity (Y) is 0.045

b. If there is an increase in Job Satisfaction (X1) by 1, then Work Productivity (Y) will increase by 3,762

c. If there is an increase in stress (X2) by 1, then work productivity (Y) will decrease by -1.571

Hypothesis Testing
Coefficient of Determination (R2)

Table 2. Coefficient of Determination

Model Summaryb

Type	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.995a	.991	.990	1.287	2.308

a. Predictors: (Constant), Stress, Kepuasan_Kerja

b. Dependent Variable: Produktivitas_Kerja

Source: SPSS Processing Results Version 22 (2021)

Based on table 2., above it can be seen that the adjusted R Square figure of 0.990 which can be called the coefficient of determination in this case means that 99.00% of productivity can be obtained and explained by job satisfaction and stress. While the remaining 100% - 99.00% = 01.00% is explained by other factors or variables outside the model.

Concurrent Test (F)

Table 3. Concurrent Test

ANOVAb

	Type	Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	8307.858	3	2769.286	829.673	.000a
	Residuals	76.142	46	1.655		
	Total	8384.000	49			

a. Predictors: (Constant), Stress, Kepuasan_Kerja

b. Dependent Variable: Produktivitas_Kerja

Source: SPSS Processing Results Version 22 (2016)

Based on table 3., above it can be seen that Fcalculate is 829.673 while Ftabel is 3.40 while the significant level is 0.000, so it can be concluded that the value of Fcalculate = 829.673 > from Ftable = 3.40 and the significant level of 0.000 is far below 0.05 then H0 is rejected and H1 is accepted. Job Satisfaction and Stress affect simultaneously on Employee Work Productivity.

Partial Test (t)

Table 4. Partial Test

Coefficientsa

	Type	Unstandardized Coefficients		Standardized Coefficients	T	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	.045	.457		.098	.922		
	Kepuasan_Kerja	3.762	.454	1.431	8.288	.000	.944	.007
	Stress	-1.571	.283	-.603	-5.558	.000	.564	.017

a. Dependent Variable: Produktivitas_Kerja

Source: SPSS Processing Results Version 22 (2021)

Based on table 4., above it can be seen that:

a. The Effect of Job Satisfaction on Work Productivity

tcount is 8.288 while ttable is 1.711 and significant is 0.000, so tcount is 8.288 > ttable is 1.711 and significant is 0.000 < 0.05, then H0 is rejected and H1 is accepted and can be interpreted as Job Satisfaction has a partial effect on Employee Work Productivity.

b. The Effect of Stress on Work Productivity

tcalculate is -5.558 while ttable is 1.711 and significant is 0.000, so tcalculate -5.558 < ttable 1.711 and significant 0.000 < 0.05, then stress does not have a partial effect on employee work productivity, because the value of tcalculate is smaller than the value of ttable.

CLOSING

The partial test results show that stress is proven not to have a significant effect on employee work productivity. These results indicate that there are other variables that were not taken into account in this study. So the next researcher should expand the analysis to include elements of other variables. The adjusted R Square number of 0.990 which can be called the coefficient of determination which in this case means 99.00% of Employee Work Productivity can be obtained and explained by Job Satisfaction and Stress. The researcher should then add other factors or variables outside the model.

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