THE EFFECT OF EMPLOYMENT CONFLICT, JOB STRESS AND WORK OVERLOAD ON JOB SATISFACTION OF FINANCIAL MANAGEMENT AGENCY EMPLOYEES AND REGIONAL REVENUE OF KOTA PARIAMAN

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ARTICLE INFO	ABSTRACT
Keywords: job satisfaction, work conflict, job stress, work overload	This study aims to see the effect of (1) work conflict on employee job satisfaction Pariaman City BPKPD, (2) job stress on employee job satisfaction Pariaman City BPKPD, (3) work overload on employee job satisfaction Pariaman City BPKPD, (4) work conflict, job stress and work overload simultantly on employee satisfactionPariaman City BPKPD. The population in this study are 60 employees at BPKPD Pariaman City. The sampling technique uses a total sampling technique (whole sample), total sampling is a sampling technique where the number of samples is the same as the population. The results of this study indicate that (1) work conflict has a significant negative effect on employee job satisfaction at BPKPD Pariaman City, (2) job stress has a significant negative effect on employee job satisfaction at BPKPD Pariaman City, (3) work overload gives a significant negative effect on employee job satisfaction at BPKPD Pariaman City, and (4) work conflict, job stress and work overload together have a significant effect on employee job satisfaction at BPKPD Pariaman City.
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1. INTRODUCTION

Human resources are one of the most important factors in an organization or in a company. Human resources also include every individual in the company, so that the company itself can achieve its goals. Human resources also have a considerable impact on the effectiveness of a company when compared to other resources. The better human resources are managed, it will create good resources in achieving organizational or company success in the future (Afrizal et al., 2014). Human resource management itself can be influenced by many factors, these are side by side with the current development and progress of the company. For example, such as rapid technological developments, international competition, and sometimes uncertain economic conditions are some of the external factors that cause companies to find new ways to utilize human resources more effectively. Internal factors, such as conflicts between employees or employees, stress, socio-cultural aspects, legal aspects, and job satisfaction that need to be considered by the company in order to obtain good human resources (Anwari et al., 2016).

Job satisfaction gets quite a lot of attention from various groups because job satisfaction is related to the condition of employees and the company. Job satisfaction is very important to get a satisfactory result from the work that has been done. If an employee gets job satisfaction from his job or company, the employee will try to improve his performance in the job. Job satisfaction is associated with increased productivity and organizational commitment; lower absenteeism

and turnover; and finally, with increased organizational effectiveness. Lack of job satisfaction has been found to cause lethargy and reduce organizational commitment. Lack of job satisfaction has emerged as a predictor of quitting a job (Ellickson & Logsdon, 2001).

One of the Regional Apparatus Organizations (OPD) in Pariaman City that faces the problem of employee emotional exhaustion is the Regional Finance and Revenue Management Agency (BPKPPD) of Pariaman City. This OPD has the task and obligation to carry out the administration of Regional Government affairs in the fields of Revenue, Financial Management and Regional Assets based on policies determined by the Mayor. There are several factors that determine employee job satisfaction. These factors include work conflict, job stress and work overload. Conflict within an organization or within a company can occur in various forms, which include intra-individual, inter-individual, inter-group or inter-organizational conflicts. Dealing with people who have different views, often causes friction, resentment, and so on (Afrizal et al., 2014).

Handling a conflict that occurs in an organization or in a company that is not fixed and wise will result in an uncomfortable working atmosphere. Even then it does not stop at the situation there, but can also continue to be a burden and job satisfaction for the employees themselves. This will be very dangerous for employees who have low resistance to problems, because this will be fatal for an organization or for the company itself. The conflict itself can cause stress which will indirectly affect the decline in the performance of employees or employees in a company. And stress or pressure in the soul of an individual will also have an impact on his satisfaction at work. Humans in an organization must be able to cope with the stress experienced by themselves, and can also ask for help from other parties. Employees or employees who experience stress tend to think a job is not something that is important to them anymore, so they also cannot complete the work on time.

The next variable that can cause a decrease in job satisfaction is work overload. One example of work overload is working longer hours, pressure to work overtime, performing additional tasks at a regular job and having to do it at a faster pace. Work overload is a major problem suffered by almost every sector of the organization (Altaf & Clouds, 2011). Accordingly, management within the agency must take the appropriate steps necessary to ensure that their Employees do not experience the work overload and stress associated with downsizing (Fong & Kleiner, 2004). Several studies that have been conducted by (Ali & Farooqi, 2014) also mentions that excess work overload has a negative effect on job satisfaction, meaning that excess work overload can reduce job satisfaction. Some of the things that are still the problem, there is the possibility of things that are still not paid attention to or not fulfilled to achieve maximum job satisfaction. Thus, there is a need for a solution to achieve the satisfaction level of BPKPD employees in Pariaman City. Based on previous research and phenomena that occur in the field, the authors are interested in conducting research with the title "The Influence of Work Conflict, Job Stress, and Work Overload on Job Satisfaction of the Financial Management Agency and Regional Income Employees of Kota Pariaman".

2. METHODS

The method used in this research is quantitative. according to (Sugiyono 2017) the definition of quantitative method is quantitative method can be defined as a research method based on the philosophy of positivism, used to examine certain populations or samples, data collection using research instruments, data analysis is quantitative/ statistical, with the aim of testing predetermined hypotheses.

According to (Hamid 2014), population is the total number of objects or subjects that are used as data sources in a study that have the same nature or characteristics. Thus, the population in this study is allPariaman City BPKPD employees as many as 60 people. The sample is part of the number and characteristics possessed by the population and what is learned from the sample, the conclusions can be applied to the population. However, because the sample used is the entire population, the sample in this study is the same as the population, namely the entire

populationPariaman City BPKPD employees totaling 60 (sixty) people (Sugiyono 2017). The technique in taking this sample uses a total sampling technique (whole sample), t*total sampling*is a sampling technique where the number of samples is equal to the population (Sugiyono 2017). The reason for taking total sampling is because according to Sugiyono (2017) the total population is less than 100 and the entire population is used as a research sample. The object of this research is the employee at BPKPD Kota Pariaman. The research was conducted in June – September 2022.

The type of data in this study is primary data, namely research data obtained or collected directly from original sources (without intermediaries). According to (Sugiyono 2017), primary sources are data sources that directly provide data to data collectors. While the primary data sources in this study were obtained from the answers to the questionnaires distributed to respondents. In addition, the data used in this study also comes from various literatures such as previous research, and books related to the problem under study.

According to Sugiyono (2017), the dependent variable / dependent variable is a variable that is influenced or is the result, because of the independent variable. Based on the problems formulated in order to avoid misunderstandings, it is necessary to explain the identification of each variable. In this case it is as follows:
a. The independent variables in this study are work conflict (X1), job stress (X2), work overload (X3).
b. While the dependent variable is job satisfaction (Y).

Table 1 Research variable

Source Indicator Variables
Job Satisfaction (Y)
1. The work itself
2. Wages
3. Promotion
4. Supervision
5. Work colleague
6. Working conditions

Work Conflict (X1)
1. Functional conflict
2. Dysfunctional conflict

Job stress (X2)
1. Working conditions
2. Role
3. Interpersonal factors
4. Career development
5. Organizational structure

Work overload Overload (X3) is
1. Working time
2. Work overload
3. Working Speed
4. Hard work

Data Collection Instruments
To obtain data in this study used data collection techniques, namely: Library data collection techniques. This technique is used to collect data about theories, concepts related to research

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variables from relevant books and literature. The Likert scale is used to measure work conflict, job stress, work overload on job satisfaction of the employees of the Pariaman City Financial and Regional Revenue Management Agency.

Validity and Reliability Test

1. Validity test

Validity test is used to measure the validity or invalidity of a questionnaire. To determine the validity of the questionnaire, it is done by looking at the value of Corrected Item-Total Correlation. A variable/statement is said to be valid if the Corrected Item-Total Correlation value is greater than rtable. The rtable value is seen in table r with df = n-2 (n=number of respondents/sample) with a significance level of 5% (0.05). If the result of rcount > rtable, then the statement is valid, otherwise if rcount < rtable, then the statement is invalid.(Ghozali 2018).

2. Reliability Test

Reliability is a test tool to determine the reliability of a variable or the extent to which the measurement results have consistency when measured several times on the same symptoms. The high and low reliability is indicated by a Cronbach Alpha coefficient (α) 0.70. If Cronbach Alpha (α) is greater than or equal to 0.60 then the research variable is declared reliable, and conversely if Cronbach Alpha is less than 0.70 then the research variable is declared unreliable.(Ghozali 2018). The calculation of the reliability test will be carried out with the help of the SPSS (statistical package for social science) version 25.0 program.

3. Descriptive Analysis

Descriptive analysis is an analysis that describes the characteristics of respondents and research variables. Descriptive analysis is done by presenting primary data into a frequency distribution table, calculating the total score, average score and respondent's level of achievement (TCR). The first stage is the calculation of the total score of the respondents' answers for each statement item. The formula for determining the total score is as follows (Arikunto, 2016):

Total Score = (SS.f) + (Sf) + (RG.f) + (TS.f) + (STS.f)..(1)
Information:
SS = Strongly Agree (5)
S = Agree (4)
RG = Indecisive (3)
TS = Disagree (2)
STS = Strongly Disagree (1)
f = Frequency

After obtaining the total score, then the average score for each variable can be calculated using the following formula (Arikunto, 2016):
Average Score = (Total Score / n) ....(2)
Information:
n = Number of Respondents

After obtaining the average score, the Respondent Achievement Level (TCR) can then be calculated using the following formula (Arikunto, 2016):
TCR = (Average Score / 5) x 100% ....(3)

Classic assumption test

The purpose of doing the classical assumption test is to meet the requirements in linear regression analysis consisting of normality test, linearity test, multicolonearity test and heteroscedasticity test.(Ghozali 2018).

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1. Normality test

Aims to test whether in the regression model, the confounding or residual variables have a normal distribution. Tests were carried out using the Kolmogorov-Smirnov test method for each variable. The regression model is normally distributed if the value of the Kolmogorov-Smirnov sign of each variable is greater than = 0.05 which compares the observation data with a distribution that is close to a normal distribution (Ghozali 2018).

2. Multicollinearity Test

Multicollinearity test is a test conducted to ascertain whether in a regression model there is intercorrelation or collinearity between independent variables. Intercorrelation is a linear relationship or a strong relationship between one independent variable and other independent variables in a regression model. This analysis is used to determine whether the independent variables have a correlation with each other or not. If there is a high correlation, it means that there is a multicollinearity problem. If the VIF value is less than 10 and or the Tolerance value is more than 0.01, it can be concluded firmly that there is no multicollinearity problem.(Ghozali 2018).

3. Heteroscedasticity Test

The heteroscedasticity test aims to test whether in a regression model there is an inequality of variance from the residuals from one observation to another. If the variance of the residual from one observation to another observation remains, it is called homoscedasticity and if it is different it is called heteroscedasticity. Detecting the presence of heteroscedasticity in this study used the Glejser test.As for the test criteriaGlacieraccording to(Ghozali 2018)is as follows:

   a. If the probability value is > 5% (0.05) then it is said that there is no heteroscedasticity symptom.
   b. If the probability value is < 5% (0.05) then it is said to have heteroscedasticity symptoms.

Multiple Linear Regression Test

Hypothesis testing in this study uses multiple regression analysis. Multiple regression analysis aims to determine the causal relationship between the influencing variables and the affected variables. With multiple regression equation model as follows:

   Y = a + b1 X1 + b2 X2 + b3 X3 +e..(4)
   Where:
   Y   = Job Satisfaction
   a   = Constant/Intercept
   X1   = Work conflict
   X2   = job stress
   X3   = Work overload Overload
   b1,... b3   = Regression Coefficient
   e   =Error Term

Hypothesis testing

1. t statistic test

T statistical test to see whether the independent variables X1, X2, X3 have a significant effect on the dependent variable Y in the regression equation used, it is necessary to test the hypothesis by using the t statistical test, which is to compare the tcount value with the ttable value at df = n- 2. The formula for tcount in regression analysis is:

t hit $= \dfrac{b}{S_{b^1}}$.. ....(5)

   Information :

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t hit = Test Value Coefficient
bi = Regression Coefficient
Sbi = Standard Error Regression Coefficient

Hypothesis testing criteria: If t count is greater than t table, then the null hypothesis (Ho) is rejected and the alternative hypothesis (Ha) is accepted, meaning that there is a significant effect of the independent variable on the dependent variable. Conversely, if tcount is smaller than ttable, then the null hypothesis (Ho) is accepted and the alternative hypothesis (Ha) is rejected, meaning that there is no significant effect of the independent variable on the dependent variable. Another criterion if = 0.05 is less than or equal to the value of Sig (α = 0.05 Sig), then Ho is accepted and Ha is rejected and vice versa.

2. F . statistic test

The F statistical test is used to determine whether the regression model used is appropriate in presenting the research data. Irianto (2015) the formula used is:

$$F = \frac{R^2/k}{(1-R^2)/(n-k-1)}$$ ....(6)

Where:
F : Test F
R2 : Coefficient of determination
K : Number of independent variables
n : Number of samples

The F statistic test is carried out by comparing the value of Fcount with Ftable at df = k, nk-1, at a certain degree of significance. If Fcount is greater than Ftable, then the null hypothesis (Ho) is rejected and the alternative hypothesis (Ha) is accepted, whereas if Fcount is less than Ftable, then the null hypothesis (Ho) is accepted, and the alternative hypothesis (Ha) is rejected.

The F statistical test is used to determine whether the regression model used is appropriate in presenting the research data. The F statistic test is carried out by comparing the value of Fcount with Ftable at df = k, nk-1, at a certain degree of significance. If Fcount is greater than Ftable (Fcount Ftable) it means that it is significant, then the null hypothesis (Ho) is rejected and the alternative hypothesis (Ha) is accepted, whereas if Fcount is less than F table, then the null hypothesis (Ho) is accepted, and the alternative hypothesis (Ha) is rejected (Ghozali, 2017).

Coefficient of Multiple Determination(R2)

To determine the size of the influence of the independent variable on the dependent variable is determined by the coefficient of multiple determination (R2). To measure the magnitude of the influence of the independent variable on the dependent variable, the coefficient of multiple determination (R2) is used. (M. Igbal, 2015).

$$R^2 = \frac{(n)\left(\sum XY\right) - \left(\sum X\right)\left(\sum Y\right)}{\left[(n)\left(\sum X^2\right) - \left(\sum X\right)^2\right]\left[(n)\left(\sum Y^2\right) - \left(\sum Y\right)^2\right]}$$ ....(7)

If the value of R2 is close to 0 (zero), then the contribution (influence) of the independent variable simultaneously on the dependent is small. Conversely, if the value of R2 is close to 1 (one), then the simultaneous contribution (influence) of the entire independent variable on the dependent variable is large. The test was carried out with the help of the SPSS 25.00 program.

3. RESULTS AND DISCUSSION
Validity and Reliability Test

Data Testing Instruments Data testing instruments include the following:

1. Validity test

    To test the validity using the value ofCorrected Item-Total Correlation value,that is, it is said to be valid or valid if the research instrument has a calculated r value > r table. In relation to the description above, it can be seen that the validity test of the variables of employee job satisfaction, work conflict, job stress and work overload on 60 respondents, it was found that all questions were valid. This is indicated by the value of Corrected Item-Total Correlation (r count) which is greater than r table. Where the value of r table in the study is sought at a significance of 0.05 with a 2-sided test and the value of df = n-2 = 60-2 = 58, which is 0.2540. With the meaning of the word question items in this study indicate the accuracy and accuracy of the measuring instrument in carrying out its measuring function.

2. Reliability Test

    Reliability is a test tool to determine the reliability of a variable or the extent to which the measurement results have consistency when measurements are made several times on the same symptoms. The high and low reliability is indicated by a Cronbach Alpha coefficient (α) 0.70. The following are the reliability results presented in the following table:

Table 2. Reliability Test

No	Variable	Cronbach's Alpha	Information
1	Job satisfaction	0.954	Reliable
2	Work Conflict	0.931	Reliable
3	Job stress	0.945	Reliable
4	Work overload	0.941	Reliable

Source: results of data processing with SPSS 25, n = 60

    In the job satisfaction variable, the Alpha value is 0.954,work conflictobtained an Alpha value of 0.931,job stressobtained an Alpha value of 0.945,work overloadAlpha value obtained is 0.941. Because the value of Cronbach Alpha (α) 0.70, the items of the question instrument on the job satisfaction variable are proven to be reliable. In other words, the measuring instrument in this study has consistency so that if repeated measurements are made on the same subject at different times, relatively the same results will be obtained.

Classic assumption test

1. Normality test

    Tests were carried out using the Kolmogorov-Smirnov test method for each variable. The regression model is normally distributed if the value of the Kolmogorov-Smirnov sign for each variable is greater than = 0.05. The results of the normality test can be seen in table 3 below:

Table 3 Normality Test Results

One-Sample Kolmogorov-Smirnov Test		Unstandardized Residual
N		60
Normal Parameters, b	mean	.0000000
	Std. Deviation	5.46834517
Most Extreme Differences	Absolute	.056
	Positive	.045
	negative	-.056
Test Statistics		.098
asymp. Sig. (2-tailed)		.200c,d

Source: results of data processing with SPSS 25, n = 60

From Table 3 above which is a normality test, it can be seen that in the regression model, the confounding or residual variables have a normal distribution. It can be seen from the results of the sig value of the research variable is 0.200 > 0.05, so it can be concluded that the variables of job satisfaction, work conflict, job stress and work overload in BPKPD Pariaman City are normally distributed.

2. Multicollinearity Test

Multicollinearity test is useful to test whether the regression model found a correlation between independent variables. The way to find out whether there is a deviation in the multicollinearity test is to look at the Tolerance and VIF, if the Tolerance value > 0.10 and the VIF value < 10 then the data is free from multicollinearity symptoms.

Table 4. Multicollinearity Test Results

Coefficientsa

Model		Collinearity Statistics	
		Tolerance	VIF
1	Work Conflict	0.393	2,545
	Job stress	0.421	2.375
	Work overload	0.390	2,562

Source: results of data processing with SPSS 25, n = 60

Based on the multicollinearity test in the table above, it can be seen that there is no relationship between the independent variables because the Tolerance value of the research variable is > 0.1 and the VIF value of the research variable is < 10.

3. Heteroscedasticity Test

The heteroscedasticity test aims to test whether in a regression model there is an inequality of variance from the residuals from one observation to another. Detecting the presence of heteroscedasticity in this study used the Glejser test.

Table 5. Heteroscedasticity Test Results

Coefficientsa

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	0.982	2,391		0.411	0.683
	Work Conflict	0.010	0.101	0.020	0.096	0.924
	Job stress	0.090	0.086	0.211	1.048	0.299
	Work overload	-0.008	0.099	-0.018	-0.085	0.933

a. Dependent Variable: ABS_UT

Source: results of data processing with SPSS 25, n = 60

In table 5 above, it can be seen that the Glejser test obtained a Sig value of > 5% (0.05) this can be said that there is no heteroscedasticity in the regression model used. Thus the assumption of no heteroscedasticity has been met.

Multiple Linear Regression Test

In testing the hypothesis of this study, multiple linear regression was used, which aims to determine how much influence several independent variables have on the dependent variable.

Table 6. Multiple Regression Equation

Coefficientsa

Model		B	Std. Error	Beta	t	Sig.
		Unstandardized Coefficients		Standardized Coefficients		
1	(Constant)	81.164	4060		19,992	0.000
	Work Conflict	-0.450	0.171	-0.339	-2,631	0.011
	Job stress	-0.332	0.146	-0.283	-2,270	0.027
	Work overload	-0.341	0.168	-0.262	-2.029	0.047

a. Dependent Variable: KS

Source: results of data processing with SPSS 25, n = 60

Based on Table 6 above, the estimation model can be analyzed as follows:
$$Y = 81.164 - 0.450(X_1) - 0.332(X_2) - 0.341(X_3)$$

Based on the above equation it can be explained that:
a. From the above equation it can be seen that there is a constant value of 81.164 which means that if work conflict, job stress and work overload is zero, then the value of the job satisfaction variable is at 81.164. This means that the variable work conflict, job stress and work overload contribute to the decrease in employee job satisfaction at BPKPD Pariaman City .
b. Regression coefficient value work conflict negative value -0.450. This means if work conflict an increase of one unit will result in a decrease in job satisfaction by 0.450unit.
c. Regression coefficient value job stress negative value is -0.332. This means that if job stress an increase of one unit will result in a decrease in employee job satisfaction by 0.332 unit.
d. The value of the work overload regression coefficient is negative, namely -0.341. This means that if the work overload increases by one unit, it will result in a decrease in employee job satisfaction by 0.341 unit.

Hypothesis testing
1. Hypothesis Testing 1
The first hypothesis put forward, that work conflict partially negative effect on employee job satisfaction. Based on the results of the analysis of the t test, it is known that the level of significance of the variablework conflictof 0,011 < of the significance value (0.05). Thus Ho is rejected and Ha is accepted so that the alternative hypothesis proposed in this study is accepted. This means that there is a significant negative effect between work conflicton job satisfaction of employees at BPKPD Pariaman City.
2. Hypothesis Testing 2
The second hypothesis proposed is that job stress partially negative effect on employee job satisfaction. Based on the results of the analysis of the t test, it is known that the level of significance of the variable job stress of 0,027 < of the significance value (0.05). Thus Ho is rejected and Ha is accepted so that the alternative hypothesis proposed in this study is accepted. This means that there is a significant negative effect between job stress on employee job satisfaction at BPKPD Pariaman City.

3. Hypothesis Testing 3

The second hypothesis proposed is that work overload partially negative effect on employee job satisfaction. Based on the results of the analysis of the t test, it is known that the level of significance of the variable work overload of 0,047 < of the significance value (0.05). Thus Ho is rejected and Ha is accepted so that the alternative hypothesis proposed in this study is accepted. This means that there is a significant negative effect betweenwork overloadon employee job satisfaction at BPKPD Pariaman City.

4. Hypothesis Testing 4

The fourth hypothesis proposed, thatwork conflict, job stress and work overload collectively have a negative effect on employee job satisfaction. As can be seen in table 7 below:

Table 7. F Test Results

ANOVAb

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	3064,318	3	1021,439	32,422	0.000b
	Residual	1764,265	56	31,505		
	Total	4828,583	59			

a. Dependent Variable: KS

b. Predictors: (Constant), BK, SK, KK

Source: results of data processing with SPSS 25, n = 60

Based on the results of the analysis of the F test, it is known that the significance level of the variable work conflict, job stress, work overload and organizational culture of 0.000 < 0.05. Thus Ho is rejected and Ha is accepted so that the alternative hypothesis proposed in this study is accepted. This means that there is a jointly significant influence betweenwork conflict, job stress and work overloadon employee job satisfaction at BPKPD Pariaman City.

Coefficient of Determination Test

The Coefficient of Determination aims to see or measure how far the model's ability to explain variations in independent variables,where the value of R square is used for research of more than 2 variables and the value of Adjusted R Square is used for research of more than 4 variables. The value of the coefficient of determination in this study was taken from the value of R Square which can be seen in table 8.

Table 8. R Square Test Results

Model Summaryb

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.797a	.635	.615	5,613

a. Predictors: (Constant), BK, SK, KK

Source: results of data processing with SPSS 25, n = 60

Based on the results of the analysis R square is 0,635this means that 63.5% of employee job satisfaction is influenced by the independent variablework conflict, job stress and work overload. While the remaining 36.5% is influenced by other variables outside the model.

Discussion

1. There is a significant negative effect between work conflict on job satisfaction of BPKPD employees in Pariaman City.

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Based on the results of the analysis of the t test, it is known that the level of significance of the variable work conflict of 0,011< of the significance value (0.05). Thus Ho is rejected and Ha is accepted so that the alternative hypothesis proposed in this study is accepted. This means that there is a significant negative effect between work conflict on job satisfaction of employees at BPKPD Pariaman City. The results of this study support previous research (Ramadanu & Andri, 2016) found that work conflict had a significant negative effect on job satisfaction. Furthermore, this research is also supported by (Javanmard, H., Nami & Haraghi, 2014) also that job satisfaction is affected by conflict partially negatively and significantly. Then research from (Afrizal et al., 2014), (Aprilia et al., 2022) and (Segbenya et al., 2018) find that work conflict has a negative and significant effect on employee job satisfaction.

2. **There is a significant negative effect between job stress on job satisfaction of BPKPD employees in Pariaman City**

Based on the results of the analysis of the t test, it is known that the level of significance of the variable job stress of 0,027 < of the significance value (0.05). Thus Ho is rejected and Ha is accepted so that the alternative hypothesis proposed in this study is accepted. This means that there is a significant negative effect between job stress on employee job satisfaction at BPKPD Pariaman City. The results of this study support previous research, (Ramadanu & Andri, 2016), (Goddess, 2018) and (Nuzulia & Rupiati, 2016) find that job stress has a negative and significant effect on employee job satisfaction. As well as research from (Afrizal et al., 2014), (Aprilia et al., 2022) and (Gofur, 2018) which found that job stress has a negative and significant effect on employee job satisfaction.

3. **There is a significant negative effect between work overload on job satisfaction of BPKPD Pariaman City employees.**

Based on the results of the analysis of the t test, it is known that the level of significance of the variable work overload of 0,047 < of the significance value (0.05). Thus Ho is rejected and Ha is accepted so that the alternative hypothesis proposed in this study is accepted. This means that there is a significant negative effect between work overload on employee job satisfaction at BPKPD Pariaman City. The results of this study support previous research (Hassan et al., 2016) and (Fanggidae et al., 2016) in his research found that work overload has a negative and significant effect on job satisfaction, as well as research from (Mahendrawan & Indrawati, 2015) and (Segbenya et al., 2018) which also proves that work overload has a negative and significant effect on employee job satisfaction.

4. **The Effect of Work Conflict, Job stress and Work Overload on Job Satisfaction of BPKPD Employees in Pariaman City**

The results of this study indicate that work conflict, job stress and work overload together have a influence on job satisfaction of BPKPD employees in Pariaman City. This indicates that work conflict, job stress and work overload determine job satisfaction of Pariaman City BPKPD employees. It can be concluded that work conflict, job stress and work overload owned by employees are one of the important factors in achieving maximum employee performance. Employees who have work conflict and high job significant stress will have a bad impact on employee performance.

4. CONCLUSION

Based on the results of the analysis of the t test, it is known that the significance level of the work conflict variable is 0,011 < of the significance value (0.05).Thus, work conflict has a negative effect on job satisfaction of BPKPD employees in Pariaman City. Enhancement work conflict will lead to a decrease in employee job satisfaction. Thus the first hypothesis (H1) is accepted. Based on the results of the analysis of the t test, it is known that the significance level of the job stress

variable is 0,027 < of the significance value (0.05). Therefore job stress has a negative effect on job satisfaction of BPKPD employees in Pariaman City. It means job stress which increases will have an impact on decreasing job satisfaction. Thus the second hypothesis (H2) is accepted.

Based on the results of the analysis of the t test, it is known that the significance level of the work overload variable is 0,047 < of the significance value (0.05). Therefore work overload has a negative effect on job satisfaction of BPKPD employees in Pariaman City. It means work overload which increases will have an impact on decreasing job satisfaction. Thus the second hypothesis (H3) is accepted. Based on the results of the analysis of the F test, it is known that the significance level of the variable work conflict, job stress and work overload of 0.000 < 0.05. Thereforework conflict, job stress and work overload together affect the job satisfaction of BPKPD Pariaman City employees.

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