

The Influence of Work Stress and Job Satisfaction Employee On the Organizational Commitment of Palembang a Rivai Branch of PT Bank Rakyat Indonesia TBK

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Abstract: *This study aims to determine the influence of work stress and job satisfaction on the organizational commitment of Palembang A Rivai Branch of PT Bank Rakyat Indonesia Tbk. In this study, data were collected by questionnaires. The number of samples in this study amounted to 100 respondent with purposive sampling. Hypothesis testing in this study was done with multiple linear regression analysis method. The result of the study show that work stress has a negative and significant influence on organizational commitment and job satisfaction has a positive and significant influence on organizational commitment. To optimize organizational commitment, we recommended to create a conducive and friendly working atmosphere so that employees do not feel stressed and bored with their work.*

Keywords: *Work Stress, Job Satisfaction, Organizational Commitment*

1. Introduction

The increasingly rapid development of the environment and increasingly fierce competition requires every organization to be able to face global challenges, especially competition and competent human resources (HR) in their fields. The success of an organization is shown by its ability to achieve organizational goals.

In organizations, humans are the most important element in an organization. Without the role of humans even though the various factors needed are available, the organization will not work. Human resources are important assets because humans are dynamic resources and are always needed in every process of producing goods and services (Simamora, 2006: 58). Organizations should provide positive direction for achieving organizational goals. Implementation of organizational functions needs to be supported by management functions such as planning, organizing, personnel, direction, and supervision (Robbins, 2001: 67).

The growing development of the political, economic, socio-cultural and technological environment has made the organization must always be alert and respond quickly and anticipate any changes and developments that occur. This has an effect not only on companies and workers, but also on the corporate environment.

Banking is a financial institution engaged in services that provide services and trust to customers to be able to save their funds in a bank. New private-owned banks make banking business competition even tighter, making state-owned banks always try to make improvements, both in terms of human resources, technology and services to be the best for customers.

PT Bank Rakyat Indonesia is one of the largest government-owned banks in Indonesia, and was originally established in Purwokerto, Central Java by Raden Bei Ariq Wirjaatmadja under the name "De Poerwo Kerto She Hulp En Spaarbank Der Inlandsche Hoofden" or "Bank Assistance and Deposits Owned by Kampriyayi serving Indonesian people.

In business activities human resource banking has a main role that basically provides customer service. PT Bank Rakyat Indonesia, especially in the A Rivai Palembang Branch, always evaluates every year in order to become the best company among other BRI Branches. Therefore, employees are required to always develop the potential to be able to face competing companies out there. Employees of PT Bank Rakyat Indonesia themselves have a large responsibility to improve the quality of the company in order to achieve a target determined by the head office of PT Bank Rakyat Indonesia.

Organizational commitment explains the relative strength of an individual's identification with involvement in an organization, commitment to bring something beyond mere loyalty to an organization. In addition, this includes an active relationship with organizations where individuals are available to provide something of themselves to help the success and prosperity of the organization (Steers, 2005: 70).

Khatibi et al. (2009) and Firth et al. (2004) state a negative relationship between work stress and organizational commitment, employees who have high stress levels have implications for their low organizational commitment.

Velnampy and Aravinthan (2013) state that work stress is an emotional pattern of cognitive behavior and psychological reactions to harmful and harmful aspects of each job, work organization and work environment. The work stress experienced by employees of PT Bank Rakyat Indonesia needs to be paid attention because the high work pressure received by employees, especially from jobs and targets must be achieved amid intense competition with other banking companies.

The existence of these demands is not many employees who experience stress in the work that causes a decrease in performance on the employees themselves. Usually this happens to permanent employees, namely the Funding Officer and the Accounting Officer in the business department and employees in the operational section.

The Funding Officer and Accounting Officer are required to meet the target in the form of an annual RKA (Work and Budget Plan) by finding deposit and loan customers where employees must compete with other companies due to interest rates which sometimes go up and down. While employees in the operational section are required to always provide the best service and always be consistent with customers under any circumstances.

Robbins (2008: 94) the characteristics of work stress experienced by employees are low job satisfaction, decreased performance, enthusiasm and energy are lost, communication is not smooth, poor decision making, creativity and innovation are lacking and employees often struggle with tasks unproductive.

In improving employee performance and fostering a sense of kinship towards employees, PT Bank Rakyat Indonesia conducts annual evaluations in the form of gatherings by giving motivation to every employee who has problems and who does not have problems, provides benefits or rewards if the employee has reached the target set by the company, guidance from superiors in a series of loan and deposit strategy development, held an FPK (Performance Improvement Forum) and FGD (Focus Group Discussion) which is one of the mandatory agendas carried out by each BRI work unit.

Job stress experienced by employees usually affects daily life. Job stress itself can arise because the responsibility given by the company is too burdensome to employees. Lately there have been a lot of emerging companies that have a target market that can increase profits from their companies, including banking. In the world of banking competition began to be felt because many emerging private banks whose performance is not inferior to BUMN or BUMD banks, because of high competitiveness, companies, especially banks, usually have high achievement targets every year, therefore it can spur stress levels on employees banking.

Organizational commitment is the feeling of an individual towards the organization as a whole or in total. Organizational commitment in this study means that employees feel towards BRI Bank as a whole. Employees with high organizational commitment, he is predicted to work with the maximum effort and have the motivation to continue working at BRI Bank. On the other hand, employees with low-food organizational commitment work with not optimal efforts and do not have the desire to survive in the long term at BRI Bank.

The application of resource strategies in accordance with the company's vision, mission and strategy is one of them, namely by establishing the right organizational culture in the company. The attitude formed by organizational culture is closely related to job satisfaction, namely the general attitude of individuals to their work. A high level of job satisfaction shows a positive attitude towards his work. Conversely dissatisfaction with work shows a negative attitude.

Organizational commitment is also influenced by job satisfaction, Fisher (1994) argues that perceived satisfaction with work is reflected by satisfaction needs and expectations for work to be interesting, challenging and personally satisfying. The theory that will be used in this study refers to the theory put forward by Jason A. Colquitt, Jeffrey A. Lepine and Michael J. Wesson who explained that organizational mechanisms, mechanism of the team, individual characteristics build individual mechanisms in an effort to foster organizational performance and commitment in theory This is also related to work stress and employee job satisfaction that influence organizational commitment.

Based on the description above, the author is interested in conducting research with the title "The Effect of Job Stress and Employee Job Satisfaction on Organizational Commitment of PT Bank Rakyat Indonesia, Tbk Palembang A Rivai Branch".

2. Literature Review

a. Work Stress

According to Pace & Faules (1998: 67) stress is physical, mental or emotional suffering resulting from the interpretation of an event as a threat to an individual's personal agenda. In a company, the greater a company, the more employees will work in it, so that there are likely problems in it, and human problems.

Many of these human problems depend on the plurality of societies in which employees originate, the more advanced a society is, the more problems. The higher the employee's awareness of his rights, the more problems that arise. The more diverse the values that are embraced by its employees, the more conflicts that develop. One of these problems is the emergence of work stress on employees.

According to Robbins (2008: 256) stress is a dynamic condition in which an individual is confronted with an opportunity, obstacle, or demand that is associated with what is highly desirable and the results are perceived as uncertain and important. While according to Hasibuan (2003: 34) stress is a condition of tension that affects emotions, thought processes, and a person's condition. People who experience stress become nervous and feel chronic worries. They often become angry, aggressive, unable to relax, or show an uncooperative attitude.

b. Job Satisfaction

Robbins and Judge (2011: 114) provide a definition of job satisfaction as a positive feeling about work as a result of evaluation of its characteristics. Work requires interaction with work colleagues and superiors, following organizational rules and policies, meeting performance standards, living with less ideal working conditions and the like.

While McShane and Von Glinow (2010: 108) regard job satisfaction as an evaluation of a person for his work and the work context. It is an assessment of the characteristics of work, work environment, and emotional experience in the work that is felt.

Another opinion suggests that job satisfaction is an affective or emotional response to various aspects of one's work (Kreitner and Kinicki, 2010: 170). This definition implies that job satisfaction is not a single concept. Rather, people can be relatively satisfied with one aspect of their work and not satisfied with one or more aspects.

From these various views, it can be concluded that in essence job satisfaction is the level of pleasure someone feels as a positive assessment of their work and the environment in which they work.

c. Organizational Commitment

Commitment is a term that is often the subject of studies both among scientists and lay people. This commitment arises when someone or a group of people agree to do something. The term commitment comes from English, namely commit means to do, commitment means doing promises and responsibilities. Thus it can be said that commitment is the basis of adhesive and / or fostering relations between one individual and another individual, between individuals and their groups, between groups with other groups. (Umar Nimran, 2011: 67)

The term commitment in organizations, has always been a study in an effort to develop employee activities so that organizational goals can be achieved effectively and efficiently, so that the concept of organizational commitment emerges. Organizational commitment describes a situation in which members of the organization express their impartiality to certain organizations and their desire to maintain membership in the organization. (Umar Nimran, 2011: 67)

Prayitno argues that commitment is stability, willingness, determination and sincerity, to do better, to no longer repeat wrongdoing or violate: will not do the same thing in the same place or elsewhere. This is related to the behavior of workers when in the office. This means that commitment concerns the willingness, ability and determination to act in accordance with the values or norms set by the group or organization. Thus it can be said that the commitment of the organization is related to the attitude of members of an organization that promises to itself and its organization to carry out all the rules and regulations that have been set together well and responsibly.

3. Research Methods

This research is based on the study of human resource management and in general this research is intended to reveal and examine variable information namely Job Stress (X1) and Job Satisfaction (X2) on Organizational Commitment (Y). The data source used in the study is primary data. In this study, the primary data used by the author was obtained through the respondent questionnaire that had been shared. The target population is affordable marketing and operational employees at the Branch Office of PT Bank Rakyat Indonesia (Persero) Tbk Palembang A Rivai Branch which was taken by purposive sampling. The number of samples in this study amounted to 100 respondents, namely marketing and operational employees of the existing population of 110 people who were included in the leadership ranks. This is because marketing and operational employees have an important role in achieving the company's targets and have a large stake in increasing the company's fee-based income.

Multiple Linear Regression Analysis

Hypothesis testing carried out in this study was conducted by linear regression method which is used to predict how far the value of the dependent variable changes. If the independent variable is manipulated / changed or up and down. (Sugiyono, 2010: 260). Multiple Linear Formulas:

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

When Y is Organizational Commitment, a as Constant, $b_1 - b_2$ is Regression Coefficient, X_1 as Job Stress Variables, X_2 as Variable Job Satisfaction, and e is Error term

4. Research Results And Discussion

The first hypothesis states that work stress (X_1) has a negative and significant effect on organizational commitment (Y) at PT Bank Rakyat Indonesia Tbk Palembang A Rivai Branch. The results of the t test can be concluded that there is a negative and significant influence between work stress (X_1) on Organizational Commitment (Y) in PT Bank Rakyat Indonesia Tbk Palembang A Rivai Branch which means the first hypothesis is **accepted**. This is supported by the theory of Khatibi et al (2009) which states that stating stress experienced by members of the organization must also be considered to determine its influence on intensity of commitment. Job stress arises as a mismatch between individuals and their work environment, the higher the work stress experienced by a person, the lower the organizational commitment they have. This study is in accordance with the results of a study from Physics Bytyqi et al. 2010 which states that work stress should not be considered normal, and gives a negative influence on organizational commitment.

Based on the results of frequency description data above, it can be seen that the highest responses found in the questions often do repetitive and tedious work of 91% who agree and strongly agree. And on the question the target company and the task demands are too high by 90% agreeing and strongly agree. This proves that employees feel the workload they receive is too large so the company needs to rethink the workload that will be given to employees. Then if it is associated with the theory that Robbins (2013: 64) has revealed that one of the factors that causes stress is organizational factors which in this case is an excessive workload.

The second hypothesis states that job satisfaction (X_2) has a positive and significant effect on organizational commitment (Y) at PT Bank Rakyat Indonesia Tbk Palembang A Rivai branch. The results of the t test can be concluded that there is a positive and significant influence between job satisfaction (X_2) on Organizational Commitment (Y) at PT Bank Rakyat Indonesia Tbk Palembang A Rivai branch which means the second hypothesis is **accepted**. This is supported by the theory of McShane and Von Glinow (2010: 110) which states that job satisfaction has a positive and strong influence on organizational commitment. This research is in accordance with the results of research from Putu Agus Yoga Ariawan (2018) which states that job satisfaction has a positive and significant effect on employee organizational commitment.

Based on the results of frequency description data above, it can be seen that positive responses are found in the first statement, namely employees are satisfied in work because the wages received for work feel fair, and satisfied with the rewards obtained because the tasks are done well, almost more than 80% of employees agree. This proves that employees are satisfied what they have been able to do in the company even though they are burdened with many tasks and working hours that are always busy. Then it is also in accordance with the theory expressed by Colquitt, LePine and Wesson (2011: 112) that job satisfaction will occur if workers feel the value they want is fulfilled, but different people can appreciate different things and values can change during working life.

5. Conclusions And Recommendations

Based on the results of the analysis and discussion, conclusions can be drawn as follows:

1. Job stress has a negative and significant effect on Organizational Commitment of PT Bank Rakyat Indonesia Tbk Palembang A Rivai Branch.
2. Job satisfaction has a positive and significant effect on Organizational Commitment of PT Bank Rakyat Indonesia Tbk Palembang A Rivai Branch.

Based on the results of the analysis and discussion in this study, suggestions can be put forward as follows:

1. The company must always pay attention to the level of work stress of the employees of PT Bank Rakyat Indonesia Tbk Palembang A Rivai Branch. Things that can be suggested by the author to manage stress levels by:
 - a. Evaluate the tasks and functions of each part.
 - b. Conduct training - training to further increase the desire and ability of employees.
 - c. Hold counseling programs on an ongoing basis.
2. The level of job satisfaction that has been in a fairly high category must be maintained and must be continually improved. Things that can be suggested by authors to optimize job satisfaction by:
 - a. Increase employee attitudes to like the company and increase willingness to always strive to achieve company goals, through giving attention to every employee's needs both materially and non-materially.

- b. Assume employees as partners, so that there is a strong emotional bond between leaders, management and employees.
3. Increased organizational commitment from employees must always get important attention for the company. The writer can recommend optimizing organizational commitment by creating a conducive and friendly working atmosphere, one of which is to conduct activities to increase closeness and sense of kinship among employees so that employees do not feel stressed and bored with their work.
4. The next researcher should add independent variables to the study such as training, leadership, organizational culture and motivation. Besides that, it can also add more populations.

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