

# Relationship between Communication and Job Stress to Employee Job Satisfaction at Waroeng Spesial Sambal Mayjend Sutoyo Branch Yogyakarta

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## ABSTRACT

Communication and work stress influence job satisfaction and work productivity. Employee work productivity is an essential indicator for every company in its business activities regarding product quality and quantity. This study aims to obtain empirical evidence of the effect of communication and work stress on the job satisfaction of Waroeng Special Sambal or SS employees at the branch of Mayjend Sutoyo Yogyakarta. This type of research is an observational study with cross-sectional methods. The subjects used in this study were all Waroeng Special Sambal (SS) Mayjend Sutoyo Branch employees, totaling 33 people. The sampling technique used in this study used a purposive sampling method. The data was collected using a validated questionnaire measured by a Likert scale. Data analysis techniques used SPSS application with validity test, reliability test, normality test, multicollinearity test, heteroscedasticity test, multiple linear regression, test (R), t-test, and F test. This research was conducted from February 17, 2023, to March 19, 2023. This study showed that communication had no significant effect on employee job satisfaction. However, work stress negatively and significantly affects employee job satisfaction. Both communication and work stress influenced employee job satisfaction based on simultaneous tests. Therefore, in this study, stress significantly influences employee job satisfaction more than communication in Waroeng SS Mayjend Sutoyo Branch.

**Keywords:** communication, job satisfaction, work stress

## 1. Introduction

Communication is a means by which all employees can share information, convey news and work to their coworkers. Not only that, but communication is also crucial in a company, so if communication does not go well, it can cause problems among employees (Handoko et al. 2022). Like communication, job stress also significantly affects employee job satisfaction. Job stress is a factor that can affect productivity in a company (Wulansari, 2019).

According to Abdullah (2017), if work stress increases, it can result in low productivity. Work stress also has an impact on job satisfaction. Job stress is a feeling of pressure experienced by employees toward their work (Saputra, 2018). Work productivity is when human resources can produce an output with a productive measure and a process that focuses on the output produced by human resources with a ratio between input and output. Employee work productivity is a benchmark for every company in running its business activities regarding the quality and quantity of products (Baiti et al., 2020).

The problem found in Waroeng Spesial Sambal (SS) Mayjend Sutoyo Branch is that this company requires its employees to achieve optimal performance by setting a target that must be achieved by employees who work in the company. However, not everything that is desired is not following what is expected by employees because some employees do not work optimally. It is due to the lack of assertiveness of superiors toward subordinates. The assignment given to employees who have a certain period to be completed by each employee causes a reaction that causes pressure that makes work stress on employees. In addition, the thing that can affect job satisfaction is communication. Where communication between employees is not well established (Siskadillah, 2019).

## 2. Research Methods

This study's research type used quantitative methods with a cross-sectional design. This research was conducted at Waroeng Spesial Sambal (SS), which is located at Jl. Mayjend Sutoyo No.62, Mantrijeron, Kec. Mantrijeron, Yogyakarta City, Yogyakarta Special Region 55143. This research was conducted from 17<sup>th</sup> February to 19<sup>th</sup> March 2023.

The population in this study were all Waroeng Spesial Sambal (SS) employees in Yogyakarta. The sample used in this study were all employees at Waroeng Spesial Sambal (SS) Mayjend Sutoyo Branch. The sampling technique used in this study used the purposive sampling method.

The research variables are communication, work stress level, and job satisfaction. The research instrument used to obtain data on these three variables is a previously validated questionnaire. The communication validity test value was  $p = 0.514$ , and Cronbach's alpha reliability was 0.881 (Syahputra, 2019). Then the work stress validity test is  $p = 0.277$ , and Cronbach's alpha reliability value was 0.672 (Rahmayuliani, 2018). Job satisfaction questionnaire validity was  $p = 0.05$ , and Cronbach's alpha reliability test for job satisfaction variables was 0.885 (Adawiyah, 2016).

Data analysis techniques used SPSS application with validity test, reliability test, normality test, multicollinearity test, heteroscedasticity test, multiple linear regression, test (R), t-test, and F test with significance level of  $p < 0.05$ . The results of the research data were displayed in tables and percentages.

## 3. Results and Discussion

Waroeng Spesial Sambal (SS) was established in 2002 by Mr. Yoyok Hery Wahyono (at that time, he was still a student of Chemical Engineering UGM) in the form of a street tent stall west of the Grha Sabha Pramana UGM building with an initial capital of Rp 9,000,000. Until now, the tent stall is still maintained (operating), and among SS is known as Waroeng Perjuangan. In 2004 Waroeng SS Yogyakarta opened its first branch in Condongcatur, Sleman, as a permanent stall (not a tented stall). In 2006 it began to open outside the city, namely in the city of Solo, and continued in other cities. There are 84 stalls throughout Indonesia (Java and Bali), including 17 in Yogyakarta.

The number of subjects of this study was 33 people as employees of Waroeng Spesial Sambal or SS branch of Mayjend Sutoyo Yogyakarta. The characteristics of the respondents are shown in Table 1.

Table 1. Characteristics of research subjects (n=33)

Variable	N	100%
<b>Age</b>		
20-25	16	48.5%
26-30	17	51.5%
31-35	0	0%
35-40	0	0%
<b>Gender</b>		
Male	20	60.6%
Female	13	39.4%
<b>Origin</b>		
Yogyakarta	21	63.6%
Outside Yogyakarta	12	36.4%
<b>Education</b>		
High school/ equivalent	24	72.7%
Diploma	5	15.2%
Bachelor	4	12.1%
S2	0	0%

According to the data above, it is known that there are no employees aged  $\leq 20$ , while there are 16 employees (48,5%) aged 21-25 years old. Most respondents aged 26-30 had as many as 17 employees (51.5%). There were no employees in the 31-40 age range. Referring to this, the average Waroeng Special Sambal or SS Mayjend Sutoyo Yogyakarta Branch employee is 20-30 years old.

Based on gender, 60.6% (20 people) of employees were male and 39.4% (13 people) were female. So the average Waroeng Special Sambal or SS Mayjend Sutoyo Yogyakarta Branch employee is male. It can also be seen that the average education level of employees of Waroeng Special Sambal or SS Mayjend Sutoyo Yogyakarta Branch is SMA / SMK, with a total of 24 people (72.7%). Furthermore, the most regional origin of Waroeng Special Sambal or SS Mayjend Sutoyo Yogyakarta Branch employees come from Yogyakarta, totaling 21 employees (63.6%).

Table 2. Simultaneous Test Results (F Test)

Model	F-value <sup>a</sup>	Df	Mean Square	F	Sig.
1 Regression	26.086	2	13.034	4.717	0.002 <sup>b</sup>
Residual	82.902	30	2.763		
Total	108.970	32			

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

Table 2 displays the results of the simultaneous test / F test. From the simultaneous test results (F test) above, the calculated F value is  $4,717 > 3.32$  with a significance of  $0.002 < 0.05$ . Therefore, two variables: communication and job stress, affect employee job satisfaction.

Table 3. Partial Test Results (t-test)

Variable	Coefficient	Standard error	T	Sig.
Communication	0.199	0.196	1.013	0.319
Work Stress	0.543	0.176	3.099	0.004

The t-test results are shown in Table 3. Based on the t-test results, the value of  $p > 0.05$  shows that the communication variable does not have a positive and significant effect on the employee job satisfaction variable. The work stress variable has a significance value of  $p < 0.05$ , so work stress has a positive and significant effect on the employee job satisfaction variable.

Table 4. Multiple Linear Regression Test Results

Variable	B	Standard error	p	R <sup>2</sup>	Adjust R <sup>2</sup>
Constant	8.348	3.659		0.239	0.189
Communication	-0.064	0.200	-0.058		
Work Stress	0.577	0.202	0.513		

Table 4 shows the results of multiple linear regression in this study. We can see that the Adjusted R value<sup>2</sup> is 0.189, showing that the communication and work stress variables affect job satisfaction by 18.9%. It means that there is still a contribution of 81.1% that contributes to job satisfaction. Based on the analysis normality test, multi-collinearity test, and heteroscedasticity the  $p$  value  $> 0.05$ . So, the data was normal and there was neither multicollinear nor heteroskedasticity.

Based on the results of this study, communication does not have a positive and significant effect on the job satisfaction of Waroeng Special Sambal or SS Mayjend Sutoyo Branch employees. The findings of this study are different from Dewi's research (2021) which states that communication has a positive and significant effect on job satisfaction. There is no relationship between communication and job satisfaction because communication between employees, superiors, and fellow employees is excellent. It happens because all employees of Waroeng Spesial Sambal or SS Mayjed Sutoyo Yogyakarta Branch every two times a month do sports activities together such as renting a building for futsal and badminton sports so that with this togetherness, employees can get to know each other. This togetherness can continue to the office so that employees do not feel awkward between one employee and another, every year employees of Waroeng Spesial Sambal (SS) Mayjed Sutoyo Yogyakarta Branch also do some refreshing by visiting tourist attractions so that employees can unwind from the workload, this joint travel program will increase the opportunity for employees to chat and joke with both fellow employees or superiors with employees then the last employee is required to participate in mingling and joining together so that employees are not awkward in communicating both with superiors and fellow employees. This finding was like Karyaningsih's research that improves communication, where communication is improved by tightening relationships with fellow employees, such as doing sports together, refreshing, and good relationships between employees make it less awkwardness between employees or superiors (Karyaningsih, 2018).

While Wirawan & Sudharma (2015) states that better communication between employees, employees, and superiors will make it easier for employees to work and reduce errors in work, and the work's results would exceed what is expected. Thus, the independent variable, namely communication, is vital in increasing each employee's job satisfaction. Communication is an essential part of work life. Poor communication will broadly impact organizational life, for example, a conflict between employees; conversely, good communication can increase mutual understanding, cooperation, and job satisfaction. (Wirawan & Sudharma, 2015).

In research Khulfatya (2019) communication that can increase employee job satisfaction, namely: top-down communication and horizontal communication. Top-down communication at Waroeng Spesial Sambal (SS) Mayjend Sutoyo Yogyakarta Branch such as the existence of reciprocal communication between superiors and subordinates where the process of delivering information from superiors to employees is good so that there is no misunderstanding in the delivery of information provided by superiors to employees of Waroeng Special Sambal Mayjend Sutoyo Yogyakarta Branch. In comparison, horizontal communication at Waroeng Spesial Sambal Mayjend Sutoyo Yogyakarta Branch is the establishment of good communication between fellow employees so that employees at Waroeng Special Sambal Mayjend Sutoyo Yogyakarta Branch are very compact.

Communication within the company is one of the essential factors in employee job satisfaction. Good communication lets you convey or receive information to or from other parties. Communication errors will give unfavorable results and can be fatal, and the target is not achieved. Good communication is when there is an understanding between the sender and receiver. With effective communication, employees can work well, and there is job satisfaction with the results they do because they feel they have been provided with clear and accurate information. Conversely, leaders can also find out the extent to which their employees can understand their duties and the extent to which they pay attention to the company and their superiors. (Khulfatya, 2019).

Another finding of this study is that job stress is negatively and significantly related to employee job satisfaction at Waroeng Special Sambal or SS Mayjend Sutoyo Yogyakarta Branch. The results of this study are reinforced by research conducted by Puspitawati et al (2020), which states that job stress has a negative and significant effect on employee job satisfaction. The environment influences stress because stressful conditions could occur due to an imbalance between the pressures in the workplace. How individuals were impacted by stress would vary depending on their ability to deal with these pressures. From this research, we can see that the higher the job stress so the work satisfaction will decrease or vice versa. So, the lower the job stress, can impact to the higher the employee job satisfaction. (Rahmayuliani, 2018).

Employees who are stressed at work at Waroeng Special Sambal or SS Mayjend Sutoyo Branch Yogyakarta is due to non-optimal working hours, many work tasks that are demanded by superiors to be good, and finally, many employees feel bored at work, so the manager of Waroeng Special Sambal (SS) Mayjend Sutoyo Branch provides the application of SOP (Standard Operational Procedure) for employees' job satisfaction. For example, employees had a chance to communicate to the manager about their complaints while

working every month. In addition, employees are also given bonuses or additional salaries at the end of the year. Finally, employees are allowed to take off work at least two times a month in addition to the actual time off. However, many employees still need to be stressed at work even though the policy has been carried out at Waroeng Spesial Sambal (SS) Mayjend Sutoyo Yogyakarta Branch.

Many other factors affect low employee job satisfaction. In stress at work can be caused by high pressure and demands, causing employees to be absent or skip work and low productivity and psychological aspects According to (Kartikawati, 2016; Yasa & Dewi, (2018). Employees can also be stressed with a large workload, superiors who put too much pressure, unpleasant coworkers, salaries, and limited rest time. So that, employees who are stressed at work so that job stress has a negative and significant effect on employee job satisfaction in this study. In contrast to communication, where communication in the environment is exemplary both from superiors and coworkers, so in this study, communication has no positive and significant effect on employee job satisfaction.

In this study, communication has no relationship with employee job satisfaction, while job stress affects employee job satisfaction. Research Poniasih, Ni & Dewi, (2015) states that communication and work stress are interrelated with employee job satisfaction, where communication positively and significantly affects employee job satisfaction. It means that the more communication goes well in the company, the employee will feel job satisfaction increases as well as work stress has a negative and significant effect on employee job satisfaction, this means that there is a negative influence of work stress on employee job satisfaction, the higher the work stress felt by employees, the more job satisfaction decreases.

Similar to Paramita et al., (2016), this study states that communication and work stress are interrelated. Communication is an integral part of working life. It is easy to understand because poor communication can broadly impact organizational life, for example, conflicts between employees and vice versa. Good communication can increase mutual understanding, cooperation, job satisfaction, and work stress. Work stress has a significant negative effect on job satisfaction, meaning that work stress experienced by employees can affect what they feel about work and the results they receive.

Communication and job stress affect employee job satisfaction, but many other aspects affect employee job satisfaction. In this study, the contribution of communication and work stress variables was only 19%. Research by Dyanto & Sitorus (2023) found that work motivation can affect job satisfaction, communication, and stress. However, these three variables affect 51.3% of job satisfaction. So, there are still other variables that affect job satisfaction. According to Fortuna (2016) factors such as type of work, coworkers, benefits, fair treatment, job security, opportunities to connect ideas, wages, performance recognition, and environment affect job satisfaction.

#### **4. Conclusion**

Based on the results of this study, there is a negative relationship between job stress and employee job satisfaction significantly. However, there is no relationship between communication and employee job satisfaction. Simultaneously, both communication and job



stress variables are related to employee job satisfaction. Therefore, high job stress influences low job satisfaction among employees.

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