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## Analysis of Work Stress and Its Effect on Work Satisfaction and Employee Performance of TGK. Chik Ditiro General Hospital

Riza Azmi, Nasir and Said Musnadi

Master of Management Graduate Program Syiah Kuala University in Banda Aceh

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### Abstract

This study aims to test the effect of work stress on work satisfaction and its impact on employee performance. The object is the Tgk. Chik Ditiro General Hospital located in Sigli city, Indonesia. This research is quantified qualitative research. Instrument sending data using a questionnaire. The sample used in this study was 120 people, the technique used for sampling was cluster sampling with an accidental sampling approach. Data analysis using the SPSS program (Statistical Package for Social Sciences). The result shows that Work Stress affects Work Satisfaction significantly, Work Stress affects employee performance significantly, Work Satisfaction affects employee performance significantly, and Work Stress indirectly affects employee performance through Work Satisfaction significantly. These results contribute to the academic theories that upgrade the previous models, so this can be a reference for the further research both in developing or searching the new models. The originality lies in the integration and combination of the previous causality models, with the new object. The limitation lies in the number of variables and only use one object. This model can also be useful for the practical managers especially in Tgk. Chik Ditiro General Hospital as the object of this research.

**Keywords:** Work Stress, Work Satisfaction and Employee Performance.

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### 1. Introduction

Human resources are the most important assets and must be owned by every company because the progress of a company depends on its human resources. But often human resources are demanded by companies to further enhance their abilities and expertise in carrying out a job and without realizing it, this can only make employees feel stressed which will affect the performance of employee employees and Work Satisfaction of the employee (Noor, Rahardjo and Ruhana, 2016)

Stress will occur "if an individual is unable to understand the limitations of something. This inability will later cause frustration, anxiety, and guilt which is the beginning of the beginning of stress. The danger of stress is caused by physical, emotional and mental fatigue caused by involvement in a long time with emotionally demanding situations. The process takes place gradually, accumulatively, and over time it gets worse. In the short term, stress that is left unchecked without serious handling from the company makes employees become depressed, unmotivated, and frustrated causing employees to work optimally so that satisfaction with their work.

(Robbins and Judge, 2014) explained that one of the effects of psychological stress is that it can reduce employee Work Satisfaction where Work Satisfaction is an emotional attitude that is fun and loves his work. (Umar, 2008) argued that the impact of Work

Satisfaction will be associated with several outputs produced, one of which is employee performance (work performance) where employee performance is the result of work achieved by someone / group of people in the organization in accordance with the responsibility of each to achieve a goal. The measure of employee performance can be seen based on the level of efficiency and effectiveness achieved by the company.

Tgk. Chik Ditiro General Hospital - Aceh which is one of the regional government agencies engaged in public health services. Tgk. Chik Ditiro General Hospital has a mission to provide quality health services to the community. Therefore this General Hospital is required to improve management and maximize service quality through improving human resource capabilities. Good service quality is the main thing that is very important to be safeguarded and to provide good quality service every employee must work productively and professionally and must be able to overcome all forms of events that occur around him.

Once the importance of human resources to support success, the problems related to human resources must get priority to be resolved so as to improve the performance of human resources employees. Based on the description above, literature studies are needed to develop the research paradigm and hypothesis.

## **2. Literature Review**

### **Work Stress**

Work Stress is a feeling of stress experienced by employees in the face of work. Work Stress is defined as a physical and emotional response that occurs when work requirements do not match the abilities, resources and needs of workers. Work Stress raises psychological problems that are relevant to job dissatisfaction, stress antecedents or called stressors that affect other employees and employees themselves (Sommer, Bae and Luthans, 1996) in (Trang *et al.*, 2013). Work Stress can be described as an uncomfortable feeling felt by individuals whose abilities and resources cannot be overcome by demands, events and situations in their workplace (Karimi and Alipour, 2011). According to (Ng *et al.*, 2013) there are six indicators of work stress, namely: personal behavior, social support, role conflict, bad environment, and workload.

### **Work Satisfaction**

(Handoko, 2008) Work Satisfaction (Work Satisfaction) "is a pleasant or unpleasant emotional state for employees who view their work, and satisfaction reflects a person's feelings for his work. This appears in the positive attitude of employees towards work and everything that is faced in the work environment.

(Robbins and Judge, 2008) stated that Work Satisfaction is a general attitude towards one's work as a difference between the number of rewards received by workers and the number that is believed to be accepted. (Husni, Musnadi and Faisal, 2017) stated that Work Satisfaction is the level of pleasure someone feels for his role or work in the organization. The level of satisfaction of individuals that they are rewarded is worth the various aspects of the work situation of the organization in which they work. (Tsai and Huang, 2008) suggested there are five indicators of Work Satisfaction including: supervision, coworkers, wages, promotions and the work itself.

### **Employee Performance**

According to (Nasir, 2006) performance is an act, appearance, achievement, usability and performance of an organization or individual that can be demonstrated in a tangible and

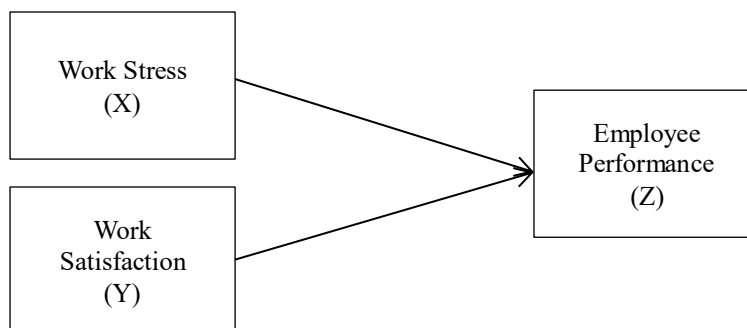
measurable manner. With the existence of several notions of the performance mentioned above, individual performance must be taken into account because organizational performance is the result of a collection of individual performance.

(Kurniawati *et al.*, 2018) stated that performance is the result or level of success of a person as a whole over a period of time in carrying out tasks compared to various possibilities, such as standards of work results, targets or targets or criteria that have been determined in advance and have been agreed upon".

(Soedjono, 2005) mentioned there are 6 (six) indicators that can be used to measure employee performance individually, namely: quality of work, quantity of work, timeliness in completing work, effectiveness, independence, and work commitment.

### Research Model and Hypothesis

Based on the literature review of employee performance, Work Satisfaction and work stress, the research model proposed as the basis of this research is:



**Figure 1.** Research Model

**H1 :** Work Stress affects Work Satisfaction significantly

**H2 :** Work Stress affects employee performance significantly

**H3 :** Work Satisfaction affects employee performance significantly

**H4 :** Work Stress indirectly affects employee performance through Work Satisfaction significantly.

### 3. Method

This research is conducted in the Tgk. Chik Ditiro General Hospital involving Civil Servants that working in it. The survey was conducted in the range of September 2017 to November 2017, while the respondents were in work stress condition. The population is Civil Servants who work at the Tgk. Chik Ditiro General Hospital. The technique used for sampling is the cluster sampling with an accidental sampling approach. Based on the data that has been obtained, it is known that the number of employees of the Tgk. Chik Ditiro General Hospital is 512 people. The sample size is determined using the Slovin formula (Umar, 2008). So the number of sample used in this study is 120 respondents. Sample is taken with the aim because the researcher assumes that someone has or knows the information needed for the research.

Data collection is done by distributing questionnaires. Questionnaire is a technique of data collection carried out by giving a set of questions or statements to respondents to answer (Sugiyono, 2007). Questionnaire is given to Civil Servants who work at the Tgk. Chik Ditiro General Hospital.

The method used for data analysis is the path analysis which is a direct development

of multiple regression forms with the aim of estimating the magnitude and significance (significance) of causal relationships in a set of variables (Sarwono, 2010). The two-lane diagram model consists of two structural equations with two substructures, namely X as endogenous variables and Z and Y as exogenous variables with structural equations, namely:

Substructure equation model 1:

$$Y = PX + \varepsilon_1$$

Substructural equation model 2:

$$Z = PZ + PX + \varepsilon_2$$

Where:

X = Work Stress

Y = Employee satisfaction

Z = Employee performance

P = Path coefficient

$\varepsilon$  = Standard error

#### 4. Result

##### Substructure Test Result 1

The regression for substructure 1 results Work Stress has a positive and significant effect on Work Satisfaction of employees. The following table is a result of the test for each variable:

**Table 1.** Regression Result of Substructure 1

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	11.348	1.910		5.940	.000
	Work Stress	.682	.089	.576	7.657	.000
a. Dependent Variabel: Work Satisfaction						

Based on Table 1, the Path Analysis equation for the first substructure is:

$$Y = 0.682PX + \varepsilon_1$$

It also shows a significant value for work stress of  $0.000 < \alpha 0.05$ , so the work stress variable has a positive and significant effect on Work Satisfaction, thus the hypothesis 1 is accepted.

##### Substructure Test Result 2

The regression for substructure 2 results work stress and Work Satisfaction have a positive and significant effect on employee performance, that can see in table below

**Table 2.** Regression Result of Substructure 2

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.	
	B	Std. Error	Beta			
1	(Constant)	2.585	1.239		2.086	.040
	Work Stress	.379	.087	.396	4.371	.000
	Work Satisfaction	.203	0.63	.295	3.206	.002
a. Dependent Variabel: Employee Performance						

Based on Table 2, the Path Analysis equation for the hypothesis of substructure 2 is:

$$Z = 0.379 PX + 0.203PY + \varepsilon_2$$

It figures the significant value for those two effects that is explained as follows.

1. Significant value for work stress is 0.000 <math>< \alpha 0.05</math>, work stress variable has a positive and significant effect on employee performance, thus the hypothesis 2 is accepted.
2. Significant value for Work Satisfaction is 0.002 <math>< \alpha 0.05</math>, Work Satisfaction variable has a positive and significant effect on employee performance, thus the hypothesis 3 is accepted .

### Indirect Effect

The coefficient of indirect effect can be resulted as follows.

$$X \rightarrow Y \rightarrow Z = 0.682 \times 0.203 = 0.138$$

In the trimming theory, testing the validity of the research model is observed through the calculation of the total determination coefficient as follows:

$$\begin{aligned} Rm^2 &= 1 - (0.674^2) (0.586^2) \\ &= 1 - (0.454) (0.343) \\ &= 1 - 0,1557 \\ &= 0.844 \\ &= 84.4\% \end{aligned}$$

The determination coefficient value is 0.844 indicating that 84.4% of the information contained in the data can be explained by the model, while the remaining 15.6% is explained by errors and other variables outside the model. The coefficient number on this model is relatively large so that it is worth doing further interpretation. So the summarize can be seen as follows :

1. Work Stress affects Work Satisfaction is 0.379
2. Work Stress affects employee performance is 0.682
3. Work Satisfaction affects employee performance is 0.203 .
4. Work Stress indirectly eeffects employee performance through Work Satisfaction for 0.138.

### 5. Conclusion

The result shows that Work Stress affects Work Satisfaction significantly, Work Stress affects employee performance significantly, Work Satisfaction affects employee performance significantly, and Work Stress indirectly affects employee performance through Work Satisfaction significantly. These results contribute to the academic theories that upgrade the previous models, so this can be a reference for the further research both in developing or

searching the new models. The originality lies in the integration and combination of the previous causality models, with the new object. The limitation lies in the number of variables and only use one object. This model can also be useful for the practical managers especially in Tgk. Chik Ditiro General Hospital as the object of this research. The managers should consider about the two variables namely work stress and work satisfaction to enhance the employee performance.

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