



# Organisational Support and Job Stress on Job Satisfaction: Case Study of Employees of PT Infolog Solutions Indonesia

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**Abstract.** This study aims to determine the description of organisational support, job stress and job satisfaction. The research method used is quantitative, using descriptive and verification. The unit of analysis is the employees of PT Infolog Solutions Indonesia, with as many as 51 respondents. The questionnaire was used as a research instrument to collect data from respondents. The results of a study using a questionnaire revealed that the description of organisational support is in the low category, 2) Job Stress at PT Infolog Solutions Indonesia is in the high category, 3) Job satisfaction at PT Infolog Solutions Indonesia is in the moderate category, 4) Organisational support has a positive effect on job satisfaction, 5) Organisational support has a negative effect on job stress, 6) Job stress has a negative effect on job satisfaction.

**Keywords:** Job Stress, Job Satisfaction, Organisational Support, Indonesia

## 1 Introduction

To achieve better performance, a company or organisation must be able to utilise its resources, including maximising human resources. Human resources or employees are one of the most important components owned by the company in its efforts to maintain sustainability, development, competitive ability, and generate organisational profits [1].

This shows that a company's success is highly dependent on the quality of human resources owned by a company [2]. The company can develop more advanced because of its human resources because human resources (HR) are the driving force behind the company's progress [2]. Employees in an organisation are not just tools but are complex and complicated personalities who can interact. These personalities need to get more serious attention in handling them. Employee dissatisfaction has a negative impact on an organisation, including decreased employee productivity, disrupted company activities, the emergence of morale problems in other employees, and the loss of experienced employees [3][4].

Research on job satisfaction was first conducted by Mobley, who suggested that many factors that psychologically further influence a person to leave the company are

influenced by job satisfaction. Referring to the urgency of job satisfaction, many studies have been conducted in several industry groups such as in the manufacturing industry [5], service industry [6];[7], banking [8]; [9], information and communication technology industry [10];[11].

Research on job satisfaction in the information and technology industry group [12] states that job satisfaction and emotional exhaustion are factors that influence the decision of an IT employee to rate job challenges, responsibilities, work atmosphere, job stability, and learning opportunities obtained more important than the basic salary they can get. This study

aims to determine the effect of organisational support, job stress, and employee job satisfaction at PT Infolog Solutions Indonesia.

## **2 Methods**

This study discusses the influence of organisational support, job stress, and job satisfaction on PT Infolog Solutions Indonesia employees. This research was conducted at PT Infolog Solutions Indonesia from February to June 2021. In this study, the independent variables are perceptions of organisational support (X1). Organisational support consists of 1) fairness, 2) supervisor support, 3) organisational rewards & job conditions, and 4) employee characteristics. Meanwhile, Job Stress (X2) consists of 1) Environmental, 2) Organisational, 3) Personal. Furthermore, the dependent variable in this study is job satisfaction (Y), which dimensions include 1). The Work Itself, 2). Pay, 3). Promotion Opportunities, 4). Supervision, 5). Coworkers. Data collection is by distributing online questionnaires in the form of Google Forms, which will be filled in by respondents and processed by researchers.

### **2.1 Research Types and Methods**

This research is a descriptive type of research using quantitative methods. The type of data in this study consists of general data related to organisational support, job stress, and employee job satisfaction. Two sources of data are used, namely primary data and secondary data. Data collection techniques using online questionnaires (gform).

### **2.2 Population and Sample**

The population in this study were employees of PT Infolog Solutions Indonesia, because there were 51 employees of PT Infolog Solutions Indonesia, all employees were used in this study.

### **2.3 Verification Analysis Techniques**

Valid and reliable measurement tools are needed to reveal the variables evaluated in a study. This is important to ensure that the research is correct, the hypotheses used are on target, and the results are consistent with the actual situation. The variance-based

structural equation or PLS (Partial Least Squares), used in this study, was tested using SmartPLS software to conduct its verification analysis.

### 3 Results and discussion

#### Testing

. Significance testing is used to test whether there is an effect of exogenous variables on endogenous variables. The test criteria state that if the T-statistic  $\geq$  T-table (1.96) or the P-value  $<$  significant alpha 5% or 0.05, it is stated that there is a significant effect of exogenous variables on endogenous variables, and if the T-statistic  $\geq$  T-table (1.96) or P-value  $>$  significant alpha 5% or 0.05, it is stated that there is an insignificant effect between exogenous variables on endogenous variables. Based on the results of Table 1, the structural model can be produced as follows:

Model 1: Job Satisfaction (Y) = 0.759 Organisational Support (X1)

Model 2: Job Stress (X2) = -0.726 Organisational Support (X1)

Model 3: Job Satisfaction = 0.759 Organisational Support (X1) + -0.233 Job Stress (X2)

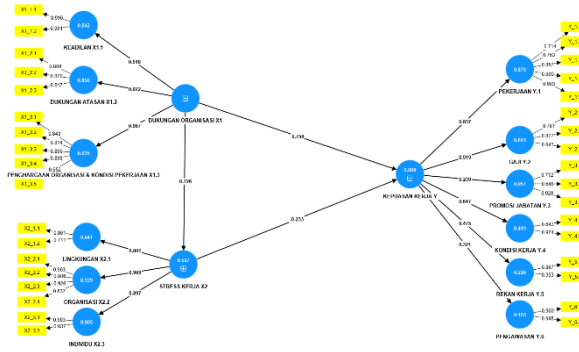


Fig. 1. Model validity

Table 1. Structural Model Testing

	Coef	Sample mean (M)	Standard deviation (STDEV)	T stat	P
Organisational Support X1 -> Job Satisfaction Y	0.759	0.679	0.188	4.030	0
Organizational Support X1 -> Job Stress X2	-0.726	-0.736	0.126	5.773	0

	-				
Job Stress X2 -	0.233	-0.309	0.188	1.241	0.215
> Job					
Satisfaction Y					

The test results are directly explained as follows:

1. There is a Positive Effect of Organisational Support on Job Satisfaction

Based on the test results listed in the table above, it can be seen that the statistical T value generated from the effect of organisational support on job satisfaction is 4.030 with a p-value of 0.000. The test results show that the T-statistic  $\geq$  T-table (1.96) or the P-value  $<$  significant alpha 5% or 0.05, so it can be concluded that organisational support has a significant effect on job satisfaction. The resulting coefficient value is 0.759 (Positive), meaning that the better the organisational support provided, the more likely it is to increase job satisfaction.

2. There is a Negative Effect of Organisational Support on Job Stress

Based on the test results listed in the table above, it can be seen that the statistical T value generated from the effect of organisational support on work stress is 5.773 with a p-value of 0.000. The test results show that the T-statistic  $\geq$  T-table (1.96) or the P-value  $<$  significant alpha 5% or 0.05, so it can be concluded that organisational support has a significant effect on job stress. The resulting coefficient value is -0.726 (negative), meaning that the better the organisational support provided, the greater the work stress.

3. There is a Negative Effect of Job Stress on Job Satisfaction

Based on the test results listed in the table above, it can be seen that the statistical T value generated from the effect of job stress on job satisfaction is 1.241, with a p-value of 0.215. The test results show that the T-statistic  $\geq$  T-table (1.96) or the P-value  $>$  significant alpha 5% or 0.05, so it can be concluded that job stress has an insignificant effect on job satisfaction. The resulting coefficient value is -0.233 (Negative), meaning that the greater the job stress, the more it reduces job satisfaction.

#### 4 Conclusion

The results stated that organisational support positively influences employee job satisfaction. This shows that employee job satisfaction will increase

if organisational support is implemented properly. Meanwhile, organisational support has a negative influence on employee work stress. This shows that employee job stress will decrease if organisational support is implemented properly. In comparison, job stress has a negative influence on employee job satisfaction. This shows that if job stress is given regularly, employee job satisfaction will decrease.

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