

## EMPLOYEE JOB SATISFACTION AND ITS RELATIONSHIP TO MOTIVATION, COMMUNICATION, AND JOB STRESS

Imas Komariyah<sup>1</sup>, Meita Sondang Riski<sup>2</sup>, Kania Laelawati<sup>3</sup>  
STIE Miftahul Huda Subang<sup>1,3</sup>, STIE Nusantara Sangatta<sup>2</sup>

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**E-mail:**  
[komariyahimas26@gmail.com](mailto:komariyahimas26@gmail.com)<sup>1</sup>  
[meitasondang2@gmail.com](mailto:meitasondang2@gmail.com)<sup>2</sup>  
[klaelawati25@gmail.com](mailto:klaelawati25@gmail.com)<sup>3</sup>

### ABSTRACT

Human resources management is all activity relate to the recognitions of the importances of work motivations which will affects communications on employees job satisfactions and minimized the occurrence of works stress problems for employees. , utilizing function and activities that ensuring that human resources are utilizing effective and or for the benefit of individuals, companies and society. This studies aims to determine the effects of motivations, communications and works stress on job satisfactions of employees of PT Bravo Engineering Batam. This researches designed using researches designed and quantitatives researches methods. The data collections techniques is by distributed questionnaires to 115 respondents. The results of this studies indicated that motivation, communication and work stress partial and simulant has a significants effects on employee job satisfactions. The results of the coefficient of determination test indicate that motivation, communication and work stress affect job satisfaction by 51,3 percent, while the rest is influenced by other variables not examined in this study

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### 1. INTRODUCTION

Every organization in general really needs employees because for an organization, employees are the most valuable asset it has. Human resources include workers, employees, employees, or people who do and have jobs. From this understanding it can be seen that human resources in an organization are workers who occupy a place or people who have responsibility for carrying out tasks or work in a particular organization. Without human resource management, an organization will generally find it difficult to achieve its goals. Human resource management is very important in the company because it is used as the first element in management before other elements [1]

The problem of self-development, organizational behavior is part of the management of employees who are crucial in the company. Management of its employees as an activity that is closely related to the recognition of the importance of work motivation which will affect communication on employee job satisfaction and minimize the occurrence of work stress problems for employees, utilize functions and activities that ensure that employees are used as effectively as possible to achieve the goals of all groups [1].

Many factors affect employee job satisfaction, including motivation, communication and work stress. Motivation as a potential source within employees, which can develop by itself or develop due to several external factors which can essentially affect the achievement of performance, even this depends on the circumstances being faced. Motivated employees are an advantage over the competition of a company [2]

When completing their work, employees cannot be separated from communication. Good with fellow co-workers, with superiors and subordinates. Good communication can be used as the right weapon in increasing employee job satisfaction. By communicating, employees can exchange information with their superiors regarding their work. By communicating, employees can also work together. Communication is the sending of a meaning or simply understanding meaning to other people, for example in the form of symbols, symbols, or language until the intended recipient of the information understands the intent of conveying the information [3]

Work stress is also a factor that requires attention in a company. Stress can have a negative impact at high levels which can reduce employee job satisfaction, this situation occurs because employees use more of their energy in dealing with stress from their work [4].

Employees in the company certainly participate in improving their skills which will help achieve high levels of job satisfaction. If employees have a high level of job satisfaction, of course they will feel good about their work whereas if employees with a low level of job satisfaction will certainly feel bad about their work [5].

PT Bravo Engineering Batam is a service company that repairs electro-mechanical equipment used in mining, power generation, oil and gas, railroads, marine, and industries that require other large power sources. PT Bravo Engineering Batam also provides services related to evaluating the performance of a machine and presenting skilled and competent personnel in their fields.

The following is the attachment of employee attendance data for PT Bravo Engineering Batam for the January-June 2021 period:

Table 1 PT Bravo Engineering Batam Employee Attendance Data

No.	Month	Number of Employees (Person)	Number of Working Days (Days)	Number of Absences
1.	January	115	25	10
2.	February	115	24	9
3.	March	115	27	11
4.	April	115	26	13
5.	May	115	26	12
6.	June	115	26	16

(Source: HRD PT Bravo Engineering Batam, 2022)

Based on table 1, it can be observed that the level of absenteeism for PT Bravo Engineering Batam employees from January to June 2021 is continuously increasing. This indicates that if there are many absences of employees, then the level of job satisfaction of employees clearly decreases. Within the company, without the presence of employees, the company's activities cannot run smoothly even though other resources are available properly. Because the role of employees is quite crucial in a company, it should be if the company pays attention to aspects related to the job satisfaction of its employees. Based on the description of the problems that have been described, the authors are motivated to research by raising the title "The Influence of Motivation, Communication, and Work Stress on Employee Job Satisfaction at PT Bravo Engineering Batam".

## 2. LITERATURE REVIEW

### 2.1. Motivation

Work motivation is a source that drives something that comes from within or outside the individual in doing something to achieve certain goals [6]. Motivation is the process of discovering the needs of its employees and assisting them in achieving a fairly smooth process. Motivating employees intends to hone their skills in meeting company demands [4]. Work motivation, namely the expectations of employees that make the employee concerned do something. Employees take action for reasons that are strong enough to achieve their goals. So, work motivation is direction that is regulated by its goals and does not often appear in a void [7].

In line with the definition above, it can be concluded that motivation is bestowed by leaders on their employees with the intention of carrying out their duties and being able to complete their responsibilities so as to maximize the creativity of their employees.

The indicators in measuring motivation in this study [8] namely the need for:

- 1) The physiology
- 2) The sense of security
- 3) The social
- 4) The award
- 5) Self-Actualization

### 2.2. Communication

Communication is the ability to convey information that is found cognitively, affectively and conatively. When spreading the information to other parties with the intention of influencing the activities of other parties when solving problems with the intention that the goal can be achieved [9]. Communication is a tool that is used by all parties, which are interdependent, whether it is used correctly

or not, because if the communication is not spread properly, there will be miscommunication between the giver and the recipient of the message [10].

Communication is used as a means of distributing information with the help of social media. The role of communication can make it easier for employees when interacting with the intention of maximizing the company in the expected relationship [11].

Based on the above understanding, it can be concluded that communication is a process of exchanging information with the aim of achieving company goals. The following are indicators of work communication [12], namely:

- 1) understanding
- 2) precision
- 3) Credibility
- 4) Supervision
- 5) Harmony

### 2.3. Work Stress

Work stress is any good psychological pressure felt by employees in carrying out their work (Waruwu, 2018: 6). Work stress is defined as a quite dangerous response that occurs when demands from work are not in accordance with their abilities [13]

The condition of an employee can also be classified as suffering from work stress, namely someone who gets nervous inside himself and feels worried so that he is often angry, quite aggressive, unable to relax a bit, or who doesn't cooperate [14].

From the description above, it can be concluded that work stress is a condition filled with feelings of pressure, for example, having disputes with co-workers or even with their superiors, influences that come from an unpleasant work environment, but work stress can describe its positive or negative impact on employees.

Following indicators to measure work stress [15] namely:

- 1) Interpersonal relationships, namely two or more people who are interrelated and still maintain their relationship.
- 2) Career development, namely the company's way of managing and enhancing the careers of its employees, the possibility of promotion or simply providing more incentives than other employees.
- 3) The structure and climate of the organization, namely the surrounding environment that has a positive and negative impact on its employees.
- 4) The state of work, which affects employees when dealing with work stress. The large number of problematic jobs is a very heavy burden for employees, it is hoped that the supervisory process will be carried out by the heads of each department.
- 5) Problems with the role being carried out, which can occur because of differences when completing work.

### 2.4. Job Satisfaction

Satisfaction, namely the process that arises from organizational attitudes which is the most important dimension for the company, without job satisfaction it will affect its performance [5]. Job satisfaction is activity or feeling employee satisfaction and dissatisfaction with the evaluation of his work [16]

From the description above, it can be concluded that job satisfaction is a measurement of the level of satisfaction of employees with the type of work related to the nature and duties of each job, performance achievements, forms of supervision and feelings of calm and liking for their current job.

The indicators of job satisfaction (Novaritpraja, 2020: 888) are:

- 1) Payment, employees expect fair pay.
- 2) Workload, employees prefer the opportunity to maximize their skills and excellence at work.
- 3) Colleagues, each employee needs a partner to interact.
- 4) Job promotion occurs when the job moves to a higher level position and responsibility.
- 5) Supervision, has a crucial impact on the company. Supervision is closely related to work in work.

## 3. METHOD

This research was conducted using quantitative methods. The data is from the response to the respondent via a questionnaire (Google Form). The population is all employees of PT Bravo Engineering

Batam in 2021, namely 115 employees, by applying a saturated sample so that the entire population becomes the sample. The data analysis technique used is validity and reliability testing. Then performed descriptive analysis and classical assumption test. Furthermore, multiple regression test and hypothesis testing.

#### 4. RESULT AND DISCUSSION

##### 4.1. Validity Test Results

Table 2 Validity Test Results

Variable	Items	r <sub>count</sub>	r <sub>table</sub>	Ket
Motivatio n (X1)	X1.1	.809	.183	Valid
	X1.2	.762		
	X1.3	.596		
	X1.4	.393		
	X1.5	.554		
Communicati on (X2)	X2.1	.738		
	X2.2	.568		
	X2.3	.524		
	X2.4	.573		
	X2.5	.774		
Work Stress (X3)	X3.1	.736		
	X3.2	.554		
	X3.3	.518		
	X3.4	.569		
	X3.5	.747		
Job Satisfaction (Y)	Y. 1	.754		
	Y.2	.610		
	Y.3	.738		
	Y.4	.505		
	Y.5	.528		

Based on the results of the validity test, it was found that  $r_{count} \geq r_{table}$  was declared valid, and vice versa. Based on the validity test table in table 1, it was found that all statements obtained  $R_{count} > R_{table}$  were positive. It can be concluded that each statement is considered valid.

##### 4.2. Reliability Test Results

Table 3 Reliability Test Results

Reliability Statistics	Cronbach's Alpha	N of Items
Motivation	.604	5
Communication	.632	5
Work Stress	.614	5
Job satisfaction	.617	5

Based on the results of the reliability test, Cronbach's alpha was obtained for each variable  $> 0.60$ . It can be concluded that motivation, communication, work stress and job satisfaction are stated to be reliable because the acquisition of Cronbach's alpha  $> 0.60$ .

##### 4.3. Normality Test Results

Table 4 Normality Test Results

N		115
Normal Parameters, b	Me	.000000
	std. Dev	1.70437245
Most Extreme Differences	absolute	.067
	Positive	.067
	Negative	-.055
Test Statistics		.067
asymp. Sig. (2-tailed)		.200c,d

Based on table 4, the significant gain of Asymp. Sig (2-tailed) namely  $0.200 > 0.5$ . In conclusion, the research data is normally distributed.

#### 4.4. Multicollinearity Test Results

Table 5 Multicollinearity Test Results

		tolerance	VIF	
1	Motivation	0.751	1,332	Not occur Multicollinearity
	Communication	0.896	1.116	
	Work Stress	0.716	1,396	

Whereas in the regression model there are no symptoms of multicollinearity where motivation, communication and work stress obtain  $VIF < 10$  and  $tolerance > 0.10$ . It is concluded that there are no symptoms of multicollinearity in the independent variables.

#### 4.5. Heteroskeasticity Test Results

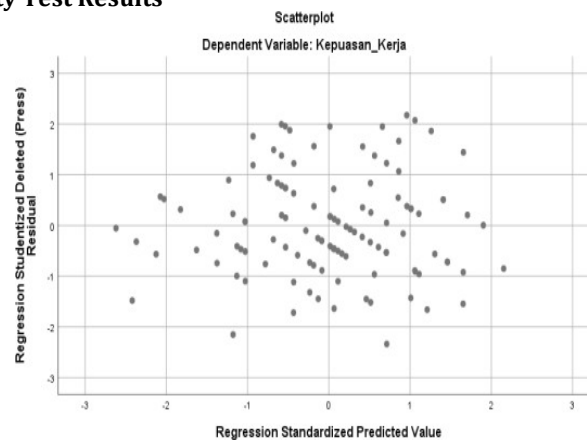


Figure 1 Scatter plots

In accordance with the results of the scatterplot, it was concluded that in this study there were no symptoms of heteroscedasticity because it was found that the points were widespread and did not form a specific pattern.

#### 4.6. Multiple Linear Regression Analysis Test Results

Table 6 Multiple Linear Regression Analysis Test Results

Model		ustd. Coeff		std. Coeff	t	Sig.
		B	std. error	Betas		
1	(Constant)	2,904	1,642		1,768	080
	Motivation	.262	.076	.265	3,468	001
	Communication	.175	.065	.187	2,673	.009
	Work stress	.433	.074	.460	5,870	.000

The following equation is found:

$$Y = 2,904 + 0,262(X1) + 0.175 (X2) + 0.433 (X3)$$

The results obtained are as follows:

- The constant takes on a value 2,904. If motivation, communication, and work stress score zero, then job satisfaction is worth 2,904.
- Motivation (X1) scores 0.262 or 26.2% meaning that motivation has a positive effect on job satisfaction. If motivation increases by 1% then job satisfaction also increases by 0.262 or 26.2%.
- Communication (X2) obtains a value of 0.175 or 17.5% meaning that communication has a positive effect on job satisfaction. If communication increases by 1% then job satisfaction also increases by 0.175 or 17.5%.

- d. Work Stress (X3) scores 0.433 or 43.3% meaning that work stress has a positive effect on job satisfaction. If work stress increases by 1% then job satisfaction also increases by 0.433 or 43.3%.

#### 4.7. Determination Coefficient Test Results

Table 7 Test Results for the Coefficient of Determination

Model	R	Rsquare	AdjustedRsquare	std. error
1	.716a	.513	.499	1,727

It was determined that motivation, communication, and work stress were related to job satisfaction by 51.3% while the remaining 48.7% were influenced by external variables not examined in this study.

#### 4.8. Test Results t

Table 7 Test Results t

Model	ustd. Coeff		std. Coeff Betas	Q	Sig.
	B	std. error			
1 (Constant)	2,904	1,642		1,768	080
Motivation	.262	076	.265	3,468	001
Communication	.175	.065	.187	2,673	.009
Work stress	.433	.074	.460	5,870	.000

The purpose of the T test is to find out the effect on each independent variable to provide clarity because there are various variants of the dependent variable. The researcher determines the results of the t test with the t count > t table. Based on table 8, the results of the t test are:

- Motivation (X1) with t count 3.468 > t table 1.982 (df = nk = 115-4 = 111) and a significance of 0.00 < 0.05 concluded partially that motivation has a positive and significant effect on job satisfaction.
- Communication (X2) with t count 2.673 > t table 1.982 and significance 0.00 < 0.05 concluded partially that communication has a positive and significant effect on job satisfaction.
- Work Stress (X3) with t count 5.870 > t table 1.982 and significance 0.00 < 0.05 concluded partially that work stress has a positive and significant effect on job satisfaction.

#### 4.9. Results Test f

Table 8 Test Results f

Model	Sum of Squares	Df	Meansquare	F	Sig.
1 Regression	348,287	3	116,096	38,914	.000b
residual	331,157	111	2,983		
Total	679,443	114			

It is known that motivation, communication, and work stress obtained an F count of 38.914 > F table of 2.69 with a sign of 0.000. In drawing conclusions simultaneously motivation, communication, and work stress have a positive and significant effect on job satisfaction.

### 5. CONCLUSION

After completing the data testing, it can be concluded: Motivation has a positive and significant effect on job satisfaction of employees of PT Bravo Engineering Batam. Communication has a positive and significant effect on the job satisfaction of employees of PT Bravo Engineering Batam. Work stress has a positive and significant effect on job satisfaction of employees of PT Bravo Engineering Batam.

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