

Analysis of the Effect of Work Pressure and Work Stress on Job Satisfaction of PT. Avia Citra Dirgantara Abdul Rachman Saleh Airport Malang

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Abstract

Job satisfaction is an expression of employee satisfaction regarding how the work they do can benefit both themselves and the company. So every company is expected to pay attention to the level of job satisfaction experienced by its employees by paying attention to what factors can affect the level of job satisfaction. This study aims to determine how the effect of work pressure and work stress on job satisfaction of employees of PT. Avia Citra Dirgantara Abdul Rachman Saleh Airport Malang. This study uses a quantitative method with a research instrument using a questionnaire or questionnaire distributed to all employees of PT. Avia Citra Dirgantara Abdul Rachman Saleh Airport Malang. The data analysis used was multiple linear regression analysis, partial test (T-Test), simultaneous test (F-Test), and test of the coefficient of determination which was processed using SPSS for windows release version 25. The results showed that there was a significant influence between work pressure on job satisfaction and there is no significant effect between work stress on job satisfaction of employees of PT. Avia Citra Dirgantara Abdul Rachman Saleh Airport Malang. This shows that the variables of work pressure and work stress are able to explain the job satisfaction variable of 26.7%, where the difference of 73.3% is explained by other variables not tested in this study.

Keywords: Work Pressure, Job Stress, Job Satisfaction



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INTRODUCTION

Work pressure can result in poor communication between fellow employees in a company. This can lead to misunderstandings that can trigger conflicts that should not have happened. Therefore, a company must wisely make employees more solid. According to Sondang in Iriani (2022), defines work stress as a condition of tension that affects one's emotions, thoughts and physical condition.

Airline companies always need help from ground handling companies at every airport they occupy, because airlines and airlines have limited tools and human resources used to carry out activities ranging from aircraft parking, cargo, passage, FOO, and GSE. So the need to pay attention to work pressure and employee work stress is very necessary for employees of PT. Avia Citra Dirgantara so that it can have a good and quality effect on employee work performance.

Work that is felt pleasant by employees indicates that employees feel satisfaction with the work done. So the company must recognize the factors that can generate job satisfaction for employees so that the company will continue to progress and develop. Based on the phenomenon of the problems that occur in employees of PT. Avia Citra Dirgantara Abdul Rachman Saleh Malang Airport as described above, as well as the theory and results of empirical studies regarding the relationship between the influence of work pressure, work stress on job satisfaction.

Literature Review

Working Pressure

Work pressure is an adaptive response to external situations that produce physical, psychological and behavioral deviations for organizational participants, Iriani (2022). The work pressure indicator consists of six parts, namely: Short deadlines, inappropriate salary or wages, physical demands, leadership, inadequate work authority, work conflicts, work environment

Work Stress

Job stress can affect the emotional response of individuals at work. It can be said that work stress is feedback on employees both physiologically and psychologically to the wishes or requests of a company. Indicators of work stress on employees, namely: Physiological, psychological, and behavioral

Job satisfaction

Jobs that provide job satisfaction for the perpetrators are jobs that are fun to do. Conversely, an unpleasant job to do is an indicator of a feeling of dissatisfaction at work. Indicators of job satisfaction (Supriyanto & Machfudz, 2010), namely: financial satisfaction, physical satisfaction, social satisfaction, psychological satisfaction.

RESEARCH METHODS

The population that will be used in this study are all employees of PT. Avia Citra Dirgantara at Abdul Rachman Saleh Airport in Malang, with a total of 66 people using the sample data collection technique. Data testing is assisted by a statistical application, namely IBM SPSS version 25.

RESEARCH RESULTS AND DISCUSSION

Validity Test

Validity test is done by correlating each question with a total score. The correlation value (r) is compared with the critical number in the correlation table using a significant level of 5%. If $r_{count} > r_{(table)}$ then the question can be said to be valid.

Table 1. Results of the Validity Test of the Working Pressure Variable

| Items | r _{count} | r _{table} | Information | Items | r _{count} | r _{table} | Information |
|-------|--------------------|--------------------|-------------|-------|--------------------|--------------------|-------------|
| 1 | 0.853 | 0.242 | Valid | 8 | 0.828 | 0.242 | Valid |
| 2 | 0.925 | | Valid | 9 | 0.876 | | Valid |
| 3 | 0.844 | | Valid | 10 | 0.676 | | Valid |
| 4 | 0.900 | | Valid | 11 | 0.752 | | Valid |
| 5 | 0.834 | | Valid | 12 | 0.771 | | Valid |
| 6 | 0.389 | | Valid | 13 | 0.375 | | Valid |
| 7 | 0.779 | | Valid | 14 | 0.391 | | Valid |

Source: Data processed in 2023

Table 2. Results of Validity Test of Job Stress Variables

| Items | r _{count} | r _{table} | Information | Items | r _{count} | r _{table} | Information |
|-------|--------------------|--------------------|-------------|-------|--------------------|--------------------|-------------|
| 1 | 0.738 | 0.242 | Valid | 7 | 0.870 | 0.242 | Valid |
| 2 | 0.758 | | Valid | 8 | 0.722 | | Valid |
| 3 | 0.662 | | Valid | 9 | 0.781 | | Valid |
| 4 | 0.725 | | Valid | 10 | 0.826 | | Valid |
| 5 | 0.740 | | Valid | 11 | 0.734 | | Valid |
| 6 | 0.844 | | Valid | 12 | 0.845 | | Valid |

Source: Data processed in 2023

Table 3. Results of Validity Test of Job Satisfaction Variables

| Items | r _{count} | r _{table} | Information | Items | r _{count} | r _{table} | Information |
|-------|--------------------|--------------------|-------------|-------|--------------------|--------------------|-------------|
| 1 | 0.545 | 0.242 | Valid | 10 | 0.545 | 0.242 | Valid |
| 2 | 0.503 | | Valid | 11 | 0.390 | | Valid |
| 3 | 0.266 | | Valid | 12 | 0.418 | | Valid |
| 4 | 0.518 | | Valid | 13 | 0.451 | | Valid |
| 5 | 0.450 | | Valid | 14 | 0.356 | | Valid |
| 6 | 0.637 | | Valid | 15 | 0.424 | | Valid |
| 7 | 0.674 | | Valid | 16 | 0.647 | | Valid |
| 8 | 0.729 | | Valid | 17 | 0.439 | | Valid |
| 9 | 0.619 | | Valid | 18 | 0.459 | | Valid |

Source: Data processed in 2023

Based on table 1, table 2, and table 3 above, it can be seen that all question item values have a valid status because $r_{count} > r_{table}$, which is equal to 0.242.

Reliability Test

The reliability test is used to ascertain whether the research questionnaire that will be used to collect research variable data is reliable or not. The reliability test used in this study uses cronbach's alpha. Giving an interpretation of the reliability of the variable can be said to be reliable if the variable coefficient is more than 0.6.

Table 4. Reliability Test Results

| Variable | Cronbach's Alpha | Criteria | Information |
|------------------|------------------|----------|-------------|
| Work Pressure | 0,932 | 0,600 | Reliable |
| Work Stress | 0,935 | | Reliable |
| Job Satisfaction | 0,831 | | Reliable |

The table above shows that all variables have a Cronbach's Alpha value greater than 0.600, which means that the results of measurements using a questionnaire in this study are declared reliable.

Multiple Linear Regression Test

In this analysis it can be seen to answer whether there is a significant effect between work pressure (X₁) and work stress (X₂) on job satisfaction (Y) together to answer whether there is a significant effect between work pressure (X₁) and work stress (X₂) on job satisfaction (Y) simultaneously.

Table 5. Multiple Linear Regression Test Results

| Coefficients ^a | | | | | | |
|---------------------------|-----------------------------|------------|---------------------------|-------|--------|------|
| Model | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | |
| | B | Std. Error | Beta | | | |
| 1 | (Constant) | 110.186 | 7.720 | | 14.272 | .000 |
| | Work Pressure | -.541 | .233 | -.487 | -2.322 | .024 |
| | Work Stress | -.042 | .260 | -.034 | -.163 | .871 |

a. Dependent Variable: Job Satisfaction

Based on the table, the multiple linear regression equation is obtained as follows:

1. A constant value of 110.186 indicates that if the work pressure and work stress variables are zero, the job satisfaction variable will have a value of 110.186.
2. The regression coefficient value of the work pressure variable is 0.541 with a negative value, indicating that if the work pressure variable increases by 1 unit, the job satisfaction variable will decrease by 0.541.

3. The regression coefficient value of the work stress variable is 0.042 with a negative value, indicating that if the work stress variable increases by 1 unit, the job satisfaction variable will decrease by 0.042.

T Test (Partial)

This test is used to test how each independent variable influences the dependent variable individually. The research hypothesis test proposed is that work pressure and work stress partially have an influence or not on job satisfaction.

H₁: Work pressure is thought to have an effect on employee job satisfaction

H₂: Job stress is thought to have an effect on employee job satisfaction

Based on the linear regression table above, the following conclusions can be drawn:

1. The sig value is known. for the effect of X₁ on Y is 0.024 > 0.05 and the t_{count} value is -2.322 < t_{table} 1.99897, so it can be concluded that H₁ is accepted or the work pressure variable has a partial effect on job satisfaction.
2. The sig value is known. for the effect of X₂ on Y of 0.871 < 0.05 and t_{count} -0.163 < t_{table} 1.99897, so it can be concluded that rejecting H₂ which can be interpreted as a variable of work stress does not partially affect job satisfaction.

F Test (Simultaneous)

In this test it compares the calculated F value with F table at the specified degree of error of 5% or 0.05. If the F_{count} value > F_{table} value, the independent variables jointly influence the dependent variable or the first hypothesis can be accepted. H₃: Work pressure and work stress are jointly thought to influence employee job satisfaction.

Table 6. F Test Results

| ANOVA ^a | | | | | | |
|---|------------|----------------|----|-------------|--------|-------------------|
| | Model | Sum of Squares | df | Mean Square | F | Sig. |
| 1 | Regression | 722.852 | 2 | 361.426 | 11.464 | .000 ^b |
| | Residual | 1986.133 | 63 | 31.526 | | |
| | Total | 2708.985 | 65 | | | |
| a. Dependent Variable: Job Satisfaction | | | | | | |
| b. Predictors: (Constant), Work Stress, Work Pressure | | | | | | |

Based on the table above it can be concluded that the hypothesis is accepted or in other words the work pressure variable (X₁) and work stress variable (X₂) together have an influence on job satisfaction variable (Y). That is, by knowing that the value of Sig. 0.000 < 0.05, and it is known that the F_{count} value is 11.464 > F_{table} 3.15. from the two discussions it can be concluded that the variables X₁ and X₂ simultaneously have an influence on variable Y.

Determination Coefficient Test (KD)

The coefficient of determination (KD) test is used to assess how much influence the variable X has on Y, which is the correlation coefficient which is usually expressed as a percentage (%). The criteria for the analysis of the coefficient of determination are: If KD detects 0 (zero), then the influence of the independent variable on the dependent variable is weak. If KD detects 1 (one), then the influence of the independent variable on the dependent variable is strong.

Table 7. Test Results for the Coefficient of Determination (KD)

| Model Summary ^b | | | | |
|---|-------------------|----------|-------------------|----------------------------|
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1 | .517 ^a | .267 | .244 | 5.61479 |
| a. Predictors: (Constant), Work Stress, Work Pressure | | | | |
| b. Dependent Variable: Job Satisfaction | | | | |

Based on the table above, the r square value is 0.267 or 26.7%, which means that the variables of work pressure and work stress are able to explain the job satisfaction variable of 26.7%, where the difference of 73.3% is explained by other variables not tested in this study.

Discussion

1. Work pressure (X₁) on job satisfaction (Y). Based on the hypothesis testing, that there is no effect of work pressure on job satisfaction of employees of PT. Avia Citra Dirgantara. It is known that the sig. for the effect of X₁ on Y is 0.024 > 0.05 and the t_{count} value is -2.322 < t_{table} 1.99897, so it can be concluded that H₁ is accepted or the work pressure variable has a partial effect on job satisfaction. The negative sign indicates an inverse relationship between work pressure and job satisfaction. The lower the work pressure felt by employees, the higher the job satisfaction experienced by employees. From these results, it means that testing the hypothesis shows that work pressure on employees of PT. Avia Citra Dirgantara can influence employee job satisfaction. This can be seen from the majority of respondents who agreed that work pressure can affect job satisfaction experienced by employees of PT. Avia Citra Dirgantara Abdul Rachman Saleh Airport Malang. This statement is supported by the discussion on research according to Saputra (2021), namely it is known that the work pressure variable has a negative effect on job satisfaction marked by a t count value of -2.139 < t table 2.03224 with a significant probability value of 0.040 < 0.05, so H₁ is accepted, which means there is a significant negative effect between the variables of job stress on job satisfaction.
2. Job stress (X₂) on job satisfaction (Y). Based on the hypothesis testing that has been done, it can be concluded that job stress does not affect job satisfaction. It is known from the sig. for the effect of X₂ on Y is 0.871 < 0.05 and the t_{count} value is -0.163 < t_(table) 1.99897, so it can be concluded that rejecting H₂ which can be interpreted as a variable of work stress does not partially affect job satisfaction. From the results obtained on the test it can be concluded that H₂ is rejected, which means that the work stress variable (X₂) has no effect on the job satisfaction variable (Y). This happens for various reasons such as that employees at PT. Avia Citra Dirgantara can overcome factors that can increase work stress. In addition, it is reinforced by the majority of respondents expressing their disagreement that work stress can affect job satisfaction. This discussion is supported by research according to Anggraeni (2021), namely that based on the results of the regression analysis the t_{count} value is -4,324 > t_{table} 2,002 or a significant value of 0.000 < 0.05, then Ho which says there is no significant effect of work stress on job satisfaction is rejected and H₂ which says there is a significant influence between job stress and job satisfaction is rejected. This means that if the employee's work stress is lower, the job satisfaction experienced will be higher. Thus it can be concluded that there is a significant negative effect between work stress on job satisfaction.
3. Work pressure (X₁) and work stress (X₂) on job satisfaction (Y). The results of calculating the effect of work pressure (X₁) and work stress (X₂) variables on job satisfaction (Y) of employees of PT. Avia Citra Dirgantara Abdul Rachman Saleh Airport Malang, that is, together they have a significant influence on the job satisfaction variable, namely with the

results of the sig value. of 0.000. because of the sig value. $0.000 < 0.05$, it is said that the hypothesis is accepted or in other words the work pressure variable (X_1) and work stress variable (X_2) simultaneously have an influence on job satisfaction (Y). It is known that the F_{count} value is $11.464 > F_{\text{table}} 3.15$ and from the coefficient of determination is 0.267 or 26.7%, which means that the variables of work pressure and work stress are able to explain the job satisfaction variable of 26.7%, where the difference of 73.3% is explained by other variables that not tested in this study. From the two discussions it was concluded that the work pressure variable (X_1) and work stress variable (X_2) jointly have an influence on job satisfaction variable (Y).

CONCLUSION

The results of the hypothesis test show that the sig. for the effect of work pressure X_1 on Y is equal to $0.024 > 0.05$ and the t_{count} value is $-2.322 < t_{\text{table}} 1.99897$, so it can be concluded that H_1 is accepted or the work pressure variable has a partial effect on job satisfaction. The negative sign indicates an inverse relationship between work pressure and job satisfaction. The lower the work pressure felt by employees, the higher the job satisfaction experienced by employees. The results of the hypothesis test show that the work stress variable (X_2) has a sig. of $0.871 < 0.05$, it can be explained that the variable work stress has no effect on job satisfaction (Y). From the results obtained from the hypothesis test explained that the work stress experienced by employees does not affect the job satisfaction of employees of PT. Avia Citra Dirgantara Abdul Rachman Saleh Airport Malang. The results of the hypothesis test show that work pressure (X_1) and work stress (X_2) have sig. of $0.000 < 0.05$, which can be concluded that the hypothesis is accepted or in other words the work pressure variable (X_1) and work stress variable (X_2) both have an influence on job satisfaction variable (Y). From the results obtained in testing the hypothesis test, it is said that work pressure and work stress experienced by employees together can influence job satisfaction of PT employees. Avia Citra Dirgantara Abdukul Rachman Saleh Airport Malang. The results of the coefficient of determination test show that the variable work pressure (X_1) and work stress variable (X_2) have an influence on job satisfaction (Y), knowing that the coefficient of determination is 0.267 or 26.7%, which means that the work pressure and work stress variables are able to explain the job satisfaction variable of 26.7%, where the difference of 73.3% is explained by other variables not tested in this study.

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