

THE EFFECT OF JOB SATISFACTION, COMPENSATION AND WORK STRESS TO EMPLOYEE WORK COMMITMENT PT. PRIMA KARYA NUSA MEDAN

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ABSTRACT

This research was conducted on employees who work at PT. Prima Karya Nusa Medan. The purpose of this study was to determine and analyze the effect of job satisfaction, compensation, and job stress on employees' work commitment. The population and sample in this study amounted to 40 people. The sampling technique used is saturated. Data collection techniques are by distributing questionnaires and interviews. Data analysis used multiple linear regression analysis. The conclusion in the study that simultaneously job satisfaction, compensation, and job stress have a positive and significant effect on the work commitment of employees of PT. Prima Karya Nusa Medan. Partially, job satisfaction does not affect the work commitment of employees of PT. Prima Karya Nusa Medan. Partially, compensation has a positive and significant effect on the work commitment of employees of PT. Prima Karya Nusa Medan. Partially, work stress does not affect the work commitment of employees of PT. Prima Karya Nusa Medan. The magnitude of the coefficient of determination can be seen from the RSquare value of 0.694 which means job satisfaction, compensation, and work stress are able to explain employee work commitment by 69.4% while the remaining 30.6% is influenced by variables not examined such as: motivation, salary, job promotion, etc.

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I. INTRODUCTION

PT. Prima Karya Nusa is a lubricant distributor company located in the city of Medan precisely on Jl. Kapten Sumarsono no.24. PT. Pt. Prima Karya Nusa has been a major supplier of lubricants for industrial, commercial and automotive for more than 25 years. As the official distributor of Car lubricants in Batam and Sumatra, PT. Prima Karya Nusa distributes high quality products of Mobil 1 brand.

In order to achieve company goals, of course, the company needs good employee commitment. Because with a high employee commitment, it can encourage better employee performance and will make employees experience their own satisfaction with the performance carried out, so that the employee can be loyal and more committed to their workplace. Komitmen is the sense of identification (trust in the values of the organization), involvement (willing to try their best for the sake of the organization), and loyalty (the desire to remain a member of the organization in question) that a member declares towards his organization. There are many factors that can influence organizational commitment, namely work stress, job satisfaction, motivation, *work value*, career development and compensation. From various kinds of variables that can affect organizational commitment, researchers will take several variables that will be

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used in research, namely satisfaction to work, compensation and work stress.

Employees who are assets are those who drive the business run by the company. It's just that over time the dynamics of employees cannot be avoided, besides there are additional employees, there are also employees who resign.

The percentage of *turnover* experienced is in the high category and this reflects that the commitment of employees to the company is not good.

One of the factors that affect work commitment is job satisfaction. Job satisfaction reflects a person's feelings for his work. This is evident in the positive attitude of the employee towards work and everything that is faced in his work environment. Each employee has a different level of satisfaction according to the values that apply to him. The more aspects of the job that correspond to the wishes and aspects of the individual self, then there is a tendency to the higher the level of job satisfaction.

Job satisfaction can result in an influence on turnover rates and absenteeism rates on employees' physical and mental health as well as inaction rates. Job satisfaction within the individual can come from within the individual himself, but the influence of the external environment (outside the self) plays a role in shaping defensive or outgoing behaviors, in the form of something that the individual receives from his work environment. The large number of employees who stopped working at the PT Prima Karya Nusa company was allegedly due to the injustice of providing salaries to employees who had worked in the company for a long time and other factors of job dissatisfaction. In their research, Ariawan and Sriathi (2018) stated that job satisfaction has a positive and significant effect on employee organizational commitment. This shows that the higher the job satisfaction, the higher the employee's work commitment

Another factor influencing work commitment is compensation. If compensation is managed correctly, it will help the organization achieve its goals and obtain, maintain and maintain a productive workforce. Compensation is a form of attention that agencies can give to employees in welfare and to motivate their employees. Financial compensation is compensation that the company realizes by providing a certain amount of salary to employees. The company provides financial compensation to employees to stimulate employees to work better and optimally. If the provision of financial compensation does not meet employee expectations, for example, the company does not increase employee salaries while the workload is increasing, it will cause employees to complain, not being excited at work, and not being satisfied at work.

The provision of compensation not only provides rewards for the success of a job that has been achieved, but also to improve the work process, competence as an effort to reward the work efforts that a person has done. By providing compensation, it is expected that the commitment from employees will increase. The increase in employee salary compensation at PT Prima Karya Nusa is not the same percentage and after a long time it has not increased. This causes dissatisfaction in work and affects commitment. Dwi Putri and Prasetyo (2018) in their research stated that compensation has a significant positive effect on employee commitment in the marketing department of the regular ethical division of PT. Pharos New Zealand

Another factor that also affects work commitment is work stress. stress is a condition of tension that affects one's emotions, thought processes and condition. Stress in the company PT Prima Karya Nusa lately has become a serious problem for the company's management in the business world. Employees are often faced with a number of problems within the company so it is very likely to be exposed to stress. Stress work lowers a person's physical condition at work, increases psychological pressure at work, encourages violence between colleagues and causes excessive weakness. Work stress will appear if at some point employees feel that they can no longer meet the demands of the job. Employees who cannot withstand work stress in the long run will make the employee will no longer be able to work in related companies. At an increasingly severe stage, stress can make employees sick or even resign. If in a company there are found high work stress provoking factors, the work stress will be negatively related to work commitment

Workload and time stress result in stress on employees. The increasing workload faced by employees, it can increase stress. Employees are faced with various problems such as workloads

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that exceed the limits of capabilities. For example, the main tasks that must be completed by each employee amount to two tasks, but in between these tasks there are several additional tasks where the time for completing the task has the same schedule. These additional tasks can take the form of out-of-town service, work in the office becomes piled up and a number of tasks that accumulate earlier must be completed at the same time. The amount of workload is increasing, but the company does not provide a dispensation of time (additional time) in completing these additional tasks, resulting in employees experiencing stress. These things often make employees become stressed for a long time. If the employee is late in handing over his duties, then the benefits that are generally given will be deducted. Damrus and Sihaloho (2018) stated that work stress has a negative and significant effect on the organization's commitment to PT. Port of Indonesia I (Persero) Medan, meaning that the more employee work stress increases, it will reduce employee commitment to the company and vice versa, the more work stress decreases, it will further increase employee commitment to the company.

2. LITERATURE REVIEW

Theoretical Studies

According to Simamora (2016:447), "job satisfaction is the general attitude of employees towards work. Organizational compensation systems often have a significant impact on employee job satisfaction." According to Wibowo (2016:289), "compensation is a counter-achievement to the use of labor or services that have been provided by labor. Compensation is the amount of packages that an organization offers to workers in exchange for the use of its labor."

According to Siagian (2016:300), "stress is a condition of tension that affects a person's emotions, the way of thought and the physical condition of a person." According to Edison, Anwar and Komariyah (2017: 221), komitmen is defined as an emotional impulse of self in a positive sense, where employees / employees who want their careers to advance are committed to pursuing excellence and achieving achievements, and employees feel important for service committed to improving competence.

Frame of Mind

The following is an overview of the frame of thought that is used as the rationale for conducting an analysis on the research in i

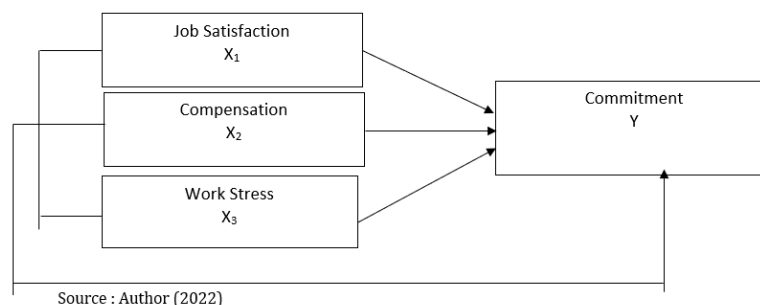


Figure 2. 1. Frame of Mind

Job satisfaction can result in an effect on turnover rates and absenteeism rates on employees' physical and mental health as well as inaction rates. If the compensation system provided by the company is in accordance with the wants and needs of employees, it will show a high level of commitment. Employees who have high levels of stress have implications for their low organizational commitment. The increase in employee salary compensation at PT Prima Karya Nusa is not the same percentage and after a long time it has not increased. This causes dissatisfaction in work and also makes employees stressed at work and this affects employee commitment to be low.

Hypothesis

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According to Santosa and Pusparatri (2021:182), a hypothesis can be interpreted as a conclusion that is not yet final or a temporary conclusion that still has to be tested for truth. A hypothesis is a temporary answer to the proposed problem that remains to be tested for correctness in the research to be carried out.

Based on the above frame of mind, the hypotheses in this study are as follows:

H₁ : Job satisfaction affects commitment

H₂ : Compensation affects commitment

H₃ : Work Stress affects Commitment

H₃ : Job Satisfaction, Compensation and Work Stress affect work commitment

3. RESEARCH METHODOLOGY

This research was conducted at PT. Prima Karya Nusa addressed at Jl. Kapten Sumarsono no.24, Medan. This study was conducted from September 2021 to February 2022.

Population and Sample

According to Sugiyono (2019:115), "population is a generalized area consisting of objects or subjects that have certain qualities and characteristics that are determined by the researcher to be studied or studied and then drawn conclusions."

The population of this study was employees of PT. Prima Karya Nusa which totals 40 (forty) people. According to Sugiyono (2019:116), "a sample is part of the number of characteristics possessed by that population. The sampling method carried out in this study using the jenuh sampling method."

According to Sugiyono (2019:122), "saturated sampling is a sample determination technique when all members of the population are used as samples. The sample of this study is the total number of populations, thus the number of samples is equal to the number of populations (saturated samples or censuses)."

The data analysis model used in this research hypothesis is a multiple regression analysis model. In this study, researchers used a 26 windows version of the SPSS software program. To find out the influence of free variables and bound variables, the multiple regression analysis formula is used as follows:

$$Y = a + b_1X_1 + b_2X_2 + e$$

Information:

Y = Work Commitment

a = Constants

b₁ = Variable Regression Coefficient X₁
(Job Satisfaction)

b₂ = Variable Regression Coefficient X₂ (Compensation)

b₃ = Variable Regression Coefficient X₃ (Work Stress)

X₁ = Job Satisfaction Variable

X₂ = Variable Compensation

X₃ = Variable Work Stress

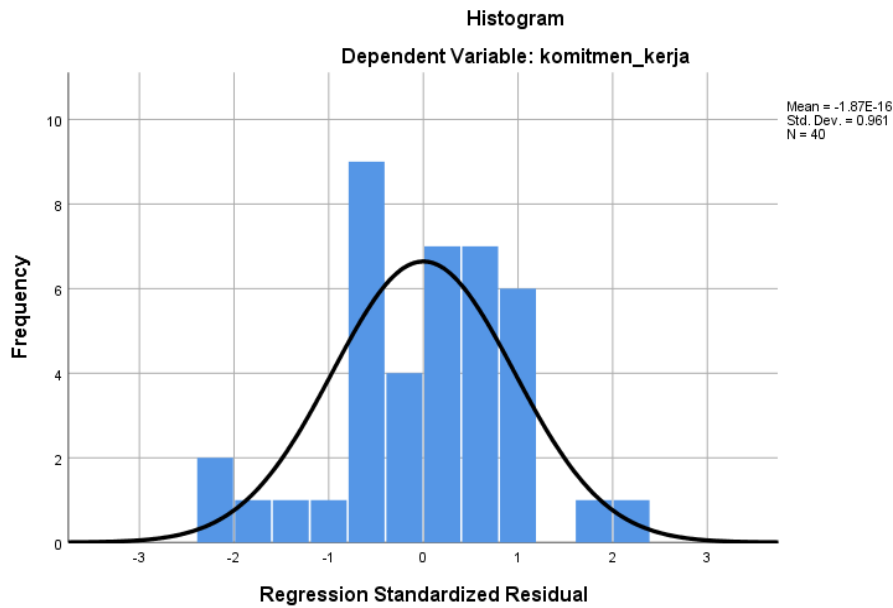
e = Error Percentage (0.5)

4. RESULT AND DISCUSSION

Multiple Regression Coefficient Test Results

Multiple regression hypothesis testing states that there is a lack of job satisfaction, compensation, and work stress towards PT Prima Karya Nusa's work commitment.

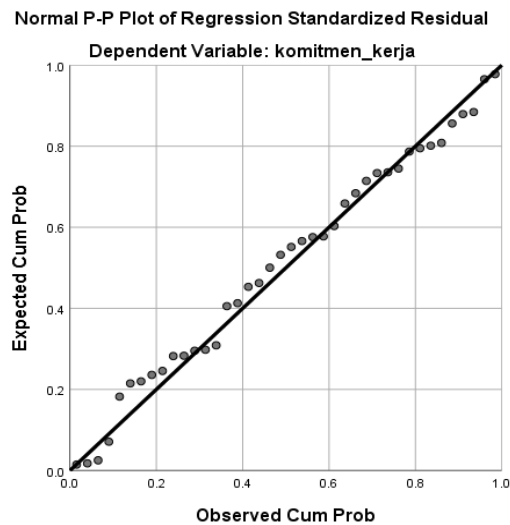
Normality Test



Source : Research Results 2022 (Data Processed)

Figure 4. 2. Histogram Normality Test

Figure 4.2. shows the real data forming a curve line tends to be symmetrical not to deviate to the left or to the right, then it can be said that the data is normally distributed.



Source : Research Results 2022 (Data Processed)

Figure 4. 3. Normality Test P-P Plot

Figure 4.3. The *P-P Plot Normality* graph looks at the data spreading around the diagonal line and mostly close to the diagonal line so it can be concluded that the data is normally distributed.

Table 4. 13 Normality Test Results
One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		40
Normal Parameters ^{a,b}	Mean	.0000000

	Std. Deviation	2.56279905
Most Extreme Differences	Absolute	.081
	Positive	.057
	Negative	-.081
Statistical Test		.081
Asymp. Sig. (2-tailed)		.200 ^{c,d}

- a. Test distribution is Normal.
- b. Calculated from data.
- c. Lilliefors Significance Correction.
- d. This is a lower bound of the true significance.

Source : Research Results 2022 (Data Processed)

Table 4.13. it is seen that the results of the *Kolmogorov Smirnov* normality test showed a significant value of 0.200 greater than 0.05. Thus from the test results *Kolmogorov Smirnov* showed normally distributed data.

Multicollinearity Test

Table 4. 11 Multicollinearity Test Coefficients^a

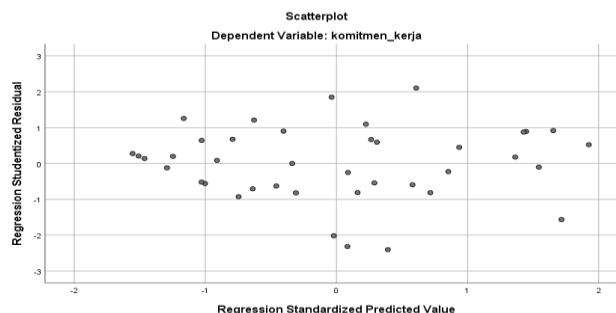
Type		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	-.108	2.302		-.047	.963		
	kepuasan_kerja	.176	.139	.128	1.268	.213	.829	1.206
	Compensation	.808	.145	.680	5.576	.000	.572	1.749
	stres_kerja	.139	.126	.137	1.105	.277	.555	1.803

a. Dependent Variable: komitmen_kerja

Source : Research Results January 2022 (Data Processed)

Based on Table 4.14. above that the variable Job Satisfaction (X_1) has a *tolerance* value of $0.829 > 0.1$, Compensation (X_2) has a *tolerance* value of $0.572 > 0.1$, and Work Stress (X_3) has a *tolerance* value of $0,555 > 0.1$ while the *VIF* value of each variable Job Satisfaction (X_1) which is 1.206 less than 10, Compensation (X_2) which is 1.749 less than 10, and Work Stress (X_3) which is 1.803 smaller than 10, thus in the multicollinearity test there is no correlation between the variables of Job Satisfaction, Compensation, and Work Stress.

Heteroskedasticity Test



Source : Research Results 2022 (Data Processed)

Figure 4. 4. Scatterplot Chart

Figure 4.4. *scatterplot* chart it is seen that the dots spread out with an unclear pattern both above and below the zero number (0) on the Y axis, do not gather in one place, so from the *scatterplot* chart it can be concluded that there are no symptoms of heteroskedasticity in the regression model.

Table 4. 14. Multiple Linear Regression Analysis Results Coefficients^a

Type		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-.108	2.302		-.047	.963
	kepuasan_kerja	.176	.139	.128	1.268	.213
	Compensation	.808	.145	.680	5.576	.000
	stres_kerja	.139	.126	.137	1.105	.277

a. Dependent Variable: komitmen_kerja

Source : Research results,2022 (data processed)

$$Y = -0.108 + 0.176 \text{ Job Satisfaction} + 0.808 \text{ Compensation} + 0.139 \text{ Work Stress}$$

The meaning of the multiple linear regression analysis equation above is:

1. The constant of -0.108 states that if job satisfaction, compensation, and work stress are worth 0 then the employee's Work Commitment remains at -0.108.
2. The Regression coefficient of Job Satisfaction is 0.176 and is positive. this states that each increase in Job Satisfaction 1 unit will increase the employee's Work Commitment by 0.176 units assuming other variables remain.
3. Compensation regression coefficient of 0.808 and positive value, this states that each increase in Educational Compensation 1 unit will increase the employee's Work Commitment by 0.808 units assuming other variables remain.
4. The regression coefficient of Work Stress is 0.139 and is positive, this states that every increase in Work Stress 1 unit will increase the employee's Work Commitment by 0.139 units with the assumption that other variables remain.

Determination Test (R²)

The results of the coefficient of determination test can be seen in Table 4.16. below:

Table 4. 15. Coefficient of Determination Testing Model Summary^b

Type	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.833 ^a	.694	.668	2.667

a. Predictors: (Constant), stres_kerja, kepuasan_kerja, compensation

b. Dependent Variable: komitmen_kerja

Source : Research results,2022 (data processed)

Table 4.16 shows that the value of R_{Square} is 0.694 means That Job Satisfaction, Compensation, and Work Stress are able to explain the employee's Work Commitment by 69.4% while the remaining 30.6% is influenced by unexplored variables such as: Motivation, Salary, Job Promotion, and so on.

Simultaneous Test Results (F Test)

The following is a table of the results of partial hypothesis testing, namely:

Table 4. 2. Simultaneous Test Results (F Test) ANOVA^a

Type		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	580.250	3	193.417	27.183	.000 ^b
	Residual	256.150	36	7.115		
	Total	836.400	39			

a. Dependent Variable: komitmen_kerja

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b. Predictors: (Constant), stres_kerja, kepuasan_kerja, compensation
Source : Research results,2022 (data processed)

Based on Table 4.17. it can be seen that the calculated F value $> F_{\text{of the table}}$ ($27.183 > 2.86$) with the hypothesis H_0 is rejected and H_1 is accepted. So it can be concluded that Job Satisfaction, Compensation, Work Stress affect the Work Commitment of PT. Prima Karya Nusa Medan and its influence is positive with a significant level (α) is 5%. By looking at the probability that is smaller than the significant level ($0.000 < \text{sig } 0.05$) it can be concluded that the equation model has a significant effect.

Partial Hypothesis Testing (t Test)

The following is a table of the results of partial hypothesis testing, namely:

**Table 4. 3. Partial Test Results (t Test)
Coefficients^a**

Type		Unstandardized Coefficients		Standardized	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-.108	2.302		-.047	.963
	kepuasan_kerja	.176	.139	.128	1.268	.213
	Compensation	.808	.145	.680	5.576	.000
	stres_kerja	.139	.126	.137	1.105	.277

a. Dependent Variable: komitmen_kerja

Source : Research results,2022 (data processed)

Table 4.18. shows the table's t value for significant 0.05 at the free degree $df=n-k=40-3=37$ is 2.026. The results of the partial test can be described as follows:

1. The results of the partial t-test calculation for the Job Satisfaction variable obtained a calculated t value (1.268) smaller than the table t (2.026) with a significant value of $0.213 > 0.05$, then Job Satisfaction has no effect on the Work Commitment of PT employees. Prima Karya Nusa Medan.
2. The results of the partial t-test for the Compensation variable obtained a calculated t value (5.576) greater than the table t (2.026) with a significant value of $0.000 < 0.05$, then compensation positively and significantly affects the Work Commitment of PT employees . Prima Karya Nusa Medan.
3. The results of the partial t test for the Work Stress variable obtained a calculated t value (1.105) smaller than the table t (2.026) with a significant value of $0.277 > 0.05$, then Work Stress has no effect on the Work Commitment of PT employees. Prima Karya Nusa Medan.

5. CONCLUSIONS

Job Satisfaction does not affect the Work Commitment of PT. Prima Karya Nusa Medan. Compensation affects the Work Commitment of PT. Prima Karya Nusa Medan. Work Stress has no effect on the Work Commitment of PT. Prima Karya Nusa Medan. Job Satisfaction, Compensation, and Work Stress affect the Work Commitment of PT. Prima Karya Nusa Medan. This study shows that the Job Satisfaction variable has no effect on employee Work Commitment. There are other factors that affect employee work stress such as: leadership, salary, and morale. Companies are expected to be able to pay attention to factors that can affect employee Work Commitment because in accordance with the results of research conducted states that the Job Satisfaction variable does not affect employee Work Commitment. By paying attention to other factors outside the Variable of Job Satisfaction, it is hoped that it can increase the Work Commitment of employees of pt. Prima Karya Nusa Medan. It is recommended to superiors to pay attention to the provision of compensation to employees. Employees who have good performance and are always disciplined at work should get better compensation than other employees. This can be a motivation for lazy employees to be more enthusiastic at work so as to get higher

compensation which results in increasing employee commitment as well. This study shows that the Work Stress variable has no effect on employee Work Commitment. There are other factors that affect employee work commitment such as: leadership, salary, and morale. Companies are expected to pay attention to factors that can affect employee Work Commitment because according to the results of the research conducted states that the Work Stress variable does not affect employee work stress. By paying attention to other factors outside the Work Stress variable, it is hoped that it can increase the Work Commitment of employees of pt. Prima Karya Nusa Medan. It is expected for superiors to pay more attention to factors that can increase employee Work Commitment. One of them is to pay attention to fairness in the distribution of compensation received by employees in order to increase the Work Commitment of employees at PT. Prima Karya Nusa Medan.

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