



Effect of Work Stress and Job Satisfaction on Organizational Commitment Sharia Banking Employees in The City of Medan

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Abstract

Introduction to The Problems: Employees are valuable assets owned by a company or bank. The existence of employees is a process for the achievement of what has been planned or determined in order to achieve the desired goals. High stress levels at work can have an impact on performance or the results to be done. This will have an effect on job satisfaction which in turn will affect an employee's commitment to work as well as the achievement of what has been determined by the Company.

Purpose: This study aims to see how much influence work stress and job satisfaction have on organizational commitment for Islamic Banking Employees in Medan City

Methodology: Seeing how much work stress and job satisfaction are related in influencing an employee's organizational commitment in achieving what has been set by the Company.

Findings: Partially or simultaneously, work stress and job satisfaction affect an employee's organizational commitment at work

Paper Type: Research

Keywords: Work stress, Job satisfaction, Organizational commitment

Introduction

Employees in a company is a very valuable asset. The existence of employees will certainly make it easier for a company to achieve what is the vision and mission that has been set. Human resources are an important part in determining a company (Dewi & Sintaasih, 2016). Human resources is a very complex problem in determining the condition of a company that can result in a decrease in organizational commitment (Ariawan & Sriathi, 2018). One of the causes of the decline in organizational commitment of an employee is work stress (Divara, Krisna, & Rahyuda, 2016). When a person feels depressed in his daily life due to discrepancies or changes in life that will cause emotional exhaustion, this is part of stress (Ningsih et al., 2020).

Human resources are important in advancing a company (Wirya et al., 2020). Job satisfaction is important for employees and companies, it is to see how the level of job satisfaction of an employee with his boss and work. An employee who feels satisfied at work, of course there is an increase in working in his daily life (Bhastary, 2020). Work stress if not managed properly, it will cause self-anxiety, depression, frustration and so on. Stress can damage mentally both psychologically and physically which can harm an individual because of his inability to manage himself (Moorhead & Griffen, 1998).

The cause of stress is due to poor time management, unclear job descriptions, lack of communication, inability to complete a job (Michael, 1997). Stress can be a stimulus needed for human life, but it can also have an impact on human health itself (Rhee, 2010). Every company organization is currently competing to get the best talents in the world of work to manage every role in the work environment (Aruldoss et al., 2020). The low level of organizational commitment is influenced by work stress experienced by an employee, the stress experienced by members of the company's organization must be seen to determine the extent of its influence on the intensity of commitment (Khatibi et al., 2020). The problem that often occurs in the world of work is how to build a commitment to achieve a company's organizational goals. A high commitment from an employee will have an impact on an employee's performance, while good organizational commitment will give positive results to an employee's performance as well (Suryanthini et al., 2020). Employees who experience high levels of stress can lead to low organizational commitment (Harun et al, 2017).

Work stress is something related to the work environment or the nature of a job that is felt by the individual (Bokti & Talib., 1998). Work stress is a condition in which a person's attitude changes from normal habits which interfere with psychological and physiological conditions (Karim & Rehman., 2012). Work stress has measurement tools or indicators, namely: excessive workload, pressure or time pressure, quality supervisors who are not smart, poor work climate, insufficient authority to carry out responsibilities, role ambiguity, frustration, role conflict, differences between company and employee values and various forms of change (Handoko, 2012). Job satisfaction is an important component of an employee, and attitudes that will affect how an employee feels (Ozer & Günlük, 2010).

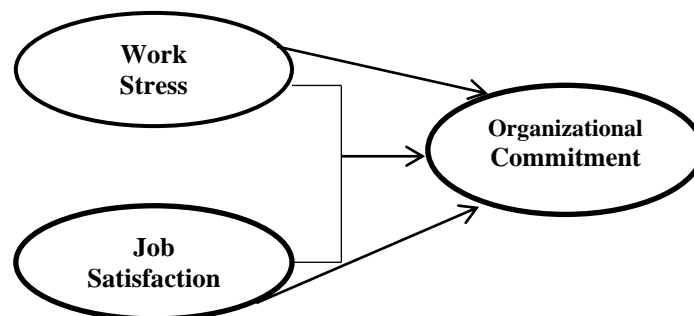
Job satisfaction is an important factor to produce optimal things (Sutrisno, 2016). Indicators of job satisfaction, namely:(a) Salary, employees get a fair salary system according to the work they do, (b) The work itself, employees like jobs that provide opportunities to use their skills, (c) Colleagues, in carrying out their duties the company activities of co-workers must be able to support each other in the work environment, Promotion, employee opportunities in terms of career development in the company so that employees motivated at work, (e) Supervision, the ability of superiors to have a positive influence to the work that employees do (Luthans, 2006). Organizational commitment is a condition in which an employee maintains his membership in an organization by taking sides with the organization and achieving the expected goals and desires (Irawati & Liana, 2013).

Organizational commitment is a firm belief in the recognition of employees regarding the goals or principles of the organization, and has great confidence in the organization and the desire to

survive in the organization (Karim & Rehman., 2012). The indicators of organizational commitment are: a) a sense of pride in the work, b) a sense of loyalty to the company, c) concern for the sustainability of the company, d) an inspiring job, e) the suitability of personal and organizational values (Suryanthini et al., 2020).

High stress levels will have an impact on the performance of an employee. If an employee experiences stress at work, of course it will reduce his performance. Each employee has been given a job in accordance with their respective proportions and responsibilities. An employee must be able to manage stress levels well, it is intended that every work done can be completed properly and in accordance with the predetermined time limit. Good time management at work can certainly reduce stress levels for an employee. Working well, honest, trustworthy, responsible and sincere, it will reduce stress levels in an employee's work. In the world of banking, especially Islamic banking, at this time, every employee is not only a marketer who is assigned to market existing banking products, but every employee of Islamic banking is obliged to introduce banking products to the existing community. An employee who is satisfied at work, of course he will be committed to the company organization where he works, trying earnestly, honest and trustworthy in order to achieve the company's goals that have been set. However, if the stress level is high at work, it will have an impact on the satisfaction of an employee at work and consequently the employee is not committed to work. An employee who is satisfied at work, of course he will be committed to the company organization where he works, trying earnestly, honest and trustworthy in order to achieve the company's goals that have been set. However, if the stress level is high at work, it will have an impact on the satisfaction of an employee at work and consequently the employee is not committed to work. An employee who is satisfied at work, of course he will be committed to the company organization where he works, trying earnestly, honest and trustworthy in order to achieve the company's goals that have been set. However, if the stress level is high at work, it will have an impact on the satisfaction of an employee at work and consequently the employee is not committed to work.

Figure 1. Conceptual Framework



The impact of stress that arises in an employee will have an impact on a decrease in productivity or performance of the employee. Existing stress will reduce the level of satisfaction of an employee at work, and will result in an employee less focused at work and the level of commitment to work decreases. Previous research (Suryanthini et al., 2020),(Putu, 2018),(Putri & Martono, 2015) that work stress affects job satisfaction and organizational commitment. In contrast to the research conducted by (Judge & Hidayat, 2018) that work stress has no significant effect on organizational commitment, while job satisfaction has a significant effect on organizational commitment.

The hypothesis of this study:

H1: Work stress affects organizational commitment

H2: Job satisfaction affects organizational commitment

H3: Work stress and job satisfaction simultaneously affect organizational commitment

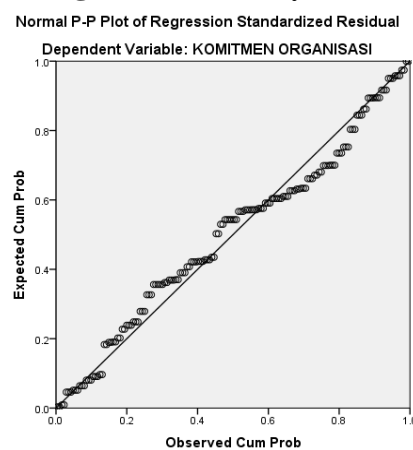
Methodology

This study uses a quantitative associative approach, which is to see the influence between the independent variable and the dependent variable. Collecting data from this study is by using a questionnaire to the respondents. The number of respondents as many as 158 respondents of Islamic banking employees, namely employees of Bank Mega Syariah, Bank Panin Syariah, Bank Muamalat in Medan City. The purpose of this study was to examine the effect of job stress, job satisfaction on organizational commitment. Multiple linear analysis technique using SPSS 22 analysis tool.

Results and Discussion

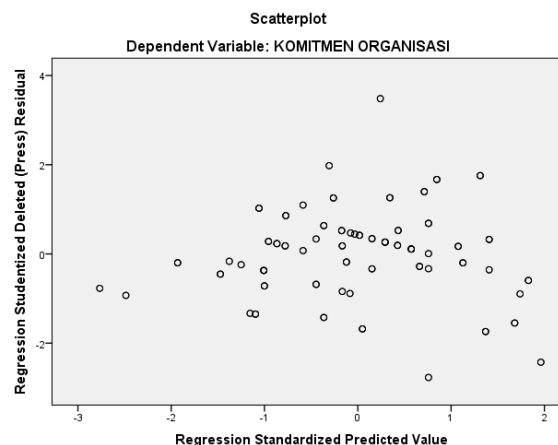
The results of the research conducted are as follows:

Figure 2. Normality Test



Testing the normality of the data is done to see whether in the regression model, the dependent and independent variables have a normal distribution or not. If the data spreads around the diagonal line and follows the direction of the diagonal line, the regression model meets the assumption of normality (Suryanthini et al., 2020) The picture above identifies that the regression model has met the assumptions that have been stated previously, so that the data in the regression model of this study tends to be normal.

Figure 3. Heteroscedasticity Test Results



The picture above shows the points spread randomly, do not form a clear/regular pattern, and are spread both above and below the number 0 on the Y axis. Thus "heteroscedasticity does not occur" in the regression model.

Table 1. t-test (Partially)

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	18,695	2,909		6.427	.000
	Work Stress	.230	.064	.262	3.571	.000
	Job Satisfaction	.303	.065	.341	4,655	.000

a. Dependent Variable: Organizational Commitment

The regression analysis equation above is:

$$Y = 18,695 + 0.230 X1 + 0.303 X2$$

Hypothesis 1 is variable X1 (work stress) where $t \text{ count} > t \text{ table}$ ($3.571 > 1.97$), it explains that work stress variable affects organizational commitment variable (Y), hypothesis 2 is variable X2 (job satisfaction) where $t \text{ count} > t \text{ table}$ ($4,655 > 1.97$), this explains that the variable job satisfaction has an effect on organizational commitment (Y). These results are in accordance with the results of the study (Suryanthini et al., 2020), (Prayogi et al, 2019), (Dhaniala, 2010) where job stress affects job satisfaction. If the stress level is high, it will have an impact on decreasing productivity or performance of an employee. The high work stress will result in not achieving the goals set by the company. If an employee is stressed at work, it will result in a decrease in the level of satisfaction at work, which will not commit an employee to work and the employee's willingness to leave work increases.

Table 2. F Test (Anova)

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	420.880	2	210,440	24,064	.000b
	Residual	1355.481	155	8.745		
	Total	1776,361	157			

a. Dependent Variable: Organizational Commitment

b. Predictors: (Constant), Job Satisfaction, Work Stress

From Hypothesis 3 above, it is explained that the calculated F value $> F \text{ table}$ ($24.064 > 3.05$), this means that simultaneously the variable work stress (X1) and job satisfaction (X2) affect organizational commitment (Y) in Islamic banking employees in Medan City.

Table 3. Test of Determination (R-Square)

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.487 ^a	.237	.227	2.95720

a. Predictors: (Constant), Job Satisfaction, Work Stress

b. Dependent Variable: Organizational Commitment

From the information above, the R-Square value is 0.237 or 23.70%. This means that 23.70% of the organizational commitment variable (Y) is influenced by the two independent variables, namely work stress (X1) and job satisfaction (X2), while 76.30% can be influenced by other variables not examined in this study, including the work environment, promotion, compensation, leadership, motivation, and so on.

Conclusion

The conclusion of this study is that job stress and job satisfaction affect organizational commitment to Islamic banking employees in Medan City. If the stress level is high, it will have an impact on decreasing productivity or performance of an employee. Stress can make an employee dissatisfied at work which will have an impact on not achieving the goals set by a company. If the work stress of an employee continues to increase, it will have an impact on the turnover rate or the exit of an employee at work. If work stress can be controlled properly, Of course, an employee will be satisfied with the work he does and will commit to what has been planned or try to achieve the goals set by a company. Considering that work stress has an influence on job satisfaction, therefore it must be considered so that there is no workload that is too high, work overlaps, and avoids giving jobs to employees who do not have expertise in their fields. It is hoped for further researchers that this research can be used as a reference because there are several variables that have not been studied in this study, including incentives, career paths, work environment, promotions, compensation, leadership, and motivation that can affect job satisfaction of an employee. Considering that work stress has an influence on job satisfaction, therefore it must be considered so that there is no workload that is too high, work overlaps, avoids giving work to employees who do not have expertise in their fields. It is hoped for further researchers that this research can be used as a reference because there are several variables that have not been studied in this study, including incentives, career paths, work environment, promotions, compensation, leadership, and motivation that can affect job satisfaction of an employee. Considering that work stress has an influence on job satisfaction, therefore it must be considered so that there is no workload that is too high, work overlaps, and avoids giving jobs to employees who do not have expertise in their fields. It is hoped for further researchers that this research can be used as a reference because there are several variables that have not been studied in this study, including incentives, career paths, work environment, promotions, compensation, leadership, and motivation that can affect job satisfaction of an employee.

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