

# The Influence of Workload and Job Stress on Job Satisfaction of Married Female Paramedics at Bhayangkara Hospital Class III Pekanbaru

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## ABSTRACT

Job satisfaction is a positive feeling that is the result of an evaluation of the results obtained with the expected results. If the problem of satisfaction is not addressed properly, it will disrupt the achievement of organizational goals. This study aims to test and analyze the effect of workload and work stress on the job satisfaction of married female paramedics at Bhayangkara Hospital TK. III Pekanbaru. The number of samples in this study was 56 respondents with purposive sampling technique. The results of this study were collected through questionnaires that were processed and analyzed using Multiple Linear Regression Analysis and using the SPSS 25 Program. The results of this study indicate that partially there is a negative effect of workload on job satisfaction while work stress does not affect job satisfaction. Simultaneously it is known that there is an effect of workload and work stress on job satisfaction. While R Square is 0.178. This shows that the variables of workload and work stress as a whole have an effect of 17.8% on job satisfaction, while the remaining 82.2% is influenced by other variables not discussed in this study.

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## INTRODUCTION

Currently, the availability of labor is not only dominated by male workers, but also by female workers, whose percentage continues to increase every year. The increase in women's participation in the workforce has become an interesting phenomenon to observe, because the entry of women into the workforce will have many consequences for society, especially in the lives of families and individuals concerned. Some of the driving forces that cause women to enter the workforce include economic factors, such as the need for self-supporting, because husbands do not work, the effect of inflation on household budgets, changes in views on decent living standards and an increase in demand for female workers through the growth of the service sector and technical work that is usually done by women which has an impact on the level of job satisfaction (Saputra, 2019).

This research was conducted at Bhayangkara Hospital Class III Pekanbaru which is a type C general hospital owned by POLDA RIAU. With a vision to become a hospital that has competitiveness, quality, capability and becomes one of the hospitals of choice in terms of health services in Riau Province. Bhayangkara Hospital Class III Pekanbaru provides health services for members of the Police, Civil Servants, Police Families and the general public within the framework of the Health Insurance Administration Agency (BPJS) system, and has more than 100 medical and non-medical personnel including Police, Civil Servants and Partner or BLU workers.

To create quality human resources, the hospital must pay attention to the job satisfaction of its health workers, which is a prerequisite for increasing productivity, comprehension, quality and service. According to Herzberg quoted in (Sesotya & Helmi, 2022), the Two Factors Theory states that job satisfaction and job dissatisfaction are two different things. There are two factors that influence satisfaction, namely hygiene factors and motivation factors. Hygiene factors are job factors for motivation in the workplace formed by the following elements: compensation, job security, working conditions, company policies, interpersonal relationships between coworkers, relationships with superiors. Motivation factors are factors inherent in work that can motivate employees for better performance formed by the following elements: work performance, recognition from others (coworkers and superiors), advancement, the work itself and development of self-potential. To avoid employee dissatisfaction, the company must pay attention to employees by ensuring the adequacy of hygiene factors.

In carrying out their work, female paramedics will face various factors that can affect their satisfaction. One of them is workload. According to Hariyati (2011), workload can be defined as a difference between the capacity and ability of workers with the demands of workers that must be faced (Safitri & Astutik, 2019). If a worker is able to complete and adapt to a number of tasks given, then it does not become a workload. However, if the worker is unsuccessful, the task will exceed his capacity, then the activity becomes a burden on the worker.

As a health worker, of course, paramedics are required to always be professional and qualified in providing services to patients. In addition, these demands sometimes

make married female workers put family problems second and focus more on their work, even though on the other hand problems in family life also require time, energy and attention. These role demands will cause work stress in female paramedics which will ultimately affect their job satisfaction. According to Mangkunegara (2017), work stress is a condition of tension that creates physical and psychological imbalance, which affects the emotions, thought processes and conditions of an employee (Rizaldi, 2021).

From the above phenomenon, it can be concluded that there is a decrease in job satisfaction caused by the high workload caused by the imbalance in the division of shifts between the number of paramedics and the number of patients. In addition, they also feel that there are many additional tasks such as replacing colleagues who are absent or on leave which have an impact on increasing working hours and of course increasing their workload. The high workload and the demands of the role experienced cause increased work stress in married female paramedics at the Bhayangkara Hospital, Class III, Pekanbaru. This is a problem that must be considered by the hospital, especially the hospital leadership, so that this does not continue in the future.

## METHODOLOGY

This study was conducted at Bhayangkara Hospital Class III Pekanbaru. This study was designed with a quantitative analysis method approach, which analyzes the Effect of Workload (X1) and Job Stress (X2) on Job Satisfaction (Y). The method of data collection was by interview techniques and distributing questionnaires. Data analysis used the SPSS version 25 program. In this study, the population was paramedics at Bhayangkara Hospital Class III Pekanbaru. The sampling method used a non-probability sampling approach with a purposive sampling technique, where the determination of the sample was based on certain considerations. The considerations or criteria required were female paramedics who were married with a minimum work period of 2 years. So that the sample obtained in this study was 56 people.

## RESULTS AND DISCUSSION

### Validity Test

Validity testing is carried out to measure whether the data obtained after the study is valid data with the measuring instrument used (questionnaire). A questionnaire is said to be valid if the calculated  $r$  value  $>$   $r$  table at a significance value of 5%. In testing the validity, the author uses the SPSS program using the Pearson Product Moment Correlation formula. Based on the analysis carried out, the results of the validity test are as follows:

Tabel 1: Validity Test

<b>Variables</b>	<b>Statement</b>	<b>N</b>	<b>r Count</b>	<b>Sign</b>	<b>r Table</b>	<b>Information</b>
Job satisfaction (Y)	Y.1	56	0.658	$>$	0.263	Valid
	Y.2	56	0.505	$>$	0.263	Valid
	Y.3	56	0.571	$>$	0.263	Valid

	Y.4	56	0.626	>	0.263	Valid
	Y.5	56	0.493	>	0.263	Valid
	Y.6	56	0.689	>	0.263	Valid
	Y.7	56	0.523	>	0.263	Valid
	Y.8	56	0.464	>	0.263	Valid
	Y.9	56	0.422	>	0.263	Valid
Workload (X1)	X1.1	56	0.766	>	0.263	Valid
	X1.2	56	0.621	>	0.263	Valid
	X1.3	56	0.348	>	0.263	Valid
	X1.4	56	0.659	>	0.263	Valid
	X1.5	56	0.606	>	0.263	Valid
	X1.6	56	0.539	>	0.263	Valid
	X1.7	56	0.764	>	0.263	Valid
Job Stress (X2)	X2.1	56	0.414	>	0.263	Valid
	X2.2	56	0.594	>	0.263	Valid
	X2.3	56	0.755	>	0.263	Valid
	X2.4	56	0.742	>	0.263	Valid
	X2.5	56	0.760	>	0.263	Valid
	X2.6	56	0.683	>	0.263	Valid

Source: Research Processed Data, 2024

Based on the results of the Pearson correlation value calculation in each statement item in each variable in table 5.7 above, it can be seen that after conducting a validity test on all variables, the result is  $r_{count} > r_{table}$  of 0.263. Thus, it can be concluded that each statement item in all variables is valid.

#### Reliability Test

Reliability indicates the stability/consistency of measurement results. A measuring instrument is said to be stable or consistent, if to measure something repeatedly, the measuring instrument shows the same results, under the same conditions. Reliability testing can be done using the Cronbach's alpha ( $\alpha$ ) test with the provision that if  $\alpha > 0.60$  then it is said to be reliable. The following are the results of the reliability test in this study:

Table 2: Reliability Test Results

Variables	Number of Items	Cronbach's Alpha	Sign	Cronbach's Alpha Limits	Information
Job Satisfaction (Y)	9	0.70	>	0.60	Reliable
Workload (X1)	7	0.73	>	0.60	Reliable
Job Stress (X2)	6	0.74	>	0.60	Reliable

Source: Research Processed Data, 2024

Based on the calculation results of the Cronbach's Alpha value in table 5.8 above, it can be concluded that all variables are reliable because the Cronbach's Alpha value > 0.60.

### Normality Test

In this study, the formula used in the normality test is the Kolmogorov-Smirnov formula with the provision that the data is normally distributed if the significance is > 0.05 and the data is not normally distributed if the significance is < 0.05 with the basis for decision making if the asymptotically significant value (2-tailed) > 0.05, then the residual value is normally distributed, but if the asymptotically significant value (2-tailed) < 0.05, then the residual value is not normally distributed. The following are the results of the normality test:

Table 3: Normality Test Results

<b>One-Sample Kolmogorov-Smirnov Test</b>		
		Unstandardized Residual
N		56
Normal Parameters <sup>a,b</sup>	Mean	.0000000
	Std. Deviation	3.10326091
Most Extreme Differences	Absolute	.097
	Positive	.076
	Negative	-.097
Test Statistics		.097
Asymp. Sig. (2-tailed)		.200 <sup>c,d</sup>
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		
d. This is a lower bound of the true significance.		

Source: SPSS 25 Processed Data

The table above shows that the Assymp Sig Kolmogorov-Smirnov value is 0.200 > 5% (0.05). Thus it can be concluded that all data used in this study are normally distributed.

### Multicollinearity Test

The multicollinearity test aims to test whether the regression model formed has a high or perfect correlation between independent variables or not. In this study, the multicollinearity test was carried out by looking at the VIF (Variance Inflation Factor) value of each independent variable against the dependent variable. The following are the results of the multicollinearity test in this study:

Table 4: Multicollinearity Test Results

<b>Coefficients<sup>a</sup></b>			
Model		Collinearity Statistics	
		Tolerance	VIF
1	Workload (X1)	.998	1.002
	Job Stress (X2)	.998	1.002

a. Dependent Variable: Job satisfaction (Y)

Source: SPSS 25 Processed Data

From the multicollinearity test table, it can be seen that the tolerance is 0.998 and the VIF value is 1.002. Based on the test results, it shows that the tolerance value is  $> 0.1$  and  $VIF < 10$ , so there is no symptom of multicollinearity between the independent variables in the regression model. It can be concluded that the regression model is free from multicollinearity.

#### Heteroscedasticity Test

The heteroscedasticity test aims to determine whether there is inequality in the variance of the residual values for all observations in the regression model. In this study, to determine heteroscedasticity using the Glejser test, with the basis for decision making if the significance value is  $> 0.05$  then it can be concluded that there is no or free from symptoms of heteroscedasticity. The following are the results of the heteroscedasticity test in this study:

Table 5: Heteroscedasticity Test Results

<b>Coefficients<sup>a</sup></b>						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3,658	2.314		1,581	.120
	Workload (X1)	.008	.064	.017	.126	.900
	Job Stress (X2)	-.075	.073	-.138	-1.014	.315

a. Dependent Variable: RES2

Source: SPSS 25 Processed Data

Based on table 5, it can be seen that the sig. value of each workload variable is 0.900 and the work stress variable is 0.315. From these results, it can be concluded that the regression equation model does not show symptoms of heteroscedasticity.

#### Autocorrelation Test

The autocorrelation test aims to determine whether there is a correlation between members of a series of observation data described by time (time-series) or space (cross-section). In this study, the existence of autocorrelation was tested using Durbin-Watson. The results of the autocorrelation test in this study are as follows:

Table 6: Autocorrelation Test Results

Model Summary <sup>b</sup>					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.421a	.178	.147	2.916	1,725
a. Predictors: (Constant), Work Stress (X2), Workload (X1)					
b. Dependent Variable: Job Satisfaction (Y)					

Source: SPSS 25 Processed Data

Based on Table 6, it can be seen that the DW (Durbin Watson) value generated from the regression model is 1.725. Meanwhile, from the DW table with a significance of 0.05 and the number of data (n) = 56, and k = 2 (k is the number of independent variables), the dL value is 1.4954 and dU is 1.6430. Because the value obtained is  $DU < D < 4 - DU$  or  $1.643 < 1.725 < 2.275$ , it can be concluded that there is no autocorrelation, either positive autocorrelation or negative autocorrelation.

### Multiple Linear Regression Analysis

Multiple linear regression is used to determine the influence between independent and dependent variables. The test results that have been analyzed using SPSS 25, the results of the multiple linear regression test can be seen in the following table:

Table 7 Results of Multiple Linear Regression Analysis

Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	41,385	3.635		11,385	<.001
	Workload (X1)	-.310	.101	-.382	-3.061	.003
	Job Stress (X2)	.181	.115	.195	1,566	.123
a. Dependent Variable: Job satisfaction (Y)						

Source: SPSS 25 Processed Data

Based on table 7, the values of the multiple linear regression equation can be seen as follows:

$$Y = a + b_1 X_1 + b_2 X_2 + e$$

$$Y = 41.385 - 0.310X_1 + 0.181X_2 + e$$

Based on the multiple linear regression equation, it can be explained as follows:

1. The constant value (a) of 41.385 means that if the Workload and Work Stress are assumed to be zero (0), then Job Satisfaction will be 41.385.
2. The regression coefficient value of -0.310 states that the Workload variable has a negative relationship to Job Satisfaction. This means that if the Workload variable increases by one unit, then Job Satisfaction will decrease by 0.310.

3. The regression coefficient value of 0.181 indicates that the Job Stress variable has a positive relationship to Job Satisfaction. This means that if the Job Stress variable increases by one unit, then Job Satisfaction will increase by 0.181.
4. Standard error (e) is a random variable and has a probability distribution that represents all factors that have an influence on Y but are not included in the equation.

**Partial Test (t)**

Based on table 7 above, we can see the partial hypothesis results (t) which will be discussed as follows:

1. It is known that the workload variable has a negative effect on job satisfaction with a calculated t value of  $-3.061 > t \text{ table } 2.005$  with a significance of  $0.003 < 0.05$ . This shows that  $H_a$  is accepted and  $H_o$  is rejected. This means that workload has an effect on job satisfaction.
2. It is known that the work stress variable has no effect on job satisfaction with a calculated t value of  $1.566 < t \text{ table } 2.005$  with a significance of  $0.123 > 0.05$ . This shows that  $H_a$  is rejected and  $H_o$  is accepted. This means that work stress has no effect on job satisfaction.

**Simultaneous Test (f)**

The F test is used to determine whether all the independent variables in this study have a simultaneous influence on the dependent variable. If  $F \text{ count} \geq F \text{ table}$  or value  $< \alpha(0.05)$ , then the independent variables simultaneously influence the dependent variable and the hypothesis is accepted. The following are the results of the simultaneous test (f) in this study, as follows:

**Table 8: Simultaneous Test Results (f)**

<b>ANOVA</b>						
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	97,320	2	48,660	5,724	.006b
	Residual	450,519	53	8,500		
	Total	547,839	55			
a. Dependent Variable: Job Satisfaction (Y)						
b. Predictors: (Constant), Work Stress (X2), Workload (X1)						

*Source: SPSS 25 Processed Data*

Based on table 8 above, it can be seen that  $f \text{ count } 5.724 > f \text{ table } 3.1716$  with a significant value of  $0.006 < 0.05$ . This shows that  $H_a$  is accepted and  $H_o$  is rejected. This means that simultaneously the variables of workload and work stress have an effect on the job satisfaction of married female paramedics at Bhayangkara Hospital Class III Pekanbaru.



### Determinant Coefficient Test (R<sup>2</sup>)

The Determination Test (R<sup>2</sup>) is used to measure how much the independent variable's ability influences the dependent variable. The following are the results of the Determination Coefficient (R<sup>2</sup>) test:

Table 9: Results of the Determination Coefficient Test (R<sup>2</sup>)

<b>Model Summaryb</b>				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.421a	.178	.147	2.916
a. Predictors: (Constant), Work Stress (X <sub>2</sub> ), Workload (X <sub>1</sub> )				
b. Dependent Variable: Job Satisfaction (Y)				

Source: SPSS 25 Processed Data

From the test results above, it can be seen that the R Square value produced is 0.178 or 17.8%. This indicates a very weak influence or relationship between the variables of workload and work stress on job satisfaction or in other words, the variables of workload and work stress are only able to explain their influence on job satisfaction by 17.8%, while the remaining 82.2% is influenced by other variables not discussed in this study.

### Discussion

#### The Influence of Workload on Job Satisfaction

Workload has a negative effect on job satisfaction because if someone gets a job that is too heavy due to overtime, high job demands, and an imbalance between the workload and the number of workers, it can result in employees not enjoying their work and potentially reduce their level of job satisfaction. Therefore, the proportion of workload allocation must be adjusted to a person's skills and abilities in completing their work. This is supported by research conducted by (Rahmawati, 2022), which states that workload has a negative effect on nurses' job satisfaction in the Inpatient Ward of Jampang Kulon Regional General Hospital, West Java Province.

#### The Influence of Job Stress on Job Satisfaction

Job stress does not affect job satisfaction because there are many things that can be a motivator to feel job satisfaction, for example because of good relationships and support between co-workers so that even though the demands and responsibilities are heavy, they are understood and become a consequence of their daily work so that the stress they feel does not affect their job satisfaction. In addition, they really hope to get incentives to increase family needs.

This is supported by McGee et al. in (Wijono, 2011:120), found that several factors cause employees to experience work stress but still feel satisfied with their work. This is partly due to the tasks they do being full of challenges and pleasing to them. In addition, there is effective communication between members of the organization. They show that

there is conducive cooperation between superiors and employees. The same results were also found in previous research by (Dhania, 2010), that work stress does not affect job satisfaction (Study on Medical Representatives in Kudus City).

#### The Influence of Workload and Job Stress on Job Satisfaction

Workload and work stress affect job satisfaction because health workers often face long working hours and a large number of patients. This can cause physical and mental fatigue which results in work stress. When health workers feel stressed or exhausted, the quality of service they provide may decrease, which can lead to dissatisfaction with their work. These results are in line with previous research by (Malasari et al., 2023), workload and work stress affect employee job satisfaction at the Uptd Puskesmas Kotabaru Karawang.

#### CONCLUSION

Based on the results of the research that has been conducted, workload has a negative effect on the job satisfaction of married female paramedics at Bhayangkara Hospital Class III Pekanbaru. Work stress does not affect the job satisfaction of married female paramedics at Bhayangkara Hospital Class III Pekanbaru. Workload and work stress affect the job satisfaction of married female paramedics at Bhayangkara Hospital Class III Pekanbaru.

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