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JOS: INITIATION OF EMPLOYEE JOB SATISFACTION IMPROVEMENT MODEL IN TERMS OF ETHICS AND WORK STRESS

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ABSTRACT

This study aims to determine and analyze the effect of work ethics on employee job satisfaction, the effect of job stress on employee job satisfaction, and the effect of work ethics and work stress on employee job satisfaction at PT. PLN (Persero) UIP3BS UPT Medan. The population in this study were all employees of PT. PLN (Persero) UIP3BS UPT Medan, totaling 60 people. The sampling technique used is a saturated sample; thus, the sample in this study was 60 employees of PT. PLN (Persero) UIP3BS UPT Medan. The data collection technique used is a questionnaire. The data analysis technique used is multiple regression. The results showed a positive and significant effect of work ethics on job satisfaction, there was a negative and significant effect of job stress on job satisfaction, and there was an influence of work ethics and work stress on job satisfaction at PT. PLN (Persero) UIP3BS UPT Medan.

Keywords: Work Ethics, Work Stress, Job Satisfaction

ABSTRAK

Penelitian ini bertujuan untuk mengetahui dan menganalisis pengaruh etika kerja terhadap kepuasan kerja karyawan, pengaruh stres kerja terhadap kepuasan kerja karyawan, serta pengaruh etika kerja dan stres kerja terhadap kepuasan kerja karyawan pada PT. PLN (Persero) UIP3BS UPT Medan. Populasi dalam penelitian ini adalah seluruh karyawan PT. PLN (Persero) UIP3BS UPT Medan yang berjumlah 60 orang. Teknik pengambilan sampel yang digunakan adalah sampel jenuh; maka sampel dalam penelitian ini adalah 60 karyawan PT. PLN (Persero) UIP3BS UPT Medan. Teknik pengumpulan data yang digunakan adalah kuesioner. Teknik analisis data yang digunakan adalah regresi berganda. Hasil penelitian menunjukkan ada pengaruh positif dan signifikan etika kerja terhadap kepuasan kerja, ada pengaruh negatif dan signifikan stres kerja terhadap kepuasan kerja, dan ada pengaruh etika kerja dan stres kerja terhadap kepuasan kerja pada PT. PLN (Persero) UIP3BS UPT Medan.

Kata Kunci: Etika Klerja, Stres Kerja, Kepuasan Kerja

1. INTRODUCTION

Job satisfaction is essential for employees and companies because to see the results of employees' work, whether the employee is satisfied or not with the boss and his work is reflected in his increasing performance. Satisfaction with work can lead to pleasure and work more diligently because there is satisfaction within the individual. On the other hand, job dissatisfaction can lead to displeasure, and work is not enthusiastic. So satisfaction and pleasure are related to increasing or decreasing employee performance. Job satisfaction is an attitude, behavior, and view of an employee in carrying out work, where job satisfaction is personal so that job satisfaction between employees will be different where job satisfaction will affect the work done by employees (Bijaang et al., 2018).

Job satisfaction will encourage employees to perform better; better performance will lead to higher economic rewards. If the reward is deemed appropriate and fair, there will be greater satisfaction because employees will receive rewards for their achievements. On the other hand, if the reward is seen as not following the level of achievement, uncertainty tends to arise (Abuhashesh et al., 2019). Job satisfaction is a feeling felt by employees in carrying out their work. Job satisfaction will create a

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pleasant feeling that will motivate employees to complete their work. Conversely, if employees feel dissatisfied, employees will be lazy in carrying out their duties, not to achieve company goals (Al-Nashash et al., 2018) .

A person's job satisfaction depends on the difference between expectations, needs, or values with what has been obtained or achieved through his work according to his feelings or perceptions. A person is said to be satisfied if there is no difference between what he wants and his perception of reality because the desired minimum has been met.

Work ethic has a relationship with employee job satisfaction. The work ethic, in particular, is believed to be a reflection of individual behavior and attitudes towards various aspects of work, including preferences to participate in activities and be involved in company activities, as well as attitudes towards rewards in the form of monetary and attitudes towards career paths (Salajeghe & Farrokhiyan, 2015). In addition to work ethics, work stress is also a severe problem afflicting every employee. Stress can arise due to pressure or tension that originates from incompatibility between a person and his environment. The stress experienced by employees due to their environment will affect their job satisfaction, so management needs to improve the quality of the organizational environment for employees. This shows that the higher the work stress felt by the employee, the employee's job satisfaction will decrease or vice versa; the lower the job stress, the higher the employee's job satisfaction.

Likewise with PT. PLN (Persero) UIP3BS UPT Medan, a government company engaged in the national electricity provider. The phenomena that the authors encountered at PT. PLN (Persero) UIP3BS UPT Medan is the lack of job satisfaction of some employees, it can be seen from the working conditions that require employees to always work carefully in carrying out work, especially in dealing with electrical damage, where sometimes employees are still found who still make mistakes so that it is fatal to the employee himself. In addition, some employees were not satisfied with their co-workers, especially some who could not be invited to work together in completing the work. There are still some employees who lack work ethics; it can be seen from the way the employee works who sometimes make work mistakes, especially in carrying out work procedures.

Several research results show that work ethics are related to employee satisfaction and performance (Panigrahi & Al-Nashash, 2019). Meanwhile, work stress also affects job satisfaction (Caryono, 2010); (Prayogi, Koto, & Arif, 2019); (Dhania, 2010) and performance (Rivai, 2019). Understanding job satisfaction (job satisfaction) can be seen by recognizing the term and understanding of job satisfaction. The following references can provide clarity on the meaning of job satisfaction. Gezels (Abbasi, 2015). states that job satisfaction is a function of the degree of compatibility between what is expected and what is obtained, or between needs and rewards. Meanwhile (Xie et al., 2021) states that job satisfaction is: "a pleasant or unpleasant emotional state in which employees view their work. Job satisfaction reflects a person's feelings towards his job. Furthermore (Ali et al., 2014) states: "job satisfaction is a positive emotional state of evaluating one's work experience. Job dissatisfaction arises when these expectations are not met. Meanwhile (Friganoviü et al., 2019) states: "job satisfaction refers to an individual's general attitude towards his work." Meanwhile, according to Davis (Dhamija et al., 2019), job satisfaction is a feeling of support or not support experienced by employees at work. According to (Düşmezkalender et al., 2021) , two factors affect employee job satisfaction, namely:

1) Employee factors, namely intelligence (IQ), special skills, age, gender, physical condition, education, work experience, years of service, personality, emotions, ways of thinking, perceptions, and work attitudes.
2) Occupational factors, namely type of work, organizational structure, rank (class), position, quality of supervision, financial security, the opportunity for promotion, social interaction, and work relations.

In the job description index scale (Job Description Index) developed by Smith, Kendall, and Hullin (Mangkunegfara 2017), job satisfaction is measured from the factors of working conditions, supervision, wages/rewards, co-workers. Meanwhile, according to Nursyirwan and Sanusi (Düşmezkalender et al., 2021) , satisfaction is measured by indicators: a sense of security in working with groups, satisfaction with superiors, satisfaction with the work itself, salary, and opportunities for advancement.

Etymologically, ethics is the teaching of the science of customs relating to good or bad habits that are generally accepted regarding attitudes, actions, obligations, etc. In essence, moral refers to the standards that have been accepted by a community, while ethics is generally more associated with the

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principles that have been developed in various ethical discourses or the rules that are enforced as a profession.

According to (Runta et al., 2019), ethics is a branch of philosophy; the goal is to study moral and immoral behavior, make reasonable considerations, and finally arrive at good recommendations that a particular group or individual can accept. Meanwhile (Imboden, 2020) defines *ethics* as a systematic effort by using ratios to interpret individual and social moral experience to determine between controlling human behavior and weighty values to be targeted in life. (Fenton, 2015) states work ethic as a work spirit based on specific values or norms. Work ethic determines human judgment embodied in a job.

(Mänttäri-van der Kuip, 2016) work ethics are attitudes, views, habits, characteristics, or traits regarding how a person, a group, or a nation works. With a high work ethic, of course, routines will not make you bored, even improving work performance or performance. The things that underlie a high work ethic include the desire to uphold the quality of work, so individuals who have a high work ethic will provide input for ideas in the workplace.

In general, work ethic functions as a permanent driving tool for individual actions and activities. According to (Revenio, 2016) , the functions of work ethics are 1) Encouraging actions, 2) Passion for activities, and 3) Driving, such as engines for large cars. Work Ethics according to (Daniel, 2019) , is measured by:

1) Hard Work
   Hard work is trying or struggling hard or seriously in doing something to achieve a goal, or in other words working or being serious about achieving a goal or achievement
2) Speak Style
   Style of speech is a way of speaking that can attract listeners.
3) Work value
   Work value is the labor theory of value, namely the theory that states that the value of an item is determined by the amount of labor needed to produce it with the understanding that other means of production are counted as labor that produces
4) Work Creativity
   Work creativity is the potential human beings have to do work, not what is received from outside the individual worker.

According to (Bempah et al., 2017) suggests that: "work stress is a condition of tension that creates a physical and psychological imbalance, which affects the emotions, thought processes, and conditions of an employee." Too much stress can threaten a person's ability to deal with the environment.(A et al., 2020), suggests that: "work stress is a feeling of pressure experienced by employees in dealing with work." This work stress can be seen from, among other things, unstable emotions, feeling uneasy, being alone, having trouble sleeping, excessive smoking, not being able to relax, being anxious, tense, nervous, increasing blood pressure, and experiencing digestive disorders.

According to (Naveed & Ramakrishna, 2017), work stress is: "a condition that suppresses a person's self and soul beyond the limits of his ability, so that if it continues to be left without a solution, then this will have an impact on his health. Stress does not just arise, but the causes of stress that arise are generally followed by events that affect a person's psyche and events that occur beyond his ability so that these conditions have suppressed his soul. People who experience job stress can become nervous and feel chronic worries. They often become irritable and aggressive, cannot relax, or display uncooperative behavior. According to (V. Rivai, 2013), on the other hand, employee stress can also be caused by problems that occur outside the organization. The causes of 'off the job' stress are as follows: 1) Financial worries, 2) Problems with children, 3) Physical problems, 4) Marital problems (e.g., divorce), 5) Changes -changes in place of residence, 6) Other personal problems, such as the death of a relative. Meanwhile, according to (Hasibuan, 2016); (Nasution, 2017), the factors that cause stress to employees are:

1) Difficult and excessive workload
   The number of tasks will be a source of stress for employees if it is not proportional to their physical abilities, skills, and time.
2) Unfair and reasonable leadership pressure and attitude
   This conflict occurs when the leader and subordinates experience a negative relationship, such as giving work to employees who are not in their fields, and the work must be completed in a limited time.
3) Insufficient time and equipment

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Employees usually can complete office/company tasks assigned to the equipment related to their expertise, experience, and time.

4) Interpersonal conflict with the leadership
   There are two general types of role conflict, namely (1) intergender role conflict, where employees are faced with inconsistent and inconsistent expectations of the organization. (2) intergender role conflict mainly occurs in employees or managers who occupy two structures. As a result, if each structure prioritizes work that is not the same, it will impact employees or managers who are in positions below it, especially if they have to choose one alternative.
5) To low remuneration
   If employees receive adequate remuneration according to what they have done for the company, they will work calmly and diligently and always try to do their best. However, if the employee feels that the remuneration he receives is far from adequate, it will cause work stress in the employee.

If not appropriately managed, work stress can cause depression, frustration, and so on. According to (Handoko, 2012), indicators of work stress include the following: Excessive workload, Time pressure or pressure, Quality supervisors who are not intelligent, Unfavorable work climate, Insufficient authority to carry out responsibilities, Role ambiguity, Frustration, Role conflicts, Differences between company and employee values and various forms of change.

2. RESEARCH METHODOLOGY

The approach in this study is to use an associative approach; the associative approach is an approach were to find out that there is a relationship or influence between the two variables (the independent variable and the dependent variable). The data collection technique used was a list of statements (questionnaire). The population in this study were all employees of PT. PLN (Persero) UIP3BS UPT Medan, totaling 60 people. In this study, due to the small population, the sample used the entire existing population, namely 60 employees of PT. PLN (Persero) UIP3BS UPT Medan. According to Sugiyono (2017), saturated sampling is when all population members are used as samples. Data processing using SPSS version 21.00 software, instrument testing, classical assumption testing, and data analysis techniques using multiple linear regression analysis.

3. RESULTS AND DISCUSSION

Results

The multiple regression equation can be seen from the value of the B coefficient in the following table:

Table 1. Regression Coefficient

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	25,256	4,003		6,310	,000
	work ethic (X1)	,493	,101	,484	4,872	,000
	Work stress (X2)	-,204	,049	-,412	-4,149	,000

a. Dependent Variable: Job Satisfaction (Y)

From the calculations using the SPSS (Statistical Program For Social Schedule) computer program, the multiple linear regression equation is as follows:

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Y = 25.256 + 0.493 X1 - 0.204 X2

The equation above shows that the work ethic variable has a positive value so that it can be interpreted that if the work ethic is improved, it will increase job satisfaction and work stress has a negative value so that it can be interpreted that if work stress increases, employee job satisfaction will decrease. The work ethic variable (X1) has the most significant relative contribution to job satisfaction between the two independent variables.

Hypothesis test

Partial Test (t-test)

Testing the effect of independent variables (X) on the dependent variable (Y) can be seen in the following table.

Table 2. t-test

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	25,256	4,003		6,310	,000
	Work Ethics (X1)	,493	,101	,484	4,872	,000
	Work Stress (X2)	-,204	,049	-,412	-4,149	,000

a. Dependent Variable: Job Satisfaction (Y)

1. The Effect of Work Ethics on Job Satisfaction
   From table 2, the results obtained are significant t the effect of work ethics variable (X1) on job satisfaction (Y) of t- count 4.872 > t-table 2.001 (sig 0.000), where significant t is smaller than □ = 0.05. This means that work ethic (X1) partially has a significant positive effect on job satisfaction (Y).
2. The Effect of Job Stress on Job Satisfaction
   From table 2, the results obtained are significant t the effect of work stress variable (X2) on job satisfaction (y) t-count -4.149 > t-table 2.001 (sig 0.000), where significantly t is more petite than □= 0.05. This means that work stress (X2) partially has a significant negative effect on job satisfaction (Y).

Simultaneous Testing (F test)

Substantial hypotheses in this study are that work ethic (X1) and work stress (X2) affect the Y variable (job satisfaction). The condition is that if the probability value of F (Sig) in the Anova Table is < □□a0.05, then Ho is rejected, but if the probability value is Sig > □0.05, then Ho is accepted. The data needed to test the above hypothesis are as follows:

Table 3. ANOVA

ANOVA[b]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	175,176	2	87,588	22,522	,000[a]
	Residual	221,674	57	3,889		

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Total	396,850	59			

a. Predictors: (Constant), work Stress (X2), Work Ethics (X1)
b. Dependent Variable: Job Satisfaction (Y)

The F value in table 3 above is 22.5225 > f-table 3.16 with sig 0.000 < □0.05, indicating Ho is rejected and Ha is accepted, meaning that work ethics (X1) and work stress (X2) have a significant effect on job satisfaction (Y) at the level of □0.05.

Coefficient of Determination

By looking at the R-Square, it can be seen how the actual value of the contribution of the two independent variables to the dependent variable is:

Table 4. Value of R – Square

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error Of The Estimate
1	,664[a]	,441	,422	1,97206

Predictors: (Constant), work Stress (X2), Work Ethics (X1)

Through the table above, it can be seen that the R-value is 0.664; it can be stated that work ethics and work stress affect job satisfaction and by looking at the R-Square is 0.441, it is known that the influence of work ethics and work stress on job satisfaction is 44.10%. This means that the variables of work ethics and work stress affect job satisfaction are 44,10%, while the rest are influenced by other variables not examined.

Discussion

The test results show that all independent variables (work ethic and work stress) influence the Y variable (job satisfaction). In more detail, the results of the analysis and testing can be explained as follows;

1. The Influence of Work Ethics on Job Satisfaction

Work ethic affects the increasing job satisfaction of PT. PLN (Persero) UIP3BS UPT Medan, meaning that if employees' work ethics continue to be improved, employees in carrying out their duties and functions refer to the work ethic that applies in the company, job satisfaction will also increase. This can be seen from the significant results of t the effect of work ethics variable (X1) on job satisfaction (Y) of t-count 4.872 > t-table 2.001 (sig 0.000), where significant t is more petite than □ = 0.05. One of the work ethics that needs to be considered is the attitude of employees. Where work ethics have a significant effect on job satisfaction, companies must pay attention to employee attitudes such as the attitude of employees who are not lazy in carrying out their work, always polite when talking to leaders, as well as being polite when communicating with fellow employees. At work, employees often do not pay attention to small things that may be forgotten when they are active in the office. However, these things can be beneficial and give the impression of having a good work ethic if you can apply them, such as: always appearing confident, maintaining self-discipline both in and out of work and not leaving work without the boss's permission, always maintaining a relationship with others—superiors by respecting superiors. The results of this study are in line with research (Jufrizen et al., 2017); (Al-Nashash et al., 2018) and (Maksum et al., 2006), which show that work ethic affects job satisfaction. However, this is not in line with the research results (Archandar, 2010), which show that work ethics does not affect employee job satisfaction.

2. The Effect of Job Stress on Job Satisfaction

Job stress affects increasing job satisfaction at PT. PLN (Persero) UIP3BS UPT Medan, meaning that job satisfaction will decrease if the work stress is higher. This can be seen from the significant results t the effect of work stress variable (X2) on job satisfaction (y) t-count -4.149 > t-table 2.001 (sig 0.000), where significantly t is more petite than □ = 0.05. This means that work stress (X2) partially has a negative and significant effect on job satisfaction (Y). This means that if working conditions create a continuous feeling of discomfort, it will, in turn, make employees stressed. Stress conditions experienced by employees will encourage job dissatisfaction which in turn will cause productivity and performance to decrease. From

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the statement above, it can be stated that job stress has a role or influence on increasing an employee's job satisfaction, where the higher the level of work stress an employee will reduce the employee's job satisfaction. Where employee work stress is caused by excessive workload from employees, and there is overlap in work implementation. Leaders should pay more attention to giving work to each employee where the division of tasks for each employee must be carried out so that there is no overlapping work. In this case, work stress impacts decreasing job satisfaction of each employee so that it will reduce performance levels. The results of this study are in line with research (Wibowo, Gede, & Putra, 2015) which shows that job stress has a negative and significant effect on job satisfaction. However, this is not in line with the research results (Dhania, 2010), which show that work stress does not affect employee job satisfaction.

3. **Effect of work ethics and work stress on job satisfaction**

The results showed that work ethic and work stress affected increasing job satisfaction of PT. PLN (Persero) UIP3BS UPT Medan, meaning job satisfaction will also increase if work ethics and work stress are appropriately managed. This can be seen from the F value is 14.965 > f-table 3.16 with sig 0.000 < □0.05, indicating Ho is rejected and Ha is accepted, meaning that work ethic (X1) and work stress (X2) have a significant effect on job satisfaction (Y) at the level of □0.05. By looking at the R-Square of 0.344, it is known that the effect of work ethics and work stress on job satisfaction is 33.40%. This means that together the variables of work ethics and work stress affect job satisfaction are 33,40% while the rest are influenced by other variables not examined.

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4. CONCLUSIONS AND RECOMMENDATIONS

From the results of the analysis that has been discussed previously, the following conclusions can be drawn: There is a positive and significant effect of work ethics on the job satisfaction of PT. PLN (Persero) UIP3BS UPT Medan. Thus, it can be said that the work ethic that the company does well will increase the job satisfaction of every employee at the company. In this case, the company pays less attention to employee work ethics, especially the work attitude of each employee. There is a negative and significant effect of job stress on job satisfaction at PT. PLN (Persero) UIP3BS UPT Medan. Thus, it can be said that if work stress in the company increases, the level of employee job satisfaction will decrease. The study results show that the company pays less attention to the workload of employees and there is still overlapping work that causes employee work stress. There is a positive and significant influence of work ethic and work stress on the job satisfaction of PT. PLN (Persero) UIP3BS UPT Medan, meaning that if work ethics and work stress in the company are jointly improved, it will increase employee job satisfaction at the company. From the R Square test, other factors affect employee job satisfaction that has not been studied on this occasion. The research suggestions are: To increase job satisfaction, companies should pay more attention to the work ethics of each employee by always paying attention to work attitudes that occur among employees so that job satisfaction can be improved. Given that work stress influences employee job satisfaction, work stress should be considered, such as excessive workload and overlapping work, which impacts employee dissatisfaction. It is hoped for further researchers that this research can be used as reference material, where there are still other unexplored factors that affect employee job satisfaction, such as incentives, career paths, and others,

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