



The Effect Of Motivation, Communication And Work Stress On Employee Satisfaction Pt. Indako Trading Coy Medan

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ABSTRACT

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Motivation, communication and work stress are elements that can affect employee job satisfaction. This study aims to determine and analyze the effect of motivation, communication and job stress on job satisfaction of employees of PT. Indako Trading Coy Medan. This type of research is explanatory research. The research population that will be used in the study are all employees from each division who work at PT. Indako Trading Coy Medan during the period from January to December 2021 with a total population of 113 employees. Due to the total population of only 113 employees, the sampling technique that will be used is saturated sampling where the sampling is saturated in the research that will be divided into questionnaires measured by a Likert scale. Data analysis used multiple linear regression analysis and coefficient of determination as well as simultaneous test and partial test. The results showed that either partially or simultaneously, motivation, communication and job stress have a positive and significant effect on job satisfaction of PT. Indako Trading Coy Medan. Based on the results of this study, the implications for management are to increase motivation, communication and decrease employee work stress..

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1. INTRODUCTION

The growth of the automotive market in Indonesia from year to year is increasingly showing significant developments where currently there are various kinds of motorized vehicle products presented to the public for daily mobility. Of the many automotive products that exist in Indonesia, two-wheeled motorized vehicles or often referred to as motorcycles are the most popular automotive products in Indonesia. This is because motorbikes are very flexible and efficient to support the daily mobility of people, especially for people who are in a hurry and want to avoid traffic jams in big cities like Medan, which is famous for its traffic jams. Therefore, motorcycles have become a very

potential industrial sector in the automotive business world in Indonesia and have caused companies to emerge.

PT. Indako Trading Coy is a company engaged in marketing Honda motorcycles as well as the main main dealer for North Sumatra and also as the main dealer for Honda spare parts (Honda Genuine Parts) for North Sumatra and Aceh. Along with the current development of the company, PT. Indako Trading Coy already has a Honda Work Satisfaction network of 102 dealers, 191 AHASS workshops and 414 spare parts shops spread from North Sumatra and Aceh. The products offered by the company consist of several types such as the sport type (CBR), the standard type (Supra), and the automatic type (Beat).

Job satisfaction is an employee's attitude towards work related to work situations, cooperation between employees, rewards received at work, and matters relating to physical and psychological factors. At PT. Indako Trading Coy, there is a decrease in employee job satisfaction so that employees do things that are not disciplined or do not comply with various policies and regulations from the company. Some employees also choose to try other jobs or submit complaints to their superiors, but this is also considered less effective because their superiors do not listen to their employees' complaints.

Motivation is an individual's drive to take action because he wants to do it. When individuals are motivated, they feel happy in making positive choices to do something, because it can satisfy desires. At PT. Indako Trading Coy, an employee assesses that his motivation continues to decline from time to time because to motivate himself, employees also need help from the company such as being motivated to buy all their desires, but the amount of income from salary also has limitations.

Communication is a process in which someone tries to provide an understanding or explanation of important information by conveying messages to others. At PT. Indako Trading Coy, the communication that takes place within the company is still considered less effective and it is also felt that it is still unable to make fellow co-workers establish good relationships. The lack of freedom for employees in giving their opinions to superiors makes employees feel burdened with their current situation.

Job stress is a physical and psychological reaction to events that are perceived by employees or workers as something that threatens their satisfaction in the context of work or position. At PT. Indako Trading Coy, employees experience stress in their work because the burden they receive is felt to be quite heavy. During work, employees also feel that they do not have time to socialize with co-workers so that working relationships in the office are not well established and make the atmosphere less comfortable because all employees are very focused on working well. Some employees are considered to have jobs that are not in accordance with their abilities so that it becomes pressure for them to give their achievements.

Based on the phenomenon of problems that occur in the company, the researchers conducted a study with the title "The Influence of Motivation, Communication and Job Stress on Job Satisfaction of Employees of PT. Indako Trading Coy Medan.

2. RESEARCH METHOD

2.1 Location and Time

The location of the research is PT. Indako Trading Coy, whose address is Jalan Pemuda No. 18, Medan with telephone number: 62-614556900 and fax number: 62-614577675 accompanied by email: www.indako.co.id. The research period starts from October 2021 to April 2022.

2.2 Population and Sample

The research population that will be used in the study are all employees from each division who work at PT. Indako Trading Coy Medan during the period from January to

December 2021 with a total population of 113 employees. Due to the total population of only 113 employees, the sampling technique that will be used is saturated sampling where saturated sampling is a sampling technique when all members of the population are used as samples where this is often done when the population is relatively small. For samples, validity testing will be carried out on 30 samples from PT. Alfa Scorpioi Medan, Adam Malik Street, Medan.

2.3 Data Collection Method

Collecting data through a questionnaire is done by asking questions to parties related to the problem. To assess respondents' responses, the author uses the Likert scale which uses several question items to measure individual behavior by responding to 5 choice points on each question item.

2.4 Validity And Reliability Test

The data obtained needs to be tested for its accuracy and reliability so that the results of data processing can be more precise and accurate. Therefore, it is necessary to know how high the validity and reliability of the measuring instrument (instrument) used.

Based on the research, each variable of the questionnaire item that was tested for validity, all the questionnaires had met the valid criteria and were eligible to be used as a questionnaire in further research. While in reliability test, all variable questionnaire item is reliable and can be used as instrument.

3. RESULTS AND DISCUSSIONS

3.1 Normality Test

The residual normality test is used to test whether the residual value resulting from the regression is normally distributed or not. A good regression model is to have residuals that are normally distributed. There is some method to do the normality test such as histogram graphic, normal probability plot of regression graphic and one sample Kolmogorov Smirnov statistic.

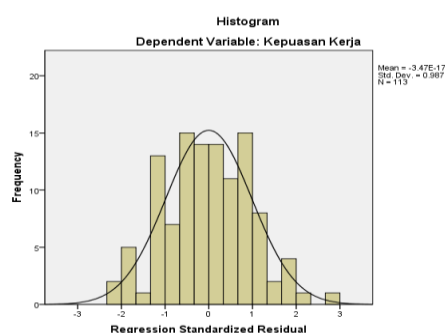


Fig 2. Histogram Graphic

Based on the picture above, it can be seen that the line forming a bell, not going left or right. This shows that the data is normally distributed and meets the assumptions of normality.

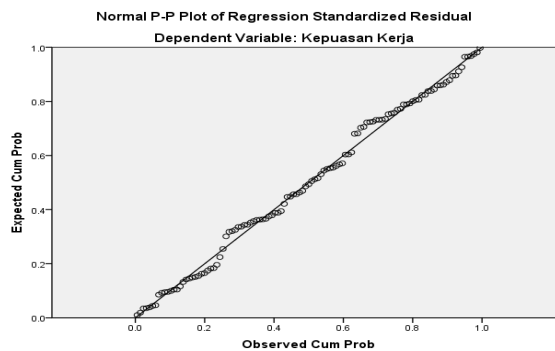


Fig 2. Normal Probability Plot of Regression Graphic

Based on the picture above, it shows that the data (dots) spreads around the diagonal line and follows the diagonal line. So from this figure it is concluded that the regression model residuals are normally distributed.

Table 1. One-Sample Kolmogorov Smirnov Test

		Unstandardized Residual
N		113
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	2.94435396
Most Extreme Differences	Absolute	.061
	Positive	.050
	Negative	-.061
Kolmogorov-Smirnov Z		.653
Asymp. Sig. (2-tailed)		.787

a. Test distribution is Normal.

b. Calculated from data.

Based on the table above, the results of the Kolmogorov-Smirnov normality test prove that the significant value is greater than 0.05, namely 0.787, it can be concluded that the data is classified as normally distributed:

3.2 Multicollinearity Test

Multicollinearity is a condition in the regression model where there is a perfect or near perfect correlation between independent variables where a good regression model should not have a perfect or nearly perfect correlation between the independent variables.

The commonly used test method is to look at the Tolerance and Variance Inflation Factor (VIF) values in the regression model where the VIF value is less than 10 and has a Tolerance value of more than 0.1

Table 2. Multicollinearity Test

Model	Collinearity Statistics	
	Tolerance	VIF
1 (Constant)		
Motivation	.916	1.092
Communication	.932	1.073
Work Stress	.923	1.084

a. Dependent Variable: Work Satisfaction

Source: Research Result, 2022

Based on the table above show that all the variables have a tolerance value more than 0.1 and VIF value less than 10 which can be concluded that there is no problem found in multicollinearity test.

3.3 Heteroscedasticity Test

Heteroscedasticity is a condition where in the regression model there is an inequality of variants from the residuals from one observation to another where a good regression model does not occur heteroscedasticity.

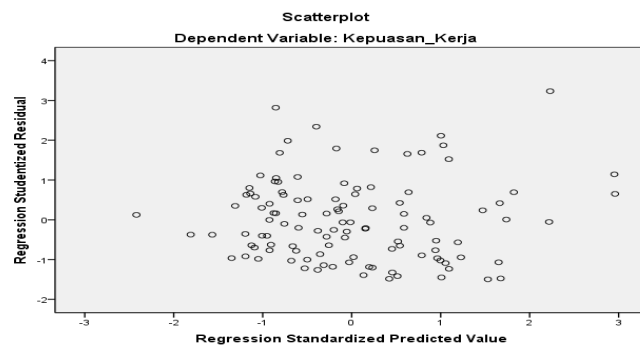


Figure 3 Scatterplot Graphic

Based on the scatterplot graph presented, it can be seen that the dots spread randomly and do not form a clear pattern and are spread either above or below zero on the Y axis. This means that there is no heteroscedasticity in the regression model, so the regression model can be used to predict achievement based on the input of the independent variable.

Table 2. Glejser Test

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	t	Sig.
1	(Constant)	4.035	1.803		2.238	.027
	Motivation	.030	.049	.060	.607	.545
	Communication	-.064	.039	-.160	-1.636	.105
	Work Stress	-.025	.046	-.054	-.551	.583

a. Dependent Variable: Work Satisfaction

Source: Research Result, 2022

Based on the table above, it can be seen that the significance value of the two variables is greater than 0.05 so that it can be stated that there is no problem with heteroscedasticity testing.

3.4 Multiple Linear Regression Analysis

Multiple regression analysis is an analysis to determine whether there is a significant influence between two or more independent variables on one independent variable

Table 2. Multiple Linear Regression Analysis Test

Model		Unstandardized Coefficients		Standardized Coefficients	
		B	Std. Error	Beta	
1	(Constant)	.420	3.111		
	Motivation	.646	.085		.490
	Communication	.554	.067		.526
	Work Stress	-.184	.079		-.149

Job Satisfaction = 0.420 + 0.646 Motivation + 0.554 Communication - 0.184 Job Stress + e

Based on the above equation, then: Constant (a) = 0.420. This means that if the independent variables, namely Motivation (X1), Communication (X2), and Job Stress (X3) are worth 0 then Job Satisfaction (Y) is 0.420. If there is an increase in motivation, there will be an increase in Job Satisfaction of 64.6%. If there is an increase in Communication then Job Satisfaction will increase by 0.55.4%. If there is an increase in job stress, job satisfaction will decrease by 18.4%

3.5 Coefficient Determination

Analysis of determination or also called R Square symbolized by R^2 is used to determine the magnitude of the influence of the independent variable (X) together on the dependent variable (Y) where the smaller the coefficient of determination, this means the effect of the independent variable (X) on the dependent variable (Y) is getting weaker. Conversely, if the coefficient of determination is closer to number 1, then the effect of the independent variable on the dependent variable is getting stronger. Thus, if coefficient determination is 0, this indicates that there is no percentage contribution of influence given by the independent variable to the dependent variable. However, if the coefficient of determination is 1, then there is a contribution that the independent variable gives to the dependent variable is perfect.

Table 5. Multiple Linear Regression Analysis Test

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.764 ^a	.584	.573	2.985

a. Predictors: (Constant), Work Stress, Communication, Motivation
b. Dependent Variable: Work Satisfaction

Based on the table above, the coefficient of determination of Adjusted R Square is 0.573. This shows that the ability of the variables Motivation (X1), Communication (X2), and Job Stress (X3) explains its effect on Job Satisfaction (Y) of 57.3%. While the remaining 42.7% is the influence of other independent variables not examined in this study such as work conflict, work spirit and other factors.

3.6 Simultaneous Hypothesis Test (F Test)

F test or regression coefficient test is used to determine whether simultaneously the independent variable has a significant effect on the dependent variable. In this case, to find out whether simultaneously the independent variable has a significant effect on the dependent variable or not. The test uses a significance level of 5%. The criteria for evaluating the hypothesis in this F test are:

H_0 Accepted if: $F_{count} < F_{table}$,

H_a Accepted if: $F_{count} > F_{table}$

Table 6 ANOVA Test

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1363.030	3	454.343	51.005	.000 ^a
	Residual	970.953	109	8.908		
	Total	2333.982	112			

a. Predictors: (Constant), Work Stress, Communication, Motivation

b. Dependent Variable: Work Satisfaction

Source: Research Result, 2022

Based on the table above, it is found that F_{table} value (2.69) and significant = 5% (0.05) namely F_{count} (51.005) and sig.a (0.000a). This indicates that the results of the study accept H_1 and reject H_0 . The comparison between F_{count} and F_{table} can prove that simultaneously Motivation, Communication, and Job Stress have a positive and significant effect on Job Satisfaction.

3.7 Partially Hypothesis Test (t Test)

The t test or partial regression coefficient test is used to determine whether partially the independent variable has a significant effect on the dependent variable or not. In this case, to find out whether partially the independent variable has a significant effect on the dependent variable or not. The test uses a significance level of 0.05 and a two-sided test. The criteria for evaluating the hypothesis in this t test are:

H_0 Accepted if: $t_{count} < t_{table}$

H_a Accepted if: $t_{count} > t_{table}$

Table 7 Coefficient Test

Model		t	Sig.
1	(Constant)	.135	.893
	Motivation	7.585	.000
	Communication	8.225	.000
	Work Stress	-2.313	.023

a. Dependent Variable: Work Satisfaction

Source: Research Result, 2022

Based on the table above, it can be concluded that motivation and discipline partially have a positive and significant effect on Work Satisfaction which can be seen at the t_{count} is greater than t_{table} (1,981) and the significant is less than 0,05

4. CONCLUSION

The conclusions that researchers can draw from the results of this study are as follows: Motivation has a positive and significant effect on job satisfaction. Communication has a positive and significant effect on job satisfaction. Job stress has a negative and significant effect on job satisfaction. Simultaneously, motivation, communication, and job stress have a significant effect on job satisfaction..

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