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THE INFLUENCE OF WORKLOAD, WORK ABILITY, AND COMPENSATION ON JOB SATISFACTION OF HONORARY EMPLOYEES IN THE ENVIRONMENTAL SERVICES OF BONDOWOSO DISTRICT

Agus Priyono^{1*}, Santa Permatasari², Arnis Budi Susanto³

^{1,2,3} Universitas Jember, Indonesia

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*Corresponding author: Agus Priyono
Universitas Jember, Indonesia

Abstract

This research discusses the job satisfaction of honorary employees which is influenced by workload, work ability, and compensation. This research is motivated by changes in honorary employees where many employees leave the office prematurely then clock in and leave again. Many employee complaints about work that is piling up, neglected, and completed not according to the specified schedule. Then the work given is not in accordance with the ability and compensation that changes and does not match the work. This study aims to determine and analyze whether there is a partial influence between workload, work ability, and compensation on job satisfaction of honorary employees of the Bondowoso Regency Environmental Service. The sample size of this study was 74 people. The technique used in this research is Non-Probability Sampling with the help of tools, namely questionnaires and Likert scale reduction. This research data analysis uses multiple linear regression analysis. Based on the results of hypothesis testing using multiple linear regression analysis, it is obtained that the significant value of the workload variable (X1) is 0.145, the work ability variable (X2) is 0.001, and the compensation variable (X3) is 0.190. That is, it can be concluded that workload has no significant effect on job satisfaction, work ability has a significant effect on job satisfaction, and compensation has no significant effect on job satisfaction.

Key Words: Workload, Work Ability, Compensation, Job Satisfaction.

Introduction

Human resources play an important role in organizational operations. Every organization wants to have a workforce that is

professional, loyal and highly committed to their organization. Understanding that human resources are a key asset in driving

organizational processes, the importance of developing human resources becomes a top priority. Therefore, an organization needs to look for methods to improve the quality of its human resources in order to be able to encourage organizational progress.

Employees who feel satisfied generally experience joy and happiness in carrying out their duties. They show a sense of appreciation for the organization, feel valued by colleagues, and see opportunities for career development. Satisfied employees also show high attachment to the organization, tend to be more productive, and have a strong sense of responsibility for their tasks. On the other hand, employees who are not satisfied will feel unhappy with their work. They may feel underappreciated or have no opportunities to develop at work, feel stuck in a boring routine, and show low levels of productivity. The impact can be detrimental to the smooth operation of the organization.

The Bondowoso Regency Environmental Service (DLH) is a government agency that has responsibility for managing and protecting the environment in Bondowoso Regency, East Java, Indonesia. This research chose DLH Bondowoso Regency as the object because this agency has quite a large number of honorary employees and has quite different workloads and work abilities compared to other agencies in Bondowoso Regency.

Like other government agencies, DLH Bondowoso Regency also has employees who work to carry out existing tasks. Job satisfaction of DLH Bondowoso Regency employees is important, because this affects productivity and the quality of work produced. Recently, especially in 2023, the behavior of DLH Bondowoso Regency honorary employees has changed. A lot of work has piled up, was neglected, and was not completed according to the specified schedule. It turns out that these employees got work that was not in accordance with their competence, where in the planning and evaluation sub-section, honorary employees were given inappropriate tasks, for example working on the Accountability Information Report (LKPI). Then this employee also gets too much workload whose volume exceeds his capacity. Moreover, these honorary employees receive a basic salary periodically every month with a fixed amount, namely IDR 1,000,000. However, in 2022, there will be a difference in the basic salary for honorary employees, where for administrative positions it is IDR 850,000, while for non-administrative positions it is IDR 600,000.

Based on previous research, such as that conducted by Adha & Youmil, (2020) and Putra & Johannes, (2023), in their research they concluded that workload has a significant effect on job satisfaction. Apart from that, Afrimarta, (2021) in his research stated that workload does not have a significant effect on job satisfaction. Research by Adha & Youmil, (2020) states that compensation has a significant effect on job satisfaction, while Seidy et. al, (2018) stated that compensation does not have a significant effect on job satisfaction.

Based on previous phenomena and research, this research aims to carry out a re-analysis regarding the Influence of Workload, Work Ability and Compensation on Job Satisfaction of Honorary Employees at DLH Bondowoso Regency. This research is interesting to carry out because it can add insight into the influence of these three variables on the job satisfaction of honorary employees by using a different population and sample from previous research. It is hoped that it can reveal new facts and

strengthen existing evidence regarding the influence between these variables.

Literature review

Workload

According to Harini et al., (2018), workload refers to tasks that must be carried out within a certain time limit by maximizing the potential and skills possessed by employees. According to Bogar et al., (2021) stated that workload includes a number of work targets or results that must be completed within a certain time span. Meanwhile, according to Malino, (2020) workload is defined as a collection of tasks given by leadership to employees to be completed in an organization or company within a specified time period. Referring to several workload definition concepts above, it can be concluded that workload includes a number of tasks or work given to individuals or groups within a certain time period.

Work ability

Work ability according to Wibowo (2017:94) provides a definition of work ability as intellectual, emotional and physical capabilities that enable a person to carry out various activities so that their goals are achieved. Robbins in Wibowo, (2017:94) also states that work ability is the ability to demonstrate one's competence in completing a job. Based on the opinions of these experts, it can be concluded that work ability is an individual's ability or skills to carry out tasks and work effectively and efficiently.

Compensation

According to Hertati, (2019:125) compensation can be interpreted as all forms of compensation received by employees as appreciation for the contribution of energy and thought they have given to the organization where they work. Sari et al., (2020) also stated that compensation is a reward given to employees as a replacement for the work contribution they have made to the company. According to Mujanah, (2019:1) compensation includes all income in the form of money, indirect goods received by employees as compensation for services provided to the company. Referring to the explanation above, it can be concluded that compensation is a form of compensation or reward given to someone for their performance or contribution in an organization or company, usually in the form of salary, allowances, incentives or others.

Job satisfaction

According to Sutrisno, (2019:74) defines job satisfaction as a person's attitude towards their work which involves factors such as the work atmosphere, co-workers, and all things related to the physical and psychological. Meanwhile, according to Tsauri, (2013:118) job satisfaction is the feeling a person has towards their work. Referring to several definitions of job satisfaction presented above, job satisfaction is defined as a psychological condition that occurs when someone feels satisfied with their job, including salary, work environment and career development opportunities.

Method

Based on the background and problem formulation described above, this research is classified as explanatory research. The analytical method used in this research is multiple linear regression analysis using the IBM SPSS Statistics 27 application. This research was conducted on honorary employees of DLH Bondowoso Regency. The variables used in this research are workload, work ability, and compensation as independent variables and job satisfaction as the dependent variable.

The data collection method used in this research was by distributing questionnaires directly to respondents. A questionnaire is a data collection tool in the form of a written statement sheet that is distributed by researchers to be answered by respondents from honorary DLH employees of Bondowoso Regency regarding the variables to be studied.

The population for this study was all honorary employees at DLH Bondowoso Regency, totaling 74 people. The method used is Non-Probability Sampling with a sampling technique, namely saturated sampling. Thus, the sample for this research is all 74 honorary employees of DLH Bondowoso Regency.

Result

Multiple Linear Regression Analysis

After testing the instrument, it showed that the instrument used in this research was valid and reliable. Then the data normality test showed that the research data was normally distributed. Then the classical assumption test showed that the data in this study was also free from symptoms of multicollinearity and heteroscedasticity, so multiple linear regression analysis was carried out with the following results:

The results of the interpretation of the hypothesis test are as follows:

The workload variable (X1) has a significant value of $0.145 > 0.05$ so that H0 is accepted and Ha is rejected, which means workload has no effect on job satisfaction.

The work ability variable (X2) has a significant value of $0.001 < 0.05$ so that H0 is rejected and Ha is accepted, which means work ability has an effect on job satisfaction.

The compensation variable (X3) has a significant value of $0.190 > 0.05$ so that H0 is accepted and Ha is rejected, which means that compensation has no effect on job satisfaction.

Discussion

The test results show that workload has no effect on job satisfaction, work ability has an effect on job satisfaction, and compensation has no effect on job satisfaction of honorary employees at the Bondowoso Regency Environmental Service.

The Effect of Workload on Job Satisfaction

Based on the results of the hypothesis test in Table 5, it states that H0 is accepted so that workload does not have a significant effect on job satisfaction with a significant value of 0.145. The results of this research explain that workload has no effect on job satisfaction of honorary employees at the Bondowoso Regency Environmental Service. This means that the higher level of workload does not cause an increase in job satisfaction for honorary employees. This was also influenced by the characteristics of the age respondents, where there were 16 respondents aged < 30 years, 31 aged 30-40 years, and 27 aged > 40 years. This is also a supporting factor in the workload received by DLH Bondowoso Regency honorary employees because age is related to a person's mental readiness. Therefore, honorary employees who are > 30 years old will feel ready for a high workload because it is their responsibility.

The results of this research support research conducted by Afrimarta (2021) which states that workload does not have a significant effect on job satisfaction.

The Influence of Work Ability on Job Satisfaction

Based on the results of hypothesis testing in Table 5, it states that H0 is rejected so that work ability has a significant effect on job satisfaction with a significant value of 0.001. The results of this research explain that work ability influences the job satisfaction of honorary employees at the Bondowoso Regency Environmental Service. This means that the higher or more appropriate the work abilities possessed by honorary employees, the greater the job satisfaction of honorary employees. The perceived work ability of Bondowoso Regency DLH honorary employees is relatively low. This happens because honorary employees have worked for many years at the Bondowoso Regency Environmental Service, as evidenced by the results of the characteristics of respondents based on length of work which can be seen in Table 4.3, which states that 19 people worked for less than < 5 years, 5 - 10 years. as many as 23 people, and > 10 years as many as 32 people. Where some honorary employees feel they have relatively low abilities to complete their work. Honorary employees feel bored doing the same work with less competent skills, which affects their job satisfaction.

The results of this research support research conducted by Mahastuti, (2020) and Simanjorang, (2020) in their research which states that work ability has a positive and significant effect on job satisfaction.

The Effect of Compensation on Job Satisfaction

Based on the results of hypothesis testing in Table 5, it states that H0 is rejected so that compensation has no significant effect on job satisfaction with a significant value of 0.190. The results of this research explain that compensation has no effect on job satisfaction of honorary employees at the Bondowoso Regency Environmental Service. This means that the higher the compensation of honorary employees, the higher the job satisfaction of honorary employees is. This happens because each honorary employee gets the same salary, in accordance with the phenomenon that occurs at the Bondowoso Regency Environmental Service where these honorary employees receive a regular basic salary every month of the same amount, namely IDR 1,000,000 and receive the same facilities as well. namely in the form of health insurance, both administrative and non-administrative. This results in the needs of honorary employees not being met because the nominal amount they receive is very small even though they receive a regular basic salary every month. This is also influenced by the characteristics of respondents based on age in Table 4.2, it turns out that 16 people aged < 30 years, 31 people aged 30-40 years, and 27 people aged > 40 years, the majority of whom are already married, so with adequate compensation received by honorary employees is not enough to meet their needs. However, the characteristics of the respondents' length of work show that 19 people have worked < 5 years, 23 people have worked for < 5 years, 23 people have worked for > 10 years, and 32 people have worked > 10 years. This happens because even though honorary employees receive a small salary, they receive other income outside of their basic salary that can meet their needs so they can survive for a long period of time.

The results of this research support research conducted by Seidy et. al (2018) stated that compensation does not have a significant effect on job satisfaction.

Conclusion

The results of the research and discussions that have been carried out regarding the influence of workload, work ability and

compensation on the job satisfaction of honorary employees at DLH Bondowoso Regency, can be drawn as follows: The workload variable (X1) has no effect on the job satisfaction of honorary employees at DLH Bondowoso Regency. This means that the higher the workload received by the Bondowoso Regency DLH honorary employees, the greater the job satisfaction. The work ability variable (X2) influences the job satisfaction of honorary employees of DLH Bondowoso Regency. This means that the higher the work ability possessed by the Bondowoso Regency DLH honorary employees, the greater the job satisfaction. The compensation variable (X3) has no effect on job satisfaction of honorary employees of DLH Bondowoso Regency. This means that the higher the compensation received by the Bondowoso Regency DLH honorary employees, the less the job satisfaction will increase.

Suggestion

Based on the description that has been explained regarding the influence of workload, work ability and compensation on the job satisfaction of honorary employees at DLH Bondowoso Regency, it is recommended that the Bondowoso Regency Environmental Service be expected to pay more attention to the workload given to honorary employees. Improving the work abilities of honorary employees with training and development related to the work provided. Compensation should be adjusted to the duties and responsibilities of honorary employees.

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