
THE INFLUENCE OF JOB STRESS TO JOB SATISFACTION AMONG EMPLOYEES IN IEC MALAKA MEDAN

Oleh

Albert¹, Mega Sanjaya², Kuandi Chandra³, Bestadrian Prawiro Theng⁴, Benny Lim⁵
^{1,2,3,4,5}Institut Bisnis Informasi Teknologi dan Bisnis

Email: albertmasli11@gmail.com

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Abstract: *Job satisfaction is a very important factor to get the optimal work. When a sense of satisfaction in the work of course, it will try as much as possible with all the ability to finish the work. Thus, productivity of employee work will increase optimally. To maintain employees' job satisfaction in the workplace so that future employees the work can manage stress well and can provide a positive impact to the employees (increased job satisfaction, productivity, and performance of employees) and enterprise (low levels of employee absenteeism, employee turnover, and so on). The purposes of this research are to know there is influence of job stress towards job satisfaction at IEC Malaka Medan. Research methods which used are descriptive statistic analysis coefficient correlation and coefficient of determinant, simple linear regression analysis and Z test. The result of this research is job stress has influence toward job satisfaction in IEC Malaka Branch. There is strong negative relationship between job stress managed by employee with job satisfaction in IEC Malaka Branch. Most of employees in IEC Malaka Branch are disagree in job satisfaction and moderate in job stress at this company. If the employees satisfy from what they have received from the company, then that employee will give more than what is expected by company, and they will continue to improve its performance. With employee satisfaction and avoiding the job stress, the employee productivity will increase. Hence, job satisfaction has significance benefit both for the employees and the company, especially as it creates a positive situation in the company's work environment.*

INTRODUCTION

The foundation of a successful competitive advantage for the company is how the company is managing the human factor (the employee). Companies need to look at employees as individuals who have a need for recognition and respect, not as a tool for the achievement of corporate objectives only. Thus, companies not only demand what should be given to the employees of the company, but also consider whether the employee's needs are

met so as to stimulate the emergence of commitment and job satisfaction of employees in the company. Thus, a company must also consider fostering a good relationship with its employees as well as any strategy made by managers, and then the strategy will not be implemented properly if it is not accompanied by a positive attitude of employees.

According to Martin (2009, p.94), "Job satisfaction is sense of satisfy to do the work without any force by any parties and come from the employee itself to work like the jobs". The concept of satisfaction as a framework built on many aspects such as: the work itself, the quality of supervision, relationships with co-workers, promotion opportunities and salary. Job satisfaction is a very important factor to get the optimal work. When a sense of satisfaction in the work of course, it will try as much as possible with all the ability to finish the work. Thus, productivity of employee work will increase optimally.

According to Langan and Cooper (2011, p.161), "stress is a dynamic condition in which an individual is confronted with an opportunity, constraint (constraints), or demands (demands) are associated with what is really wanted and the result perception as uncertain and important". Stress is a physical, chemical, and emotional stress can lead to mental illness and may be a factor for the onset of disease. Stress is also an individual's interaction with the environment, but in a more detailed stress is an adaptive response that is linked to individual differences and or psychological processes that are a consequence of action, situation, or external events (environment) and psychological demands placed or excessive physical. Stress is also described as a pressure on the body or mental limit one's ability. In another study stress is defined as a form of distress, discomfort, uneasiness, and emotionally perceived barriers.

According to Stamps and Piedmonte in Ahsan, et.al. (2009, p.123), "job satisfaction has been found significant relationship with job stress". According to Landsbergis and Terry in Ahsan, et.al. (2009, p.123), "high levels of work stress are associated with low levels of job satisfaction". So when these things happen constantly in a long enough period of time will result in losses to the company. To overcome these employees require some form of social support (whether it's support from superiors, co-worker, and family) as well as a counseling and coaching approach of the company to know the problems faced by employees in the workplace so that future employees the work can manage stress well and can provide a positive impact to the employees (increased job satisfaction, productivity, and performance of employees) and enterprise (low levels of employee absenteeism, employee turnover, and so on). Seeing the impact of work stress which negatively impact on the job satisfaction of employees it needs an effort to address among others by using positive resources that exist around individual social support.

IEC Malaka Medan as private education company has many customer with result that the task of employee become multiply. Based on writer observation to job stress in the company, job stress occur in the employees because of additional task to handle increasing number of customer. The administration staff must work harder to do administrative of student and sometimes they must work overtime to finish the job. Besides that, the teacher must work harder to give best teaching performance with additional teaching time to maintain the customer. The work overload pressure and performance pressure can lead the employee to become stress in workplace. Increasing of number customer make the company recruit new teacher and staff that can lead the conflict and bad relationship among employees. This

condition can make the employee have job stress in this company.

The observation and interview done by writer about job satisfaction, the most of the employee feel not satisfy about the jobs. The benefit and reward doesn't suitable with working load and assignment. Some of the employees especially teachers perceive this job as side job to spend the time that they are not proud. And the employees learn and see that the organization management didn't make effort to increase quality of employee with training. These factors are the reasons of the some of employees do not have job satisfaction.

THEORETICAL REVIEW

DEFINITION OF JOB STRESS

DeSimone (2009, p.218) stated that "job stress is a state of tension that creates an imbalance of physical and psychological, that affects emotions, thought processes and conditions of an employee, in this case the pressure was caused by the work environment where employees are working". Work stress is feeling pressure or feeling depressed experienced employees in the face of employment. While, according to Weiberg (2010, p.141) states that

job stress can be summed up as a condition of the individual's subjective appreciation of the results which may be the interaction between the individual and the work environment that can threaten and put pressure on the psychological, physiological, and individual attitudes.

According to Ivancevich and Konopaske (2010, p.295) "stress is the result obtained in dealing with something that provides the special demands of the employees". Stress in 3 categories/point of view, namely, stress is defined from the definition of stimulus, response definition, and the combination of the two is called the definition of stimulus-physiology. The definition of stress is the strength of the stimulus or stimuli that suppress individual giving rise to a response the stress, where the tension in the physical sense changing its form. If the response is seen from the definition, stress is psychological response of a person to pressure environment, where the stressor in the form of external events or situations that may be harmful. Stress is the result of specific interactions between the state stimuli in the environment and people's tendency to respond in a certain way. Then the definition of stress is work as an adaptive response, mediated by individual differences and / or psychological processes, which is a consequence of any activity (environment), the situation, or external events weighing on psychological or physical demands on a person's excessive.

Stress is defined as an individual's interaction with the environment, but then broken down again into an adaptive response that is linked to differences in individual and or psychological processes that are a consequence of action, situation, or external events (environment) which puts or physical and psychological demands on a person's excessive. Job stress as a condition arising from the interaction between the human family and jobs and characterized by changes in humans that force them to deviate from their normal function. Understanding other similar states that stress is the interaction between the characters, the psychological and physiological changes that cause deviations from the normal performance.

JOB STRESS SYMPTOMS

An appearance can reflect by an attitude or feeling. Appearance of pleasure can be in the

form of laughing, happy, and excited. Appearance displeasure be in the form of silent, moody, angry, etc. or it can also be said indications or signs in various forms of something abstract. According Dubrin (2008, p.283) there are some symptoms of stress are seen from a variety of factors that indicate a change in both physiological, psychological, and attitude. Physiological changes characterized by symptoms such as Feel tired, exhausted, headache, indigestion, whereas psychological change is characterized by protracted anxiety, insomnia, shortness of breath, and the subsequent change in attitude as stubborn, irritable, and not satisfied with what was accomplished.

According to Ivancevich and Konopaske (2010, p.299), there are six signs of stress in employees are:

1. A worker who usually on time, and become to develop such a delay (or a worker who can usually be relied upon and become to develop patterns of absence).
2. A worker who normally cheers and become to be withdrawn (or, in rare cases, a loner)
3. An employee who normally works neatly and carefully and become do the dirty work and incomplete.
4. A good decision maker suddenly and become starts taking a bad decision (or seem unable to make a decision)
5. An employee who is easy to get along and get along with others and become irritable and disrespectful.
6. An employee who normally neat and become to ignore appearance.

FACTOR THAT INFLUENCE JOB STRESS

According to Ivancevich and Konopaske (2010, p.306), there are five forms of working conditions that can result in stress on the employees, namely:

1. Pressure from the manager in front of co-workers to work harder, faster and longer.
2. Poor relationships with coworkers.
3. Violence or workplace accident that injured a friend or another employee.
4. Asked to complete the work that employees do not have the skills or competencies required.
5. Perform a very important presentation in front of a group.

Causes of workplace stress is not only caused by one factor alone, but stress can occur due to the incorporation of multiple causes at once. As according from Price (2011, p.315) that there are several factors causing stress, namely:

1. Extra organization Stressor
That is the cause of the stress that comes from outside the organization. Causes of stress can occur in an organization that is open, that is the state of the external environment affect the organization. For example, social and technological change, globalization, family, and others.
2. Organizational stressors
That is the cause of the stress that comes from employees working place in organization. The cause is more focused on policy or regulatory organizations that cause excessive pressure on employees.
3. Group stressors
That is the cause of the stress that comes from working every day to interact with

- employees. e.g. co-worker or supervisor or the immediate supervisor of the employee.
4. Individual stressors
That is the cause of the stress that comes from individuals in the organization. For example, an employee in conflict with other employees, creating a separate pressure when the employee is performing their duties within the organization.
Meanwhile, according to Robbins (2009, p.118) level of stress each person will create different effects. So there are some critical factors that influence a person's level of stress. These factors are:

1. Environmental Factors
Uncertainty led to increased levels of stress experienced by employees. Economic uncertainty, political uncertainty, and the uncertainty of the technology is very influential on the existence of an employee at work. Uncertain economic levels can cause employee downsizing and layoffs, while political uncertainties lead to an unstable situation for the country, and technological innovation will make one's skills and experience will be obsolete in a short time, causing stress. With these three environmental factors such employees will be easily under stress.
2. Organizational factors
Another factor that affects the stress levels of employees are organizational factors. There are several things that can be considered as a cause of stress, namely: task demands, role demands, interpersonal demands, Organizational Structure, Organizational Leadership.
3. Individual factors
It will most likely all sorts of matters outside of work interfering with the work. Various things outside of work is frustrating especially family issues, personal economic problems, and inherent characteristics of life.

According Daft and Marcic (2011, p.), factors affecting stress causes can be classified into two, namely:

1. On The Job
It is all things associated with the work, which can cause stress on employees. The things that can cause stress that comes from workload include:
 - a. Excessive workload.
 - b. Pressure or the pressure of time.
 - c. The poor quality of supervision.
 - d. Insecure political climate.
 - e. Feedback on work performance is inadequate.
 - f. Insufficient authority to carry out responsibilities.
 - g. Role ambiguity.
 - h. frustration
 - i. Conflict between individuals and between groups.
 - j. The difference between the values of the company and employees.
 - k. Various forms of change.
2. Off The Job
The problem is coming from outside the organization that cause stress on employees. Problems that may occur include:
 - a. Financial strength.

- b. Problems concerned with the child.
- c. Physical problems.
- d. Marital problems
- e. The changes that occur in living place.
- f. Personal issues, such as the death of relatives.

Stress can also be caused by internal and external factors. Internal factors caused more by the attitudes and expectations of a particular individual, it may be difficult to value because it incorporates elements of personal stress. For the other external factors, these factors are divided into two categories, namely the physical and psychological pressure. Physical stress includes lack of air vents or lighting a room or a variety of other physical demands.

JOB STRESS IMPLICATION

According to Ivancevich and Konopaske (2010, p.299) work stress on employees can be positive or negative. However, the negative effects more commonly seen. Negative effects can include: boredom, decrease in motivation, absenteeism, apathy, insomnia, irritability, increased errors in the work, can not make decisions. Meanwhile, if the employee is able to manage the stress in an optimal stress is capable of producing a positive impact: high motivation, high energy, positive perception, calmness.

According to Ivancevich and Konopaske (2010, p.308) stress experienced by employees led to the organization with a lot of money. Stress experienced by employees will bring bad effect for employees. These effects include the increasingly poor decisions and decreased effectiveness. Additionally stress can also increase job dissatisfaction. Job dissatisfaction can be attributed to a number of dysfunctional outcomes, including employee turnover, increased absenteeism and decreased work performance.

Stress can come up with some of the symptoms. Of which can be seen from the pain suffered by the employee, such as: high blood pressure, peptic ulcers, gastritis, and stroke. Or of the employee's behavior, difficulty taking; decisions, loss of appetite and so forth. Condition indicates that the employee is experiencing stress. From the condition above, Robbins, et.al (2009, p.201),

stated that there are three general categories of consequences of stress, namely:

1. Physiological symptoms

Physiological symptoms are early symptoms that can be observed, especially in medical research and health sciences. Stress tends to lead to changes in metabolism, increased heart rate and breathing, increased blood pressure, headaches, and an even harder heart attack.

2. Psychological Symptoms

Psychological stress can lead to dissatisfaction. It is the psychological effect of the simplest and most obvious. However, circumstances may arise psychological, example tension, anxiety, irritability, boredom, procrastination. It is evident that if a person is given a job with multiple or conflicting roles, unclear task, authority, and responsibility bearers job, stress and dissatisfaction will increase.

3. Behavioral Symptoms

Symptoms of stress are associated with the behavior includes the productivity, absenteeism, and employee exit rate, also changes in eating habits, smoking and consumption

of alcohol, rapid speech, restlessness, and sleep disorders.

The opinions expressed by Rowley and Jackson (2011, p.171), states that the consequences of stress are:

1. Psychological consequences

The psychological effects will lead to high irritability, frustration, aggression and nervousness, and in some individual, excess stress will produce a different effect, namely apathy, boredom, depression, moodiness, and loss of self-esteem.

2. Consequences of behavior

Impacts that could arise include hormonal changes, high blood pressure, increased heart disease, shortness of breath, and will lead to more serious health problems.

3. Physiological consequences

Employees will have difficulty in determining the decision. In addition, stress also will make employees easily forget, hypersensitivity, and became more passive, so that over time employees will be addicted to alcohol and drugs.

4. Organizational consequences

Typically, when employees experience a difficult problem, the organization also will find a way out. Because if employees experience high stress, due to the company is increased absenteeism and turnover, accident rate will also increase. Finally, employee's satisfaction of the jobs, the organization, industry relation, productivity will become decrease because of job stress.

2.8 INDICATOR OF JOB STRESS

According to Ahsan (2009, p.122), the indicators of job stress can be divided to :

a. Role Conflict

Management role of an organization is one of the aspects that affect work-related stress among workers. Workers in an organization can face occupational stress through the role stress that the management gave. Role stress means anything about an organizational role that produces adverse consequences for the individual. Management will have their own role that stands as their related. Role related are concerned with how individuals perceive the expectations other have of them

b. Relationship with Others

Workplace relationships are unique interpersonal relationships with important implications for the individuals in those relationships and the organizations in which the relationships exist and develop. The quality of the relationships has important consequences for employee experiences, including employee information experiences. Both the quality of interpersonal relationships at work as well as the lack of social support from others in the workplace is potential sources of job-related strain.

c. Workload Pressure

Work overloads and time constraints were significant contributors to work stress. Workload stress can be defined as reluctance to come to work and a feeling of constant pressure (i.e. no effort is enough) accompanied by the general physiological, psychological, and behavioral stress symptoms. It also argued that "factors intrinsic to the job" means explore workload, variety of tasks and rates of pay.

d. Home-work Interface

Family and work are inter-related and interdependent to the extent that experiences in

one area affect the quality of life in the other. Home-work interface can be known as the overlap between work and home; the two way relationship involves the source of stress at work affecting home life and vice versa affects of seafaring on home life, demands from work at home, no support from home, absent of stability in home life. It asks about whether home problems are brought to work and work has a negative impact on home life. For example, it questions whether the workers have to take work home, or inability to forget about work when the individual is at home. Home-work interface is important for the workers to reduce the level of work-related stress. Demands associated with family and finances can be a major source of 'extra-organizational' stress that can complicate, or even precipitate, work-place stress. The occurrence of stressors in the workplace either immediately following a period of chronic stress at home, or in conjunction with other major life stressors, is likely to have a marked impact on outcome.

e. Role Ambiguity

Role ambiguity is another aspect that affects job stress in the workplace. Role ambiguity exists when an individual lacks information about the requirements of his or her role, how those role requirements are to be met, and the evaluative procedures available to ensure that the role is being performed successfully. Role ambiguity to lead to such negative outcomes as reduces confidence, a sense of hopelessness, anxiety, and depression

f. Performance Pressure

Rapidly changing global scene is increasing the pressure of workforce to perform maximum output and enhance competitiveness. Indeed, to perform better to their job, there is a requirement for workers to perform multiple tasks in the workplace to keep abreast of changing technologies. The ultimate results of this pressure have been found to one of the important factors influencing job stress in their work. The majority of the workers were unhappy with the current culture where they were required to work extended hours and cope with large workloads while simultaneously meeting production targets and deadlines.

DEFINITION OF JOB SATISFACTION

According Ivancevich and Konopaske (2010, p.90), stated that stated "job satisfaction is a person's attitude towards their work". It is produced from their own perception of their work and the level of fit between the individual and the organization. According to Collings and Wood (2009, p.58), "job satisfaction is a pleasant emotional attitude and loves the work reflected morale, discipline, and work performance". According Werner (2011, p.89) 'job satisfaction is an assessment of the extent to which workers overall job satisfying their needs".

Job satisfaction is how the feelings of employees towards work. They say that these feelings can be "favorable" and "unfavorable" depends on how employees evaluate aspects of job satisfaction itself. A manager should be required to provide a good atmosphere and fun also guarantee safety so that employees feel satisfied. Job satisfaction is essentially the individual. Each individual has a level of satisfaction varies according to the wishes and the value system Applied. More and more aspects of the work in accordance with the wishes and individual value systems adopted, the higher the level of satisfaction obtained. Likewise, more and more aspects of the job that is not in accordance with the wishes and individual value systems adopted, the lower the level of satisfaction obtained.

FACTOR THAT INFLUENCE JOB SATISFACTION

According Weiberg (2010:106) describes the factors that can affect job satisfaction factors include cultural, personal, social, and environmental organizations.

1. Personal factors such as personality, education, intelligence and ability, age, marital status, and work orientation.
2. Social factors include relationships with colleagues, and work group norms, opportunities for interaction, and formal organization.
3. Cultural factors such as the underlying attitudes, beliefs and values.
4. Organizational factors such as the nature and size, formal structure, personnel policies and procedures, employee relations, the nature of work, and the technologies in work organization, supervisor and style of leadership, management systems, and working conditions.
5. Environmental factors such as economic, social, engineering, and government influences.

According to Rowley and Jakson (2011, p.101),

1. Individual factors, including age, character, and hope.
2. Social factors, including recreation opportunities, social relationships, and family relationships.
3. A major factor in employment, including wages, supervision, tranquility, working conditions, and opportunities to advance.

According Martin (2009, p.81), there are four factors that affect job satisfaction, namely:

1. The work is full of challenges

Workers want to do a job that requires imagination, innovation, and creativity. Workers who do not want to get a job so that the solution can be done easily without exerting any skill, effort, and time available to him. Instead, workers also do not want a job that is too difficult, which allows small results, despite their capabilities, skills, time, and effort that it has because it would cause itself frustrated if this continues for a long time, certainly resulting in a low level of job satisfaction.

2. Fair reward system

Someone will feel fairly treated if the treatment was profitable and vice versa if it was not fair, if treatment it sees as a harmful thing. In working life, a perception that is associated with a variety of things:

- a. Problem wages and salaries

Wage or salary is compensation received by a person from the organization for services rendered in the form of time, energy, expertise, or skills. Usually one sees wages or salary with some comparisons, such as:

- 1) The first comparison is associated with one's expectations based on level of education, experience, length of service, number of dependents, social status, and economic needs.
- 2) The second comparison is associated with others in the organization, especially those that have characteristics similar to the comparator and doing similar work and professional responsibilities that are relatively the same. If there is a difference between wages and salaries with colleagues someone who in his view have the similar characteristics, it is seen as something that is not fair.

- 3) The third comparison was associated with workers in other organizations in the same region, in particular organization engaged in the field / in activities similar to someone organization where it works.
- 4) The fourth comparison of those related to legislation, especially concerning minimum wage rates in many countries are governed by legislation.
- 5) The fifth comparison associated with what one receives in the form of wages or salaries with organizational ability.

b. Promotion system

Every organization must have clearness about career advancement that may be reached by a person if various criteria stipulated requirements fulfilled. If according to one's perception of promotion in the organization is not based on objective considerations, but it is based on subjective considerations, such as personal likes and dislikes, ethnicity, and region of origin will arise feeling unfairly treated which in turn, it will result in lower levels of job satisfaction.

3. Conditions that are supported

The meaning is that the working conditions include working conditions, such as workplace comfort, adequate ventilation, lighting, cleanliness, safety, and workplace location associated with the shelter employees. In addition, other factors are also of great significance in terms of job satisfaction is the extent to secure a person is involved in determining the content of his work, also in the regulation of working hours. Therefore, it should be noted that in addition to the human element in the organization, it is also necessary supporting working conditions such as the availability of facilities and infrastructure in accordance with the nature of the tasks to be completed.

4. The nature of co-workers

Employees as human beings are social beings and individuals, so that employees will develop in collaboration with others. As with co-workers, superiors, or subordinates, person's success in implementing its tasks is strongly influenced by the interaction between the people is to be found in a particular unit. Supervisor support is critical in helping subordinates success tasks. Such support can be a compliment to subordinates who work, advice, and direction, as well as the availability of receiving suggestions and opinions of subordinates.

Job satisfaction is an emotional state, whether pleasant or unpleasant that employees have with which employees view their work. The term job satisfaction meant as an emotional state employees, which happened or did not happen the intersection of the value of fringe benefits of employees of the organization to the level of the value of fringe benefits that are desired by the employee. Satisfaction is an outcome that is felt by the employees. If employees are satisfied with his work, he would like to work in the organization. By understanding the resulting output, then we need to know the cause of which could affect the satisfaction.

According to Sims (2007, p.181), theory of job satisfaction, there are three kinds of theories of job satisfaction, namely:

1. Discrepancy Theory

A person's job satisfaction by calculating the difference between what should have been a reality that is felt. A person's job satisfaction depends on the discrepancy between the expectations, desires and values expected by what he felt or perception been obtained or

achieved through work.

2. Equity Theory

In this principle, this theory assumes that people will be satisfied or not satisfied, regardless of whether or not he felt the justice of a state. Feeling will be obtained by comparing the positions of others, co-workers work together or different workplaces (comparison person).

3. Two Factor Theory

The principle of this theory is that job satisfaction and job dissatisfaction are two different things. It means satisfaction or dissatisfaction with the job instead of a continuous variable. the situations that affect a person's attitude towards his work into two groups satisfiers or motivators and hygiene factors or dissatisfier group.

INDICATOR OF JOB SATISFACTION

According to Manzoor, et. al. (2011, p.77), the job satisfaction indicators consist of :

1. Satisfaction with organization's management,

this facet of the job satisfaction determines the level of job satisfaction on the basis of employees' perception on how much are they satisfied with the information or guidelines provided to them by organization's management to carry out their job.

2. Professionalism,

Throughout our working lives, most of us will have many different jobs, each requiring a different level or set of skills. No matter the industry – from customer service to an office job to construction and the trades – all of these jobs have one thing in common: in order to succeed and move ahead, it need to demonstrate professionalism. Professionalism does not mean wearing a suit or carrying a briefcase; rather, it means conducting oneself with responsibility, integrity, accountability, and excellence. It means communicating effectively and appropriately and always finding a way to be productive.

There are few things an employer values more than employees who carry out their duties in a professional manner. Professionalism isn't one thing; it's a combination of qualities. A professional employee arrives on time for work and manages time effectively. Professional workers take responsibility for their own behavior and work effectively with others. High quality work standards, honesty, and integrity are also part of the package. Professional employees look clean and neat and dress appropriately for the job. Communicating effectively and appropriately for the workplace is also an essential part of professionalism.

3. Satisfaction with facilities/income,

Facilities/Income is one of the most extrinsic indicators of job satisfaction. This dimension determines the level of job satisfaction of employees by knowing how much they are satisfied with the pay or compensation or any other security their jobs have provided to them. Facilities/income as one among the dimensions of job satisfaction among sales people. Satisfaction with the facilities/income plan would therefore inevitably influence a sales person's inclination to leave. However, the extent to who is satisfied with the compensation package will stay back would also depend on his/her overall assessment of various factors like the

compensation package in other organization in relation to the work load and the possibility of getting better compensation packages.

4. Respectable nature of job,

The exact nature of the work varies widely from job to job. Some jobs are universally revered because of the intangible stuff that comes along with them. It can get complicated to pinpoint why that generally respect one and disregard the other. In take into account that police safeguard society at large, and even if this specific officer has never taken a bullet to protect a civilian, we appreciate that his job calls for it. Civil service, and the altruism attached to it, often generates the respect we pay to our most appreciated occupations. It also grant a degree of that respect to people who make a great deal of money (which usually comes with its own respectable status), people who are wholly in charge of their own careers and people who obviously had to be the very best at their jobs to rise to the positions they occupy. It's those jobs -- the difficult ones, held by people who lead their fields or who spend their lives helping others -- that it likely to respect the most.

5. Job demands too much physically and mentally.

Too much job demands physically and mentally aren't good for employee. Employee with too much job demands will not work well, and stress caused from job demands cannot be managed can make the employee will be sick. When the employees have too much demand, they feel must add work hour every night in home, and it is absolutely under control. The employee feel itself cannot able to leave the jobs and it becomes stressful to employee.



METHODOLOGY

Type of the research design uses in the research is the descriptive method. A descriptive design allows the researchers to collect raw data that can be turned into facts about a person or object. This research design is used to know influence of job stress to job satisfaction in IEC Malaka Medan. With this method, the data of this variable will be collected through observation and questionnaires.

The data collected is also analyzed with quantitative research through statistic calculation analysis. Result of statistic calculation analysis can be used to provide specific facts to know relationship between job stress toward job satisfaction and influence between job stress toward job satisfaction in IEC Malaka Medan.

Unit analysis of the research is done per individual or company based on the population of employee at IEC Malaka Medan to obtain accurate information about the company and per individual or company based on the population of IEC Malaka Medan's employee to obtain the questionnaire data. A population is the sets of all of outcomes form a system or process that is to be studied. This research population n this research is concentrated at whole company to collect accurate information. The population used in the data The basic idea of sampling is by selecting some elements in a population, then draw conclusions about the entire population. Sampling technique used in this research is simple random sampling technique. In this technique, each part in the population has same chance to being selected as sample. According to Arikunto (2006), if amount of respondent the subject less than 100, better take the entire subject but if the subject more than 100, just take 10-15%, 20-25% or

more). In this research, the writer decides to get the sample in the amount of 25% of 137 employees that equal to 35 employees.

RESULT

TEST OF DATA QUALITY

Test of data quality is done in order to ensure that questions as the research instrument can be used for this research. The test of data quality can be explained as follows:

1. Validity Test

The writer does the validity test for questions to know whether the questions are valid or not. Pretest of validity test with respondent size is 11 respondent. The results of the validity tests can be seen in the following table

Validity Result		
Questions	Rcount	Validity
Job Stress Variable		
Q1	0.907	Very High Validity
Q2	0.732	High Validity
Q3	0.919	Very High Validity
Q4	0.730	High Validity
Q5	0.826	Very High Validity
Q6	0.905	Very High Validity
Job Satisfaction Variable		
Q1	0.905	High Validity
Q2	0.693	High Validity
Q3	0.759	High Validity
Q4	0.886	Very High Validity
Q5	0.644	High Validity

Source : data processed by writer

From table above, it can be seen that the validity value of the questions are in high validity and very high validity. It means that questions can be used for research instrument.

2. Reliability Test

Reliability test is used in order to know that this question as instrument research can generate same and consistent result. The result of the reliability calculation can be seen in follows:

Reliability Result	
Reliability Statistics	
Cronbach's Alpha	N of Items
.944	11

Source : data processed by writer

From reliability calculation, it can be known that reliability value amount to 0.944 that it means the questions are in very high reliability. It can be concluded questionnaire is

declared reliable and can be used for research.

3. Normality Test

The normality test is done with Kolmogorov Smirnov testing that can be seen in table below:

Normality Test
One-Sample Kolmogorov-Smirnov Test

		Job Stress	Job Satisfaction
N		35	35
Normal Parameters ^a	Mean	19.2286	12.7714
	Std. Deviation	4.04450	2.80845
Most Extreme Differences	Absolute	.139	.181
	Positive	.139	.181
	Negative	-.110	-.162
Kolmogorov-Smirnov Z		.820	1.071
Asymp. Sig. (2-tailed)		.512	.202
a. Test distribution is Normal.			

Source : data processed by writer (2013)

From table above, it can be obtained significant or probability value for job stress is 0.512 and for job satisfaction is 0.202, which the results are greater than 0.05, then the data is normal distribution.

TEST OF HYPOTHESIS

1. Coefficient Correlation Test

Coefficient correlation test is used to know whether there is a relationship between job stress with job satisfaction in IEC Malaka Branch Medan. To determine the relationship level between job stress and job satisfaction, the writer uses the test of correlations as follows:

Coefficient Correlation Test Result

Correlations

		Job Stress	Job Satisfaction
Job Stress	Pearson Correlation	1	-.914**
	Sig. (2-tailed)		.000
	N	35	35
Job Satisfaction	Pearson Correlation	-.914**	1
	Sig. (2-tailed)	.000	
	N	35	35

** . Correlation is significant at the 0.01 level (2-tailed).

Source : data processed by writer

From the table above, the writer obtain correlation coefficient in -0.914. It can be stated that job stress has a strong negative relationship with job satisfaction in IEC Malaka Branch Medan. The strong negative relationship between job stress variable and job satisfaction variable means that if employee's job stress increase, then the job satisfaction of employee will decrease in IEC Malaka Branch Medan.

2. Determination Coefficient Test

Determination coefficient calculation is done in order to know how strong the influence of job stress towards job satisfaction. The result of determination coefficient calculation is as follows:

Coefficient Determination Test Result Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.914 ^a	.836	.831	1.15347

a. Predictors: (Constant), X

Source : data processed by writer

From the calculation above, determination coefficient is in 83.6% which is means that the job satisfaction can be influenced and described by job stress in 83.6%, while the remaining in 16.4% of other factor that influence and describe job satisfaction that is not studied in this research

3. Simple Linear Regression Analysis

The simple linear regression analysis is used to know the significant and linear relationship between job stress as independent variable toward job satisfaction with linear regression equation as follows

$$Y = a + bx$$

Y = job satisfaction

X = job stress

a = constant

b = coefficient regression

$$a = \frac{(\sum y)(\sum x^2) - (\sum x)(\sum xy)}{n(\sum x^2) - (\sum x)^2}$$

$$b = \frac{n(\sum xy) - (\sum x)(\sum y)}{n(\sum x^2) - (\sum x)^2}$$

The result of calculation regression equation can be seen in the following table:

Regression Equation Calculation

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	24.982	.960		26.010	.000
Job Stress	-.635	.049	-.914	-12.983	.000

a. Dependent Variable: Job Satisfaction

Source : Data Prepared by Writer

From above table, it can be obtain the regression equation is $Y = 24.982 - 0.635X$. It means that every increasing in one unit of job stress, the value of job satisfaction will be decreased by 0.635. If every decreasing in one unit of job stress, it means the value of job satisfaction will increased by 0.635. From this equation, the company should support the employee in manage the stress when doing the job in order the employee's job satisfaction will increase.

$$Y = 24.982 - 0.635X$$

$$X = 0 \rightarrow Y = 24.982 - 0.635(0) = 24.982$$

$$X = 5 \rightarrow Y = 24.982 - 0.635(5) = 21.807$$

$$X = 10 \rightarrow Y = 24.982 - 0.635(10) = 18.632$$

$$X = 15 \rightarrow Y = 24.982 - 0.635(15) = 15.457$$

$$X = 20 \rightarrow Y = 24.982 - 0.635(20) = 12.282$$

$$X = 25 \rightarrow Y = 24.982 - 0.635(25) = 9.107$$

$$X = 30 \rightarrow Y = 24.982 - 0.635(30) = 5.932$$

$$X = 35 \rightarrow Y = 24.982 - 0.635(35) = 2.757$$

$$X = 40 \rightarrow Y = 24.982 - 0.635(40) = -0.418$$

DISCUSSION

After result obtained and analysis done by writer, the summary of result and analysis can be described as follows:

- a. From descriptive statistic analysis of job stress variable, it can be stated that most of respondent is moderate about the job stress dimension in IEC Malaka Branch Medan. From descriptive statistic analysis of job satisfaction variable, it can be stated that most of respondent is disagree about the job satisfaction dimension in IEC Malaka Branch Medan
- b. The test of quality data with validity test, all questions that used as research instrument is valid with high validity and very high validity. The test of quality data with reliability test, the questions is reliable and it can be used as research instrument with very high reliability. From data normality test, it can be known that the data distributions have normal distribution in regression model.
- c. From coefficient correlation test, it can be obtained coefficient correlation in -0.914 which means that there is a strong negative correlation between job satisfaction that can be managed and overcome by employee with employee's job satisfaction in IEC Malaka Branch Medan.
- d. From coefficient of determination test, it can be obtained the coefficient determination in 83.6% which is job satisfaction can be explained by job stress in the amount of 83.6% with 16.4% remains is can explained by another variables that not been studied in this research.
- e. From simple linear regression analysis, it can be stated that if the employee' job stress increase in 1 unit, then job satisfaction will decrease in 0.635 unit.
- f. From Z test, it can be stated that hypothesis is accepted about there is influence of job stress toward job satisfaction in IEC Malaka Branch Medan.

Job stress can occur because the employee feels that work is overload from the job itself and from the leader. Job stress can be happen to any employee both for new employee or employee that have been work for long time in the company. Because the job stress is related with employee's mental and mind, then when the employee feel job stress, the employee cannot work optimally. To work maximum and optimally, employees need to be free from disturbance both from the pressures of work and pressure from leader. Employees are not felling in job stress will work with the maximum and be able to concentrate on completing the work.

CONCLUSIONS AND RECOMMENDATIONS

From result and analysis done by writer, the conclusion of this research is job stress has influence toward job satisfaction in IEC Malaka Branch. There is strong negative relationship between job stress with job satisfaction in IEC Malaka Branch. Most of employees in IEC Malaka Branch are disagree in job satisfaction and moderate in job stress at this company. If the employees satisfy from what they have received from the company, then that employee will give more than what is expected by company, and they will continue to improve its performance.

The company should avoid the workload pressure and complexity that employee must bear it. Because of workload pressure and complexity, the employees can have job stress. The company can arrange the job distribution and delegation in order there is corporation between employees in finish their job easily and quickly. With good corporation

between employee, coworker and leader, it can be expected that job can be settled without employee fell job stress.

FURTHER STUDY

Like other empirical studies, this study is not without its limitations. Our sample consisted of one public university in Klang Valley may limit the generalisability of the results. The study can be strengthened by increasing the sample size as the data analysis results and findings may vary substantially when the sample size is increased or decreased.

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This study had limitations such as a small sample size (in number of organizations and number of employees).

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