

The Effect of Workload, Working Hours and Work Stress on Employee Job Satisfaction of PT. BPRS Hikmah Bahari Tegal.

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Abstract

This study aims to determine the influence of workload, working hours and work stress on the job satisfaction of employees of PT. BPRS Hikmah Bahari Tegal. This type of research is quantitative with data collected in the form of questionnaires. The population used in this study was 71 respondents with a sample used saturated sample technique. Testing using the SPSS 2022 version. This study uses an instrument test tool, namely the validity and reliability test. The analysis methods used are multiple linear regression tests, classical assumption tests, hypothesis tests and determination coefficient tests. The results of data processing using the 2022 version of SPSS obtained a linear equation $Y = 85.034 - 0.405 - 0.252 - 0.195$, meaning that if there are no variables of workload, working hours and work stress, then the value of the dependent variable (job satisfaction) is estimated to be 85.034. In the hypothesis test, the partial workload significance value is 0.000. The significant value of working hours was 0.002 and the significant value of work stress was 0.006 and the determination coefficient was obtained with a value of 0.798 or 79.8%. It can be concluded that workload affects job satisfaction, working hours affect job satisfaction, work stress affects job satisfaction and simultaneously workload, working hours and work stress affect job satisfaction.

Keywords: *Workload, Working Hours, Working Stress, Job Satisfaction*

Abstract

Penelitian ini bertujuan untuk mengetahui pengaruh beban kerja, jam kerja dan stres kerja terhadap kepuasan kerja karyawan PT. BPRS Hikmah Bahari Tegal. Jenis penelitian ini adalah kuantitatif dengan data yang dikumpulkan berbentuk kuesioner. Populasi yang digunakan dalam penelitian ini berjumlah 71 responden dengan sampel yang digunakan teknik sampel jenuh. Pengujian menggunakan alat bantu SPSS versi 2022. Penelitian ini menggunakan alat uji instrument yaitu uji validitas dan reliabilitas. Metode analisis yang digunakan yaitu uji regresi linear berganda, uji asumsi klasik, uji hipotesis dan uji koefisien determinasi. Hasil pengolahan data menggunakan SPSS versi 2022 diperoleh persamaan linear $Y =$

$85,034 - 0,405 X_1 - 0,252 X_2 - 0,195 X_3$ artinya jika tidak ada variabel beban kerja, jam kerja dan stres kerja, maka diperkirakan nilai variabel dependent (kepuasan kerja) sebesar 85,034. Pada uji hipotesis secara parsial nilai signifikan beban kerja sebesar 0,000. Nilai signifikan jam kerja sebesar 0,002 dan nilai signifikan stres kerja sebesar 0,006 serta koefisien determinasi diperoleh nilai 0,798 atau 79,8%. Dapat disimpulkan bahwa beban kerja berpengaruh terhadap kepuasan kerja, jam kerja berpengaruh terhadap kepuasan kerja, stres kerja berpengaruh terhadap kepuasan kerja dan secara simultan beban kerja, jam kerja dan stres kerja berpengaruh terhadap kepuasan kerja.

Kata Kunci: Beban Kerja, Jam Kerja, Stres Kerja, Kepuasan Kerja

A. INTRODUCTION

In this era of globalization, human resources are very important for every organization to carry out an activity, both external and internal by carrying out all kinds of activities. This is especially true for business organizations. Every organization certainly needs human resources to carry out all activities in an organization or company. Human resources are considered one of the most important assets in an organization because they provide a positive involvement in the success and growth of an organization. Human resources are a very important role in planning, implementing and controlling to realize the company's goals (Hasyim, 2020) The achievement of the goals of a company and what affects success is human resource management and cooperation between the company and employees that runs well.

The phenomenon that is suspected to be related to employee job satisfaction based on the results of observations and interviews, it is known that the job satisfaction of employees of PT. BPRS Hikmah Bahari Tegal is not optimal. Job satisfaction can be seen in the employee experience. Inexperienced employees tend to feel dissatisfied because they do not understand the tasks they are doing and feel less confident in doing the work they are doing. Career is one of the things that becomes job satisfaction because it provides opportunities to develop employees' talents and interests. At PT. BPRS Hikmah Bahari Tegal has a career path for employees, except for the *Teller* and *Customer Service* (CS) section, there is no career path. This makes the lack of employee satisfaction in the *Teller* and *Customer Service* (CS) department. In addition, the lack of satisfaction in work is a mismatch in the educational background. The lack of compatibility between the educational background and the work done causes dissatisfaction with the work they do, so that in doing the work becomes less than optimal.

When the results of the work done are not optimal, it will reduce job satisfaction. The decline in job satisfaction is suspected to be due to a heavy workload. The workload at PT. BPRS Hikmah Bahari Tegal is different according to the parts that are set. In the Support and IT departments, employees are responsible for problems with the system and ensure the use and smoothness of IT. When the information system is disrupted or fails and employees cannot act quickly to deal with the existing problem, it makes the workload for the employees themselves. The HR department of employees is emphasized to design, develop and manage HR. The task of designing, developing and managing human resources

requires a deep understanding. The inability of employees to do their jobs can hinder progress for the company as well as the burden on the employees themselves. In addition, there is a reviewer section that is required to be active in providing suggestions to the risk management and compliance coordinator, regarding issues related to their daily duties and carrying out special tasks given by their superiors outside of their main duties. The duties of the legal department include a series of important activities including examining and assessing the guarantees submitted by customers, binding guarantees, and preparing legal documents. When employees are incapable of performing these tasks, it can make the workload for the employees themselves. The inability of employees to perform these legal duties can hinder the guarantee process to customers.

The finance and reporting department is required to prepare financial statements accurately. When the report does not match, the employee has to double-check which can lead to a high level of frustration. Employees are often burdened with additional tasks to recheck. Because when the report is not appropriate, employees feel pressured and frustrated because they have to double-check which takes up time and energy. The *marketing* and *funding* departments of employees are required to meet the target by completing a certain time. When the specified target is not according to the results. This can cause employees to feel that their workload is heavy.

The phenomenon that is suspected to affect job satisfaction is working hours that are not in accordance with labor laws. Based on the results of the interview, it was explained that the working hours at PT. BPRS Hikmah Bahari Tegal starts at 08.00 WIB - 17.00 WIB. But in reality, at 17.00 WIB, employees still have to complete the summary or transaction from the customer that occurred on that day. Employees sometimes finish their work until 21.00 WIB. Although the working hours are completed at 17.00 WIB, in reality the overtime hours are calculated at 18.00 WIB, while at 17.00-18.00 WIB is not considered overtime. The existence of overtime hours will support the onset of work stress.

The next phenomenon that is suspected to have caused a decline in job satisfaction at PT. BPRS Hikmah Bahari Tegal is a high work stress. Based on the results of observations and interviews, it can be seen from the pressure or pressure of time in completing the work. It is known that there is work that is done outside of the main duties suddenly while the employee is doing his work, it can hinder the completion of his main work. In addition, the character of employees who do not complete their work on time, underestimate their duties and do not care about their work can affect the process of doing work. It can cause stress in employees.

Based on the phenomena described above, this study seeks to view the problems that occur regarding workload (X1), working hours (X2), work stress (X3) as independent variables and job satisfaction variables (Y) as dependent variables. Based on the formulation of the problem that has been found above, so that it can be used as a research objective:

To find out the effect of workload on the job satisfaction of employees of PT. BPRS Hikmah Bahari Tegal.

To find out the effect of working hours on the job satisfaction of employees of PT. BPRS Hikmah Bahari Tegal.

To find out the effect of work stress on the job satisfaction of employees of PT. BPRS Hikmah Bahari Tegal.

To determine the effect of workload, working hours and work stress on the job satisfaction of employees of PT. BPRS Hikmah Bahari Tegal.

B. LITERATURE REVIEW

According to Jex & Britt (2008) Employee satisfaction is an action or attitude taken by workers in doing their work. According to Marliani (2015) Job satisfaction is the employee's feelings regarding his or her likes or dislikes of the job. A pleasant or unpleasant emotional state for employees to view their work. If the worker is happy with his job, then he is satisfied with what he is doing. Job satisfaction and dissatisfaction reflect an employee's evaluation of their current and past work experience, not future expectations. (Kreitner et al., 2018: 56) Describe that job satisfaction is a strong and emotional response to positive actions at work.

Workload is the amount of work received by employees and must be completed within a specified period of time. According to Munandar (2014: 20), workload is a task given by a boss to his employees to be completed within a certain time using the skills and abilities possessed by the employee. Meanwhile, according to Vanchapo (2020: 142) Workload is a process or task that must be completed by an employee. If the employee can adapt and practice the tasks given, it is not considered a workload, but if the employee cannot carry out his duties, it becomes a workload.

According to Law Number 13 of 2023 (in Panjaitan, 2020) It was explained that workers were only given working hours according to the stipulated provisions. The provisions of working hours have been regulated in two systems in accordance with the company's operational needs, namely 7 (seven) hours 1 (one) day and 40 (forty) hours 1 week for 6 (six) working days in 1 (one) week or 8 (eight) hours 1 (one) day and 40 (forty) hours 1 (one) week for 5 (five) days in 1 (one) week. Both systems are given a limit of 40 hours of working time in 1 week. According to Komaruddin (2006:235) Working hours are the process of determining the working hours of people needed to complete a job in a certain time. Meanwhile, according to Sukirno (2006: 134) Explaining working hours is the time that a person uses to carry out activities to earn income. Whether a person can spend longer or shorter working hours is an employee's decision.

According to Mangkunegara (2013) Explaining that work stress is a feeling of pressure related to work experienced by employees. This work stress is manifested by symptoms such as restlessness, nervousness, dancing, drinking alcohol, excessive smoking, inability to relax, anxiety, irritability and indigestion. Meanwhile, according to Hasibuan (2016) are people who experience stress becoming chronically irritable and anxious, often angry or aggressive, unable to relax, or pointing to challenging attitudes. Work stress situations can affect a person's emotions, way of thinking and physical condition which ultimately affects the employee's ability to manage the relationship between the environment and work. Which means, the employee or employee concerned experiences various negative complaints that have an impact on work.

Previous research used as a reference for the preparation of research aims to compare previous research and author's research. Meanwhile, the research conducted by (Hasim, 2020; Yuridha, 2022) There is a negative and significant influence of workload on job satisfaction which means that if the higher the workload produced, the lower the job satisfaction, and vice versa.

Based on research (Natiqiyah & Indris, 2022; Satriani, 2020) that working hours have a positive and significant effect on job satisfaction which means that if the reciprocity in the company is in accordance with the employee's wishes, the employee will be enthusiastic in working so that they can obey the existing regulations by working according to the working hours set by the company.

Based on research conducted by (Asmike & Setiono, 2020; Santosa & Prayoga, 2021; Suartana & Dewi, 2020) that there is a negative and significant influence of work stress on employee job satisfaction so that low job satisfaction will affect work stress both related to work and personal problems. Work stress can also be affected by the tasks or results they receive.

C. RESEARCH METHODS

The research method uses a quantitative approach. The subject of this study is PT. BPRS Hikmah Bahari Tegal. The population in this study is employees of PT. BPRS Hikmah Bahari Tegal. The sample used in this study uses a saturated sample technique. According to Sugiyono (2022) Saturated sampling is a technique in which the determination of samples in this technique uses all members of the population to be used as samples. In this study, the sample used amounted to 71 employees at PT. BPRS Hikmah Bahari Tegal. The data used in this study is primary data and the information is usually outlined in a questionnaire distributed to respondents to obtain accurate data. Data collection techniques through questionnaires, the results of answers from respondents obtained are related to workload problems, working hours and work stress on employee job satisfaction. A questionnaire is a question that is given directly to the respondents and then returned in the form of a sheet, so that accurate data can be obtained from the respondents' responses. In the preparation of the questionnaire, statements on a Likert scale were used, the maximum score was 5, while the lowest score was 1, and the answer option got a score of 1 for the answer strongly disagreeing and a score of 5 for the answer strongly agreeing.

In this research instrument, validity and reality tests are used. According to Ghazali (2018) The Validity Test is a test used to measure the validity or validity of a questionnaire. It is said to be valid if the questions in the questionnaire are able to reveal something that will be measured by the questionnaire and if the calculation is greater than the table and has a positive value. Meanwhile, the reliability test is a test used to measure the validity of a questionnaire by saying that it is reliable if a person's answer to the statement is consistent or stable. From this research instrument used *Cronbach's Alpha* (Ghazali, 2018:45) This test is carried out by the *Cronbach's Alpha*, the measurement is using SPSS version 22. A variable is said to be a reliable if it gives a value of *Cronbach's Alpha* > 0.60 .

The data analysis methods used in this study are the interval successive method, classical assumption test, multiple linear regression analysis, hypothesis test and determination coefficient test.

D. RESEARCH RESULTS AND DISCUSSION

Validity Test Results

According to Ghazali (2018) The validity test is used to determine the validity of the statements in the questionnaire. An indicator or question is said to be valid if it is greater than $R_{hitung} > R_{tabel}$. In the validity test of this study, the sample used was 30 respondents. Then the sum of $N = 30$ ($df = N-2$) with a significant level of 0.05 is known $= 0.361$. R_{tabel}

Table 1
Workload Variable Validity Test

Statement Items	R_{hitung}	R_{tabel}	Information
Statement 1	0,477	0,361	Valid
Statement 2	0,501	0,361	Valid
Statement 3	0,610	0,361	Valid
Statement 4	0,576	0,361	Valid
Statement 5	0,572	0,361	Valid
Statement 6	0,480	0,361	Valid
Statement 7	0,549	0,361	Valid
Statement 8	0,687	0,361	Valid
Statement 9	0,556	0,361	Valid
Statement 10	0,527	0,361	Valid

Source: SPSS Data Processing Version 22, 2024

Based on the data above, it shows that statements 1 to 10 in the number of samples (N) of 30, this is declared valid because the value is greater than 0.361. So that all statements of workload variables can be used as research instruments. R_{hitung}

Table 2
Test the Validity of Working Hours Variables

Statement Items	R_{hitung}	R_{tabel}	Information
Statement 1	0,596	0,361	Valid
Statement 2	0,564	0,361	Valid
Statement 3	0,509	0,361	Valid
Statement 4	0,540	0,361	Valid
Statement 5	0,579	0,361	Valid
Statement 6	0,566	0,361	Valid
Statement 7	0,401	0,361	Valid
Statement 8	0,454	0,361	Valid
Statement 9	0,624	0,361	Valid
Statement 10	0,607	0,361	Valid

Source: SPSS Data Processing Version 22, 2024

Based on the data above, it shows that statements 1 to 10 in the number of samples (N) of 30, this is declared valid because the value is greater than 0.361. So that all statements from the variable working hours can be used as research instruments. R_{hitung}

Table 3
Validity Test of Work Stress Variables

Statement Items	R_{hitung}	R_{tabel}	Information
Statement 1	0,572	0,361	Valid
Statement 2	0,405	0,361	Valid
Statement 3	0,581	0,361	Valid
Statement 4	0,469	0,361	Valid
Statement 5	0,464	0,361	Valid
Statement 6	0,584	0,361	Valid
Statement 7	0,386	0,361	Valid
Statement 8	0,423	0,361	Valid
Statement 9	0,618	0,361	Valid
Statement 10	0,471	0,361	Valid
Statement 11	0,458	0,361	Valid
Statement 12	0,533	0,361	Valid

Source: SPSS Data Processing Version 22, 2024

Based on the data above, it shows that statements 1 to 12 in the number of samples (N) of 30, it is declared valid because the value is greater than 0.361. So that all statements from work stress variables can be used as research instruments. R_{hitung}

Table 4
Validity Test of Job Satisfaction Variables

Statement Items	R_{hitung}	R_{tabel}	Information
Statement 1	0,509	0,361	Valid
Statement 2	0,626	0,361	Valid
Statement 3	0,576	0,361	Valid
Statement 4	0,464	0,361	Valid
Statement 5	0,627	0,361	Valid
Statement 6	0,537	0,361	Valid
Statement 7	0,620	0,361	Valid
Statement 8	0,653	0,361	Valid
Statement 9	0,643	0,361	Valid
Statement 10	0,596	0,361	Valid

Source: SPSS data processing Version 22, 2024

Based on the data above, it shows that statements 1 to 10 in the number of samples (N) of 30, this is declared valid because the value is greater than 0.361. So

that all statements from job satisfaction variables can be used as research instruments. R_{hitung}

Reliability Test Results

In measuring the stability and consistency of respondents to answer statements prepared in the form of questionnaires in this study, reliability tests are needed. A variable is said to be reliable if the value of *Cronbach Alpha* $> 0,60$ (Ghozali, 2018). If alpha is close to one, then the reliability of the data is more reliable. The reliability test of each variable is carried out with the help of the SPSS program.

Table 5
Reliability Test Results

No	Variable	Cronbach' Alpha	Reliability Coefficient	Information
1.	Workload	0,743	0,60	Reliable
2.	Business Hours	0,735	0,60	Reliable
3.	Work Stress	0,723	0,60	Reliable
4.	Job Satisfaction	0,786	0,60	Reliable

Source: SPSS data processing Version 22, 2024

Based on the results of the reliability test with variables of workload, working hours, work stress and job satisfaction, it was declared reliable. This is because the *Cronbach Alpha* value on each variable > 0.60 , namely for the workload variable a value of 0.743, the working hours variable is obtained a value of 0.735, the work stress variable is obtained a value of 0.723 and for the job satisfaction variable a value is 0.786.

Classical Assumption Test

1. Normality Test

Table 6
Normality Test Results

One-Sample Kolmogorov-Smirnov Test		Unstandardized Residual
N		71
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	2.54920313
Most Differences	Absolute	.093
	Positive	.050
	Negative	-.093
Test Statistic		.093
Asymp. Sig. (2-tailed)		.200 ^{c,d}

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 data processing Version 22, 2024

The normality test using the *Kolmogrov-Smirnov one-sample statistics* was carried out by looking at a significant value > 0.05 . Based on the results of the One Sample *Kolmogrov-Smirnov normality test*, it shows that the value of Asymp.Sig. (2-tailed) of $0.200 > 0.05$ so it can be concluded that the data is normally distributed.

2. Multicollinearity Test

Table 7
Multicollinearity Test Results
Coefficientsa

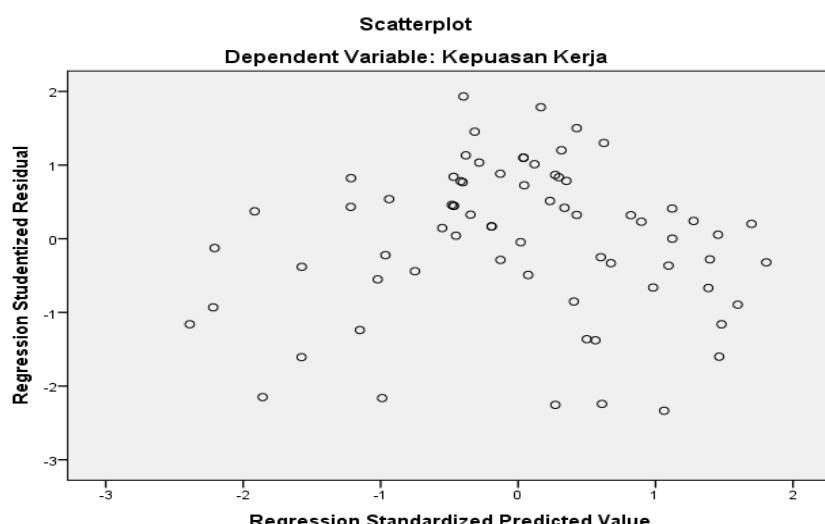
Model	Collinearity Statistics	
	Tolerance	BRIGHT
1 (Constant)		
Workload	.866	1.154
Working Hours	.956	1.046
Work Stress	.903	1.107

a. Dependent Variable: Job Satisfaction

Source: SPSS data processing Version 22, 2024

The multicollinearity test is used to detect correlation symptoms between one independent variable and another. One way to conduct a multicollinearity test is to look at the VIF (Variance Inflation Factors) value. Based on the table above, the results of the multicollinearity test with risk as a dependent variable were obtained, and the results showed that the tolerance value showed that there were no independent variables that had a tolerance value of less than 0.10 which meant there was no correlation.

3. Heteroscedasticity Test



Source: SPSS data processing Version 22, 2024

Figure 1 Heteroscedasticity Test Results

The heteroscedasticity test aims to test whether the regression model has a variance inequality from the residual of one observation to another. Based on the image above, it can be seen that the dots on the scatterplot chart do not form a specific pattern. Therefore, it can be concluded that the data tested in this study did not experience heteroscedasticity.

Multiple Linear Regression Analysis

Table 8
Multiple Linear Regression Analysis Test Results

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients Beta	T	Sig.
	B	Std. Error			
1 (Constant)	85.034	5.101		16.669	.000
Workload	-.405	.077	-.481	-5.240	.000
Working Hours	-.252	.080	-.276	-3.153	.002
Work Stress	-.195	.069	-.254	-2.825	.006

a. Dependent Variable: Job Satisfaction

Source: SPSS data processing Version 22, 2024

Based on the results of the multiple linear regression analysis in the table above, it shows that: $Y = 85.034 - 0.405 - 0.252 - 0.195 X_1 X_2 X_3$

1. The constant value is 85.034 which means that if there are no variables of workload, working hours and work stress, then the value of the dependent variable (job satisfaction) is estimated to be 85.034.
2. The Workload Variable Regression Coefficient shows a figure of -0.405 with a negative direction. The results interpret that the workload variable has an influence in the opposite direction to the job satisfaction variable. The higher the workload, the lower job satisfaction will be. On the other hand, the lower the workload, the higher job satisfaction will be.
3. The Regression Coefficient of the Working Hours Variable shows a number in the negative direction. The results interpret that the variable of working hours has an influence in the opposite direction to the variable of job satisfaction. The higher the working hours, the lower job satisfaction will be. On the other hand, the lower the working hours, the more job satisfaction will increase. -0.252
4. The Regression Coefficient of the Work Stress Variable shows a number with a negative direction. The results interpret that the work stress variable

has an influence in the opposite direction to the job satisfaction variable. The more work stress increases, the lower job satisfaction will be. On the other hand, the lower the work stress, the higher job satisfaction will be. $-0,195$

Hypothesis Test Results

Table 9
Partial Test Results (t-Test)

Coefficientsa

Model	Unstandardized Coefficients		Beta	T	Say.
	B	Std. Error			
1 (Constant)	85.034	5.101		16.669	.000
Workload	-.405	.077	-.481	-5.240	.000
Working Hours	-.252	.080	-.276	-3.153	.002
Work Stress	-.195	.069	-.254	-2.825	.006

a. Dependent Variable: Job Satisfaction

Source: SPSS Data Processing Version 22,2024

Based on the table above, the results of the partial test (t-test) on the workload variable with a significant value obtained of $0.000 < 0.05$ can be concluded that the workload affects job satisfaction. Working hours showed a significant value of $0.002 < 0.05$, it can be concluded that working hours affect job satisfaction. Work stress showed a significant value of $0.006 < 0.05$, it can be concluded that work stress has an effect on job satisfaction.

Table 10
Simultaneous Test Results (Test F)

ANOVA

Model	Sum of Squares	Df	Mean Square	F	Say.
1 Regression	475.757	3	158.586	23.358	.000b
Residual	454.891	67	6.789		
Total	930.648	70			

a. Dependent Variable: Job Satisfaction

b. Predictors: (Constant), Work Stress, Working Hours, Workload

Source: SPSS data processing version 22, 2024

In this study, the F test uses the basis of Decision if the significant value < 0.05 means H_0 rejected and H_1 Accepted. Based on the calculation table of the F

test above, it is known that F_{hitung} of 23,358 with a significant value of 0.000. Because the significance value is 0.000, i.e. the probability is less than α (0,05) Charger H_0 rejected and H_1 so that the variables of workload, working hours and work stress together have a significant influence on employee job satisfaction at PT. BPRS Hikmah Bahari Tegal.

Coefficient of Determination

Table 11
Coefficient of Determination Results

Model Summary^b

Model	R	R Square	Adjusted Square	R	Std. Error of the Estimate
1	.898a	.807	.798		1.303

a. Predictors: (Constant), Work Stress, Working Hours, Workload

b. Dependent Variable: Job Satisfaction

Source: SPSS data processing Version 22, 2024

Based on the table above, it can be seen that the magnitude of the Adjusted R Square is 0.798 or 79.8%. This means that the variation in employee satisfaction was influenced by workload, working hours and work stress by 79.8%, while 20.2% was influenced by other variables that were not used in this study.

DISCUSSION

The Effect of Workload on Employee Job Satisfaction

The results of the t-test research that has been carried out using SPSS Version 22 show that the workload (X1) has an effect on job satisfaction. The results of the t-test hypothesis of the workload variable significance value are $0.000 < 0.05$ and the regression coefficient is -0.405. So it can be concluded that workload affects the job satisfaction of employees of PT. BPRS Hikmah Bahari. From the results of the interview, it is known that despite the high workload, employees still complete the tasks given by their superiors. Employers also provide understanding to their employees, if a good workload can increase t_{hitung} *Skill* on the employees themselves. The results of this study are in accordance with the research of Yuridha, Fadilla and Assyofa (2022) which proves that workload has a partial effect on job satisfaction.

This is in agreement with Tarwaka (2014: 104) Workload is something that arises from the interaction between task demands, the work environment used as a workplace, behavioral skills and perceptions.

The results of this study are used as consideration by companies to pay attention to the main tasks of their employees, providing work that is in accordance with the employee's duties. This makes employees more focused on their duties by focusing on their main tasks to achieve the company's goals. In addition, reducing work outside of the main task can reduce the workload experienced by employees so that employee job satisfaction can increase.

The Effect of Working Hours on Employee Job Satisfaction

The results of the t-test research that has been carried out using SPSS version 22 show that working hours (X_2) have an effect on job satisfaction. Results of the t-significance test hypothesis t_{hitung} The variables of working hours are $0.002 < 0.05$ and the regression coefficient is -0.252. So it can be concluded that working hours affect the job satisfaction of employees of PT. BPRS Hikmah Bahari Tegal. From the results of the interview, it is known that there are tasks that are given that exceed working hours so that employees are required to work overtime even though they exceed working hours, employees still complete their work. The results of this study are in accordance with Satriani (2020) which proves that working hours have an effect on job satisfaction.

This is in agreement with Sukirno (2006:134) Working hours are the time used by a person to carry out activities to earn income. A person can spend longer or shorter working hours as per the decision set.

The results of this study can be used as a consideration that working hours must be considered by the company. Employees tend to feel more satisfied when employees have a suitable work schedule, reducing excessive overtime hours. In addition, providing overtime wages according to overtime hours can increase job satisfaction.

The Effect of Work Stress on Employee Job Satisfaction

The results of the t-test research that has been carried out using SPSS version 22 show that work stress (X_3) has an effect on job satisfaction. The results of the t-test hypothesis of the significance value of the variable of work stress are $0.006 < 0.05$ and the regression coefficient is -0.195. So it can be concluded that work stress affects the job satisfaction of employees of PT. BPRS Hikmah Bahari Tegal. From the results of the interview, it is known that work stress can reduce employee job satisfaction, because with the pressure and pressure of time in completing their work and the high level of work by doing work outside the main task suddenly with this employees can experience work stress so that job satisfaction decreases. Results t_{hitung} Ridho et al., n.d., Santosa and Prayoga (2021) which proves that work stress has a partial effect on job satisfaction.

This is in agreement with (Handoko, 2001) Work stress can affect a person's emotions, way of thinking and physical condition which ultimately affects the employee's ability to manage his or her relationship with the environment and work.

The results of this study can be used as consideration by companies to manage work stress well will increase employee job satisfaction. By reducing demands and pressure on employees and doing positive activities such as doing *relaxation* or sports activities, doing *refreshments* and *family gatherings* to reduce stress and reward employees' hard work, then employee satisfaction will increase.

The Effect of Workload, Working Hours and Work Stress on Employee Job Satisfaction

Workload, working hours and work stress have a positive and significant influence on job satisfaction. The results of the F test hypothesis obtained a

significance value of 0.000. Thus $0.000 < 0.05$, then the hypothesis is accepted. So it can be concluded that the variables of workload, working hours and work stress simultaneously (simultaneously) have a significant effect on the job satisfaction variable. Based on the value of the determination coefficient (*Adjusted R Square*) of 0.798 or 79.8%, it shows that workload, working hours and work stress have a positive and significant effect on job satisfaction by 79.8%. While the remaining 20.2% was influenced by other variables that were not explained in this study.

In this study, each variable has been described, namely workload, working hours and job satisfaction have an influence on job satisfaction. Thus, if these variables are combined simultaneously on job satisfaction, a high influence can be obtained. This is in agreement with Robbins (2015) argues that job satisfaction is an individual's overall attitude towards his or her job that reflects one aspect of work and dissatisfaction with another.

The results of this research can be used as consideration by companies to provide direction, appreciation and comfort at work, as well as provide work in accordance with their duties. This can reduce workload, working hours and work stress and will affect the increase in job satisfaction.

E. CONCLUSIONS AND SUGGESTIONS

It is known that workload affects job satisfaction. The workload variable showed a figure of -0.405 with a negative direction and a significant value of $0.000 < 0.05$. The results interpret that the workload variable has an influence in the opposite direction to the job satisfaction variable. The higher the workload, the lower job satisfaction will be. On the other hand, the lower the workload, the higher job satisfaction will be. Working hours affect job satisfaction. The variable of working hours shows a number with a negative direction and a significant value of $0.002 < 0.05$. The results interpret that the variable of working hours has an influence in the opposite direction to the variable of job satisfaction. The higher the working hours, the lower job satisfaction will be. On the other hand, the lower the working hours, the more job satisfaction will increase. Work stress affects job satisfaction. The variable of work stress shows a number of negative directions. The results interpret that the work stress variable has an influence in the opposite direction to the job satisfaction variable. The more work stress increases, the lower job satisfaction will be. On the other hand, the lower the work stress, the higher job satisfaction will be. As well as workload, working hours and work stress affecting job satisfaction, it is known that $-0,252 - 0,195F_{hitung}^{23,358}$ with a significant value of $0.000 < 0.05$ are H_0 rejected and H_1 accepted, so that the variables of workload, working hours and work stress together have a significant influence on employee job satisfaction.

This research is expected to provide knowledge and add insight by providing tasks that are in accordance with the employee's work and appropriate working hours can make employees more satisfied with the work they do. And for companies, it is necessary to pay attention to the educational background of employees. The educational background of employees who are not in accordance with their position tends to have an impact on the level of employee satisfaction, so

PT. BPRS Hikmah Bahari Tegal is expected to be more selective when selecting employees by paying attention to the educational background of the employees to be selected. In addition, the workload must be considered by the company by providing work according to employee duties, providing targets according to realization and monitoring and providing direction to employees when they have problems at work. Working hours must be paid attention to by the company. By paying attention to working hours in accordance with the normal work schedule and providing overtime wages in accordance with overtime hours without reducing incentives, job satisfaction is expected to increase. Work stress also needs to be considered by companies in managing work stress well. Companies can reduce pressure and demands on employees by holding *family gatherings* and sports activities together on certain days.

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