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The Influence of Job Stress and Motivation on Job Satisfaction of Bone Regency PDAM Employees

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Abstract

The aim of this research is a type of quantitative research with the aim of finding out the effect of work stress and motivation on job satisfaction of PDAM Bone Regency employees. This sample was taken from the Bone Regency PDAM office. The type of data used in this research is quantitative data obtained from distributed questionnaires and is related to the problem being studied. Data collection was carried out by observation and distribution of questionnaires. In this research, the data sources used in data collection include primary data and secondary data. The research instrument used in this research used the Likert scale method. Based on the results of data research using statistical calculations through the Statistical Package for the Social Science (SPSS) version 29 application regarding the influence of work stress and motivation on job satisfaction of Local Water Company (PDAM)Bone Regency employees which was discussed in the previous chapter, the author draws important conclusions, namely work stress and Motivation has a positive and significant effect on employee job satisfaction. Existing work stress and motivation must be further improved and maintained because it can be seen from the. The results of the research are data obtained in research on job satisfaction of employees of the Regional Drinking Water Company (PDAM) of Bone Regency. Based on the results of the t test, it can be concluded that the work stress variable (X1) has a positive and significant effect on job satisfaction of employees of the Regional Drinking Water Company (PDAM) of the Regency. Bone, and Work Motivation also have a positive and significant effect on job satisfaction of employees of the Regional Drinking Water Company (PDAM) of Bone Regency.research results that existing work stress is still quite normal and stable.

1. Introduction

The rapid development of technology has brought significant changes and resulted in higher demands on every individual to improve their performance. This development requires employees to change their work patterns and systems according to existing demands. These significant changes require companies to have human resources capable of competing and possessing high enthusiasm. This shows that the role of human resources is crucial in managing a company. In a company, there must be a correlation between the company and its employees, both in work patterns and employee needs.

The success of a company in achieving its goals is greatly determined by the human resources involved in and engaged with its operational activities. Even if a company has good facilities and infrastructure, it will be difficult to compete with competitors if it does not have adequate human resources (Dewi Rahmadani et al., 2023).

The role of employees in a company organization is a vital factor in achieving and executing the functions and goals of the company. Employees act as planners, executors, and controllers who actively participate in realizing the organization's or industry's objectives. Employees are considered valuable assets for the organization, regardless of other factors and conditions. However, employees also have thoughts, feelings, and desires that influence their attitudes towards their work. These attitudes determine their job performance, dedication, and passion for their assigned tasks. These employee attitudes are known as job satisfaction, stress, and frustration caused by work, equipment, environment, needs, and so on.

Satisfaction is an issue within an organization. Job satisfaction is an essential aspect of work, and dissatisfaction in the workplace can arise from various individual and organizational problems. The potential consequences of job dissatisfaction can lead to illness and fatigue, resulting in decreased individual performance and productivity. This, in turn, can cause stress and a lack of motivation at work. The increasing competition and work demands create a lot of pressure employees face both in and outside the workplace. This continuous pressure has the potential to cause anxiety, commonly known as stress.

Generally, stress is viewed as a negative condition. However, stress, at certain levels, can trigger better employee performance because it arises from pressures from supervisors or competition in the work environment. This can occur because stress, at a certain level, can encourage employees to create innovative ideas to solve problems and tasks, making stress a constructive condition. For instance, if someone has a specific target at work that requires them to exert more effort, they will experience stress until the target is achieved and job satisfaction is reached, reducing their stress level. However, if the target is too high and unattainable or requires too much effort to accomplish, a person will experience excessive stress, ultimately decreasing job satisfaction. High stress combined with low motivation will impact employee job satisfaction.

Work motivation plays a significant role in encouraging human resources to perform their jobs well according to expected goals and objectives. Work motivation serves as a driving force to enhance work enthusiasm (Tarmizi & Hutasuhut, 2021). PDAM Kabupaten Bone is a regional drinking water company that serves to meet the clean water needs of the community in the Bone district, who are its consumers or customers. To meet the community's needs, the regional drinking water company (PDAM) must have high performance in carrying out its duties and functions. Based on observations, many PDAM Kabupaten Bone employees experience work stress due to organizational factors and other factors such as task demands, personal demands, organizational leadership, lack of motivation, job conditions, and supervisors who do not appreciate employees' work results, leading to dissatisfaction in performing their jobs. Based on the background presented, the authors are interested in conducting a study titled "The Influence of Work Stress and Motivation on Job Satisfaction of PDAM Kabupaten Bone Employees."

2 Research Methodology

This research uses quantitative methods involving numerical data and statistical analysis. In this approach, data in the form of numbers or sentences that are converted into numbers will be processed and analyzed to obtain scientific information from these numbers. This research will be carried out at the Bone Regency Regional Drinking Water Company (PDAM) Office located at Jl. Mt. Jaya Wijaya No.12, Jeppae, West Tanete Riattang, Bone Regency, for two months, from December 2023 to February 2024.

To obtain the necessary data, this research will use library techniques and distribute questionnaires. Primary data will be obtained directly from the questionnaire given to respondents, while secondary data will be taken from informants, research subjects and related documents. The research population consisted of all 170 employees of PDAM Bone Regency. The sample will be determined using the Slovin formula, which produces a sample size of 63 people. Data collection methods include literature studies, surveys, and the use of questionnaires. Literature study involves reviewing books, literature, notes, and reports that are relevant to the research topic. Surveys are carried out by distributing questionnaires in certain locations, while questionnaires are used to collect primary data by giving a set of written questions to respondents.

The variables in this research are divided into independent and dependent variables. The independent variables consist of work stress (X1) and work motivation (X2), which are causal factors that influence the dependent variable, namely employee job satisfaction (Y). The Likert scale is used to measure

respondents' perceptions, attitudes or opinions regarding social phenomena, with a scale of 5 = Strongly Agree to 1 = Strongly Disagree.

Data analysis methods include validity and reliability tests, with validity measuring the accuracy of the data reported and reliability measured using the Cronbach Alpha formula. Classic assumption tests include multicollinearity, heteroscedasticity and normality tests to ensure the quality of the regression model. Multiple linear regression analysis is used to determine the influence of the independent variable on the dependent variable with the regression equation \(Y = \alpha + \beta_1X_1 + \beta_2X_2 + \epsilon \). Hypothesis testing consists of a partial test (t test) to measure the influence of each independent variable and the coefficient of determination (R2) test to assess the ability of the independent variable to explain the variance of the dependent variable.

3. Discussion Of Research

3.1 Research Result

a. Respondent Characteristics

The purpose of the descriptive analysis in this study is to analyze data related to respondent identities, including gender, age, education, and length of service. Based on the data obtained, the characteristics of the respondents are divided into several categories. For gender, the table shows that male respondents are more dominant compared to female respondents, with 35 males (55.6%) and 28 females (44.4%). Regarding age, the largest number of respondents are in the age range of 21-30 years, totaling 40 people (63.5%). The next largest age range is 31-40 years, with 13 people (20.6%), while the age range of 41-50 years is represented by 6 people (9.5%), and those over 50 years old number 4 people (6.3%).

In terms of education, the majority of respondents are graduates, with 55 people (87.3%), while 8 people (12.7%) have a master's degree. Regarding length of service, the table shows that most respondents have been employed for 3.1-5 years, totaling 40 people (63.5%). The remaining respondents have been employed for less than 2 years, with 5 people (7.9%), and more than 5 years, with 18 people (28.6%).

b. Descriptive Analysis of Research Variables

The descriptive analysis of work stress variables shows that the indicator with the highest value is X1.10, where 31 respondents (49.2%) strongly agree. For work motivation variables, indicator X2.2 has the highest value, with 33 respondents (52.4%) strongly agreeing. For job satisfaction variables, indicator Y.5 shows the highest value, with 40 respondents (63.5%) strongly agreeing.

c. Descriptive Statistics

The results of the descriptive statistical analysis for work stress variables show a minimum value of 34, a maximum of 48, a mean of 41.97, and a standard deviation of 3.659. For work motivation variables, the minimum value is 36, the maximum is 49, the mean is 43.00, and the standard deviation is 3.623. For job satisfaction variables, the minimum value is 36, the maximum is 49, the mean is 43.29, and the standard deviation is 3.517.

d. Research Instrument Testing

Validity testing is conducted by comparing the calculated r value with the table r value. Based on the validity test results, all indicators of work stress, work motivation, and job satisfaction variables show that the calculated r value is greater than the table r value, indicating validity. Reliability testing using Cronbach's Alpha analysis shows that the Cronbach's Alpha value for work stress variables is 0.737, for work motivation is 0.799, and for job satisfaction is 0.802. All these values are greater than 0.60, indicating that these three variables are reliable.

e. Classical Assumption Testing

Multicollinearity testing shows that the VIF value for all independent variables is less than 10 and the tolerance value is more than

0.10, indicating no signs of multicollinearity. Heteroscedasticity testing with scatter plot graphs shows that the points are scattered without any particular pattern, indicating no heteroscedasticity. Normality testing with One-Sample Kolmogorov-Smirnov shows a significant value of 0.019, indicating that the data is normally distributed.

f. Multiple Linear Regression Testing

Multiple linear regression analysis shows that the regression equation is Y = 13.953 + 0.371X1 + 0.320X2, where the regression coefficients for work stress and work motivation show a positive effect on job satisfaction. The t-test results show that work stress and work motivation variables have a significant effect on job satisfaction, with the calculated t value being greater than the table t value. The coefficient of determination test shows that 37.5% of the variation in job satisfaction can be explained by work stress and work motivation variables, while 62.5% is influenced by other factors not examined.

3.2 Discussion

Based on the results of statistical testing, it can be seen that partially (individually) the work stress and work motivation variables have a positive and significant effect on the dependent variable. The influence given by these two independent variables is positive, meaning that the higher the work stress and work motivation variables are positive, the higher the employee satisfaction will be.

a. The Effect of Job Stress on Job Satisfaction of PDAM Bone Regency Employees.

The calculated t value is greater than the t table (3.234>2.000) with a significance level of 0.002. So it can be interpreted that based on the t test, it shows that work stress has a positive and significant effect on employee job satisfaction. The reason why work stress has a positive and significant effect is because it can be seen from the positive answers given by respondents to 10 statements, all of these statements are a description of 5 indicators. When work stress increases, job satisfaction also increases.

The results of this research are in line with research conducted by Hasmariani (2020) entitled The Influence of Job Stress and Motivation on Job Satisfaction of PDAM Employees in Bone Regency. Partial research results (t test) show that the variables of work stress and work motivation have a direct effect on employee job satisfaction.

b. The Influence of Work Motivation on Job Satisfaction of PDAM Bone Regency Employees.

The calculated t value is greater than the t table (2,769>2,000) with a significance level of 0.007. So it can be interpreted that based on the t test, it shows that work motivation has a positive and significant effect on employee job satisfaction. The reason why work motivation has a positive and significant effect is because it can be seen from the positive answers given by respondents to 10 statements, all of these statements are a description of 5 indicators. When work motivation is increased, job satisfaction also increases. The results of this research are in line with research conducted by Sitti Fatimah (2020) entitled The Influence of Job Stress and Work Motivation on Employee Satisfaction of PT Sriwijaya Air in Makassar. The results of the partial t test show that the variables of work stress and work motivation have a direct effect on employee satisfaction.

4. Closing

4.1 Conclution

Based on the research results from the data analysis conducted on employee job satisfaction at PDAM Kabupaten Bone, the following conclusions were drawn from the t-test and significance values:

a. The work stress variable (X1) has a t-value greater than the t-table value (3,234 > 2,000). Thus, it can be concluded that, partially, the work stress variable (X1) has a significant positive effect on employee job satisfaction at PDAM Kabupaten Bone.
b. The work motivation variable (X2) has a t-value greater than the t-table value (2,769 > 2,000). Therefore, it can be concluded

that the work motivation variable (X2) has a significant positive effect on employee job satisfaction at PDAM Kabupaten Bone.

4.2 Recommendations

Based on the study on the effects of work stress and work motivation on employee job satisfaction at PDAM Kabupaten Bone, the following recommendations are provided:

a. For the Institution

To address the level of employee work stress at PDAM Kabupaten Bone, it is advisable to hold regular meetings to discuss the issues faced by employees, listen to their complaints, and provide the best solutions. For employee work motivation, it would be beneficial to implement a monthly reward system to recognize and reward employee achievements, which can also increase motivation among other employees.

b. For Future Researchers

Future researchers are encouraged to explore additional variables beyond those examined in this study to obtain more varied results that may also impact job satisfaction.

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