

# The Effect Of Job Satisfaction On Performance With Job Stress As An Intervening Variabel PT. Supraco Indonesia Duri Riau Branch During The Covid-19 Pandemic

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## ABSTRACT

This study aims to determine the effect of job satisfaction on performance with job stress as an intervening variable PT. Supraco Indonesia Duri Riau Branch during the covid-19 pandemic. This study uses a quantitative approach. The population in this was employees of PT. Supraco Indonesia Duri Riau amounted to 42 people and the sample in this study was 40 people. Partial Least Square (PLS) was used to test the hypothesis in this study using by SmartPLS 3.0. The result of this study found that there is a significant positive effect on job satisfaction performance, there is a negative effect of job satisfaction on job stress, there is a negative effect of job stress on performance, and there is an indirect negative effect of job satisfaction performance job stress as an intervening variabel..

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## I. Introduction

The development of the business world requires strong HR competencies to adapt to the development of technology and information in the face of increasingly fierce competition to stay ahead. The current condition of the Covid-19 pandemic makes companies have to adapt to the circumstances so that there are changes - changes directly or indirectly that will affect the performance of employees and the condition of the company.

PT. Supraco in dealing with the Covid-19 condition followed the government's advice or directives where the head office had to reduce its usual working hours. Currently PT. Supraco employees are led in at 08.30 and leave at 16.00. This will certainly result in an accumulation of work with a burdensome workload due to limited working time, so it greatly affects work results, and job satisfaction and has an effect on work stress and employee performance at PT. The Supraco.

Job satisfaction is a person's perspective, both positive and negative about his work [14]. If the company does not provide a sense of satisfaction for employees, it will have an impact on decreasing employee performance and causing stress to employees. Likewise, the employees of PT. Supraco is expected to be able to complete his duties and responsibilities on time, while during this covid-19 operational hours are reduced so that employees experience dilemmas due to work demands.

From some of the theories above and the conditions faced by employees and company organizations during this pandemic, the purpose of this study was to determine the effect of job satisfaction on employee performance with work stress as an intervening variable in this management organization.

PT. Supraco Indonesia, one of the companies in the Radiant Group business group which was founded in 1979, is engaged in supporting services for offshore oil and gas production, including logistics, shore base, maintenance, and technical support services. Furthermore, in 2008 PT. Supraco Lines as part of a business development strategy that focuses on the business activities of providing offshore oil and gas production facilities as well as operations and provision of ships for shallow sea water oil exploitation activities. In the same year, PT. Supraco Deepwater to capture business

opportunities to provide offshore production support and Rig Specialist for offshore facilities outside Indonesia.

As a company that has been operating for more than 30 years, the Company has further strengthened its existence in the supporting services sector for the oil and gas industry in Indonesia with the support of Human Resources stationed in Jakarta and 10 Branch Offices and Representative Offices covering work operations in almost all areas. Indonesian territory, one of which is in Duri Riau. The following is a list of positions and the number of employees of PT. Supraco Indonesia Duri-Riau Branch:

Table 1. List of Positions and Number of Employees of PT. Supraco Indonesia Duri Branch - Riau

No.	Position	Amount
1.	Branch Head	1
2.	QSHE Branch	2
3.	Marketing & Client Relation	1
4.	Tender Administrasi	2
5.	SBU Inspection	9
6.	SBU COMS	8
7.	HR & GA	7
8.	Asset Management	3
9.	Procurement	2
10.	IT	1
11.	Finance & PC	3
12.	Accounting & Tax	3
AMOUNT		42

Source: HRD PT. Supraco Indonesia Duri Riau Branch

Based on the description of the background above, the authors are interested in conducting research by suggesting job satisfaction and its influence on employee performance with stress as an intervening variable case study at PT. Supraco Indonesia Duri-Riau Branch during the Covid-19 Pandemic"

## II. Methods

The research was conducted on employees of the company PT. Supraco Indonesia Duri Riau Branch, totaling 40 employees. The data in this study were sourced from primary data and secondary data. Primary data in the form of questionnaires, surveys, observations, interviews with employees of the company. While secondary data comes from reference books, newspapers, journals and data reports from companies. The data was collected by using a questionnaire in the form of a list of questions (questionnaire), interviews and observations conducted on respondents about job satisfaction, performance and work stress of employees. Respondents' answers were measured using a Likert scale, namely: 5 = strongly agree to 1 = disagree. This research uses descriptive method and data processing using Smart PLS. SEM analysis with PLS is an alternative technique in SEM analysis where the data used does not have to have a multivariate normal distribution..

## III. Result and Discussion

### A. Validity test

Based on the AVE root value on the performance variable 0.803. This value is greater than the work stress of 0.771 and job satisfaction of 0.673. So, based on this discussion, it can be concluded that all constructs in the model have a fairly good discriminant validity value.

### B. Reliability Test

Reliability test is a test to measure the superiority of a construct. The superiority of the construct score must be high enough. The criteria for composite reliability are  $> 0.7$ :

1. Job Satisfaction (X) has a composite reliability value of  $0.981 > 0.7$ , so it is declared valid.
2. Performance (Y) has a composite reliability value of  $0.987 > 0.7$ , so it is declared valid.
3. Work stress (Z) has a composite reliability value of  $0.988 > 0.7$ , so it is declared valid..

C. R-Square ( $R^2$ )

Table 2. R-Square

	<b>R Square</b>	<b>R Square Adjusted</b>
Performance	0.967	0.965
Work Stress	0.960	0.959

Source: SEM-PLS 3.0 data, 2022

From the test, the R-Square value is as follows: R-Square = 0.965 or 96.5%. This means that the ability of the variable X (Job Satisfaction) to affect performance (Y) is 96.5%, the influence is categorized as very strong in influencing employee performance. Meanwhile, the influence of X (Job Satisfaction) through the intervening variable Z (Work Stress) is 95.9%. The influence is categorized that Job Stress is very strong in influencing employee performance.

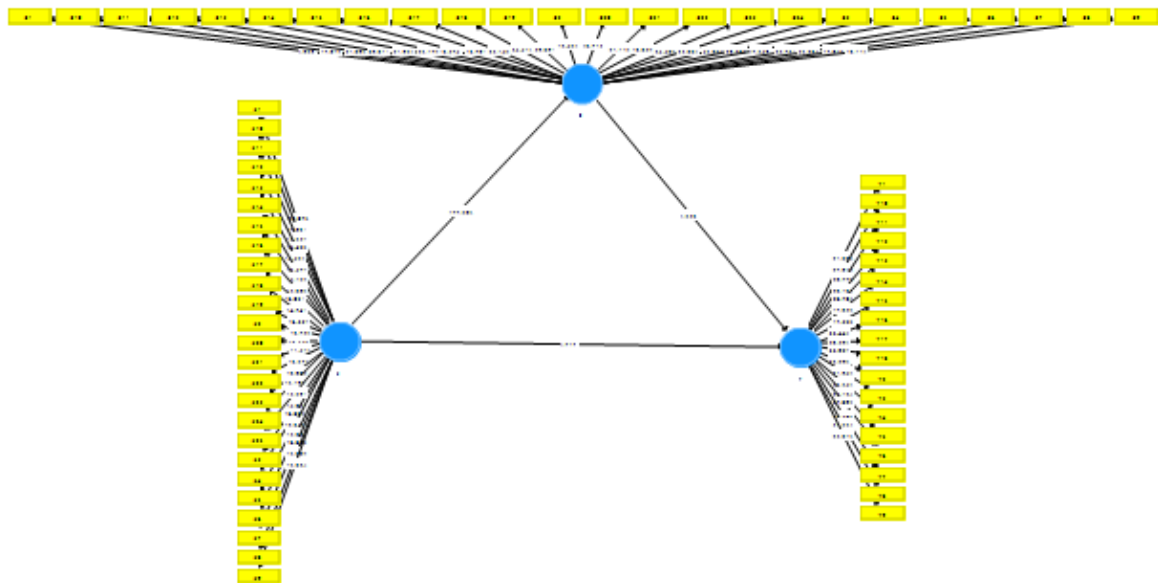


Fig. 1. Bootstrapping Model

D. Direct Effect

Table 3. Direct Effect

	<b>Original Sample (O)</b>	<b>Sample Mean (M)</b>	<b>Standard Deviation (STDEV)</b>	<b>T Statistics ( O/STDEV )</b>	<b>P Values</b>
X -> Y	0.585	0.571	0.157	3.717	0.000
X -> Z	- 0.980	- 0.980	0.006	177.506	0.000
Z -> Y	- 0.403	- 0.417	0.159	2.536	0.012

Source: SEM-PLS 3.0 data, 2022

The table above shows that, X on Y T Statistics = 3.717 and P Values = 0.000 (<0.05), meaning that the effect of X (Job Satisfaction) on Y (Employee Performance) is positive and significant. Second, X on Z T Statistic = 177,506 and P Values = 0.000 (<0.05), meaning that the effect of X (Job Satisfaction) on Z (Job Stress) is negative and significant; Third, Z on Y T Statistic = 2.536 and P Values = 0.012 (<0.05) meaning that the effect of Z (work stress) on Y (Performance) is negative and significant when work stress affects employee performance

E. Indirect Effect

Table 4. Table 4. Indirect Effect

	<b>Original Sample (O)</b>	<b>Sample Mean (M)</b>	<b>Standard Deviation (STDEV)</b>	<b>T Statistics ( O/STDEV )</b>	<b>P Values</b>
X -> Z -> Y	-0.395	-0.376	0.170	2.109	0.035

Source: SEM-PLS 3.0 data, 2022

The table above shows that T Statistics = 2.109 and P Values = 0.035 (<0.05), meaning that the effect of X (Job Satisfaction) on Y (Performance) with Z (Work Stress) as the intervening variable is negative and significant.

*F. Total Effect*

Table 5. Total Effect (Total Direct and Indirect Effect)

	<b>Original Sample (O)</b>	<b>Sample Mean (M)</b>	<b>Standard Deviation (STDEV)</b>	<b>T Statistics ( O/STDEV )</b>	<b>P Values</b>
X -> Y	0.980	0.980	0.006	162.354	0.000
X -> Z	- 0.980	- 0.980	0.006	177.506	0.000
Z -> Y	- 0.403	- 0.417	0.159	2.536	0.012

Source: SEM-PLS 3.0 data, 2022

Judging from the total effect value from the table above, it is as follows:

- 1) The total effect for the relationship of X (Job Satisfaction) to Y (Employee Performance) is 0.980 in improving performance
- 2) The total effect for the relationship X (job satisfaction) to Z (Work Stress) is -0.980 in increasing employee work stress
- 3) The total effect for the relationship of Z (Work Stress) to Y (Performance) is -0.403 when work stress affects employee performance

**IV. Conclusion**

The results of the study show that job satisfaction has a very strong influence on employee performance during the covid-19 pandemic, but some of the respondents' answers really hope that there will be an increase in justice that supports increased job satisfaction in supporting high employee performance, to support it all employees are expected to always improve their performance. High job satisfaction for employees will avoid the occurrence of job stress. In addition to reducing employee performance..

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